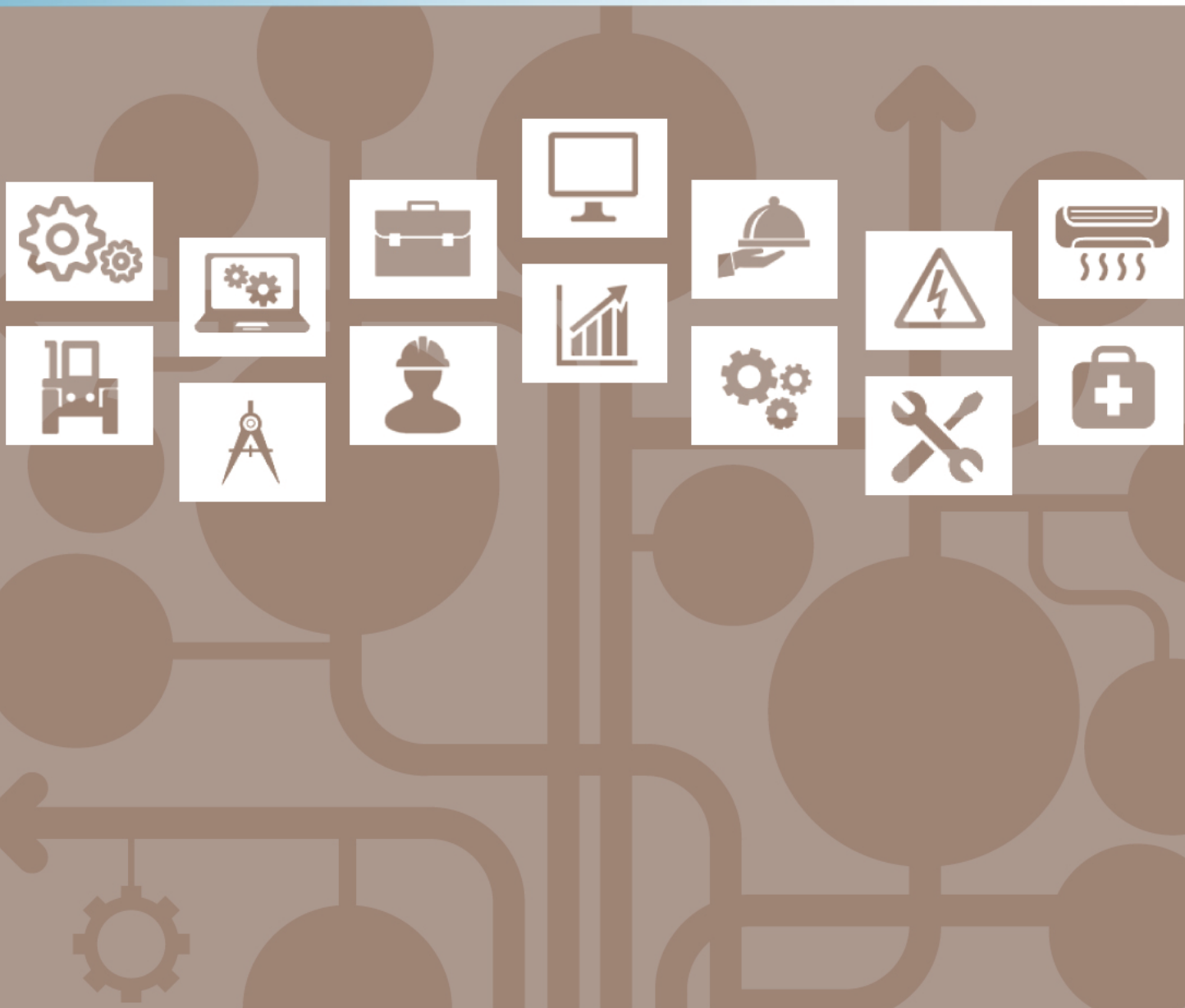




Entry Level Assessment Blueprint

Human Resources Management



Test Code: 1304 / Version: 01

Specific Competencies and Skills Tested in this Assessment:

Business Management Technical Skills

- Define and differentiate among various types of businesses (e.g., corporation, limited liability, partnership, sole proprietorship)
- Use planning and analytical 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

Human Resources Management

- Identify and administer organizational compensation and benefits, programs, and policies
- Recruit, retain, and terminate employees effectively and legally
- Design/implement effective personnel policies and procedures, including labor and employee relations
- Apply effective employee training and development strategies

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



Specific Competencies and Skills continued:

Systems

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

Ethics and Legal Responsibilities

- Apply business laws and regulations to business situations
- Exhibit ethical standards in conducting business negotiations and making business decisions
- Demonstrate understanding of ethical and unethical business policies and procedures

Communication

- Identify reliable sources of information to communicate with coworkers and clients
- Develop and deliver formal and informal presentations using appropriate media to engage and inform audiences
- Apply listening skills to enhance communication with coworkers and clients
- Interpret verbal and nonverbal behaviors including a global workplace culture

Information Technology Applications

- Use word processing, database, and spreadsheet software to perform common business tasks
- Use social media, mobile technologies, and live streaming
- Interpret data from graphs, tables, and charts
- Understand the use of web applications and virtual environments



Problem Solving, Critical Thinking, and Decision Making

- Use problem solving and critical thinking skills to determine root causes of problems, locate good sources of information, and suggest solutions
- Demonstrate decision-making skills and methods of implementation

Specific Competencies and Skills continued:

Leadership and Teamwork

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

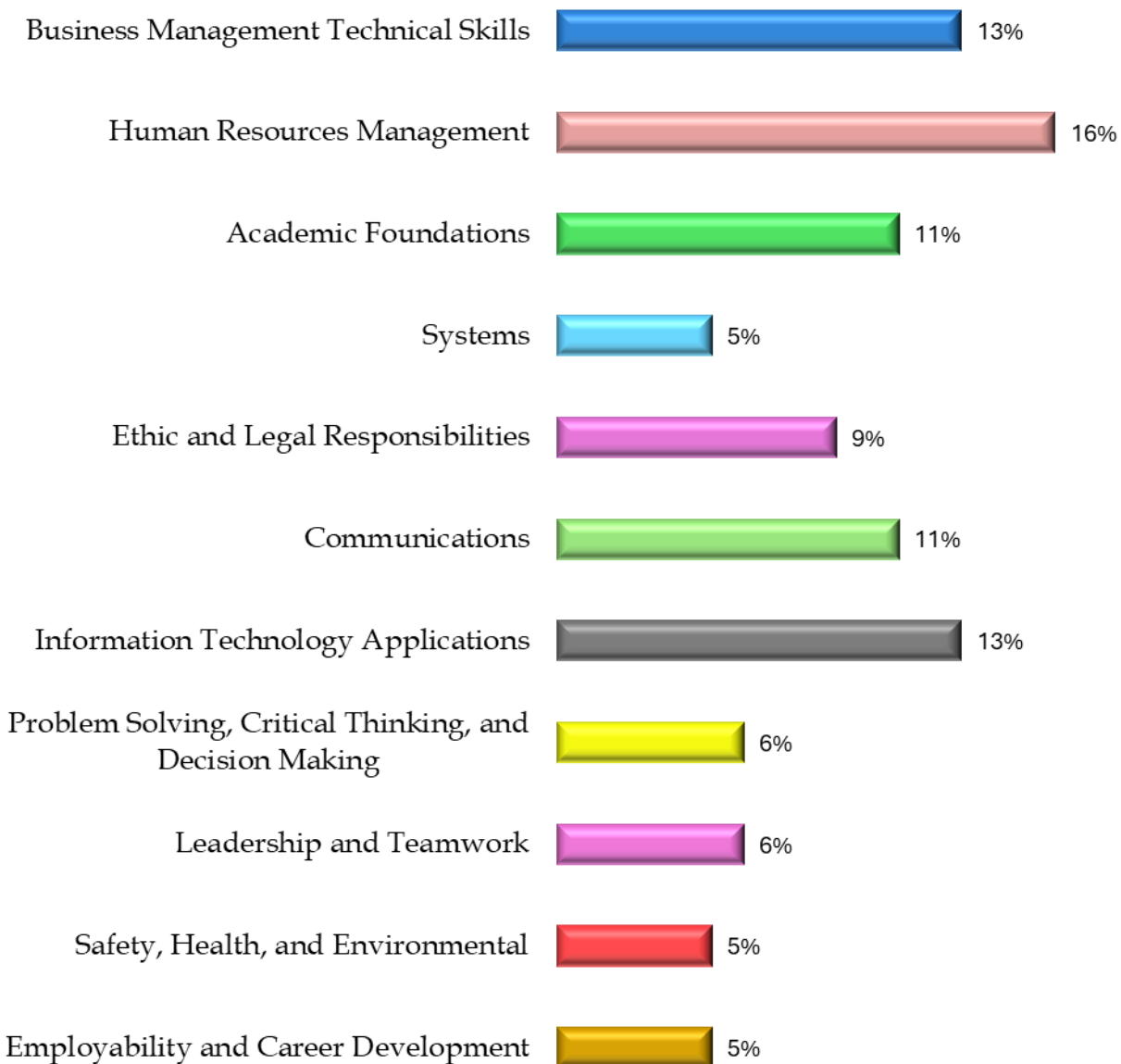
Safety, Health, and Environmental

- Identify and practice appropriate health and safety procedures in business environments
- Apply appropriate emergency procedures in business occupations and situations

Employability and Career Development

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



Written Assessment:**Administration Time:** 2 hours**Number of Questions:** 113**Areas Covered:**

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

A retirement plan in which both the employee and the employer may contribute to is called a

- A. Roth IRA
- B. Traditional IRA
- C. SEP
- D. 401(k)

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.

When an employee is giving an oral presentation, he or she should speak clearly and

- A. in a low voice
- B. quickly
- C. confidently
- D. in a monotone voice

The most efficient software to use for business correspondence is

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