General Assessment Information

Test Type: This Programs of Study assessment is a customized assessment for the MBAResearch and Curriculum Center. Programs of Study assessments measure technical skills at the occupational level and include items which gauge factual and theoretical knowledge. This assessment offers a written component and is intended for use at the secondary level. This assessment is delivered entirely through QuadNet™, NOCTI's online testing system.

Revision Team: This assessment was developed by MBAResearch and Curriculum Center, a not-for-profit 501(c)(3) organization operated by 30+ state education departments. Assessment content is based on standards validated by industry professionals throughout the U.S.

52.0201 – Business Administration and Management, General

Career Cluster 4-
Business Management and Administration

11-1021.00 – General and Operations Managers

The Association for Career and Technical Education (ACTE), the leading professional organization for career and technical educators, commends all students who participate in career and technical education programs and choose to validate their educational attainment through rigorous technical assessments. In taking this assessment you demonstrate to your school, your parents and guardians, your future employers and yourself that you understand the concepts and knowledge needed to succeed in the workplace. Good Luck!

MBAResearch believes that “proof of learning” is the first step toward a future career. Students who successfully complete a research-based assessment put themselves a step ahead of their competitors – for college admission and for beginning substantive careers in business. MBAResearch is proud to be the primary source of industry-validated standards and curriculum for business careers, for many high school and community college business administration curricula, and for many assessments offered here.
Written Assessment

This written assessment consists of questions to measure an individual’s factual theoretical knowledge.

Administration Time: 1 hour and 40 minutes  
Number of Questions: 100  
Number of Sessions: This assessment may be administered in one or two sessions.

Areas Covered

- Business Law: 1%  
- Communication Skills: 10%  
- Customer Relations: 3%  
- Economics: 9%  
- Emotional Intelligence: 12%  
- Financial Analysis: 27%  
- Human Resources Management: 2%  
- Information Management: 3%  
- Knowledge Management: 1%  
- Market Planning: 1%  
- Marketing: 1%  
- Market- Information Management: 1%  
- Operations: 10%  
- Professional Development: 10%  
- Project Management: 1%  
- Quality Management: 1%  
- Risk Management: 1%  
- Selling: 1%  
- Strategic Management: 5%
Specific Competencies and Skills Tested in this Assessment

Business Law
- Explain types of business ownership

Communication Skills
- Extract relevant information from written materials
- Analyze company resources to ascertain policies and procedures
- Follow oral directions
- Explain the nature of effective verbal communications
- Defend ideas objectively
- Handle telephone calls in a businesslike manner
- Organize information
- Write informational messages
- Prepare complex written reports
- Choose appropriate channel for workplace communication

Customer Relations
- Adapt communication to the cultural and social differences among clients
- Handle difficult customers
- Discuss the nature of customer relationship management

Economics
- Describe the concepts of economics and economic activities
- Explain the principles of supply and demand
- Describe types of business activities
- Describe factors that affect the business environment
- Explain the concept of competition
- Describe the nature of taxes
- Explain the concept of productivity
- Explain the impact of the law of diminishing returns
- Describe the economic impact of inflation on business

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Specific Competencies and Skills (continued)

**Emotional Intelligence**
- Describe the nature of emotional intelligence
- Demonstrate initiative
- Manage commitments in a timely manner
- Exhibit a positive attitude
- Demonstrate self-control
- Respect the privacy of others
- Demonstrate negotiation skills
- Use conflict-resolution skills
- Explain the concept of leadership
- Demonstrate adaptability
- Foster positive working relationships
- Explain the impact of political relationships within an organization

**Financial Analysis**
- Explain legal responsibilities associated with financial exchanges
- Develop personal budget
- Interpret a pay stub
- Read and reconcile bank statements
- Demonstrate the wise use of credit
- Protect against identity theft
- Describe types of financial-services providers
- Describe sources of securities information
- Explain types of investments
- Describe the concept of insurance
- Explain the nature of risk management
- Describe the need for financial information
- Explain the concept of accounting
- Discuss the role of ethics in accounting
- Explain the use of technology in accounting
- Explain legal considerations for accounting

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Specific Competencies and Skills (continued)

Financial Analysis (continued)
- Describe the nature of cash flow statements
- Explain the nature of balance sheets
- Describe the nature of income statements
- Explain legal considerations for finance
- Complete loan application package
- Describe the nature of budgets
- Describe the nature of cost/benefit analysis
- Determine relationships among total revenue, marginal revenue, output, and profit
- Forecast sales
- Calculate financial ratios
- Interpret financial statements

Human Resources Management
- Discuss the nature of human resources management
- Assist employees with prioritizing work responsibilities

Information Management
- Explain legal issues associated with information management
- Describe the nature of business records
- Conduct an environmental scan to obtain business information

Knowledge Management
- Explain the nature of knowledge management

Market Planning
- Explain the nature of sales forecasts

Marketing
- Explain factors that influence customer/client/business buying behavior

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Specific Competencies and Skills (continued)

Marketing-Information Management
• Display data in charts/graphs or in tables

Operations
• Explain the nature of operations
• Coordinate work with that of team members
• Explain the nature of project management
• Describe types of purchase orders
• Discuss types of inventory
• Explain the concept of production
• Identify quality-control measures/techniques
• Explain the nature of overhead/operating costs
• Conduct break-even analysis
• Discuss the nature of business analysis

Professional Development
• Explain the need for innovation skills
• Demonstrate problem-solving skills
• Make responsible financial decisions
• Utilize job-search strategies
• Interview for a job
• Discuss cost accounting systems (e.g. job order costing, process costing, activity-based costing [ABC], project costing, etc.)
• Explain the role of managerial accounting techniques in business management
• Describe the scope of costs in managerial accounting (e.g., direct cost, indirect cost, sunk cost, differential cost, etc.)
• Explain possible advancement patterns for jobs
• Follow chain of command

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Specific Competencies and Skills (continued)

Project Management
- Manage project team

Quality Management
- Explain the nature of quality management

Risk Management
- Explain the role of ethics in risk management

Selling
- Explain the nature of bonds

Strategic Management
- Explain the concept of management
- Discuss managerial considerations in directing
- Identify and benchmark key performance indicators (e.g., dashboards, scorecards, etc.)
- Describe the nature of managerial control (control process, types of control, what is controlled)
- Track performance of business plan
Sample Questions

Which of the following are examples of raw materials that a business might keep on hand for production:
   A. Wheat, fabric, and oil
   B. Oil, jewelry, and soap
   C. Fabric, wheat, and soap
   D. Oil, soap, and jewelry

Tristan and Laura disagree about how to allocate company resources. This is an example of a(n)
   A. proactive conflict.
   B. external conflict.
   C. labor dispute.
   D. dysfunctional dispute.

In what section of the business plan will Matthew provide detailed information about the types of cleaning services that his company offers?
   A. Company description
   B. Executive summary
   C. Products offered
   D. Management plan