



Standard Business Management and Administration (4-Credit)

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General Assessment Information

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General Assessment Information
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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.



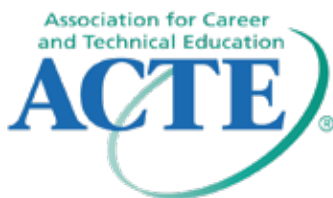
52.0201 – Business Administration and Management, General



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

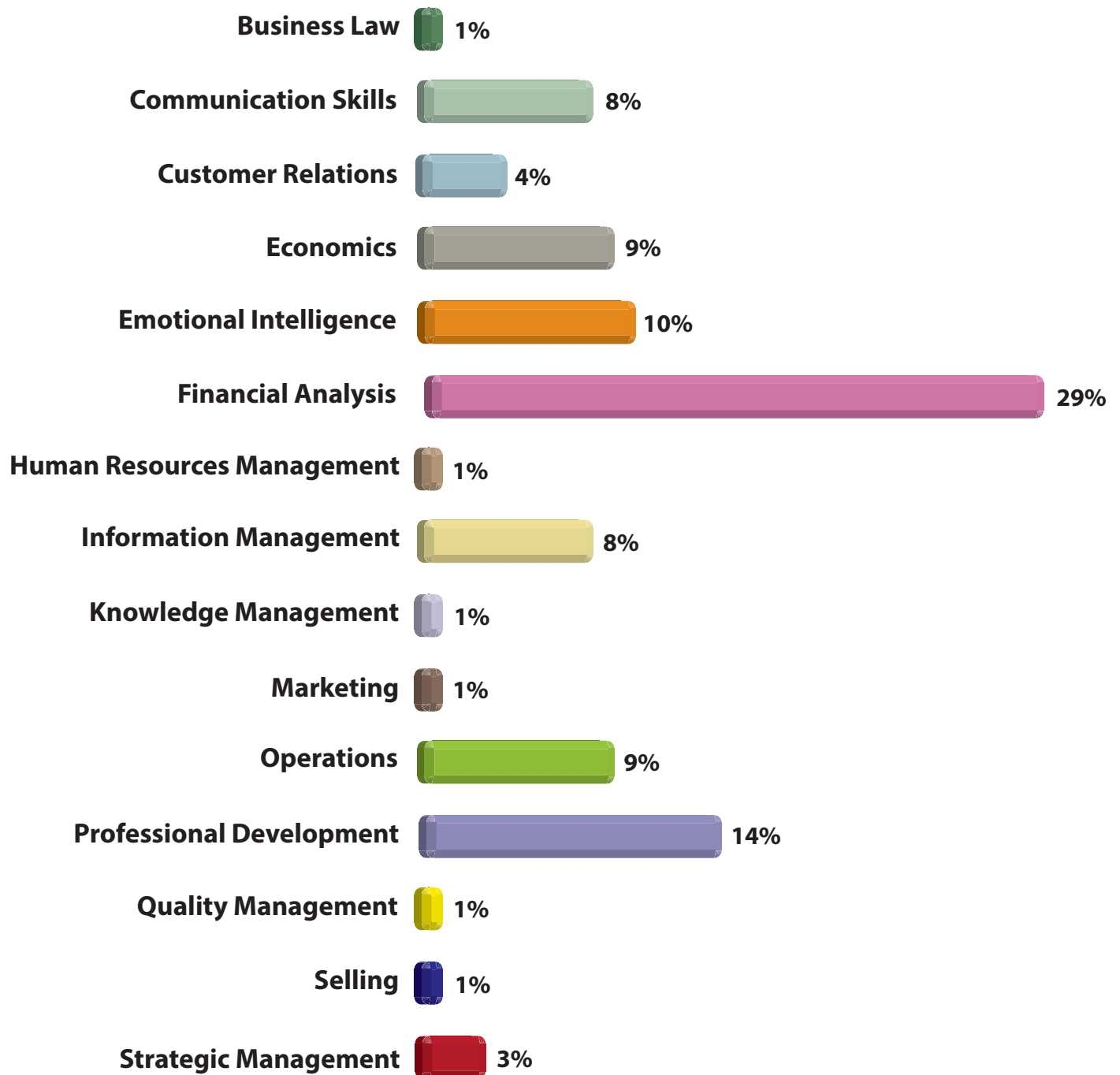
This written assessment consists of questions to measure an individual's factual theoretical knowledge.

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



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
- Handle telephone calls in a businesslike manner
- Explain the nature of effective written communications
- Select and utilize appropriate formats for professional writing
- Write professional e-mails

Customer Relations

- Respond to customer inquiries
- Handle customer/client complaints
- Identify company's brand promise
- Discuss the nature of customer relationship management



Economics

- Distinguish between economic goods and services
- Describe the concepts of economics and economic activities
- Determine economic utilities created by business activities
- Describe types of business activities
- Describe factors that affect the business environment
- Identify factors affecting a business's profit
- Explain the concept of competition
- Describe the nature of taxes
- Explain the concept of productivity

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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
- Use conflict-resolution skills
- Explain the concept of leadership
- Demonstrate adaptability
- Foster positive working relationships

Financial Analysis

- Describe functions of money (medium of exchange, unit of measure, store of value)
- Set financial goals
- Develop personal budget
- Interpret a pay stub
- 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
- 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 the role of finance in business
- Discuss the role of ethics in finance
- Explain legal considerations for finance
- Complete loan application package
- Explain the nature of operating 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
- Describe types of financial statement analysis (e.g., ratio analysis, trend analysis, etc.)



Human Resources Management

- Discuss the nature of human resources management

Information Management

- Assess information needs
- Obtain needed information efficiently
- Apply information to accomplish a task
- Discuss the nature of information management
- Identify ways that technology impacts business
- Demonstrate basic e-mail functions
- Demonstrate basic web-search skills
- Demonstrate basic spreadsheet applications

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Specific Competencies and Skills (continued)

Knowledge Management

- Explain the nature of knowledge management

Marketing

- Explain marketing and its importance in a global economy

Operations

- Follow instructions for use of equipment, tools, and machinery
- Maintain a safe work environment
- Explain routine security precautions
- Protect company information and intangibles
- Organize and prioritize work
- Explain the nature and scope of purchasing
- Discuss types of inventory
- Explain the concept of production
- Explain the nature of overhead/operating costs



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Specific Competencies and Skills (continued)

Professional Development

- Set personal goals
- Demonstrate problem-solving skills
- Make responsible financial decisions
- Analyze employer expectations in the business environment
- Explain the rights of workers
- Explain employment opportunities in business
- Utilize job-search strategies
- Complete a job application
- Prepare a résumé
- Discuss the use of cost-volume-profit analysis
- 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.)
- Follow chain of command

Quality Management

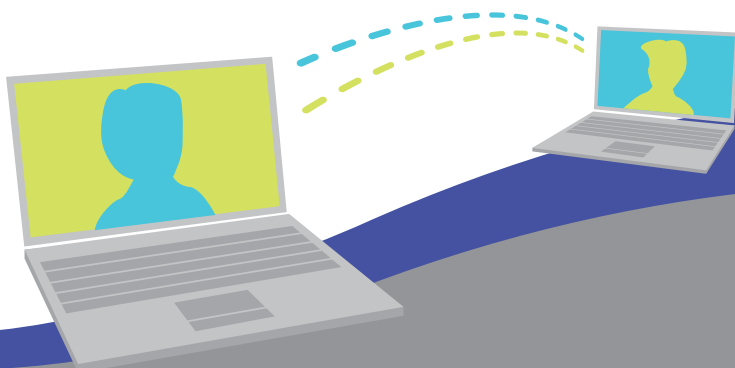
- Explain the nature of quality management

Selling

- Explain the nature of stocks

Strategic Management

- Describe managerial considerations in staffing
- Discuss managerial considerations in directing
- Describe the nature of managerial control (control process, types of control, what is controlled)



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

