

## A Student's Guide to Online Testing

**Step One:** UserID is your email address.

**Step Two:** The password is located on your Ontario DECA student dashboard. Log in to see what this month's password is.

**Step Three:** Go to <https://practice.answerwrite.com/deca/onp> and enter your ID and Password

**Step Four:** Once you are signed in, you are ready to go! You can select any exam – yes, there are 94 of them – to begin with, however, you can take any and every test as many times as you'd like!

Please select a test to take:

Business Administration Core Exam (12-13)	<a href="#">Select</a>
Business Management/Administration Exam (12-13)	<a href="#">Select</a>
Finance Cluster Exam (12-13)	<a href="#">Select</a>
Hospitality and Tourism Cluster Exam (12-13)	<a href="#">Select</a>
Marketing Cluster Exam (12-13)	<a href="#">Select</a>
Business Administration Core Exam (13-14)	<a href="#">Select</a>
Business Management/Admin Cluster Exam (13-14)	<a href="#">Select</a>
Finance Cluster Exam (13-14)	<a href="#">Select</a>
Hospitality and Tourism Cluster Exam (13-14)	<a href="#">Select</a>

**Step Five:** Take the test, do great! At the end, you will see your score immediately. Use this to brag to your advisor and show them that hard work pays off!

After you complete a test you will be returned to the home screen, and the exam that you finished will now look like this:

Business Administration Core Exam (12-13) (Finished) [Retake](#) [Show Test Results](#)

To see which questions you answered correctly, and to review and learn from the ones you missed, click on Show Test Results then scroll down.

At the bottom of the screen you will see the entire exam, and the questions will be highlighted with your answers. The correct answers will appear in **Green**. Questions that you answered incorrectly will appear in **Red** and will highlight the correct answer in **Green**. See below:

1. Which of the following are the three major areas of customer complaints: 

- A. Labeling, faulty design, and mispricing
- B. Improper decisions, oversight, and service
- C. Product, personnel, and the business
- D. Poor service, inaccurate forms, and rudeness

2. Business policies that focus on meeting consumers' wants and needs while making a fair profit for the business are primarily intended to

- A. keep operations running smoothly.
- B. guide employees' actions.
- C. reduce misunderstandings.
- D. satisfy customers.

3. What type of information should a business include when writing a sales proposal to send to a customer?

- A. Shipping and receiving
- B. Features and benefits
- C. Pricing and accounting
- D. Laws and regulations