Accelerated Business Management and Administration (3-Credit)
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.
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%  
- Communications: 7%  
- Customer Relations: 5%  
- Economics: 15%  
- Emotional Intelligence: 1%  
- Financial Analysis: 19%  
- Human Resources Management: 2%  
- Knowledge Management: 2%  
- Marketing: 1%  
- Market Planning: 1%  
- Information Management: 9%  
- Operations: 15%  
- Professional Development: 15%  
- Quality Management: 1%  
- Strategic Management: 5%  
- Risk Management: 1%
Specific Competencies and Skills Tested in this Assessment

Business Law
- Explain types of business ownership

Communications
- Handle telephone calls in a businesslike manner
- Utilize note-taking strategies
- Explain the nature of effective written communications
- Select and utilize appropriate formats for professional writing
- Write business letters
- Write inquiries
- Defend ideas objectively

Customer Relations
- Respond to customer inquiries
- Handle difficult customers
- Handle customer/client complaints
- Determine ways of reinforcing the company's image through employee performance
- Discuss the nature of customer relationship management

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Specific Competencies and Skills (continued)

Economics
- Describe the concepts of economics and economic activities
- Determine economic utilities created by business activities
- Describe types of business activities
- Discuss the global environment in which businesses operate
- Explain the types of economic systems
- Determine the relationship between government and business
- Describe the nature of taxes
- Explain the concept of productivity
- Analyze the impact of specialization/division of labor on productivity
- Describe factors that affect the business environment
- Explain the concept of Gross Domestic Product (GDP)
- Explain the economic impact of interest-rate fluctuations
- Determine the impact of business cycles on business activities
- Describe the determinants of exchange rates and their effects on the domestic economy
- Explain the concept of competition

Emotional Intelligence
- Take responsibility for decisions and actions

Financial Analysis
- Explain the nature of risk management
- Explain the concept of accounting
- Describe the nature of income statements
- Explain the role of finance in business
- Describe the nature of budgets
- Determine relationships among total revenue, marginal revenue, output, and profit
- Develop company's/department's budget
- Describe the nature of cash flow statements
- Explain the nature of balance sheets

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Specific Competencies and Skills (continued)

Financial Analysis (continued)
- Conduct variance analysis
- Explain the purpose of internal accounting controls
- Calculate financial ratios
- Interpret financial statements
- Describe types of financial statement analysis (e.g., ratio analysis, trend analysis, etc.)
- Analyze cash-flow patterns
- Discuss the role of ethics in finance
- Explain legal considerations for finance
- Explain the nature of operating budgets
- Describe the nature of cost/benefit analysis

Human Resources Management
- Explain the role of ethics in human resources management
- Assist employees with prioritizing work responsibilities

Knowledge Management
- Explain legal considerations for knowledge management
- Identify techniques that can be used to capture and transfer knowledge in an organization

Marketing
- Discuss actions employees can take to achieve the company's desired results

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Specific Competencies and Skills (continued)

Market Planning
• Explain the nature of sales forecasts

Information Management
• Obtain needed information efficiently
• Apply information to accomplish a task
• Discuss the nature of information management
• Identify ways that technology impacts business
• Assess information needs
• Demonstrate basic email functions
• Demonstrate basic web-search skills
• Demonstrate basic spreadsheet applications
• Display data in charts/graphs or in tables

Operations
• Explain the nature of operations
• Discuss the role of ethics in operations
• Describe the use of technology in operations
• Follow instructions for use of equipment, tools, and machinery
• Maintain a safe work environment
• Explain routine security precautions
• Protect company information and intangibles
• Discuss legal considerations in operations
• Organize and prioritize work
• Evaluate vendor performance
• Conduct breakeven analysis
• Develop expense control plans
• Explain the nature and scope of purchasing
• Identify quality-control measures/techniques
• Describe crucial elements of a quality culture

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Specific Competencies and Skills (continued)

Professional Development
- Set personal goals
- Follow chain of command
- Demonstrate problem-solving skills
- Demonstrate appropriate creativity
- Analyze employer expectations in the business environment
- Explain employment opportunities in business
- Utilize job-search strategies
- Complete a job application
- Prepare a résumé
- Ascertain employee's role in meeting organizational goals
- Explain the rights of workers
- Discuss cost accounting systems (e.g., job order costing, process costing, activity-based costing)
- Explain the nature of cost accounting decision making
- Describe the scope of costs in managerial accounting (e.g., direct cost, indirect cost, etc.)
- Discuss the nature of balanced scorecards

Quality Management
- Explain the nature of quality management

Strategic Management
- Explain the nature of managerial ethics
- Explain the nature of business plans
- Discuss managerial considerations in directing
- Describe the nature of managerial control (control process, types of control, what is controlled)
- Analyze operating results in relation to budget/industry

Risk Management
- Explain the role of ethics in risk management
Sample Questions

Which of the following factors help determine if a manufacturer is illegally using closed sales territories for distribution purposes:
A. Increased intensity
B. Reduced competition
C. Perishable goods
D. Limited risk

Information usually comes in either physical form or __________ form.
A. verbal
B. book
C. electronic
D. note card

Businesses can exhibit social responsibility by
A. maximizing their profits.
B. charging sales tax.
C. giving political donations.
D. producing limited quantities of goods.