

## ARIZONA CTE CAREER PREPARATION STANDARDS & MEASUREMENT CRITERIA

<b>BUSINESS MANAGEMENT AND ADMINISTRATIVE SERVICES, 52.0200.0</b>	
<b>STANDARD 1.0—DEMONSTRATE BUSINESS AND FINANCIAL MANAGEMENT PRACTICES NEEDED FOR ENTREPRENEURS</b>	
1.1	Interpret a budget based on an enterprise's business plan
1.2	Interpret an income statement for an enterprise
1.3	Interpret a balance sheet for an enterprise
1.4	Interpret a cash flow statement for an enterprise
1.5	Interpret financial information for decision making and planning
1.6	Describe an understanding of risk management
1.7	Analyze available banking services
1.8	Describe the impact of quality business communications on the success of an organization
1.9	Identify customer relations issues
<b>STANDARD 2.0—DEMONSTRATE MARKETING CONCEPTS</b>	
2.1	Explain marketing terminology and concepts (target market, marketing mix/4Ps, customer satisfaction, eCommerce, market segmentation, etc.)
2.2	Analyze internal and external markets
2.3	Explain the difference between product and service-based marketing
2.4	Explain a marketing plan
2.5	Predict how changes in sales volume, unit costs and unit sales pricing affect net income
2.6	Describe how businesses compete for market share in identified markets
2.7	Explain the impact marketing research has on the success of a business
2.8	Use desktop publishing to design and print a flier to market a product or service
<b>STANDARD 3.0—DETERMINE PERSONAL RESPONSIBILITY AND ACCOUNTABILITY ACTIVITIES CONSISTENT WITH ESTABLISHED ORGANIZATIONAL GOALS</b>	
3.1	Set short- and long-term goals for assigned areas of responsibility/accountability
3.2	Plan and organize work
3.3	Monitor and adjust performance

These technical knowledge and skill standards were validated by a Skill Standards Validation Committee on February 27, 2008, and used in the adaptation, adoption, and development of test items for pilot testing in Spring 2008.

## ARIZONA CTE CAREER PREPARATION STANDARDS & MEASUREMENT CRITERIA

3.4	Solicit and use feedback
<b>STANDARD 4.0—DEMONSTRATE GENERAL MANAGEMENT PRACTICES</b>	
4.1	Explain management terminology and concepts (total quality management, planning, organizing, coordination, leadership, etc.)
4.2	Compare and contrast vertical and horizontal management structures in organizations
4.3	Explain the role of top, middle, and supervisory levels of management
4.4	Apply management principles to projects
4.5	Develop management objectives
4.6	Plan physical space utilization
4.7	Explain how ergonomics impacts the productivity of the workforce
<b>STANDARD 5.0—DEMONSTRATE ADMINISTRATIVE AND COMMUNICATION FUNCTIONS</b>	
5.1	Create organizational and departmental charts based on functions
5.2	Conduct task analyses
5.3	Manage various reports, records, and files using appropriate methods and technologies
5.4	Communicate organizational policies and procedures using appropriate methods and technologies
5.5	Perform managerial reporting duties
<b>STANDARD 6.0—DEMONSTRATE HUMAN RESOURCE MANAGEMENT FUNCTIONS</b>	
6.1	Analyze current and future staffing needs of a business
6.2	Develop job descriptions for an organization
6.3	Utilize appropriate mediums to identify candidates for available positions
6.4	Explain the selection process of candidates
6.5	Orient new employees to an organization and the job
6.6	Monitor employee performance
6.7	Assess employee performance
6.8	Explain discipline and dismissal procedures
<b>STANDARD 7.0—PERFORM GENERAL OFFICE MANAGEMENT FUNCTIONS</b>	

These technical knowledge and skill standards were validated by a Skill Standards Validation Committee on February 27, 2008, and used in the adaptation, adoption, and development of test items for pilot testing in Spring 2008.

## ARIZONA CTE CAREER PREPARATION STANDARDS & MEASUREMENT CRITERIA

7.1	Identify analytical and statistical tools (PERT, GANTT) used in project planning
7.2	Analyze and prioritize needs of an organization
7.3	Determine quality measures and countermeasures
7.4	Develop project plans and timelines
7.5	Schedule employee work assignments
7.6	Monitor project progress with management reporting system
7.7	Adjust action based upon collection and analysis of project data and records
<b>STANDARD 8.0—USE ACCOUNTING INFORMATION TO MAKE BUSINESS DECISIONS</b>	
8.1	Identify accounting principles and procedures that affect business decisions
8.2	Evaluate and process account receivables for an organization in regard to an organization's goals
8.3	Evaluate and process account payables for an organization in regards to an organization's goals
8.4	Evaluate and process purchases for an organization
8.5	Analyze and prepare budgets for an organization
8.6	Apply accepted accounting principles and procedures to an organization's payroll
8.7	Prepare and process payroll documents, checks, and records for an organization
<b>STANDARD 9.0—PERFORM FINANCIAL ANALYSES TO MAKE BUSINESS DECISIONS</b>	
9.1	Interpret data on financial statements (income statement, balance sheet, cash flow statement, net worth statement)
9.2	Prepare comparative (actual vs. budgeted) income statements
9.3	Prepare cost and revenue analyses
9.4	Forecast financial growth based upon organization's future
9.5	Prepare a presentation to demonstrate decisions based upon financial data analysis, accounting practices, the organization's vision, and business plan
<b>STANDARD 10.0—USE COMPUTERIZED INFORMATION SYSTEMS AND TECHNOLOGY</b>	
10.1	Explain information technology terms and concepts (networking, local area network, multimedia, software, etc.)
10.	Utilize appropriate hardware and software to generate business communications and reports (word processing, spreadsheet, database, graphics, etc.)
10.3	Use electronic communications, project management and scheduling software

These technical knowledge and skill standards were validated by a Skill Standards Validation Committee on February 27, 2008, and used in the adaptation, adoption, and development of test items for pilot testing in Spring 2008.

## ARIZONA CTE CAREER PREPARATION STANDARDS & MEASUREMENT CRITERIA

---

10.4	Use multimedia software to generate presentations and reports
10.5	Research business issues using electronic mediums (Internet, Intranet, etc.)
10.6	Demonstrate an understanding of an automated accounting system