NOCTI

Pathway Credential Blueprint

General Management

Code: 1203 / Version: 01

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General Assessment Information

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Test Type: The General Management industry-based credential is included in NOCTI's Pathway assessment battery. Pathway assessments assess knowledge and skills at a broader level than the Job Ready assessments and focus on the Pathways established as part of the national career cluster model. Pathway assessments are delivered entirely online which allows NOCTI to include engaging interactive items.

Revision Team: The assessment content is based on input from secondary, post-secondary, and business/industry representatives from the states of California, Kentucky, Michigan, and Pennsylvania.

CIP Code

52.0299-Business Administration, Management, and Operations, Other

Learning that works for America CTE™

Career Cluster 4-Business Management and Administration

Association for Career and Technical Education ACTE®

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!

MBA Research & Curriculum Center

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.

NATIONAL COLLEGE CREDIT RECOMMENDATION SERVICE
University of the State of New York - Regents Research Fund

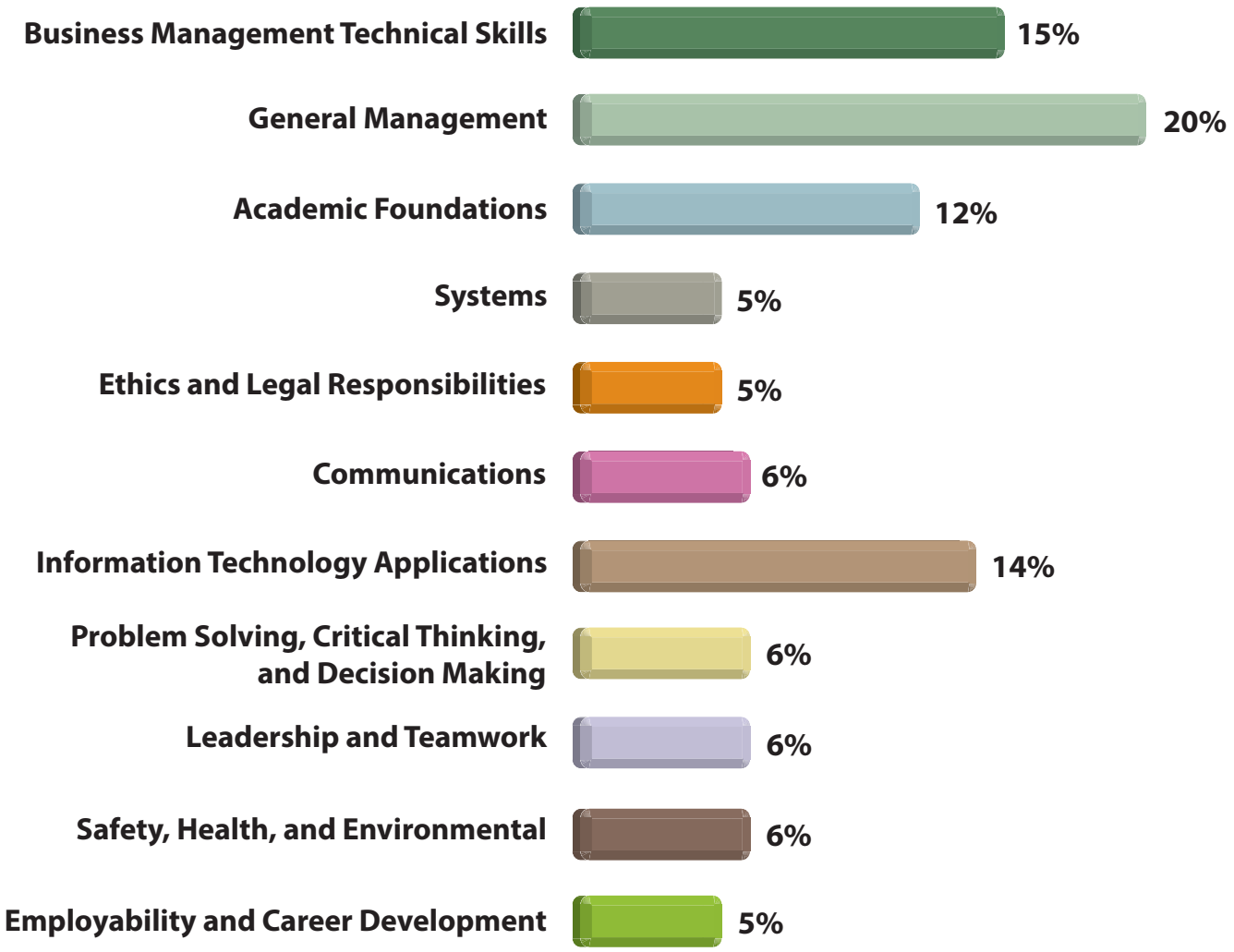
In the lower division baccalaureate/associate degree category, 3 semester hours in General Management or Business.

Written Assessment

NOCTI written assessments consist of questions to measure an individual's factual theoretical knowledge.

Administration Time: 2 hours
Number of Questions: 110
Number of Sessions: This assessment may be administered in one, two, or three sessions.

Areas Covered



Specific Standards and Competencies Included in this Assessment

Business Management Technical Skills

- Define and differentiate among various types of businesses (e.g., corporation, limited liability, partnership)
- Use planning tools to guide and manage an organization's business activities
- Apply marketing techniques to foster business growth
- Plan and evaluate the use of financial resources to effectively manage a business
- Demonstrate understanding of doing business in a global environment

General Management

- Supervise, direct, motivate, and evaluate employees
- Develop, implement, and monitor tactical/strategic plans to manage growth, meet goals, and organizational needs
- Facilitate change and implement improvement processes to optimize organizational effectiveness
- Manage projects, staff schedules, and departmental budgets

Academic Foundations

- Apply reading skills in a business environment
- Apply writing skills in a business environment
- Apply mathematical skills in a business environment
- Apply economic skills in a business environment

Systems

- Demonstrate understanding of the role of government and other regulatory bodies in business
- Demonstrate understanding of company hierarchies and roles within company structures

(Continued on the following page)

Specific Standards and Competencies (continued)

Ethics and Legal Responsibilities

- Apply business laws and regulations to business situations
- Exhibit ethical standards in conducting business negotiations and making business decisions

Communications

- Locate, organize, and reference written information from reliable sources to communicate with coworkers and clients
- Develop and deliver formal and informal presentations using appropriate media to engage and inform audiences
- Apply listening skills and interpret verbal and nonverbal behaviors to enhance communication with coworkers and clients

Information Technology Applications

- Use software such as word processors and spreadsheets to perform common business applications
- Use software such as databases to track and maintain business information
- Use social media and mobile technology appropriately
- Interpret and use tables and charts

Problem Solving, Critical Thinking, and Decision Making

- Use problem solving and critical thinking skills to locate good sources of information about problems and determine appropriate methods for investigating causes
- Use problem solving and critical thinking skills to determine root causes of problems and suggest solutions

(Continued on the following page)

Specific Standards and Competencies (continued)

Leadership and Teamwork

- Exhibit leadership practices to improve productivity and quality of the working environment
- Work effectively in a team environment to accomplish company goals and improve quality of the working environment

Safety, Health, and Environmental

- Identify and practice appropriate health and safety procedures for business occupations
- Apply appropriate emergency procedures for business occupations

Employability and Career Development

- Demonstrate employability skills related to a career in business
- Pursue career development skills to advance in business careers

Sample Questions

A sales forecast can help a retailer

A. accurately plan for the upcoming holiday season
B. maintain accurate purchasing records
C. determine the cost of goods sold
D. determine past profits

Select the sentence below that is correctly written.

A. The stock was to expensive for me to buy.
B. I think she said she worked their.
C. Jim's patients was wearing thin by the end of the day.
D. I left the correspondence on the manager's desk.

One benefit of teamwork is

A. less responsibility
B. higher raises and bonuses
C. greater work efficiency
D. less training is required

The best way to disseminate company policies and forms is to

A. email them to department managers who will pass them out to their employees as they see fit
B. post them on a company bulletin board so all employees can read them
C. place them in one location on the company intranet
D. leave a copy in the break room so the employees can read it during their breaks

Participation in continuing education classes is a good way to

A. develop business-related career skills
B. ensure a job promotion
C. research and gather resources
D. develop a close relationship with supervisors

(*Continued on the following page*)

Sample Questions (continued)

Which act regulates the federal minimum wage for interstate commerce?

A. Fair Labor Standards Act
B. Taft Hartley Act
C. Federal Insurance Contributions Act
D. Federal Unemployment Tax Act

An employee believes he or she was unfairly fired due to discrimination. Which agency would he or she contact to file a complaint?

A. Better Business Bureau
B. Equal Employment Opportunity Commission
C. Occupational Safety and Health Administration
D. Office of Federal Contract Compliance Programs

The most efficient software to use for business correspondence is

A. spreadsheet
B. presentation
C. financial
D. word processing

When a group is brainstorming possible solutions for a problem, one of the first steps is to

A. only write down correct ideas
B. critique all comments and suggestions
C. discuss and rank each item
D. record all comments and suggestions

Motivational praise should be

A. general and work related
B. general and personal
C. specific and personal
D. specific and work related

Notes