



**OKLAHOMA**  
**CareerTech**

## Badge Details

<b>Name</b>	0172 – Business Communication
<b>Description</b>	The Business Communications assessment is a multiple-choice test designed to measure a candidate’s ability to use basic grammar appropriately, use appropriate business tone, respond with complete and accurate information and apologize when appropriate. Test items consist of situations that are relevant to a variety of industries.
<b>Criteria</b>	<p><b><i>Candidates receiving this certification will take an exam with the following criteria:</i></b></p> <p>This exam is composed of 30 questions</p> <p>Measure’s ability to effectively communicate in writing focusing on the following five areas of business writing:</p> <ul style="list-style-type: none"><li>• Basic Grammar</li><li>• Business Tone</li><li>• Responding with Incomplete Information</li><li>• Appropriate and Inappropriate Apologies</li><li>• Responding with Incorrect Information</li></ul>