Florida Department of Education

CTE Curriculum Frameworks

Business, Management & Administration

Rule 6A-6.0571, F.A.C.
Effective December 2025

Florida Department of Education
Curriculum Framework

Course Title: **Business Directed Study**
Career Cluster: **Business Management and Administration**

Secondary – Career Preparatory	
Course Number	8200100
CIP Number	0507999901
Grade Level	11-12
Course Length	1 credit – Multiple credits
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FBLA, BPA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this course is to provide students with learning opportunities in a prescribed program of study within the Business Management and Administration cluster(s) that will enhance opportunities for employment in the career field chosen by the student.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

The content is prescribed by the instructor based upon the individual student's assessed needs for directed study.

This course may be taken only by a student who has completed or is currently completing a specific secondary job preparatory program for additional study in this career cluster. A student may earn multiple credits in this course.

The selected standards and benchmarks, which the student must master to earn credit, must be outlined in an instructional plan developed by the instructor.

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary course structure:

Course Number	Course Title	Teacher Certification	Length	Level	Graduation Requirement
8200100	Business Directed Study	ANY BUSINESS ED G BUS ED 1 @ 2	1 credit – Multiple credits	2	CT

(Graduation Requirement Codes: CT= Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA= Mathematics, PL= Personal Financial Literacy)

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate expertise in a specific occupation contained within the career cluster.
02.0 Conduct investigative research on a selected topic related to the career cluster using approved research methodology, interpret findings, and prepare presentation to defend results.
03.0 Apply enhanced leadership and professional career skills.
04.0 Demonstrate higher order critical thinking and reasoning skills appropriate for the selected program of study.

Florida Department of Education
Student Performance Standards

Course Title: **Business Directed Study**
Course Number: **8200100**
Course Credit: **1**

CTE Standards and Benchmarks	
01.0	Demonstrate expertise in a specific occupation within the career cluster. The student will be able to:
01.01	The benchmarks will be selected from the appropriate curriculum frameworks and determined by the instructor based upon the individual students assessed needs.
02.0	Conduct investigative research on a selected topic related to the career cluster using approved research methodology, interpret findings, and prepare presentation to defend results. The student will be able to:
02.01	Select investigative study referencing prior research and knowledge.
02.02	Collect, organize and analyze data accurately and precisely.
02.03	Design procedures to test the research.
02.04	Report, display and defend the results of investigations to audiences that may include professionals and technical experts.
03.0	Apply enhanced leadership and professional career skills. The student will be able to:
03.01	Develop and present a professional presentation offering potential solutions to a current issue.
03.02	Enhance leadership and career skills through work-based learning including job placement, job shadowing, entrepreneurship, internship, or a virtual experience.
03.03	Participate in leadership development opportunities available through the appropriate student organization and/or other professional organizations.
03.04	Enhance written and oral communications through the development of presentations, public speaking, and live and/or virtual interviews.
04.0	Demonstrate higher order critical thinking and reasoning skills appropriate for the selected program of study. The student will be able to:
04.01	Use mathematical and/or scientific skills to solve problems encountered in the chosen occupation.
04.02	Read and interpret information relative to the chosen occupation.
04.03	Locate and evaluate key elements of oral and written information.
04.04	Analyze and apply data and/or measurements to solve problems and interpret documents.

04.05 Construct charts/tables/graphs using functions and data.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Course Title: **Business Keyboarding**
Course Type: **Orientation/Exploratory**
Career Cluster: **Business Management and Administration**

Secondary – Middle School	
Course Number	8200110
CIP Number	05079999OR
Grade Level	6-8
Course Length	Semester
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FBLA-PBL, BPA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this course is to assist students in making informed decisions regarding their future academic and occupational goals and to provide information regarding careers in the Business Management and Administration career cluster. The content includes but is not limited to instruction in introductory keyboarding, introductory word processing, introductory electronic presentation, introductory computer hardware, introductory Internet, and skills for business applications.

Instruction and learning activities are provided in a laboratory setting using hands-on experiences with the equipment, materials and technology appropriate to the course content and in accordance with current practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

The length of this course is one semester. It may be offered for two semesters when appropriate. When offered for one semester, it is recommended that it be at the exploratory level and more in-depth when offered for two semesters.

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the course structure:

Course Number	Course Title	Teacher Certification	Length
8200110	Business Keyboarding	ANY BUSINESS ED G BUS ED 1 @2 COMPU SCI 6 INFO TECH 7G TC COOP ED @7 VOE @7	Semester

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Identify and understand computer hardware.
02.0 Identify information technology tools and their proper uses.
03.0 Develop and apply keyboarding skills utilizing current technology.
04.0 Develop and apply word processing skills utilizing current technology.
05.0 Develop and apply electronic presentation skills utilizing current technology.
06.0 Develop and utilize business-related skills.
07.0 Perform activities using the worldwide web.
08.0 Describe how information technology is used in the Business Management and Administration career cluster.
09.0 Describe and use communication features of information technology.

Florida Department of Education
Student Performance Standards

Course Title: **Business Keyboarding**
Course Number: **8200110**
Course Length: **Semester**

Course Description:

This course is designed to provide instruction in introductory keyboarding, introductory word processing, introductory electronic presentation, introductory computer hardware, introductory Internet, and business applications skills. These competencies provide the skills necessary to ensure increased productivity and efficient utilization of equipment.

Activities including field trips and the use of guest presenters from the business community are appropriate for this course. These frameworks and student performance standards are the MINIMUM required for this course. As time allows, teachers are encouraged to add competencies in additional software and technologies.

CTE Standards and Benchmarks	
01.0	Identify and understand computer hardware. The student will be able to:
01.01	Define and identify input, output, and storage devices and their functions.
01.02	Define and identify memory in a computer.
02.0	Identify information technology tools and their proper uses. The student will be able to:
02.01	Define and identify various software applications (word processing, spreadsheets, database, presentation, digital publishing) and their uses.
03.0	Develop and apply keyboarding skills utilizing current technology. The student will be able to:
03.01	Demonstrate proper alphabet keyboarding techniques using correct ergonomic habits.
03.02	Demonstrate safety and respect for equipment and materials in lab.
03.03	Demonstrate proper techniques for keyboarding while keeping fingers on home row keys.
04.0	Develop and apply word processing skills utilizing current technology. The student will be able to:
04.01	Start and exit word processing software.
04.02	Identify the parts of a word processing screen, e.g., ribbon, status bar, title bar, insertion point, scroll box and bar, and tabs.

CTE Standards and Benchmarks	
	04.03 Demonstrate ability to use and recognize the word processing window, including menus, toolbars, dialog boxes, tabs and ribbons.
	04.04 Create and edit a new document.
	04.05 Understand different views of document and using the zoom function.
	04.06 Identify methods of moving the insertion point, i.e., arrow keys, backspace and delete.
	04.07 Select and edit text.
	04.08 Move text in a document using the copying/cutting/pasting and drag/drop text commands.
	04.09 Format text by changing the font, size, color.
	04.10 Align text horizontally and vertically.
	04.11 Utilize the Undo and Redo commands.
	04.12 Utilize the Show/Hide command.
	04.13 Use basic proofreading skills including proofreader's marks.
	04.14 Use spell/grammar check/thesaurus programs properly.
	04.15 Understand the difference between Save and Save As.
	04.16 Save, open and replace files.
	04.17 Utilize Print Preview and demonstrate printing capabilities.
	04.18 Demonstrate efficient use of the Help program.
05.0	Develop and apply electronic presentation skills utilizing current technology. The student will be able to:
	05.01 Start and exit presentation software.
	05.02 Identify the parts of a presentation screen, e.g., ribbon, status bar, title bar, insertion point, scroll box and bar, and tabs.
	05.03 Create a new presentation document.
	05.04 Select design layout, background, a template and color scheme.
	05.05 Edit text.

CTE Standards and Benchmarks	
	05.06 Format text and graphics.
	05.07 Select order of frames.
	05.08 Demonstrate ability to spell check, save and print presentation.
06.0	Develop and utilize business-related skills. The student will be able to:
	06.01 Understand the importance of positive attitude in obtaining and maintaining a job.
	06.02 Identify good grooming/dress habits for the workplace.
	06.03 Develop problem solving skills.
	06.04 Identify the benefits of teamwork.
	06.05 Identify the importance of impromptu speaking ability in the workplace.
	06.06 Identify the importance of prepared speaking ability in the workplace.
07.0	Perform activities using the world wide web. The student will be able to:
	07.01 Explore the history of the Internet.
	07.02 Introduce Internet vocabulary such as hyperlink, WWW, URL, and web browser.
	07.03 Understand basic principles of the Domain Name System (DNS).
	07.04 Perform basic Internet searches.
	07.05 Identify and use various web browsers.
	07.06 Identify and use various search engines.
	07.07 Evaluate websites.
	07.08 Understand Favorites/Bookmarks.
	07.09 Understand and demonstrate Internet safety.
	07.10 Discuss Internet privacy, ethics, network etiquette and copyright laws.
08.0	Describe how information technology is used in the Business, Management and Administration career cluster. The student will be able to:

CTE Standards and Benchmarks	
	08.01 Identify through internet research information technology (IT) careers in the Business, Management and Administration career cluster, including the responsibilities, tasks and skills they require.
	08.02 Identify security-related ethical and legal IT issues faced by professionals in the Business, Management and Administration career cluster.
09.0	Describe and use communication features of information technology. The student will be able to:
	09.01 Identify and/or use various ways to communicate effectively using Internet technology, such as email, webcast, website, webpage, messaging, social networks, and blogging.
	09.02 Identify security and privacy issues related to the Internet, including passwords and information theft.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students, including access to computers and appropriate software.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

Career and Technical Student Organization (CTSO)

Florida Future Business Leaders of America-Phi Beta Lambda (FBLA-PBL) and Florida Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Course Title: **Business Leadership Skills**
Course Type: **Orientation/Exploratory**
Career Cluster: **Business Management and Administration**

Secondary – Middle School	
Course Number	8200120
CIP Number	05079999LS
Grade Level	6-8
Course Length	Semester
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FBLA-PBL, BPA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this course is to assist students in making informed decisions regarding their future academic and occupational goals and to provide information regarding careers in the Business Management and Administration career cluster. The content includes but is not limited to accounting, administrative support, digital publishing, entrepreneurship, international business, management and software applications.

Instruction and learning activities are provided in a laboratory setting using hands-on experiences with the equipment, materials and technology appropriate to the course content and in accordance with current practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

The length of this course is one semester. It may be offered for two semesters when appropriate. When offered for one semester, it is recommended that it be at the exploratory level and more in-depth when offered for two semesters.

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the course structure:

Course Number	Course Title	Teacher Certification	Length
8200120	Business Leadership Skills	ANY BUSINESS ED G BUS ED 1 @2 COMPU SCI 6 INFO TECH tG TC COOP ED @7 VOE @7	Semester

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Explore emerging workplace trends and issues.
02.0 Develop an awareness of business organizational structures.
03.0 Assess personal strengths as they relate to business career exploration.
04.0 Demonstrate business leadership skills.
05.0 Apply mathematical strategies to business applications.
06.0 Identify information technology tools and their purposes.
07.0 Apply communication skills.
08.0 Describe how information technology is used in the Business Management and Administration career cluster.
09.0 Describe and use communication features of information technology.
10.0 Demonstrate knowledge of information systems.

Florida Department of Education
Student Performance Standards

Course Title: **Business Leadership Skills**
Course Number: **8200120**
Course Length: **Semester**

Course Description:

The purpose of this course is to provide a comprehensive exploration of the core business themes. Students are exposed to concepts that may be further studied in individual programs in grades 9-12. Students will rotate through a content which includes accounting, administrative support, digital publishing, entrepreneurship, international business, management and software applications.

CTE Standards and Benchmarks	
01.0	Explore emerging workplace trends and issues. The student will be able to:
	01.01 Describe current trends and issues that impact global and local business environments.
02.0	Develop an awareness of business organizational structures. The student will be able to:
	02.01 Explore organizational structures in today's business environments.
	02.02 Assess personal performance and identify strategies for improvement.
	02.03 Develop an awareness of the impact of the economy as it relates to the marketplace.
03.0	Assess personal strengths as they relate to business career exploration. The student will be able to:
	03.01 Survey and assess personal aptitudes and interests related to careers.
04.0	Demonstrate business leadership skills. The student will be able to:
	04.01 Demonstrate leadership skills needed to develop a positive work environment.
	04.02 Apply appropriate strategies to manage conflict in work situations.
05.0	Apply mathematical strategies to business applications. The student will be able to:
	05.01 Select and implement appropriate mathematical tools to solve business financial problems.
06.0	Identify information technology tools and their purposes. The student will be able to:

CTE Standards and Benchmarks	
	06.01 Define and identify various software applications (word processing, spreadsheets, database, presentation, digital publishing) and their uses.
	06.02 Identify the functions of web browsers, and use them to access the World Wide Web and other computer resources typically used in the Business, Management and Administration career cluster.
	06.03 Use different types of web search engines effectively to locate information relevant to the Business, Management and Administration career cluster.
07.0	Apply communication skills. The student will be able to:
	07.01 Select and use appropriate modes of communication, including the Internet, for specific workplace situations.
	07.02 Use presentation software to enhance personal and professional communications.
	07.03 Produce electronic publications using digital publishing software.
08.0	Describe how information technology is used in the Business, Management and Administration career cluster. The student will be able to:
	08.01 Identify through Internet research information technology (IT) careers in the Business, Management and Administration career cluster, including the responsibilities, tasks and skills they require.
	08.02 Identify security-related ethical and legal IT issues faced by professionals in the Business, Management and Administration career cluster.
09.0	Describe and use communication features of information technology. The student will be able to:
	09.01 Identify basic principles of the Domain Name System (DNS).
	09.02 Identify security and privacy issues related to the Internet, including passwords and information theft.
	09.03 Identify and/or use various ways to communicate effectively using internet technology, such as email, webcast, website, webpage, messaging, social networks, and blogging.
	09.04 Represent technical issues to a non-technical audience.
10.0	Demonstrate knowledge of information systems. The student will be able to:
	10.01 Use current and emerging computer technology and software to perform personal and business related tasks.
	10.02 Apply the use of information management tools to develop and coordinate the distribution of work.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students, including access to computers and appropriate software.

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English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

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Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Course Title: **Business Keyboarding and Career Planning**
Course Type: **Orientation/Exploratory and Career Planning**
Career Cluster: **Business Management and Administration**

Secondary – Middle School	
Course Number	8200130
CIP Number	0507999905
Grade Level	6-8
Course Length	Semester
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FBLA-PBL, BPA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this course is to assist students in making informed decisions regarding their future academic and occupational goals and to provide information regarding careers in the Business Management and Administration career cluster. The content includes but is not limited to instruction in introductory keyboarding, introductory word processing, introductory electronic presentation, introductory computer hardware, introductory Internet, and skills for business applications.

Instruction and learning activities are provided in a laboratory setting using hands-on experiences with the equipment, materials and technology appropriate to the course content and in accordance with current practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

The length of this course is one semester. It may be offered for two semesters when appropriate. When offered for one semester, it is recommended that it be at the exploratory level and more in-depth when offered for two semesters.

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the course structure:

Course Number	Course Title	Teacher Certification	Length
8200130	Business Keyboarding and Career Planning	ANY BUSINESS ED G BUS ED 1 @2 COMPU SCI 6 INFO TECH 7G TC COOP ED @7 VOE @7	Semester

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Identify and understand computer hardware.
02.0 Identify information technology tools and their proper uses.
03.0 Develop and apply keyboarding skills utilizing current technology.
04.0 Develop and apply word processing skills utilizing current technology.
05.0 Develop and apply electronic presentation skills utilizing current technology.
06.0 Develop and utilize business-related skills.
07.0 Perform activities using the worldwide web.
08.0 Describe how information technology is used in the Business, Management and Administration career cluster.
09.0 Describe and use communication features of information technology.

Listed below are the standards that must be met to satisfy the requirements of Section 1003.4156, Florida Statutes:

10.0 Describe the influences that societal, economic, and technological changes have on employment trends and future training.
11.0 Develop skills to locate, evaluate, and interpret career information.
12.0 Identify and demonstrate processes for making short and long term goals.
13.0 Demonstrate employability skills such as working in a group, problem-solving and organizational skills, and the importance of entrepreneurship.
14.0 Understand the relationship between educational achievement and career choices/postsecondary options.
15.0 Identify a career cluster and related pathways through an interest assessment that match career and education goals.
16.0 Develop a career and education plan that includes short and long-term goals, high school program of study, and postsecondary/career goals.
17.0 Demonstrate knowledge of technology and its application in career fields/clusters.

Florida Department of Education
Student Performance Standards

Course Title: **Business Keyboarding and Career Planning**
Course Number: **8200130**
Course Length: **Semester**

Course Description:

This course is designed to provide instruction in introductory keyboarding, introductory word processing, introductory electronic presentation, introductory computer hardware, introductory Internet, and soft skills for business applications. These competencies provide the skills necessary to ensure increased productivity and efficient utilization of equipment.

Activities including field trips and the use of guest presenters from the business community are appropriate for this course. These frameworks and student performance standards are the MINIMUM required for this course. As time allows, teachers are encouraged to add competencies in additional software and technologies.

CTE Standards and Benchmarks	
01.0	Identify and understand computer hardware. The student will be able to:
01.01	Define and identify input, output, and storage devices and their functions.
01.02	Define and identify memory in a computer.
02.0	Identify information technology tools and their proper uses. The student will be able to:
02.01	Define and identify various software applications (word processing, spreadsheets, database, presentation, digital publishing) and their uses.
03.0	Develop and apply keyboarding skills utilizing current technology. The student will be able to:
03.01	Demonstrate proper alphabet keyboarding techniques using correct ergonomic habits.
03.02	Demonstrate safety and respect for equipment and materials in lab.
03.03	Demonstrate proper techniques for keyboarding while keeping fingers on home row keys.
04.0	Develop and apply word processing skills utilizing current technology. The student will be able to:
04.01	Start and exit word processing software.
04.02	Identify the parts of a word processing screen, e.g., ribbon, status bar, title bar, insertion point, scroll box and bar, and tabs.

CTE Standards and Benchmarks	
	04.03 Demonstrate ability to use and recognize the word processing window, including menus, toolbars, dialog boxes, tabs and ribbons.
	04.04 Create and edit a new document.
	04.05 Understand different views of document and using the zoom function.
	04.06 Identify methods of moving the insertion point, i.e., arrow keys, backspace and delete.
	04.07 Select and edit text.
	04.08 Move text in a document using the copying/cutting/pasting and drag/drop text commands.
	04.09 Format text by changing the font, size, color.
	04.10 Align text horizontally and vertically.
	04.11 Utilize the Undo and Redo commands.
	04.12 Utilize the Show/Hide command.
	04.13 Use basic proofreading skills including proofreader's marks.
	04.14 Use spell/grammar check/thesaurus programs properly.
	04.15 Understand the difference between Save and Save As.
	04.16 Save, open and replace files.
	04.17 Utilize Print Preview and demonstrate printing capabilities.
	04.18 Demonstrate efficient use of the Help program.
05.0	Develop and apply electronic presentation skills utilizing current technology. The student will be able to:
	05.01 Start and exit presentation software.
	05.02 Identify the parts of a presentation screen, e.g., ribbon, status bar, title bar, insertion point, scroll box and bar, and tabs.
	05.03 Create a new presentation document.
	05.04 Select design layout, background, a template and color scheme.
	05.05 Edit text.

CTE Standards and Benchmarks	
	05.06 Format text and graphics.
	05.07 Select order of frames.
	05.08 Demonstrate ability to spell check, save and print presentation.
06.0	Develop and utilize business-related skills. The student will be able to:
	06.01 Understand the importance of positive attitude in obtaining and maintaining a job.
	06.02 Identify good grooming/dress habits for the workplace.
	06.03 Develop problem solving skills.
	06.04 Identify the benefits of teamwork.
	06.05 Identify the importance of impromptu speaking ability in the workplace.
	06.06 Identify the importance of prepared speaking ability in the workplace.
07.0	Perform activities using the world wide web. The student will be able to:
	07.01 Explore the history of the Internet.
	07.02 Introduce Internet vocabulary such as hyperlink, WWW, URL, and web browser.
	07.03 Understand basic principles of the Domain Name System (DNS).
	07.04 Perform basic Internet searches.
	07.05 Identify and use various web browsers.
	07.06 Identify and use various search engines.
	07.07 Evaluate websites.
	07.08 Understand Favorites/Bookmarks.
	07.09 Understand and demonstrate Internet safety.
	07.10 Discuss Internet privacy, ethics, network etiquette and copyright laws.
08.0	Describe how information technology is used in the Business, Management and Administration career cluster. The student will be able to:

CTE Standards and Benchmarks	
	08.01 Identify through internet research information technology (IT) careers in the Business, Management and Administration career cluster, including the responsibilities, tasks and skills they require.
	08.02 Identify security-related ethical and legal IT issues faced by professionals in the Business, Management and Administration career cluster.
09.0	Describe and use communication features of information technology. The student will be able to:
	09.01 Identify and/or use various ways to communicate effectively using Internet technology, such as email, webcast, website, webpage, messaging, social networks, and blogging.
	09.02 Identify security and privacy issues related to the Internet, including passwords and information theft.
Listed below are the standards that must be met to satisfy the requirements of Section 1003.4156, Florida Statutes: The student will be able to:	
10.0	Describe the influences that societal, economic, and technological changes have on employment trends and future training.
11.0	Develop skills to locate, evaluate, and interpret career information.
12.0	Identify and demonstrate processes for making short and long term goals.
13.0	Demonstrate employability skills such as working in a group, problem-solving and organizational skills, and the importance of entrepreneurship.
14.0	Understand the relationship between educational achievement and career choices/postsecondary options.
15.0	Identify a career cluster and related pathways through an interest assessment that match career and education goals.
16.0	Develop a career and education plan that includes short and long-term goals, high school program of study, and postsecondary/career goals.
17.0	Demonstrate knowledge of technology and its application in career fields/clusters.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students, including access to computers and appropriate software.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

Career Planning

Effective July 1, 2019, per Section 1003.4156, Florida Statutes (F.S.), for students to meet middle grades promotion requirements, a Career and Education Planning course must be completed in either sixth, seventh, or eighth grade. These courses should be taught integrating the eight career and education planning course standards.

Career and Technical Student Organization (CTSO)

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Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional

methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Course Title: **Computer Applications in Business 2**
Course Type: **Orientation/Exploratory**
Career Cluster: **Business Management and Administration**

Secondary – Middle School	
Course Number	8200210
CIP Number	05079999EX
Grade Level	6-8
Course Length	Semester
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FBLA-PBL, BPA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this course is to assist students in making informed decisions regarding their future academic and occupational goals and to provide information regarding careers in the Business Management and Administration career cluster. The content includes but is not limited to instruction in advanced keyboarding, advanced word processing, advanced hardware, advanced Internet, intermediate spreadsheet, introductory digital design, and skills for business applications. These competencies provide the skills necessary to ensure increased productivity and efficient utilization of equipment.

Instruction and learning activities are provided in a laboratory setting using hands-on experiences with the equipment, materials and technology appropriate to the course content and in accordance with current practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

The length of this course is one semester. It may be offered for two semesters when appropriate. When offered for one semester, it is recommended that it be at the exploratory level and more in-depth when offered for two semesters.

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the course structure:

Course Number	Course Title	Teacher Certification	Length
8200210	Computer Applications in Business 2	ANY BUSINESS ED G BUS ED 1 @2 COMPU SCI 6 ENG&TEC ED1@2 INFO TECH 7G TC COOP ED @7 TEC ED 1@2 VOE @7	Semester

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Develop and apply keyboarding skills utilizing current technology.
02.0 Develop and apply word processing skills utilizing current technology.
03.0 Develop and apply spreadsheet skills utilizing current technology.
04.0 Develop and apply digital design skills utilizing current technology.
05.0 Develop and utilize business-related skills.
06.0 Perform activities using the worldwide web.
07.0 Identify components of network systems.
08.0 Describe how information technology is used in the Business Management and Administration career cluster.
09.0 Describe and use communication features of information technology.

Florida Department of Education
Student Performance Standards

Course Title: **Computer Applications in Business 2**
Course Number: **8200210**
Course Length: **Semester**

Course Description:

This course is designed to provide instruction in advanced keyboarding, advanced word processing, advanced hardware, advanced Internet, intermediate spreadsheet, introductory digital design, and skills for business applications. These competencies provide the skills necessary to ensure increased productivity and efficient utilization of equipment.

CTE Standards and Benchmarks	
01.0	Develop keyboarding skills utilizing current technology. The student will be able to:
01.01	Demonstrate speed building using techniques for numeric and symbol keyboarding.
01.02	Demonstrate proper hand positioning for numeric keypad entries and symbol keyboarding.
02.0	Develop and apply word processing skills utilizing current technology. The student will be able to:
02.01	Create and format memos.
02.02	Create and format business letters using the block and/or modified block style.
02.03	Create and format one-page academic and/or business reports using Modern Language Association (MLA) style. http://www.mla.org/MLA-Style
02.04	Use basic proofreading skills including using proofreader's marks.
02.05	Identify how to address and print envelopes.
02.06	Insert a hyperlink into a document.
02.07	Understand and use Read-Only documents.
02.08	Work with multi-page documents: insert page breaks.
02.09	Format columns within a document.
02.10	Work with document templates.

CTE Standards and Benchmarks	
	02.11 Open and work with multiple documents.
03.0	Develop and apply spreadsheet skills utilizing current technology. The student will be able to:
	03.01 Insert and delete rows and columns.
	03.02 Clear and delete data.
	03.03 Copy and move data.
	03.04 Fill the same data in adjacent cells.
	03.05 Fill data series in adjacent cells
	03.06 Hide and unhide columns and rows.
	03.07 Freeze and unfreeze columns and rows.
	03.08 Sort data.
	03.09 Print the worksheet, with and without grids.
	03.10 Create a chart.
04.0	Develop and apply digital design skills utilizing current technology. The student will be able to:
	04.01 Demonstrate ability to launch digital design software.
	04.02 Create a new document from a template (e.g., newsletters, brochures, greeting cards, letterhead, or flyers).
	04.03 Identify menus and toolbars of digital design software.
	04.04 Apply design layout and color scheme.
	04.05 Apply styles and borders.
	04.06 Insert a text box, word art and graphics.
	04.07 Apply formatting to a text box, word art and graphics.
	04.08 Edit text and layouts.
	04.09 Demonstrate the ability to spell check, save, and print a document.

CTE Standards and Benchmarks	
05.0	Develop and utilize business-related skills. The student will be able to:
05.01	Determine why a positive attitude is necessary for success in the workplace.
05.02	Compare grooming/dress standards in various workplace environments.
05.03	Use problem solving skills to identify computer problems.
05.04	Apply teamwork in the classroom.
05.05	Perform an impromptu and/ or prepared presentation.
05.06	Prepare a resume and cover letter.
05.07	Prepare a thank you letter to a potential employer.
05.08	Discuss job searching skills.
05.09	Identify employment benefits.
05.10	Understand labor laws.
05.11	Understand appropriate procedures for changing jobs.
05.12	Complete a job application.
05.13	Demonstrate skills and appropriate dress/attire necessary for a successful job interview.
06.0	Identify components of network systems. The student will be able to:
06.01	Identify structure to access internet, including hardware and software components.
06.02	Identify user customization features in web browsers, including preferences, caching, bookmarks/ favorites and cookies.
06.03	Define database and identify how it is used in the business environment.
07.0	Perform activities using the worldwide web. The student will be able to:
07.01	Identify basic principles of the Domain Name System (DNS).
07.02	Perform advanced searches using Boolean operators.
07.03	Discuss email, email attachments, address book, and calendars.

CTE Standards and Benchmarks	
	07.04 Discuss instant messaging.
08.0	Describe how information technology is used in the Business Management and Administration career cluster. The student will be able to:
	08.01 Identify through internet research information technology (IT) careers in the Business Management and Administration career cluster, including the responsibilities, tasks and skills they require.
	08.02 Identify security-related ethical and legal IT issues faced by professionals in the Business Management and Administration career cluster.
09.0	Describe and use communication features of information technology. The student will be able to:
	09.01 Define important internet communications protocols and their roles in delivering basic Internet services.
	09.02 Identify security and privacy issues related to the Internet, including passwords and information theft.
	09.03 Demonstrate ways to communicate effectively using Internet technology, such as email, webcast, website, webpage, messaging, social networks, and blogging.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students, including access to computers and appropriate software.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

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Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Course Title: **Computer Applications in Business 3**
Course Type: **Orientation/Exploratory**
Career Cluster: **Business Management and Administration**

Secondary – Middle School	
Course Number	8200211
CIP Number	0507999903
Grade Level	6-8
Course Length	Semester
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FBLA-PBL, BPA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this course is to assist students in making informed decisions regarding their future academic and occupational goals and to provide information regarding careers in the Business Management and Administration career cluster. The content includes but is not limited to instruction in advanced spreadsheet, intermediate digital design, introductory database, introductory web design, and skills for business applications. These competencies provide the skills necessary to ensure increased productivity and efficient utilization of equipment.

Instruction and learning activities are provided in a laboratory setting using hands-on experiences with the equipment, materials and technology appropriate to the course content and in accordance with current practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

The length of this course is one semester. It may be offered for two semesters when appropriate. When offered for one semester, it is recommended that it be at the exploratory level and more in-depth when offered for two semesters.

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the course structure:

Course Number	Course Title	Teacher Certification	Length
8200211	Computer Applications in Business 3	ANY BUSINESS ED G BUS ED 1 @2 CLERICAL @7 7 G COMPU SCI 6 INFO TECH 7G SECRETAR 7 G TC COOP ED @7 VOE @7	Semester

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Identify information technology tools and their proper uses.
02.0 Develop and apply spreadsheet skills utilizing current technology.
03.0 Develop and apply digital design skills utilizing current technology.
04.0 Develop and apply database skills utilizing current technology.
05.0 Develop and apply web design skills utilizing current technology.
06.0 Develop and utilize business-related skills.
07.0 Identify components of network systems.
08.0 Describe how information technology is used in the Business Management and Administration career cluster.
09.0 Describe and use communication features of information technology.

Florida Department of Education
Student Performance Standards

Course Title: **Computer Applications in Business 3**
Course Number: **8200211**
Course Length: **Semester**

Course Description:

This course is designed to provide instruction in advanced spreadsheet, intermediate digital design, introductory database, introductory web design, and skills for business applications. These competencies provide the skills necessary to ensure increased productivity and efficient utilization of equipment.

CTE Standards and Benchmarks	
01.0	Develop and apply spreadsheet skills utilizing current technology. The student will be able to:
01.01	Apply cell borders and shading.
01.02	Add a header and footer.
01.03	Rotate text in a cell.
01.04	Create a formula using mathematical operations.
01.05	Create a formula using more than one mathematical operation.
01.06	Create a formula finding maximum, minimum and average.
01.07	Format a chart changing the font size, component colors and rotation of charts for graphical emphasis.
01.08	Insert a picture in a worksheet.
02.0	Develop and apply digital design skills utilizing current technology. The student will be able to:
02.01	Apply special formatting including, but not limited to adding gradients to frames, text wrapping and positioning.
02.02	Insert graphics from files.
02.03	Create new document without using templates.
02.04	Ability to save graphics to file.

CTE Standards and Benchmarks	
	02.05 Demonstrate proficiency in advanced print layout options.
03.0	Develop and apply database skills utilizing current technology. The student will be able to:
	03.01 Start and exit database software. Save a database in various formats i.e., file types.
	03.02 Identify the parts of the database screen.
	03.03 View the database window and use the navigation pane. Open an object in design view or layout view.
	03.04 Create a table.
	03.05 Enter records in datasheet view.
	03.06 Change the column width in a datasheet. Use hide, unhide, freeze and unfreeze fields.
	03.07 Add and delete fields and create relationships between tables.
	03.08 Create and modify fields, for example specify text, numbers, currency, and yes/no.
	03.09 Sort and filter record (use autofilter, filter by selection, and by form).
	03.10 Create a report.
04.0	Develop and apply web design skills utilizing current technology. The student will be able to:
	04.01 Identify and describe the various components of the Internet, including, WWW, email, FTP, and URL.
	04.02 Understand the difference between web browser and search engine.
	04.03 Describe the difference between a client and the various types of servers, including web servers.
	04.04 Follow copyright laws.
	04.05 Demonstrate an understanding of file storage and the path to describe the location of a document.
	04.06 Describe how XHTML has altered the structure of HTML.
	04.07 Identify and describe basic HTML/ XHTML terminology.
	04.08 Identify and describe basic HTML/ XHTML tags.
	04.09 Identify the elements of a webpage.

CTE Standards and Benchmarks	
	04.10 Produce a webpage using basic HTML tags, including but not limited to, links, anchors, lists, tables, background and fonts.
	04.11 Include graphics in a webpage.
	04.12 Use the Internet to find free components for a webpage such as Javascript, java applets, and banners.
	04.13 Create a webpage for others to see.
05.0	Develop and utilize business-related skills. The student will be able to:
	05.01 Classify characteristics of a positive attitude in the workplace.
	05.02 Understand the importance of proper grooming and appearance for the workplace.
	05.03 Apply problem solving skills to troubleshoot computer problems.
	05.04 Identify brainstorming techniques.
	05.05 Apply impromptu and/or prepared presentation skills.
	05.06 Research sources of employment.
	05.07 List employment benefits.
	05.08 Identify child labor laws.
	05.09 Identify appropriate procedures for changing jobs.
	05.10 Discuss importance of being prepared to complete a job application.
	05.11 Discuss employer expectations toward prospective and current employees.
	05.12 Discuss the value of sharpening technology skills as the workplace environment changes.
	05.13 Prepare a list of strategies for communicating in multicultural settings.
	05.14 Analyze the importance of good work habits for success in the workplace.
06.0	Identify information technology tools and their proper uses. The student will be able to:
	06.01 Define and identify various software applications (word processing, spreadsheets, database, presentation, digital publishing) and their uses.
	06.02 Identify the functions of web browsers, and use them to access the World Wide Web and other computer resources typically used in

CTE Standards and Benchmarks	
	the Business, Management and Administration career cluster.
06.03	Use different web search engines effectively to locate information relevant to the Business, Management and Administration career cluster.
06.04	Understand how email clients send simple messages and files to other Internet users.
07.0	Identify components of network systems. The student will be able to:
07.01	Identify structure to access internet, including hardware and software components.
07.02	Identify user customization features in web browsers, including preferences, caching, bookmarks/favorites and cookies.
07.03	Recognize essential database concepts.
08.0	Describe how information technology is used in the Business Management and Administration career cluster. The student will be able to:
08.01	Identify through Internet research information technology (IT) careers in the Business Management and Administration career cluster, including the responsibilities, tasks and skills they require.
08.02	Identify security-related ethical and legal IT issues faced by professionals in the Business Management and Administration career cluster.
09.0	Describe and use communication features of information technology. The student will be able to:
09.01	Define important Internet communications protocols and their roles in delivering basic Internet services.
09.02	Identify basic principles of the Domain Name System (DNS).
09.03	Identify security issues related to Internet clients.
09.04	Identify and use principles of personal information management (PIM), including common applications.
09.05	Identify and understand webcasting and related services.
09.06	Demonstrate ways to communicate effectively using Internet technology, such as email, webcast, websites, webpage, messaging, social networks, and blogging.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students, including access to computers and appropriate software.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
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Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Course Title: **Computer Applications in Business 4**
Course Type: **Orientation/Exploratory**
Career Cluster: **Business Management and Administration**

Secondary – Middle School	
Course Number	8200212
CIP Number	0507999904
Grade Level	6-8
Course Length	Semester
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FBLA-PBL, BPA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this course is to assist students in making informed decisions regarding their future academic and occupational goals and to provide information regarding careers in the Business Management and Administration career cluster. The content includes but is not limited to instruction in intermediate database, intermediate web design, introductory programming, and skills for business applications. These competencies provide the skills necessary to ensure increased productivity and efficient utilization of equipment.

Instruction and learning activities are provided in a laboratory setting using hands-on experiences with the equipment, materials and technology appropriate to the course content and in accordance with current practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

The length of this course is one semester. It may be offered for two semesters when appropriate. When offered for one semester, it is recommended that it be at the exploratory level and more in-depth when offered for two semesters.

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the course structure:

Course Number	Course Title	Teacher Certification	Length
8200212	Computer Applications in Business 4	ANY BUSINESS ED G BUS ED 1 @2 CLERICAL @7 7 G COMPU SCI 6 INFO TECH 7G SECRETAR 7 G TC COOP ED @7 VOE @7	Semester

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Identify information technology tools and their proper uses.
02.0 Develop and apply database skills utilizing current technology.
03.0 Develop and apply web design skills utilizing current technology.
04.0 Develop and apply programming skills utilizing current technology.
05.0 Develop and utilize business-related skills.
06.0 Identify components of network systems.
07.0 Describe how information technology is used in the Business Management and Administration career cluster.
08.0 Describe and use communication features of information technology.

Florida Department of Education
Student Performance Standards

Course Title: **Computer Applications in Business 4**
Course Number: **8200212**
Course Length: **Semester**

Course Description:

This course is designed to provide instruction in intermediate database, intermediate web design, introductory programming, and soft skills for business applications. These competencies provide the skills necessary to ensure increased productivity and efficient utilization of equipment.

CTE Standards and Benchmarks	
01.0	Identify information technology tools and their proper uses. The student will be able to:
01.01	Identify the functions of web browsers, and use them to access the World Wide Web and other computer resources typically used in the Business, Management and Administration career cluster.
01.02	Understand how e-mail clients send simple messages and files to other Internet users.
01.03	Use different web search engines effectively to locate information relevant to the Business, Management and Administration career cluster.
01.04	Define and identify various software applications (word processing, spreadsheets, database, presentation, digital publishing) and their uses.
02.0	Develop and apply database skills utilizing current technology. The student will be able to:
02.01	Start and exit a database software.
02.02	Use the navigation pane/change the view of an objects in the navigation pane.
02.03	Create a database from a template
02.04	Edit records in datasheet view.
02.05	Add and delete records in datasheet view.
02.06	Cut, copy, and paste data in datasheet view.
02.07	Change the datasheet layout.
02.08	Hide columns in a table.

CTE Standards and Benchmarks	
	02.09 Create a table in design view/create and modify fields (or a field) in a datasheet.
	02.10 Create a form and enter and edit data in a form.
	02.11 Use form layout tools to modify a database design, arrangement and format (themes, fonts, colors).
	02.12 Create a query. Save a database in a different format (i.e., file types).
03.0	Develop and apply web design skills utilizing current technology. The student will be able to:
	03.01 Produce a Web page using basic HTML tags, including but not limited to, links, anchors, lists, tables, background and fonts.
	03.02 Define principles of acceptable web design.
	03.03 Understand how different web browsers interpret pages.
	03.04 Understand the role of plug-ins.
	03.05 Understand graphic, audio, and movie file formats and how they affect file size.
	03.06 Use animated graphics, audio and video files in a webpage.
	03.07 Use image editing software to create and edit images.
	03.08 Demonstrate an understanding of compressing and decompressing files.
	03.09 Understand the importance of regular file backup.
	03.10 Create a webpage for others to see.
04.0	Develop and apply programming skills utilizing current technology. The student will be able to:
	04.01 Give a brief history of computers.
	04.02 Describe how hardware and software make up computer architecture.
	04.03 Understand the binary representation of data and programs in computers.
	04.04 Discuss the evolution of programming languages.
	04.05 Describe the software development process.
	04.06 Describe the fundamental concepts of object-oriented programming.

CTE Standards and Benchmarks	
	04.07 Discuss the importance of the selected programming language.
	04.08 Describe the structure of a simple program.
	04.09 Write a simple program.
	04.10 Edit, compile, and run a program.
	04.11 Format a program for visual effects.
	04.12 Identify compile-time errors.
05.0	Develop and utilize business-related skills. The student will be able to:
	05.01 Classify the characteristics of a positive attitude in the workplace.
	05.02 Understand the importance of proper grooming and appearance for the workplace.
	05.03 Utilize problem solving skills in programming areas.
	05.04 Utilize brainstorming techniques to solve a problem.
	05.05 Apply impromptu and/or prepared presentation skills.
	05.06 Research sources of employment.
	05.07 Discuss employment benefits.
	05.08 Discuss child labor laws.
	05.09 Evaluate appropriate procedures for changing jobs.
	05.10 Evaluate a quality completed job application.
	05.11 Identify characteristics of ethical behavior in the workplace.
	05.12 Understand the importance of personal integrity in the workplace.
	05.13 Develop an understanding of the skills that transfer from school to work.
06.0	Identify components of network systems. The student will be able to:
	06.01 Identify structure to access internet, including hardware and software components.

CTE Standards and Benchmarks	
	06.02 Identify user customization features in web browsers, including preferences, caching, bookmarks/ favorites and cookies.
	06.03 Recognize essential database concepts.
07.0	Describe how information technology is used in the Business Management and Administration career cluster. The student will be able to:
	07.01 Identify through Internet research information technology (IT) careers in the Business Management and Administration career cluster, including the responsibilities, tasks and skills they require.
	07.02 Identify security-related ethical and legal IT issues faced by professionals in the Business Management and Administration career cluster.
08.0	Describe and use communication features of information technology. The student will be able to:
	08.01 Define important Internet communications protocols and their roles in delivering basic Internet services.
	08.02 Identify basic principles of the Domain Name System (DNS).
	08.03 Identify security issues related to Internet clients.
	08.04 Identify and use principles of personal information management (PIM), including common applications.
	08.05 Identify and understand webcasting and related services.
	08.06 Demonstrate ways to communicate effectively using Internet technology, such as email, webcast, website, webpage, messaging, social networks, and blogging.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students, including access to computers and appropriate software.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

Career and Technical Student Organization (CTSO)

Florida Future Business Leaders of America-Phi Beta Lambda (FBLA-PBL) and Florida Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Course Title: **Computer Applications in Business 1 and Career Planning**
Course Type: **Orientation/Exploratory and Career Planning**
Career Cluster: **Business Management and Administration**

Secondary – Middle School	
Course Number	8200220
CIP Number	05079999CE
Grade Level	6-8
Course Length	Semester
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FBLA-PBL, BPA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this course is to assist students in making informed decisions regarding their future academic and occupational goals and to provide information regarding careers in the Business Management and Administration career cluster. The content includes but is not limited to instruction in intermediate keyboarding, intermediate word processing, intermediate electronic presentation, intermediate computer hardware, intermediate Internet, introductory spreadsheet, and skills for business applications.

Instruction and learning activities are provided in a laboratory setting using hands-on experiences with the equipment, materials and technology appropriate to the course content and in accordance with current practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

The length of this course is one semester. It may be offered for two semesters when appropriate. When offered for one semester, it is recommended that it be at the exploratory level and more in-depth when offered for two semesters.

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the course structure:

Course Number	Course Title	Teacher Certification	Length
8200220	Computer Applications in Business 1 and Career Planning	ANY BUSINESS ED G BUS ED 1 @2 COMPU SCI 6 ENG&TEC ED1@2 INFO TECH 7G TC COOP ED @7 TEC ED 1@2 VOE @7	Semester

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Identify and understand computer hardware.
02.0 Identify information technology tools and their proper uses.
03.0 Develop and apply keyboarding skills utilizing current technology.
04.0 Develop and apply word processing skills utilizing current technology.
05.0 Develop and apply electronic presentation skills utilizing current technology.
06.0 Develop and apply spreadsheet skills utilizing current technology.
07.0 Develop and utilize business-related skills.
08.0 Perform activities using the worldwide web.
09.0 Describe how information technology is used in the Business, Management and Administration career cluster.
10.0 Describe and use communication features of information technology.

Listed below are the standards that must be met to satisfy the requirements of Section 1003.4156, Florida Statutes:

11.0 Describe the influences that societal, economic, and technological changes have on employment trends and future training.
12.0 Develop skills to locate, evaluate, and interpret career information.
13.0 Identify and demonstrate processes for making short and long term goals.
14.0 Demonstrate employability skills such as working in a group, problem-solving and organizational skills, and the importance of entrepreneurship.
15.0 Understand the relationship between educational achievement and career choices/postsecondary options.
16.0 Identify a career cluster and related pathways through an interest assessment that match career and education goals.
17.0 Develop a career and education plan that includes short and long-term goals, high school program of study, and postsecondary/career goals.
18.0 Demonstrate knowledge of technology and its application in career fields/clusters.

Florida Department of Education
Student Performance Standards

Course Title: **Computer Applications in Business 1 and Career Planning**
Course Number: **8200220**
Course Length: **Semester**

Course Description:

This course is designed to provide instruction in intermediate keyboarding, intermediate word processing, intermediate electronic presentation, intermediate computer hardware, intermediate Internet, introductory spreadsheet, and skills for business applications. These competencies provide the skills necessary to ensure increased productivity and efficient utilization of equipment.

CTE Standards and Benchmarks	
01.0	Identify and understand computer hardware. The student will be able to:
01.01	Define and identify input, output, and storage devices and their functions.
01.02	Define and identify memory in a computer.
02.0	Identify information technology tools and their proper uses. The student will be able to:
02.01	Define and identify various software applications (word processing, spreadsheets, database, presentation, digital publishing) and their uses.
03.0	Develop and apply keyboarding skills utilizing current technology. The student will be able to:
03.01	Demonstrate proper keyboarding techniques using correct ergonomic habits.
03.02	Demonstrate safety and respect for equipment materials in lab.
03.03	Demonstrate proper techniques for alphanumeric keyboarding while keeping fingers on home row keys.
04.0	Develop and apply word processing skills utilizing current technology. The student will be able to:
04.01	Start and exit word processing software.
04.02	Apply different views to a document – select zoom options, document view, split windows, arrange windows, and switch windows.
04.03	Move text in a document using the copying/cutting/pasting and drag/drop text commands.
04.04	Apply tabs, line spacing and paragraph indents.

CTE Standards and Benchmarks
04.05 Align text horizontally and vertically.
04.06 Apply character attributes – font, font size, font color, underline, bold, italic, and text effects.
04.07 Apply styles in a document.
04.08 Utilize the undo and redo commands.
04.09 Utilize the show/hide command.
04.10 Use find and replace.
04.11 Utilize the format painter.
04.12 Utilize the text highlight feature in a document – select highlight color.
04.13 Insert date and time.
04.14 Insert and manipulate graphics, word art and text boxes.
04.15 Insert and remove a manual page break in a document.
04.16 Create bulleted and numbered lists.
04.17 Create a table – inserting, moving, and entering data.
04.18 Format a table – insert/delete columns, rows, and cells and merge cells.
04.19 Format a table – changing column/row width/height.
04.20 Apply table alignment on document horizontally and vertically.
04.21 Apply text and number alignment within a table.
04.22 Use table tools to change table styles, apply borders, and shading.
04.23 Set the page layout in a document – margins, page orientation, and page size.
04.24 Change the page background – insert a watermark, page border, and change the page color.
04.25 Create headers and footers in a document.
04.26 Use spell/grammar check/thesaurus programs properly.

CTE Standards and Benchmarks	
	04.27 Use basic proofreading skills including proofreader's marks.
	04.28 Understand the difference between save and save as.
	04.29 Save a document – specify file name and location.
	04.30 Save a document in a different format, e.g., PDF, Web page, and jpeg.
	04.31 Understand printing options including printer selection, scale to fit, and page number selection.
05.0	Develop and apply electronic presentation skills utilizing current technology. The student will be able to:
	05.01 Start and exit presentation software.
	05.02 Apply fill effects, lines and shapes.
	05.03 Demonstrate ability to order, group and rotate objects.
	05.04 Demonstrate ability to animate graphics.
	05.05 Apply slide transitions and timings.
	05.06 Incorporate text, tables, charts and graphic transitions into document.
	05.07 Add sound using various media e.g., internet and/or files.
	05.08 Apply action buttons.
	05.09 Insert a hyperlink.
	05.10 Rearrange slide order through slide sorter.
	05.11 Create note page to aid in oral presentation of slide show.
	05.12 Customize timing and rehearsing to coordinate with oral presentation.
	05.13 Save a presentation in a different format, e.g., PDF and webpage.
	05.14 Demonstrate the ability to spell check and print presentations using different settings.
	05.15 Demonstrate presentation skills.
06.0	Develop and apply spreadsheet skills utilizing current technology. The student will be able to:

CTE Standards and Benchmarks	
	06.01 Start and exit spreadsheet software.
	06.02 Identify the parts of the spreadsheet screen, e.g., ribbon, status bar, title bar, insertion point, scroll box and bar, and tabs.
	06.03 Create a new worksheet.
	06.04 Change column width and row height.
	06.05 Format the contents of a cell, i.e., change fonts and font sizes, align text, and format numbers.
	06.06 Merge cells.
	06.07 Use undo and redo commands.
	06.08 Autoformat the worksheet if available. autoformat applies borders, shading, and data formatting.
	06.09 Use the auto sum feature.
	06.10 Create a chart.
07.0	Develop and utilize business-related skills. The student will be able to:
	07.01 Demonstrate an understanding of the importance of a positive attitude in obtaining and maintaining a job.
	07.02 Identify grooming/dress standards in various workplace environments.
	07.03 Demonstrate problem solving skills.
	07.04 Demonstrate an awareness of teamwork.
	07.05 Make an impromptu presentation.
	07.06 Make a prepared presentation.
	07.07 Collaborate and effectively use teamwork to present in a group.
08.0	Perform activities using the worldwide web. The student will be able to:
	08.01 Identify and define Internet vocabulary such as hyperlink, WWW, URL, and web browser.
	08.02 Understand basic principles of the Doman Name System (DNS).
	08.03 Perform basic Internet searches.

CTE Standards and Benchmarks	
	08.04 Identify and use various web browsers.
	08.05 Copy and paste from browser to other applications.
	08.06 Identify and use various search engines.
	08.07 Evaluate websites.
	08.08 Understand favorites/bookmarks.
	08.09 Understand and demonstrate Internet safety.
	08.10 Discuss Internet privacy, ethics, network etiquette and copyright laws.
	08.11 Download files.
	08.12 Download graphics.
09.0	Describe how information technology is used in the Business, Management and Administration career cluster. The student will be able to:
	09.01 Identify through internet research information technology (IT) careers in the Business, Management and Administration career cluster, including the responsibilities, tasks and skills they require.
	09.02 Identify security-related ethical and legal IT issues faced by professionals in the Business, Management and Administration career cluster.
10.0	Describe and use communication features of information technology. The student will be able to:
	10.01 Identify security and privacy issues related to the Internet, including passwords and information theft.
	10.02 Identify and/or use various ways to communicate effectively using internet technology, such as email, webcast, website, webpage, messaging, social networks, and blogging.
Listed below are the standards that must be met to satisfy the requirements of Section 1003.4156, Florida Statutes: The student will be able to:	
11.0	Describe the influences that societal, economic, and technological changes have on employment trends and future training.
12.0	Develop skills to locate, evaluate, and interpret career information.
13.0	Identify and demonstrate processes for making short and long term goals.

CTE Standards and Benchmarks	
14.0	Demonstrate employability skills such as working in a group, problem-solving and organizational skills, and the importance of entrepreneurship.
15.0	Understand the relationship between educational achievement and career choices/postsecondary options.
16.0	Identify a career cluster and related pathways through an interest assessment that match career and education goals.
17.0	Develop a career and education plan that includes short and long-term goals, high school program of study, and postsecondary/career goals.
18.0	Demonstrate knowledge of technology and its application in career fields/clusters.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students, including access to computers and appropriate software.

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English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

Career Planning

Effective July 1, 2019, per Section 1003.4156, Florida Statutes (F.S.), for students to meet middle grades promotion requirements, a Career and Education Planning course must be completed in either sixth, seventh, or eighth grade. These courses should be taught integrating the eight career and education planning course standards.

Career and Technical Student Organization (CTSO)

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Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional

methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Program Title: **Electronic Business Enterprise**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Secondary – Career Preparatory	
Program Number	8200300
CIP Number	0552060109
Grade Level	9-12
Program Length	4 credits
Teacher Certification	Refer to the **Program Structure** section.
CTSO	FBLA, BPA, DECA
SOC Codes (all applicable)	15-1151 – Computer User Support Specialists 43-4051 – Customer Service Representatives 11-1021 – General and Operations Managers 15-1134 – Web Developers
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to planning and development, retail and Internet marketing, ethics, laws and regulations, web design, entrepreneurship, and systems and design of e-commerce enterprises.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of four (4) credits.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary program structure:

Course Number	Course Title	Teacher Certification	Length	SOC Code	Level	Graduation Requirement
8207310	Digital Information Technology	DIT Teacher Certifications	1 credit	15-1151	2	CT
8200340	Introduction to E-Commerce	BUS ED 1 @2 BUS DP @7 ELECT DP @7 %G ADVR PROM 7G MKTG 1 MKTG MGMT 7G RETAILING @7 7G	1 credit	43-4051	2	CT
8200350	E-Commerce Entrepreneurship		1 credit	11-1021	2	CT
8200360	E-Commerce Systems Analysis and Design		1 credit	15-1134	2	CT

(Graduation Requirement Codes: CT= Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA= Mathematics, PL= Personal Financial Literacy)

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

Digital Information Technology (8207310) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 15.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
02.0 Develop an awareness of microcomputers.
03.0 Demonstrate an understanding of networks.
04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
05.0 Use presentation applications to enhance communication skills.
06.0 Use spreadsheet applications to enhance communication skills.
07.0 Use database applications to store and organize data.
08.0 Use electronic mail to enhance communication skills.
09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
12.0 Develop awareness of computer languages, web-based & software applications, and emerging technologies.
13.0 Demonstrate an understanding of basic html by creating a simple web page.
14.0 Demonstrate comprehension and communication skills.
15.0 Use social media to enhance online communication and develop an awareness of a digital footprint.
16.0 Demonstrate language arts knowledge and skills.
17.0 Demonstrate mathematics knowledge and skills.
18.0 Use oral and written communication skills in creating, expressing, and interpreting information and ideas.
19.0 Demonstrate knowledge of the Internet to enhance workplace performance.
20.0 Demonstrate knowledge of e-commerce principles.
21.0 Develop an awareness of career opportunities and options in e-commerce and the criteria for entering those fields.
22.0 Perform e-mail activities.
23.0 Identify the challenges and issues associated with e-commerce business models.
24.0 Develop an online marketing plan.
25.0 Demonstrate an awareness of the issues involved in a global/international e-commerce environment.
26.0 Research the plan and design of an e-commerce web page.
27.0 Create a basic e-commerce website.
28.0 Apply skills that will enhance the presentation, value, and profitability of the website.
29.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance.

30.0 Use tools that are common in the development of an e-commerce website.
31.0 Develop and implement a business plan for an e-commerce site.
32.0 Perform human resources management activities to build interpersonal skills with individuals and teams.
33.0 Explain the importance of employability skills and entrepreneurship skills.
34.0 Describe the importance of professional ethics and legal responsibilities.
35.0 Demonstrate personal money-management concepts, procedures, and strategies.
36.0 Use information technology tools.
37.0 Evaluate market expansion to the Internet and the effect of global access on e-commerce.
38.0 Demonstrate knowledge of basic market research tools.
39.0 Demonstrate knowledge of data collection methods.
40.0 Demonstrate knowledge of advertising principles.
41.0 Demonstrate proficiency in website promotion of an e-commerce site.
42.0 Define the building blocks of a secure system.
43.0 Demonstrate knowledge, skill, management, and application of an Internet advertising campaign.
44.0 Analyze financial data relevant to e-commerce decision-making.
45.0 Identify principles of pricing.
46.0 Identify principles of selling.
47.0 Analyze electronic payment mechanisms.
48.0 Analyze taxation issues relevant to e-commerce.
49.0 Describe mobile commerce.
50.0 Demonstrate an understanding of global concepts relevant to customer relationship management (CRM).
51.0 Explain the role of quality, warranties and guarantees, and e-commerce usability in customer satisfaction.
52.0 Develop communication skills for an international audience.
53.0 Analyze the building blocks of a secure system.
54.0 Demonstrate an awareness of the issues and trends involved in an e-commerce environment.
55.0 Analyze the effectiveness and proficiency of websites.
56.0 Demonstrate knowledge of e-commerce legal issues.
57.0 Demonstrate knowledge of disaster protection methods.
58.0 Analyze methods of web hosting.
59.0 Analyze and demonstrate the application of e-commerce software packages.
60.0 Demonstrate knowledge of network components.
61.0 Maintain an e-portfolio for job application purposes.
62.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
63.0 Solve problems using critical thinking skills, creativity, and innovation.
64.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
65.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.

Florida Department of Education
Student Performance Standards

Course Title: **Digital Information Technology**
Course Number: **8207310**
Course Credit: **1**

Course Description:

This core course is designed to provide a basic overview of current business and information systems and trends and to introduce students to fundamental skills required for today's business and academic environments. Emphasis is placed on developing fundamental computer skills. The intention of this course is to prepare students to be successful both personally and professionally in an information-based society. Digital Information Technology includes the exploration and use of: databases, the internet, spreadsheets, presentation applications, management of personal information and email, word processing and document manipulation, HTML, web page design, and the integration of these programs using software that meets industry standards.

Digital Information Technology (8207310) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit: Digital Information Technology (8207310).

Florida Department of Education
Student Performance Standards

Course Title: **Introduction to E-Commerce**
Course Number: **8200340**
Course Credit: **1**

Course Description:

This course is designed to provide an introduction to Electronic-Commerce (E-Commerce). This course covers topics such as the history and evolution of e-commerce; e-commerce business models; the impact of e-commerce on the world economy; security and tax issues in e-commerce; and e-commerce website design, development and maintenance. The use of computers and appropriate software is required.

CTE Standards and Benchmarks	
16.0	Demonstrate language arts knowledge and skills. The student will be able to:
16.01	Locate, comprehend, and evaluate key elements of oral and written information.
16.02	Draft, revise, and edit written documents using correct grammar, punctuation, and vocabulary.
16.03	Present information formally and informally for specific purposes and audiences.
17.0	Demonstrate mathematics knowledge and skills. The student will be able to:
17.01	Demonstrate knowledge of arithmetic operations.
17.02	Analyze and apply data and measurements to solve problems and interpret documents.
17.03	Construct charts/tables/graphs using functions and data.
18.0	Use oral and written communication skills in creating, expressing, and interpreting information and ideas. The student will be able to:
18.01	Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.
18.02	Locate, organize, and reference written information from various sources.
18.03	Design, develop, and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.
18.04	Interpret verbal and nonverbal cues/behaviors that enhance communication.
18.05	Apply active listening skills to obtain and clarify information.
18.06	Develop and interpret tables and charts to support written and oral communications.

CTE Standards and Benchmarks	
	18.07 Exhibit public relations skills that aid in achieving customer satisfaction.
19.0	Demonstrate knowledge of the Internet to enhance workplace performance. The student will be able to:
	19.01 Explain the history of the Internet and the development of e-commerce.
	19.02 Discuss the social, economic, and political impact of the Internet on society.
	19.03 Identify accepted Internet etiquette (i.e., netiquette).
	19.04 Identify and describe Web terminology.
	19.05 Identify the differences between the Internet, Intranet, and the World Wide Web (WWW).
	19.06 Explain the main elements of Web Browsers (e.g., status bar, refresher button, toolbar tabs, scroll bars, location field, title bar, bookmarks).
	19.07 Copy information from the Internet/Intranet, save, and print using a Web browser.
	19.08 Define Web crawler/bot/spider and identify its advantages.
	19.09 Explain the difference between a search engine and a web directory.
20.0	Demonstrate knowledge of e-commerce principles. The student will be able to:
	20.01 Define Electronic Commerce (e-commerce).
	20.02 Explain the domain name and why it is important to e-commerce sites.
	20.03 Identify and describe the difference between ‘brick-and-mortar’ and ‘click-and-mortar’ businesses.
	20.04 Describe business-to-business e-commerce.
	20.05 Describe business-to-consumer e-commerce.
	20.06 Define the scope of business-to-consumer e-commerce.
	20.07 Identify the components of a successful business-to-consumer e-commerce site.
	20.08 Identify and discuss issues associated with business-to-consumer e-commerce.
	20.09 Explain how e-commerce is similar to and/or different from traditional commerce.
	20.10 Identify types of businesses most likely to succeed online.

CTE Standards and Benchmarks	
21.0	Develop an awareness of career opportunities and options in e-commerce and the criteria for entering those fields. The student will be able to:
21.01	Identify entry-level positions in e-commerce.
21.02	Identify education, skills, and training requirements for possible career pathways in e-commerce.
21.03	Identify present and future employment opportunities.
21.04	Compare salary ranges and benefit packages.
21.05	Design a personal career ladder in e-commerce with a timeline for career advancement.
21.06	Identify professional organizations in the area of e-commerce.
21.07	Define the role of a webmaster.
21.08	Identify job titles and describe the job functions of a web development team.
22.0	Perform e-mail activities. The student will be able to:
22.01	Describe e-mail capabilities and functions.
22.02	Explain how to set up an e-mail address.
22.03	Explain the rules for using e-mail on the Internet in a professional setting.
22.04	Describe the issues involved in sending and receiving documents as e-mail attachments.
22.05	Utilize all applicable e-mail options and functions (e.g., forward, reply, reply all, attach, address book).
22.06	Organize and manage e-mail messages.
22.07	Explain some abbreviations, acronyms, and emoticons used in e-mail.
22.08	Explain the purpose of an e-mail signature and how to create one.
22.09	Explain the purpose of an e-mail signature and away messages and how to create each.
23.0	Identify the challenges and issues associated with e-commerce business models. The student will be able to:
23.01	Explain the scope of e-commerce and how it relates to business operations.
23.02	Explain how the self-serve economy impacts e-commerce.

CTE Standards and Benchmarks	
	23.03 Discuss the global impact of e-commerce.
	23.04 Identify ways e-commerce sites can develop and enhance customer relationships to encourage repeat business and brand loyalty.
	23.05 Explain why the main purpose of any e-commerce site is to transform surfers into customers.
	23.06 Using a variety of problem-solving strategies, charts, diagrams, etc. to identify the range of costs associated with developing an e-commerce site.
	23.07 Identify security issues involved in developing a site (e.g., firewalls, sniffer programs, hacking, viruses, encryption, SSL, TSL, digital certificates).
	23.08 Explain why website design is critical to the success of an e-commerce venture.
	23.09 Discuss the advantages/disadvantages of using an e-commerce developer or an in-house web team to design and maintain a site.
	23.10 Define SET and compare it to SSL using Venn diagrams.
	23.11 Explain how PGP works.
	23.12 Define Structured Query Language (SQL).
	23.13 Explain how SQL enables users on the Internet.
	23.14 Define electronic payment.
	23.15 Discuss customer security and privacy issues when providing financial information on the Internet.
	23.16 Explain different payment methods available for online purchases and the associated fees (e.g., credit card, e-check, e-cash, smart card, electronic wallets, virtual credit cards, and emerging payment options).
	23.17 Explain the Electronic Funds Transfer Act and its application to online payments.
	23.18 Describe e-commerce membership club benefits as part of the business model (e.g., priority shipping, discounts, curbside pickup).
24.0	Develop an online marketing plan. The student will be able to:
	24.01 Identify trends in e-marketing using a variety of problem-solving strategies.
	24.02 Define marketing-related terms.
	24.03 Describe the effect of e-mail and spamming on marketing in e-commerce sites.
	24.04 Identify legal, ethical, and privacy issues in online marketing.
	24.05 Explain target marketing and niche marketing in relation to e-commerce.

CTE Standards and Benchmarks	
	24.06 Describe customer profiling along with legal and related issues.
	24.07 Identify the various types and importance of advertising options in e-commerce (e.g., links, banner ads, affiliate programs, pop-up windows, viral marketing, newsgroup postings, and social media).
	24.08 Describe electronic marketing techniques.
	24.09 Identify types of and describe the use of databases in e-commerce sites. Symbolically represent and solve multi-step and real-world applications.
	24.10 Explain how electronic catalogs work in Internet sales.
	24.11 Explain a database-driven system and describe its advantages over a static catalog.
	24.12 Analyze e-commerce solutions including shopping carts, electronic malls, order entry systems, full-cost displays, and smart cards. Decide whether a solution is reasonable and whether a given statement is always, sometimes, or never true.
	24.13 Identify, define, and discuss shipping options for both purchases and returns for an e-commerce website.
25.0	Demonstrate an awareness of the issues involved in a global/international e-commerce environment. The student will be able to:
	25.01 Define and discuss the advantages of global/international e-commerce.
	25.02 Describe the implications of trade barriers on global e-commerce.
	25.03 Describe the effect of currency exchange rates on international e-commerce, using functions and equations for specified variables.
	25.04 Identify cultural attitudes and practices in the USA that could inhibit successful business operations in another country.
	25.05 Describe changes in American business practices required for success in the global marketplace.
	25.06 Identify and discuss import, export, and international tax laws and their effect on e-commerce trade.
	25.07 Analyze multi-cultural influences on global e-commerce.
	25.08 Identify the importance of internal business communications, specifically addressing language barriers.
26.0	Research the plan and design of an e-commerce web page. The student will be able to:
	26.01 Research website design principles and explain how each contributes towards an effective website.
	26.02 Compare and contrast positive and negative features of different websites, using Venn diagrams, unions, and intersections.
	26.03 Identify elements of a web page.
	26.04 Plan the goals, structure, and design of the website.

CTE Standards and Benchmarks	
	26.05 Determine business goals for the e-commerce site.
	26.06 Define product assortment, seasonal changes/product rotation, incentives, pricing, payments, and shipping options.
	26.07 Develop a storyboard for the website.
	26.08 Explain the importance of loading time as an element of website design.
	26.09 Define HTML, DHTML, XML, VRML, and web page design software and how each can be effectively used in creating an e-commerce website.
27.0	Create a basic e-commerce website. The student will be able to:
	27.01 Create a business for an e-commerce site.
	27.02 Create a web page.
	27.03 Create and apply a custom theme and a solid color background.
	27.04 Create a logo.
	27.05 Add clip art, graphics, images, and/or photos and text.
	27.06 Add animation to text and objects using DHTML.
	27.07 Utilize navigation aids and plug-ins.
	27.08 Add graphic buttons.
	27.09 Add form elements.
	27.10 Add graphics as a form button.
	27.11 Link buttons and forms.
	27.12 Embed audio and video files.
	27.13 Add a host counter to display the number of times the web page has been visited.
	27.14 Organize information using frames.
	27.15 Launch the web browser and view the page created.
	27.16 Test the website for effectiveness (e.g., loading time, graphics, link integrity).

CTE Standards and Benchmarks	
28.0	Apply skills that will enhance the presentation, value, and profitability of the website. The student will be able to:
28.01	Develop site personality by creating useful site content.
28.02	Discuss the advantages and disadvantages of outsourcing vs. an in-house team to create and manage the e-commerce site.
28.03	Determine customer service options (e.g., e-mail, phone, fax, text messaging, AI, auto chat, virtual).
28.04	Determine the terms and conditions of sale, including warranties, after-sales service, and privacy assurances.
28.05	Explain client-side application.
28.06	Explain the purpose of forms in e-commerce websites.
28.07	Design forms for e-commerce websites using different procedures for constructing forms including HTML tags and software programs).
28.08	Use JavaScript to validate data in form fields.
28.09	Use programming tools to make the website more powerful and interactive.
28.10	Explain the difference between dynamic and static web programming.
28.11	Use programming language to support multi-tasking and exception handling.
28.12	Create a site map and explain its importance.
28.13	Create a Frequently Asked Questions (FAQ) page.

Florida Department of Education
Student Performance Standards

Course Title: **E-Commerce Entrepreneurship**
Course Number: **8200350**
Course Credit: **1**

Course Description:

This course is designed to provide the tools necessary to create an e-commerce site by developing, analyzing, and implementing a business plan. This course covers topics such as business plan development and implementation, human resources, marketing, Internet advertisement, financial management, pricing and selling of products or services, payment methods, mobile commerce, and customer service. The use of computers and appropriate software is required.

CTE Standards and Benchmarks	
29.0	Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance. The student will be able to:
29.01	Monitor expense accounts by using a variety of problem-solving strategies, including drawing diagrams, charts, and tables.
29.02	Prepare and interpret balance sheets, income statements, cash-flow statements, change-in-equity statements, forecasts, break-even analyses, and budgets. Decide whether a solution is reasonable, and true and solves equations. Symbolically represent and solve multi-step and real-world applications.
29.03	Document the impact of financial analysis on the strategic planning process. Graph and chart information, using equations to solve problems.
29.04	Revise short-term and long-term strategic plans based on financial analyses.
30.0	Use tools that are common in the development of an e-commerce website. The student will be able to:
30.01	Use appropriate file names for the Internet.
30.02	Explain the optimization of files for load time.
30.03	Differentiate between pixels and KB as it relates to graphic size.
30.04	Explain the purpose of Common Gateway Interface (CGI) script and Active Server Pages (ASP) in e-commerce websites.
30.05	Define Java Script and explain its role in e-commerce sites.
30.06	Demonstrate the use of data-processing tools to perform specific tasks with information that customers enter into a website.
30.07	Demonstrate knowledge of Microsoft Edge (or equivalent) and its advantages and disadvantages.

CTE Standards and Benchmarks	
	30.08 Define ActiveX and its advantages and disadvantages.
	30.09 Locate a host site that offers free web space.
	30.10 Upload, edit, and review web pages loaded to the Internet.
31.0	Develop and implement a business plan for an e-commerce site. The student will be able to:
	31.01 Identify types of businesses most likely to succeed online.
	31.02 Identify the range of costs associated with developing an e-commerce site.
	31.03 Identify the risks/rewards associated with online business.
	31.04 Identify legal and political environments that affect e-commerce.
	31.05 Describe the process of obtaining a business license for an e-commerce site.
	31.06 Distinguish between trademark and copyright.
	31.07 Identify federal legislation protecting competition.
	31.08 Explain the concepts and benefits of e-business systems.
	31.09 Describe and explain the use of e-business systems to achieve the goals of Enterprise Resource Planning (ERP).
	31.10 Define the purpose of and describe the major components included in a business plan.
	31.11 Develop a basic business plan.
	31.12 Evaluate the plan using milestones and benchmarks.
	31.13 Develop overall marketing objectives.
	31.14 Evaluate online catalog implementation methodologies.
	31.15 Coordinate and plan an evaluation of promotional activities.
32.0	Perform human resources management activities to build interpersonal skills with individuals and teams. The student will be able to:
	32.01 Compare personal interests and skills with those needed by an entrepreneur.
	32.02 Determine motives for becoming an entrepreneur.

CTE Standards and Benchmarks	
	32.03 Examine characteristics of online entrepreneurs.
	32.04 Explain ethical and legal issues faced by e-commerce professionals.
	32.05 Explain the social implications of decisions made and actions taken as an e-commerce professional.
	32.06 Identify the major functions and activities of management.
	32.07 Explain the role of authority, accountability, and responsibility in task management.
	32.08 Describe current and emerging e-commerce management trends.
	32.09 Analyze the interdependence of empathetic listening, synergy, and consensus building.
	32.10 Promote teamwork, leadership, empowerment, and strategies for fostering creativity.
	32.11 Define the roles within the group in the decision-making process.
33.0	Explain the importance of employability skills and entrepreneurship skills. The student will be able to:
	33.01 Identify and demonstrate positive work behaviors needed to be employable.
	33.02 Develop a personal career plan that includes goals, objectives, and strategies.
	33.03 Examine licensing, certification, and industry credentialing requirements.
	33.04 Maintain a career portfolio to document knowledge, skills, and experience.
	33.05 Evaluate and compare employment opportunities that match career goals.
	33.06 Identify and exhibit traits for retaining employment.
	33.07 Identify opportunities and research requirements for career advancement.
	33.08 Research the benefit of ongoing professional development.
	33.09 Examine and describe entrepreneurship opportunities as a career planning option.
34.0	Describe the importance of professional ethics and legal responsibilities. The student will be able to:
	34.01 Evaluate and justify decisions based on ethical reasoning.
	34.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies.

CTE Standards and Benchmarks	
	34.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace.
	34.04 Interpret and explain written organizational policies and procedures.
35.0	Demonstrate personal money-management concepts, procedures, and strategies. The student will be able to:
	35.01 Identify and describe the services and legal responsibilities of financial institutions.
	35.02 Describe the effect of money management on personal and career goals.
	35.03 Develop a personal budget and financial goals.
	35.04 Complete financial instruments for making deposits and withdrawals.
	35.05 Maintain financial records.
	35.06 Read and reconcile financial statements.
	35.07 Research, compare and contrast investment opportunities.
36.0	Use information technology tools. The student will be able to:
	36.01 Use personal information management (PIM) applications to increase workplace efficiency.
	36.02 Employ technological tools to expedite workflow, including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendars, contacts, e-mail, and internet applications.
	36.03 Employ computer operations applications to access, create, manage, integrate, and store information.
	36.04 Employ collaborative/groupware applications to facilitate group work.
37.0	Evaluate market expansion to the Internet and the effect of global access on e-commerce. The student will be able to:
	37.01 Evaluate the impact of multiple time zones, languages, currencies, social, and cultural issues on e-commerce.
	37.02 Analyze the concept of personalization in e-commerce.
	37.03 Identify e-commerce site components that influence branding including logo, graphic style, online customer service, product information, site navigation, testing, and core values.
	37.04 Integrate logos, slogans, URLs, etc., throughout offline and online publications and advertising.
	37.05 Identify products, which are most likely to succeed in an e-commerce venture.
	37.06 Compare and contrast traditional product development with online product development.

CTE Standards and Benchmarks	
	37.07 Explain the need for differing development cycles for online products.
	37.08 Describe rapid-release marketing introduction strategies.
	37.09 Explain the Gutenberg Diagonal and its international implications.
38.0	Demonstrate knowledge of basic market research tools. The student will be able to:
	38.01 Identify the steps of market research.
	38.02 Describe market research as both a formal and informal process.
	38.03 Identify common market research activities and the type of information each provides.
	38.04 Explain the role of ethics in marketing research.
	38.05 Explain primary/secondary research and the advantages/disadvantages of each.
	38.06 Explain factors limiting market research including objectives, level of commitment, and resources available.
	38.07 Develop a sampling plan including who, how many, and how chosen.
	38.08 Establish means to identify customer base and marketing profile.
39.0	Demonstrate knowledge of data collection methods. The student will be able to:
	39.01 Explain the differences in data generated from surveys and questionnaires collected over the telephone, by mail, online, and in person.
	39.02 Explain the purpose and types of observational research and focus groups.
	39.03 Determine priorities for and potential sources of information that should be gathered.
	39.04 Explain the target audience/user group as a key information source.
	39.05 Conduct interviews with selected human information sources.
	39.06 Gather information from selected print and electronic sources.
	39.07 Determine the accuracy and completeness of the information gathered.
	39.08 Define Electronic Data Interchange (EDI) and its historical impact.
	39.09 Identify the benefits and essential elements of EDI.

CTE Standards and Benchmarks	
	39.10 Define EDI transaction sets and data elements.
	39.11 Describe the different standards governing EDI transactions.
	39.12 Define data mining.
	39.13 Identify basic tools and techniques of data mining.
	39.14 Explain the use of data mining in Customer Relationship Management (CRM).
	39.15 Identify ethical issues of data mining.
40.0	Demonstrate knowledge of advertising principles. The student will be able to:
	40.01 Publicize e-commerce sites through non-Internet means such as mail, press releases, broadcast media, print media, and specialty advertising.
	40.02 Prepare a display advertisement for an e-commerce product or service.
	40.03 Create offline ads for an e-commerce product or service.
	40.04 Create online ads for an e-commerce product or service.
	40.05 Write a news release to promote an e-commerce business.
	40.06 Analyze the nature of direct advertising strategies including direct mail, e-mail, automated callers, faxes, catalogs, and social media.
	40.07 Identify factors affecting the cost of e-mail advertising.
	40.08 Identify factors affecting the cost of newspaper ads, magazine ads, radio ads, television ads, direct mail advertising, outdoor ads, and Internet advertising.
	40.09 Differentiate between publicity and public relations.
	40.10 Describe the impact of the Internet on publicity.
	40.11 Identify niche advertising.
	40.12 Discuss the role of online communities.
	40.13 Examine the use, sources, and costs of databases in advertising.
	40.14 Identify the difference between business-to-business and business-to-consumer advertising.
41.0	Demonstrate proficiency in website promotion of an e-commerce site. The student will be able to:

CTE Standards and Benchmarks	
	41.01 Research site development methodology.
	41.02 Demonstrate site registration with search engines, shopping bots, and Web directories.
	41.03 Identify processes to improve visibility in search engines (e.g., meta tags, titling, keyword repetition, content management, site design, and link popularity).
	41.04 Evaluate the legal effects of registration including spamming, and duplication.
	41.05 Establish and manage links with other sites.
	41.06 Determine methods to generate hit analysis data.
	41.07 Determine whether to offer response incentives.
	41.08 Determine what type of response incentives to offer.
	41.09 Use design elements and principles to facilitate use and buying decisions.
	41.10 Provide company information and update frequently.
42.0	Define the building blocks of a secure system. The student will be able to:
	42.01 Define terms associated with system security (e.g., user authentication, data origin authentication, confidentiality, data integrity, non-repudiation, peer authentication, message digests).
	42.02 Describe security and privacy issues in e-business systems.
	42.03 Explain the difference between security and privacy.
	42.04 Explain how Internet and Intranet sites become vulnerable to attack.
	42.05 Identify security issues associated with business-to-consumer e-commerce.
	42.06 Describe the Intrusion Detection System, misuse intrusion, and anomaly intrusion.
	42.07 Explain transaction security.
	42.08 Explain security-related agencies and software.
	42.09 Explain how privacy affects personalization.
	42.10 Identify security and payment processing issues involved in developing a site including SSL, Digital Certificates, SET Protocol, and CyberCash.
43.0	Demonstrate knowledge, skill, management, and application of an Internet advertising campaign. The student will be able to:

CTE Standards and Benchmarks	
	43.01 Analyze the types, advantages, and disadvantages of Internet advertising (e.g., interacting personally and via wireless networks).
	43.02 Evaluate locations for ad placement including search engines, directories, specialty websites, and sponsorship websites.
	43.03 Identify factors affecting the cost of e-mail advertising and banner ads (e.g., click-through pricing, bartering, Internet Advertising Bureau rate cards, audience demographics).
	43.04 Identify standard sizes for Internet ads.
	43.05 Identify file formats for graphic ads.
	43.06 Define the goal of Internet ads (banners, buttons).
	43.07 Create Internet ads using layers to create a simple animation, a tagline, and design features to gain attention.
	43.08 Create a design that encourages customer order.
	43.09 Place Internet ads, evaluate results, and cost-effectiveness.
	43.10 Compare potential effectiveness with other Internet strategies.
44.0	Analyze financial data relevant to e-commerce decision-making. The student will be able to:
	44.01 Explain the critical nature of banking relationships.
	44.02 Explain the purpose and importance of obtaining business financing.
	44.03 Describe sources of financing for businesses.
	44.04 Describe electronic financial services.
	44.05 Use the Internet to locate sources of financing for businesses.
	44.06 Examine the costs of owning/running a server.
	44.07 Examine the costs of using an Internet Service Provider (ISP).
	44.08 Examine costs related to e-commerce (e.g., site design, maintenance, and support).
	44.09 Explain the costs of interfacing with existing databases, order systems, and accounting systems.
	44.10 Explain profitability in e-commerce sites.
	44.11 Explain the financial implications of outsourcing vs. internal development.

CTE Standards and Benchmarks	
45.0	Identify principles of pricing. The student will be able to:
45.01	Perform set operations using Venn diagrams to explore relationships and patterns.
45.02	Explain the nature and scope of the pricing function, the role of business ethics, and the use of technology in pricing.
45.03	Identify the basic considerations consumers and businesses weigh in accepting a price.
45.04	Explain how supply, demand, and price are related.
45.05	Research and analyze competitors' prices.
45.06	Evaluate psychological and discount pricing techniques.
45.07	Describe geographic and promotional pricing techniques.
45.08	Calculate product cost, break-even point, and elasticity of demand.
45.09	Evaluate difficulties in applying traditional pricing strategies to e-commerce.
45.10	Evaluate characteristics, goals, advantages, and disadvantages of cost-based pricing, demand-based, competition-based, product mix, product change, segmented (customer segmented, location, time), and the impact of e-commerce on pricing strategies.
45.11	Evaluate the relationship between shipping costs and prices in online sales.
45.12	Evaluate the impact of pricing errors in e-commerce.
45.13	Explain real-time pricing in the online environment.
46.0	Identify principles of selling. The student will be able to:
46.01	Explain the purpose, importance, and business ethics of selling.
46.02	Identify the seven steps of the sales process and their importance.
46.03	Describe the use of technology in the selling function.
46.04	Identify the benefits of site/online sales.
46.05	Explain the role of customer service as a component of selling relationships.
46.06	Identify key factors in building a clientele.
46.07	Identify incentives for sales staff.

CTE Standards and Benchmarks	
	46.08 Identify types of sales promotion (e.g., coupons, premiums, sweepstakes) and how they can be used in e-commerce.
	46.09 Determine when sales promotion activities are the best promotional tool.
	46.10 Generate a sales promotion plan for an e-commerce site.
	46.11 Calculate the costs of sales promotion activities.
	46.12 Identify return on investment of sales promotion activities.
	46.13 Create an electronic sales presentation with an integrated Internet link.
	46.14 Evaluate the effectiveness of integration.
	46.15 Evaluate the effectiveness selling strategy for the campaign integration.
	46.16 Use online strategies for follow-up.
	46.17 Examine automated follow-up.
	46.18 Prepare and evaluate sales reports.
47.0	Analyze electronic payment mechanisms. The student will be able to:
	47.01 Identify e-cash management and its significance in an ongoing digital revolution.
	47.02 Describe stored-value cards, online checks, and electronic wallets.
	47.03 Define real-time processing.
	47.04 Explain the purpose of auto e-mail.
	47.05 Describe the risks and costs involved with credit card use online.
	47.06 Identify the advantages/disadvantages of electronic/digital cash and other emerging payment methods.
	47.07 Evaluate the impact of multiple currencies on e-commerce.
	47.08 Describe electronic funds transfer at point of sale (EFT/POS).
	47.09 Describe direct data entry transmissions and financial electronic data interchanges (F-EDI).
	47.10 Describe the characteristics of successful payment systems.

CTE Standards and Benchmarks	
	47.11 Identify future trends in and risks associated with electronic payment systems.
	47.12 Differentiate between the payment systems applicable for business-to-consumer, business-to-business, and consumer-to-consumer transactions.
	47.13 Describe a transaction-processing service.
	47.14 Explain Internet Transaction Brokers (ITBs).
	47.15 Explain the Electronic Funds Transfer Act and its application to online payments.
	47.16 Describe a turnkey system.
	47.17 Define Merchant Account Provider (MAP).
	47.18 Identify costs associated with a merchant service and/or third-party verifier agreement.
	47.19 Locate an online application for a merchant account.
	47.20 Define related terms including Card Not Present (CNP), Mail Order/Telephone Order (MOTO), real-time and digital certificate.
	47.21 Explain verification activities.
48.0	Analyze taxation issues relevant to e-commerce. The student will be able to:
	48.01 Define permanent establishment.
	48.02 Explain permanent establishment issues in e-commerce.
	48.03 Identify the issues of digital downloads.
	48.04 Describe international issues.
	48.05 Identify global taxation solutions.
	48.06 Explain Value Added Tax.
	48.07 Explain the Permanent Internet Tax Freedom Act and its historical impact. (PITFA).
	48.08 Determine payment options that comply with legal regulations regarding sales taxes.
49.0	Describe mobile commerce. The student will be able to:
	49.01 Define mobile commerce.

CTE Standards and Benchmarks	
	49.02 Define related terms including personal digital assistant, microbrowser, and Wireless Application Protocol/WAP.
	49.03 Identify m-commerce payment methods.
	49.04 Identify the challenges associated with M-Commerce.
	49.05 Compare WML with HTML.
	49.06 Identify attributes of mobile communications and how each will affect mobile commerce.
50.0	Demonstrate an understanding of global concepts relevant to customer relationship management (CRM). The student will be able to:
	50.01 Identify ways an e-commerce site can be used to develop and enhance customer relationships to encourage repeat business and brand loyalty.
51.0	Explain the role of quality, warranties and guarantees, and e-commerce usability in customer satisfaction. The student will be able to:
	51.01 Identify ways of keeping in touch with customers after the sale.
	51.02 Explain the correlation between customer retention and acquisition costs.
	51.03 Explain the use of CRM software in business-to-consumer and business-to-business operations.
	51.04 Describe the influence of culture on consumer behavior.
	51.05 Determine training needs for traditional sales staff for use on an e-commerce site.
	51.06 Provide customer training for the use of online buying.
	51.07 Facilitate a customer service policy.
	51.08 Explain the purpose of a call center for an online business.
	51.09 Explain click-through rates and the role of visit duration on click decision.
	51.10 Explain why and how consumer decision-making is influenced online.
	51.11 Explain and evaluate the impact of online customer support.
	51.12 Explain the 80/20 rule of customer support.
	51.13 Use online methods to receive and respond to customers' questions (e.g., e-mail, mailbots, autoresponder).
	51.14 Enable consumers to choose communication vehicles (e.g., call home, work, cell, fax, e-mail, and other emerging technologies).

CTE Standards and Benchmarks	
	51.15 Create Frequently Asked Questions (FAQs).
	51.16 Use file libraries and archives.
	51.17 Project a professional image (e.g., appearance, voice, grammar, word usage, enunciation, nonverbal communication).
	51.18 Professionally interact with customers and colleagues (e.g., prompt, friendly, courteous, respectful, helpful, knowledgeable, clear).
	51.19 Explain how legislation affects e-commerce.
	51.20 Evaluate how online forums can promote customer relations.
	51.21 Conduct conferences and surveys.
	51.22 Use sales promotion (e.g., free samples, contests).
	51.23 Provide links to complementary sites.
	51.24 Discuss the benefits of an extranet.
	51.25 Describe how Value-Added Networks (VANs) operate.
	51.26 Explain VAN-based EDI and Internet EDI.
52.0	Develop communication skills for an international audience. The student will be able to:
	52.01 Identify the customs of the recipient that impact communication.
	52.02 Find answers to questions related to international communications using available human, print, and electronic sources.
	52.03 Prepare documents in the correct style for international communications.
	52.04 Use appropriate message and delivery in oral communications.

Florida Department of Education
Student Performance Standards

Course Title: **E-Commerce Systems Analysis and Design**
Course Number: **8200360**
Course Credit: **1**

Course Description:

This course is designed to provide a systematic overview of analysis and design factors, as well as trends and issues impacting the effectiveness, efficiency, and profitability of e-commerce websites. The use of computers and appropriate software is required.

CTE Standards and Benchmarks	
53.0	Analyze the building blocks of a secure system. The student will be able to:
53.01	Define system and network security.
53.02	Describe the different types of Internet security.
53.03	Explain and identify anti-virus programs.
53.04	Explain the difference between security and privacy.
53.05	List the principal protocols used in Internet security.
53.06	Explain Intrusion Detection System.
53.07	Define security-related terms.
53.08	Explain how a user identification and password provide security on e-commerce sites.
53.09	Explain encryption, decryption, private key encryption, and public key encryption.
53.10	Explain the difference between the two types of key encryptions.
53.11	Identify and explain data transmission technology and how it is used in web pages (e.g., SSL, TLS, SET).
53.12	Describe a SET-enabled browser and a SET-enabled server.
53.13	Explain the use of digital signatures and certificates.
53.14	Describe the certificate life cycle.

CTE Standards and Benchmarks	
	53.15 Develop a privacy policy that considers *what* information is being collected with and without the user's (IP address, personal data, demographics); *why* the data is needed (customization, administration, communication); *when* is it collected (forms, cookies, other locations); *who* will use the information (suppliers, sell or lease to others, third parties); *where* will the information be housed (on-site, sent to database); *how* can the data be removed or modified.
	53.16 Describe procedures for maintaining the confidentiality of client information.
	53.17 Explain why information is a competitive resource.
	53.18 Explain the importance of data warehouses.
	53.19 Discuss application security measures.
	53.20 Describe the various messaging security techniques.
	53.21 Define a Virtual Private Network and explain its features, its components, and how it is deployed.
54.0	Demonstrate an awareness of the issues and trends involved in an e-commerce environment. The student will be able to:
	54.01 Discuss issues and trends impacting the economy and the success of e-commerce websites.
	54.02 Discuss reasons for slow productivity despite advancing technology.
	54.03 Discuss the advantages/disadvantages of removing bugs from software already installed in information systems.
	54.04 Discuss solutions to ease the shortage of technology workers.
	54.05 Discuss factors faced by e-commerce companies when seeking funding.
	54.06 Research current trends and issues impacting e-commerce nationally and globally.
	54.07 Research and discuss privacy issues faced by employees and consumers in today's electronic society.
	54.08 Identify developing ethical and legal issues in e-commerce.
	54.09 Explain the social, ethical, and legal implications of decisions made and actions taken as an e-commerce professional.
55.0	Analyze the effectiveness and proficiency of websites. The student will be able to:
	55.01 Explain why website design is critical to the success of an e-commerce venture.
	55.02 Define System Development Life Cycle (SDLC).
	55.03 Explain the five major phases of an SDLC (Planning, Analysis, Design, Implementation, and Support).

CTE Standards and Benchmarks	
55.04	Research and discuss activities performed during the planning, analysis, design, implementation, and support phases.
55.05	Discuss the necessity to correct major errors during the System Development Life Cycle (SDLC) of an e-commerce site.
55.06	Explain potential costs involved in correcting problems not caught during the SDLC.
55.07	Explain the use of web statistics in planning, management, marketing, and developing/revising promotional strategy.
55.08	Determine site profitability over time.
55.09	Assess the impact of the site on costs.
55.10	Determine if the site increases the quality of customer service, builds the brand, and improves the business image.
55.11	Explain advantage decision support systems.
55.12	Create an evaluation plan to measure the effectiveness of a website (page counters, logs, search engines, asking visitors how they found the site).
55.13	Determine methods to generate hit analysis data.
55.14	Evaluate sources of raw data for statistical website analysis including HTTP server logs, web server hardware and operating system logs, network monitor logs, user registration databases, and third-party website analysis services.
55.15	Calculate and analyze site effectiveness based on statistical hits and clickstream data.
55.16	Compose a report of relevant data that includes charts or graphs and presents conclusions.
55.17	Implement financial analysis techniques in decision-making.
55.18	Implement non-financial analysis techniques in decision-making.
56.0	Demonstrate knowledge of e-commerce legal issues. The student will be able to:
56.01	Explain the legal use of digital signatures for electronic contracting.
56.02	Discuss laws pertaining to the security and privacy of data collected.
56.03	Explain consumer protection law.
56.04	Explain court jurisdictional issues related to e-commerce.
56.05	Identify the liability for invasion of privacy.
56.06	Describe confidentiality issues and their liability implications.

CTE Standards and Benchmarks	
	56.07 Explain legal and ethical issues related to consumer privacy.
	56.08 Identify federal legislation protecting competition.
	56.09 Identify major federal food and drug legislation affecting marketing strategies.
57.0	Demonstrate knowledge of disaster protection methods. The student will be able to:
	57.01 Identify the purpose of a server accelerator card.
	57.02 Define noise, spike, brownout, and blackout.
	57.03 Research ways to protect hardware from system failure.
	57.04 Explain UPS and the importance of having one.
	57.05 Discuss types of backups to prevent data loss.
58.0	Analyze methods of web hosting. The student will be able to:
	58.01 Compare the advantages/disadvantages and costs of self-hosting vs. web hosting.
	58.02 Compare the advantages/disadvantages of using web development and design services.
	58.03 Identify the qualities of server providers (e.g., uptime, technical support, connection time).
	58.04 Identify and describe the hardware necessary for website hosting.
	58.05 Design a sample business system architecture for a self-hosting website.
	58.06 Examine the requirements of Web, Commerce, Transaction, and Database servers used in e-commerce.
	58.07 Examine costs related to e-commerce (e.g., site design, maintenance, support).
	58.08 Plan how to establish a domain name.
	58.09 Upload files to the server.
	58.10 Explain server capacity to support site options and user traffic.
	58.11 Explain the process to e-commerce-enable a website.
	58.12 Collect/analyze usage statistics.

CTE Standards and Benchmarks	
	58.13 Select a hosting company based on set criteria.
	58.14 Test site with different browsers.
	58.15 Register site with various search engines/portals.
	58.16 Revise design to reflect user feedback.
59.0	Analyze and demonstrate the application of e-commerce software packages. The student will be able to:
	59.01 Analyze project management software.
	59.02 Evaluate software packages for Internet ads management.
	59.03 Explain the use of CRM software in business-to-consumer and business-to-business operations.
	59.04 Identify the key functions of systems software.
	59.05 Explain and identify widely used software applications (e.g., browsers, word processing, database management, spreadsheet development, CRM applications, web content development).
	59.06 Identify new and emerging classes of software.
	59.07 Identify software used in e-commerce.
	59.08 Identify storefront software packages.
	59.09 Identify selection criteria used for software purchases.
	59.10 Identify differences between implementing an e-commerce site with an off-the-shelf software package vs. freeware CGI solutions.
	59.11 Outline and explain business application tools and processes that can be used as part of a company's e-commerce solution.
	59.12 Define site template.
	59.13 Identify types of editor software used as a source of templates (e.g., HTML, Word Processor, WYSIWYG).
	59.14 Identify the advantages/disadvantages of using templates.
	59.15 Identify online services that provide templates.
	59.16 Identify storefront hosting services.
	59.17 Differentiate between site templates and store templates.

CTE Standards and Benchmarks	
	59.18 Create an example site using a site template.
	59.19 Create an example site using a store template.
60.0	Demonstrate knowledge of network components. The student will be able to:
	60.01 Identify the four components of a network operating system: server platform, network services software, network redirection software, and communications software.
	60.02 Define fat client and thin client.
	60.03 Interpret basic networking terminology.
	60.04 Identify the different types of Wide-Area Network (WAN) connections.
	60.05 Describe point-to-point (PPP) interconnection.
	60.06 Identify basic telecommunications services including satellite, circuit switching, packet switching, and wireless.
	60.07 Differentiate between local exchange carriers and interexchange carriers.
	60.08 Define local access and transport areas.
	60.09 Identify packet carriers and their services.
	60.10 Identify the role of telecommunications tariffs.
	60.11 Explain the role of the router in connecting to the Internet.
	60.12 Explain the role of a Channel Service Unit/Data Service Unit.
	60.13 Identify basic telecommunication bandwidths.
	60.14 Describe the basics of ISDN, X.400, and DSL technologies.
61.0	Maintain an e-portfolio for job application purposes. The student will be able to:
	61.01 Plan, design, and create e-commerce websites that include a theme, backgrounds, content, categories and product, text, graphics, graphic buttons, graphics as a form button, hyperlinks, form elements, company and contact information, navigation bars, navigation aids, a company logo, audio and video files, a host counter, frames.
	61.02 Prepare and submit a résumé to use for online job applications.
	61.03 Prepare and submit a letter of application online.

CTE Standards and Benchmarks	
62.0	Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. The student will be able to:
62.01	Employ leadership skills to accomplish organizational goals and objectives.
62.02	Establish and maintain effective working relationships with others to accomplish objectives and tasks.
62.03	Conduct and participate in meetings to accomplish work tasks.
62.04	Employ mentoring skills to inspire and teach others.
63.0	Solve problems using critical thinking skills, creativity, and innovation. The student will be able to:
63.01	Employ critical thinking skills independently and in teams to solve problems and make decisions.
63.02	Employ critical thinking and interpersonal skills to resolve conflicts.
63.03	Identify and document workplace performance goals and monitor progress toward those goals.
63.04	Conduct technical research to gather information necessary for decision-making.
63.05	Understand employee training and cultivation for employee retention.
64.0	Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student will be able to:
64.01	Describe personal and job site safety rules and regulations that maintain safe and healthy work environments.
64.02	Explain emergency procedures to follow in response to workplace accidents.
64.03	Create a disaster and/or emergency response plan.
65.0	Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. The student will be able to:
65.01	Describe the nature and types of business organizations.
65.02	Explain the effect of key organizational systems on performance and quality.
65.03	List and describe quality control systems and/or practices common to the workplace.
65.04	Explain the impact of the global economy on business organizations.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem-solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org .

Implementation

This program is intended for implementation as an academy and as such, it is strongly suggested that a total interdisciplinary approach be implemented. It is through a balanced and integrated curriculum that students attain the attitudes, skills, and knowledge needed to compete successfully in today's workforce. It is also strongly suggested that program teachers have common planning periods to achieve curriculum integration.

The use of cooperative learning groups through program courses is recommended. By learning and practicing group process skills, students will be prepared to work "together" in real work situations.

Emphasis in the program should be given to the development of abilities and/or awareness necessary to function in a high technological society. Students in the program are encouraged to enroll in the Emerging Technology in Business course to become effective users of evolving technology.

Situations may occur in which non-International Business program students may be scheduled in International Business program classes. Therefore, consideration should be given to incorporate the teaching of global business concepts to all students in the class. Understanding global business concepts will be beneficial to the growth and development of all students.

Career and Technical Student Organization (CTSO)

Future Business Leaders of America (FBLA), Business Professionals of America (BPA), and Florida DECA (DECA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Course Title: **Business Cooperative Education - OJT**
Course Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Secondary – Cooperative Education - OJT	
Course Number	8200410
CIP Number	05079999CP
Grade Level	9-12
Course Length	Multiple credits
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FBLA, BPA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration cluster.

Each student job placement must be related to the job preparatory program in which the student is enrolled or has completed.

The purpose of this course is to provide the on-the-job training component when the **cooperative method of instruction** is appropriate. Whenever the cooperative method is offered, the following is required for each student: a training agreement; a training plan signed by the student, teacher and employer, including instructional objectives; a list of on-the-job and in-school learning experiences; a workstation which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal; and a site supervisor with a working knowledge of the selected occupation. The workstation may be in an industry setting or in a virtual learning environment. The student **must be compensated** for work performed.

The teacher/coordinator must meet with the site supervisor a minimum of once during each grading period for the purpose of evaluating the student's progress in attaining the competencies listed in the training plan.

Business Cooperative Education - OJT may be taken by a student for one or more semesters. A student may earn multiple credits in this course. The specific student performance standards which the student must achieve to earn credit are specified in the Cooperative Education - OJT Training Plan.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary course structure:

Course Number	Course Title	Teacher Certification	Length	Level	Graduation Requirement
8200410	Business Cooperative Education - OJT	ANY BUSINESS ED G ANY BUSINESS ED w/TC COOP ED @7 BUS ED 1 @2 TC COOP ED @7 VOE @7	Multiple credits	2	CT

(Graduation Requirement Codes: CT= Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA= Mathematics, PL= Personal Financial Literacy)

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Perform designated job skills.
02.0 Demonstrate work ethics.

Florida Department of Education
Student Performance Standards

Program Title: **Business Cooperative Education - OJT**
Secondary Number: **8200410**

Standards and Benchmarks	
01.0	Perform designated job skills. The student will be able to:
01.01	Perform tasks as outlined in the training plan.
01.02	Demonstrate job performance skills.
01.03	Demonstrate safety procedures on the job.
01.04	Maintain appropriate records.
01.05	Attain an acceptable level of productivity.
01.06	Demonstrate appropriate dress and grooming habits.
02.0	Demonstrate work ethics. The student will be able to:
02.01	Follow directions.
02.02	Demonstrate good human relations skills on the job.
02.03	Demonstrate good work habits.
02.04	Demonstrate acceptable business ethics.

Additional Information

Special Notes

The **Cooperative Education Manual** is available on-line and has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the DOE Website at http://fldoe.org/academics/career-adult-edu/career-tech-edu/additional-cte-programs-courses/diversified-edu.stml.

Career and Technical Student Organization (CTSO)

Future Business Leaders of America (FBLA), Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Course Title: **Business Cooperative Education Organization and Management**
Course Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Secondary – Career Preparatory	
Course Number	8200420
CIP Number	05079999OM
Grade Level	9-12
Course Length	Multiple credits
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FBLA, BPA
SOC Codes	Varies
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This course provides Business Cooperative Education students with a common class that can be used to reinforce and provide additional competencies in their selected Business Technology Education Program.

This course may be taken only by a student who is enrolled in the BCE - OJT course. A student may earn multiple credits in this course.

The content includes but is not limited to maintaining job related forms and instruction in subjects related to the specific job that the student is performing.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the course structure:

Course Number	Course Title	Teacher Certification	Length	SOC Code	Level	Graduation Requirement
8200420	Business Cooperative Education Organization and Management	ANY BUS ED w/TC COOP ED @7 BUS ED 1 @2 TC COOP ED @7 VOE @7	Multiple credits	*	2	CT

(Graduation Requirement Codes: CT= Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA= Mathematics, PL= Personal Financial Literacy)

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels.
02.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance.
03.0 Demonstrate professional standards/employability skills as required by business and industry.
04.0 Practice quality performance in the learning environment and the workplace.
05.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
06.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance.
07.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
08.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals.
09.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate project management skills to achieve specific goals through planning, organization, securing, and managing resources of a project.

Florida Department of Education
Student Performance Standards

Course Title: **Business Cooperative Education Organization and Management**
Course Number: **8200420**
Course Credit: **Multiple**

Course Description:

This course provides Business Cooperative Education students with a common class that can be used to reinforce and provide additional competencies in their selected Business Management & Administration program. Curriculum may include maintaining job related forms and instruction in subjects related to the specific job that the student is performing.

CTE Standards and Benchmarks	
01.0	Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels. The student will be able to:
01.01	Function as a team member and participate in group discussions to identify and resolve problems.
01.02	Organize and lead discussions.
01.03	Use appropriate etiquette and manners when communicating with people of varying cultures.
01.04	Maintain professionalism in challenging group and one-on-one situations.
02.0	Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. The student will be able to:
02.01	Demonstrate effective and efficient use of a variety of telephone features and equipment for business communications.
03.0	Demonstrate professional standards/employability skills as required by business and industry. The student will be able to:
03.01	Demonstrate effective and efficient use of a variety of technologies to enhance the effectiveness of business communications to enhance workplace performance.
03.02	Demonstrate planning and time management skills such as storyboarding and project management skills.
04.0	Practice quality performance in the learning environment and the workplace. The student will be able to:
04.01	Apply appropriate organizational skills to manage time and resources.
04.02	Develop a project plan.
04.03	Develop project management skills.

CTE Standards and Benchmarks	
	04.04 Demonstrate job performance skills in the chosen occupation.
	04.05 Demonstrate increasingly higher levels of productivity in the chosen occupation.
	04.06 Perform tasks as outlined in the OJT training plan.
	04.07 Maintain appropriate OJT records (e.g., training agreement, training plan, time cards, employer forms).
	04.08 Initiate a project, including identifying resources and materials, time-management, and job site obligations in order to effectively plan.
05.0	Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. The student will be able to:
	05.01 Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
	05.02 Follow accepted rules, regulations, policies, and workplace safety.
	05.03 Apply decision-making processes to business applications.
	05.04 Demonstrate good work habits.
	05.05 Determine priorities for assigned tasks.
	05.06 Determine appropriate actions to take in chain of command situations.
	05.07 Demonstrate knowledge of parliamentary procedure (e.g., Robert's Rules of Order).
	05.08 Participate in Future Business Leaders of America/Phi Beta Lambda activities.
06.0	Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace and to accomplish job objectives and enhance workplace performance. The student will be able to:
	06.01 Apply appropriate mathematical processes to complete personal finance activities (e.g., maintain a checking account, reconcile a bank statement, prepare income tax forms).
	06.02 Utilize project management skills to improve workflow and minimize costs.
	06.03 Explain nature of project management, project life cycle, project processes, apply project management tools to monitor project progress, and track and evaluate project progress and results
07.0	Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. The student will be able to:
	07.01 Analyze school and work evaluation to assess strengths, weaknesses, and areas for improvement.
08.0	Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. The student will be able to:

CTE Standards and Benchmarks	
	08.01 Demonstrate job seeking skills required for entry-level employment (e.g., resume, application, interview, and follow up).
	08.02 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
	08.03 Create and use a portfolio in a job search process.
	08.04 Model behavior that contributes to a successful interview.
09.0	Demonstrate human relations/interpersonal skills appropriate for the workplace. The student will be able to:
	09.01 Accept constructive criticism.
	09.02 Develop professional workplace relationship skills both internally and externally to include team building, group dynamics, and conflict resolution.
	09.03 Practice appropriate interpersonal skills working with and for others.
10.0	Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
	10.01 Perform office tasks (e.g., filing and records management, scheduling, reprographics, mail handling).
11.0	Demonstrate project management skills to achieve specific goals through planning, organization, securing, and managing resources of a project. The student will be able to:
	11.01 Identify specific, measurable, achievable, realistic, and time-bound (SMART) goals for a specific project.
	11.02 Develop a project schedule, including constraints of cost, time, and scope to illustrate project structure using GANTT, Program Evaluation Review Technique (PERT), or other planning tools.
	11.03 Optimize allocation of resources necessary to achieve predefined objectives.
	11.04 Evaluate beneficial change or added value of a specific project.
	11.05 Close a project to include identifying lessons learned, evaluation of resource/material waste, and a public sharing of product or project results.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org .

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Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

The **Cooperative Education Manual** is available on-line and has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the FDOE Website at http://fldoe.org/academics/career-adult-edu/career-tech-edu/additional-cte-programs-courses/diversified-edu.stml

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access.

Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Course Title: **Computer Applications in Business 1**
Course Type: **Orientation/Exploratory**
Career Cluster: **Business Management and Administration**

Secondary – Middle School	
Course Number	8200520
CIP Number	05079999MS
Grade Level	6-8
Course Length	Semester
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FBLA-PBL, BPA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this course is to assist students in making informed decisions regarding their future academic and occupational goals and to provide information regarding careers in the Business Management and Administration career cluster. The content includes but is not limited to instruction in intermediate keyboarding, intermediate word processing, intermediate electronic presentation, intermediate computer hardware, intermediate Internet, introductory spreadsheet, and skills for business applications. These competencies provide the skills necessary to ensure increased productivity and efficient utilization of equipment.

Instruction and learning activities are provided in a laboratory setting using hands-on experiences with the equipment, materials and technology appropriate to the course content and in accordance with current practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

The length of this course is one semester. It may be offered for two semesters when appropriate. When offered for one semester, it is recommended that it be at the exploratory level and more in-depth when offered for two semesters.

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the course structure:

Course Number	Course Title	Teacher Certification	Length
8200520	Computer Applications in Business 1	ANY BUSINESS ED G BUS ED 1 @2 COMPU SCI 6 ENG&TEC ED1@2 INFO TECH 7G TC COOP ED @7 TEC ED 1@2 VOE @	Semester

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Identify and understand computer hardware.
02.0 Identify information technology tools and their proper uses.
03.0 Develop and apply keyboarding skills utilizing current technology.
04.0 Develop and apply word processing skills utilizing current technology.
05.0 Develop and apply electronic presentation skills utilizing current technology.
06.0 Develop and apply spreadsheet skills utilizing current technology.
07.0 Develop and utilize business-related skills.
08.0 Perform activities using the worldwide web.
09.0 Describe how information technology is used in the Business, Management and Administration career cluster.
10.0 Describe and use communication features of information technology.

Florida Department of Education
Student Performance Standards

Course Title: **Computer Applications in Business 1**
Course Number: **8200520**
Course Length: **Semester**

Course Description:

This course is designed to provide instruction in intermediate keyboarding, intermediate word processing, intermediate electronic presentation, intermediate computer hardware, intermediate Internet, introductory spreadsheet, and business applications skills. These competencies provide the skills necessary to ensure increased productivity and efficient utilization of equipment.

CTE Standards and Benchmarks	
01.0	Identify and understand computer hardware. The student will be able to:
01.01	Define and identify input, output, and storage devices and their functions.
01.02	Define and identify memory in a computer.
02.0	Identify information technology tools and their proper uses. The student will be able to:
02.01	Define and identify various software applications (word processing, spreadsheets, database, presentation, digital publishing) and their uses.
03.0	Develop and apply keyboarding skills utilizing current technology. The student will be able to:
03.01	Demonstrate proper keyboarding techniques using correct ergonomic habits.
03.02	Demonstrate safety and respect for equipment materials in lab.
03.03	Demonstrate proper techniques for alphanumeric keyboarding while keeping fingers on home row keys.
04.0	Develop and apply word processing skills utilizing current technology. The student will be able to:
04.01	Start and exit word processing software.
04.02	Apply different views to a document – select zoom options, document view, split windows, arrange windows, and switch windows.
04.03	Move text in a document using the copying/cutting/pasting and drag/drop text commands.
04.04	Apply tabs, line spacing and paragraph indents.

CTE Standards and Benchmarks
04.05 Align text horizontally and vertically.
04.06 Apply character attributes – font, font size, font color, underline, bold, italic, and text effects.
04.07 Apply styles in a document.
04.08 Utilize the undo and redo commands.
04.09 Utilize the show/hide command.
04.10 Use find and replace.
04.11 Utilize the format painter.
04.12 Utilize the text highlight feature in a document – select highlight color.
04.13 Insert date and time.
04.14 Insert and manipulate graphics, word art and text boxes.
04.15 Insert and remove a manual page break in a document.
04.16 Create bulleted and numbered lists.
04.17 Create a table – inserting, moving, and entering data.
04.18 Format a table – insert/delete columns, rows, and cells and merge cells.
04.19 Format a table – changing column/ row width/ height.
04.20 Apply table alignment on document – horizontally and vertically.
04.21 Apply text and number alignment within a table.
04.22 Use table tools – change table styles, apply borders, and shading.
04.23 Set the page layout in a document – margins, page orientation, and page size.
04.24 Change the page background – insert a watermark, page border, and change the page color.
04.25 Create headers and footers in a document.
04.26 Use spell/grammar check/thesaurus programs properly.

CTE Standards and Benchmarks	
	04.27 Use basic proofreading skills including proofreader's marks.
	04.28 Understand the difference between save and save as.
	04.29 Save a document – specify file name and location.
	04.30 Save a document in a different format, e.g., PDF, webpage, and jpeg.
	04.31 Understand printing options including printer selection, scale to fit, and page number selection.
05.0	Develop and apply electronic presentation skills utilizing current technology. The student will be able to:
	05.01 Start and exit presentation software.
	05.02 Apply fill effects, lines and shapes.
	05.03 Demonstrate ability to order, group and rotate objects.
	05.04 Demonstrate ability to animate graphics.
	05.05 Apply slide transitions and timings.
	05.06 Incorporate text, tables, charts and graphic transitions into document.
	05.07 Add sound using various media e.g., internet and/or files.
	05.08 Apply action buttons.
	05.09 Insert a hyperlink.
	05.10 Rearrange slide order through slide sorter.
	05.11 Create note page to aid in oral presentation of slide show.
	05.12 Customize timing and rehearsing to coordinate with oral presentation.
	05.13 Save a presentation in a different format, e.g., PDF and webpage.
	05.14 Demonstrate the ability to spell check and print presentations using different settings.

CTE Standards and Benchmarks	
	05.15 Demonstrate presentation skills.
06.0	Develop and apply spreadsheet skills utilizing current technology. The student will be able to:
	06.01 Start and exit spreadsheet software.
	06.02 Identify the parts of the spreadsheet screen, e.g., ribbon, status bar, title bar, insertion point, scroll box and bar, and tabs.
	06.03 Create a new worksheet.
	06.04 Change column width and row height.
	06.05 Format the contents of a cell, i.e., change fonts and font sizes, align text, and format numbers.
	06.06 Merge cells.
	06.07 Use undo and redo commands.
	06.08 AutoFormat the worksheet if available. AutoFormat applies borders, shading, and data formatting.
	06.09 Use the auto sum feature.
	06.10 Create a chart.
07.0	Develop and utilize business-related skills. The student will be able to:
	07.01 Demonstrate an understanding of the importance of a positive attitude in obtaining and maintaining a job.
	07.02 Identify grooming/dress standards in various workplace environments.
	07.03 Demonstrate problem solving skills.
	07.04 Demonstrate an awareness of teamwork.
	07.05 Make an impromptu presentation.
	07.06 Make a prepared presentation.
	07.07 Collaborate and effectively use teamwork to present in a group.
08.0	Perform activities using the worldwide web. The student will be able to:
	08.01 Identify and define Internet vocabulary such as hyperlink, WWW, URL, and web browser.

CTE Standards and Benchmarks	
	08.02 Understand basic principles of the Doman Name System (DNS).
	08.03 Perform basic Internet searches.
	08.04 Identify and use various web browsers.
	08.05 Copy and paste from browser to other applications.
	08.06 Identify and use various search engines.
	08.07 Evaluate websites.
	08.08 Understand favorites/bookmarks.
	08.09 Understand and demonstrate Internet safety.
	08.10 Discuss Internet privacy, ethics, network etiquette and copyright laws.
	08.11 Download files.
	08.12 Download graphics.
09.0	Describe how information technology is used in the Business, Management and Administration career cluster. The student will be able to:
	09.01 Identify through internet research information technology (IT) careers in the Business, Management and Administration career cluster, including the responsibilities, tasks and skills they require.
	09.02 Identify security-related ethical and legal IT issues faced by professionals in the Business, Management and Administration career cluster.
10.0	Describe and use communication features of information technology. The student will be able to:
	10.01 Identify security and privacy issues related to the Internet, including passwords and information theft.
	10.02 Identify and/or use various ways to communicate effectively using internet technology, such as email, webcast, website, webpage, messaging, social networks, and blogging.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students, including access to computers and appropriate software.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

Career and Technical Student Organization (CTSO)

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Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Course Title: **Emerging Technology in Business**
Course Type: **Non Career Preparatory**
Career Cluster: **Business Management and Administration**

Secondary – Non Career Preparatory	
Program Number	8207010
CIP Number	05070701PA
Grade Level	9-12
Course Length	1 credit
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FBLA, BPA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this program is to give students an opportunity to apply knowledge and skills related to the area of Emerging Technology in Business.

The content includes but is not limited to electronic research methods; business communications including speaking, listening, writing, and telecommunicating; multimedia presentation skills; ethical considerations related to technology; and emerging technologies affecting business environments. Instruction is designed to provide an understanding of the advances being made in technology today and in the future.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary course structure:

Course Number	Course Title	Teacher Certification	Length	Level	Graduation Requirement
8207010	Emerging Technology in Business	ACCTING @7 7 G BOOKKEEPIN @4 @7 7 G BUS DP @7 %G BUS ED 1 @2 CLERICAL @7 7 G COMPU SCI 6 ELECT DP @7 %G MANAG SUPV 7 G SECRETAR 7 G TC COOP ED @7 TEC ELEC @7 $7 G VOE @7	1 credit	2	CT

(Graduation Requirement Codes: CT= Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA= Mathematics, PL= Personal Financial Literacy)

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels.
02.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance.
03.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
04.0 Perform decision-making activities.

Florida Department of Education
Student Performance Standards

Course Title: **Emerging Technology in Business**
Course Number: **8207010**
Course Credit: **1**

Course Description:

This course provides instruction in electronic research methods; business communications including speaking, listening, writing, and telecommunicating; multimedia presentation skills; ethical considerations related to technology; and emerging technologies affecting business environments.

CTE Standards and Benchmarks	
01.0	Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels. The student will be able to:
01.01	Demonstrate interactive listening techniques.
01.02	Identify research methods used to gather information.
01.03	Demonstrate proficiency in taking notes while gathering information.
01.04	Demonstrate interviewing techniques for gathering information.
01.05	Identify electronic research sources.
01.06	Evaluate and select appropriate electronic resources.
01.07	Describe the process for arranging an electronic conference.
02.0	Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. The student will be able to:
02.01	Gather and compile data using a wide variety of references and research resources (e.g., electronic bulletin boards, information services).
02.02	Demonstrate an awareness of emerging technologies.
02.03	Identify and define multimedia terminology.
02.04	Identify techniques for designing effective multimedia presentations.
02.05	Create and deliver a multimedia presentation.

CTE Standards and Benchmarks	
	02.06 Conduct business-related research using electronic resources.
	02.07 Distribute business information electronically.
	02.08 Demonstrate techniques for conducting a business meeting via satellite or on-line conferencing.
	02.09 Apply the rules of electronic conferencing etiquette.
	02.10 Participate in an electronic discussion on a business topic.
	02.11 Use electronic reference manuals.
	02.12 Evaluate and select appropriate electronic resources.
03.0	Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. The student will be able to:
	03.01 Identify ethical issues resulting from technological advances (e.g., computer snooping, hacking).
	03.02 Discuss copyright laws that affect the use of technology.
	03.03 Discuss computer security issues related to the use of technology.
04.0	Perform decision-making activities. The student will be able to:
	04.01 Evaluate and select appropriate software packages to complete assigned tasks.
	04.02 Evaluate information to be used and choose relevant material.
	04.03 Compare and select appropriate multimedia tools.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

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Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Program Title: **Medical Administrative Specialist**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Secondary – Career Preparatory	
Program Number	8212300
CIP Number	0551071603
Grade Level	9-12
Standard Length	4 credits
Teacher Certification	Refer to the **Program Structure** section.
CTSO	FBLA, BPA, SkillsUSA
SOC Codes (all applicable)	15-1151 – Computer User Support Specialists 43-4171 – Receptionists and Information Clerks 43-6013 – Medical Secretaries
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers as an Information Technology Assistant, Front Desk Specialist, Medical Office Technologist, and Medical Administrative Specialist in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to the use of technology to develop communication skills, higher level thinking skills, and decision-making skills; medical terminology; the performance of office procedures specific to the medical environment; transcription of medical documents from machine dictation; the production of quality work in an efficient manner using advanced features of business software applications; research of job opportunities; and the production of high-quality employment portfolios and job-seeking documents.

Program Structure

This program is a planned sequence of instruction consisting of four (4) credits.

The following table illustrates the secondary program structure:

Course Number	Course Title	Teacher Certification	Length	SOC Code	Level	Graduation Requirement
8207310	Digital Information Technology	DIT Teacher Certifications	1 credit	15-1151	2	CT
8212110	Administrative Office Technology 1	BUS ED 1 @2 CLERICAL @7 7 G MANAG SUPV 7 G SECRETAR 7 G TC COOP ED @7 VOE @7	1 credit	43-4171	2	CT
8212201	Medical Office Technology 1	BUS ED 1 @2 CLERICAL @7 7 G SECRETAR 7 G MANAG SUPV 7 G TC COOP ED @7 VOE @7	1 credit	43-6013	2	CT
8212202	Medical Office Technology 2		1 credit		2	CT

(Graduation Requirement Codes: CT= Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA= Mathematics, PL= Personal Financial Literacy)

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

Digital Information Technology (8207310) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 15.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
02.0 Develop an awareness of microcomputers.
03.0 Demonstrate an understanding of networks.
04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
05.0 Use presentation applications to enhance communication skills.
06.0 Use spreadsheet applications to enhance communication skills.
07.0 Use database applications to store and organize data.
08.0 Use electronic mail to enhance communication skills.
09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
12.0 Develop awareness of computer languages, web-based & software applications, and emerging technologies.
13.0 Demonstrate an understanding of basic html by creating a simple web page.
14.0 Demonstrate comprehension and communication skills.
15.0 Use social media to enhance online communication and develop an awareness of a digital footprint.
16.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance by applying ergonomic principles applicable to the configuration of computer workstations.
17.0 Demonstrate language arts knowledge and skills.
18.0 Apply professional oral and written communication skills in a courteous, concise, and correct manner.
19.0 Solve problems using critical thinking skills, creativity, and innovation and by interpreting information and ideas.
20.0 Perform introductory administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance.
21.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance.
22.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
23.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
24.0 Demonstrate the importance of professional ethics and responsibilities in a medical office environment.
25.0 Demonstrate employability skills.
26.0 Participate in a medical office simulated work-based learning experience.
27.0 Perform intermediate and advanced medical office functions and responsibilities to accomplish job objectives and enhance workplace performance.
28.0 Use technology to increase medical office productivity and enhance workplace performance.

29.0 Demonstrate business management skills.
30.0 Demonstrate the importance of health, safety, and environmental management systems in medical organizations and their importance to organizational performance and regulatory compliance.
31.0 Understand financial concepts, procedures, and strategies.
32.0 Explain the importance of employability skills and entrepreneurial skills.
33.0 Participate in a medical administrative office internship or advanced simulated work-based learning experience.

Florida Department of Education
Student Performance Standards

Course Title: **Digital Information Technology**
Course Number: **8207310**
Course Credit: **1**

Course Description:

This core course is designed to provide a basic overview of current business and information systems and trends, and to introduce students to fundamental skills required for today's business and academic environments. Emphasis is placed on developing fundamental computer skills. The intention of this course is to prepare students to be successful both personally and professionally in an information-based society. Digital Information Technology includes the exploration and use of: databases, the internet, spreadsheets, presentation applications, management of personal information and email, word processing and document manipulation, HTML, web page design, and the integration of these programs using software that meets industry standards.

Digital Information Technology (8207310) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit: Digital Information Technology (8207310).

Florida Department of Education
Student Performance Standards

Course Title: **Administrative Office Technology 1**
Course Number: **8212110**
Course Credit: **1**

Course Description:

This course is designed to assist with administrative and general office duties in a support capacity. This course explores and expands the core competencies in the areas of personal and professional development and promotes the application of higher-level office procedures tasks and communications skills through the use of technology.

CTE Standards and Benchmarks	
16.0	Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance by applying ergonomic principles applicable to the configuration of computer workstations. The student will be able to:
16.01	Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data.
16.02	Use communications, networking, and cross-team collaboration to perform tasks and solve problems in business environments.
16.03	Apply knowledge of ergonomic principles to the configuration of work areas to enhance workplace performance.
16.04	Perform proofreading skills including electronic reference tools.
16.05	Create documents using intermediate and advanced features in word processing, spreadsheet, presentation, electronic mail, and multimedia software.
16.06	Access, process, and transmit information throughout all mediums.
16.07	Perform basic care of workstations, computers, and peripherals.
17.0	Demonstrate language arts knowledge and skills. The student will be able to:
17.01	Locate, synthesize, and evaluate key elements of oral and written information.
17.02	Apply knowledge of editing to drafts and revise written documents using correct grammar, punctuation, and vocabulary.
18.0	Apply professional oral and written communication skills in a courteous, concise, and correct manner. The student will be able to:

CTE Standards and Benchmarks	
	18.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.
	18.02 Locate, organize, and reference written information from various sources.
	18.03 Design, develop, and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.
	18.04 Apply active listening skills to obtain and clarify information.
	18.05 Exhibit public relations skills that aid in achieving stakeholder satisfaction.
	18.06 Integrate all forms of communication.
	18.07 Discuss the need for professional demeanor in all business communications.
	18.08 Discuss the importance of universally understood methods of verbal communication.
19.0	Solve problems using critical thinking skills, creativity, and innovation and by interpreting information and ideas. The student will be able to:
	19.01 Employ critical thinking skills independently and in teams to solve problems and make informed decisions.
	19.02 Conduct technical research to gather information necessary for decision-making.
	19.03 Interpret verbal and nonverbal cues/behaviors that enhance communication.
	19.04 Develop and interpret tables, charts, and presentations.
	19.05 Identify the benefits of working as a team for a client.
20.0	Perform introductory administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
	20.01 Apply the use of information management tools to develop and coordinate the distribution of work.
	20.02 Maintain equipment and supplies.
	20.03 Perform financial functions.
	20.04 Determine the most efficient method of sending business documents and materials.
	20.05 Produce a variety of design layouts (e.g., flyers, postcards, brochures, business cards, and letterhead).

Florida Department of Education
Student Performance Standards

Course Title: **Medical Office Technology 1**
Course Number: **8212201**
Course Credit: **1**

Course Description:

This course is designed to assist with administrative office duties and procedures specific to the medical environment. The course explores and expands the competencies learned in Administrative Office Technology 1 and promotes the application of higher-level office procedures tasks and communication skills.

CTE Standards and Benchmarks	
21.0	Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
21.01	Perform medical administrative office tasks including insurance verification, billing and collections, scheduling, and processing referrals.
21.02	Prepare medical documents.
21.03	Utilize medical references.
21.04	Discuss and simulate legal and ethical procedures in the medical office.
21.05	Recognize the usage of specialized medical software.
21.06	Proofread to include mechanics, content, and specialized medical formats.
21.07	Perform specialized records management functions specific to the medical field.
21.08	Discuss and identify medical terminology.
21.09	Identify key standards for privacy and security of health information as mandated in the Health Insurance Portability and Accountability Act (HIPAA).
21.10	Demonstrate the ability to accurately transcribe and format basic medical records.
21.11	Discuss how to use encryption to support patient confidentiality when sending communication.
22.0	Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. The student will be able to:

CTE Standards and Benchmarks	
	22.01 Explain the effect of key organizational systems on performance and quality.
	22.02 List and describe quality control systems and/or practices common to the workplace.
23.0	Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. The student will be able to:
	23.01 Employ leadership qualities that seek to contribute to the organization's direction.
	23.02 Establish and maintain effective working relationships with others to accomplish objectives and tasks.
	23.03 Employ mentoring skills to inspire and teach others.
	23.04 Demonstrate communication strategies necessary and appropriate for effective medical office business relationships and teamwork.
24.0	Demonstrate the importance of professional ethics and legal responsibilities in a medical office environment. The student will be able to:
	24.01 Demonstrate ethical medical business behavior.
	24.02 Evaluate and justify decisions based on ethical reasoning.
	24.03 Evaluate alternative responses to workplace situations based on personal, professional, ethical, and legal responsibilities.
25.0	Demonstrate employability skills. The student will be able to:
	25.01 Develop a personal career plan that includes goals, objectives, and strategies needed to accomplish the plan.
	25.02 Demonstrate successful interview techniques.
	25.03 Create a resume and letter of application.
	25.04 Create, maintain, and update a career portfolio, digital or paper.
	25.05 Define terms related to medical office careers.
	25.06 Apply for positions with a letter of application and resume.
26.0	Participate in a medical office simulated work-based learning experience. The student will be able to:
	26.01 Participate in simulated work-based learning experiences in a medical office. environment.
	26.02 Discuss the use of specialized medical office equipment.

Florida Department of Education
Student Performance Standards

Course Title: **Medical Office Technology 2**
Course Number: **8212202**
Course Credit: **1**

Course Description:

This course expands the competencies learned in Medical Office Technology 1. Students are required to perform higher-level thinking and decision-making and to use technology as a resource to efficiently perform systematic procedural tasks and to produce quality work efficiently.

CTE Standards and Benchmarks	
27.0	Perform intermediate and advanced medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
27.01	Demonstrate professional communication skills in situations with patients and medical contacts.
27.02	Use advanced medical terminology.
27.03	Demonstrate knowledge of medical emergency management procedures.
27.04	Demonstrate an understanding of insurance fraud and abuse.
27.05	Communicate with health organizations to process referrals and verify patient coverage adhering to HIPPA requirements.
27.06	Demonstrate knowledge of OSHA regulations and compliance as they relate to medical offices.
28.0	Use technology to increase medical office support productivity and enhance workplace performance. The student will be able to:
28.01	Key with speed and accuracy to meet industry standards for employment as a medical administrative specialist.
28.02	Demonstrate the ability to accurately transcribe and format complex medical records
28.03	Demonstrate the ability to use a variety of integrated medical application software.
28.04	Discuss emerging technology in the medical office environment including AI and Machine Learning Basics.
29.0	Demonstrate business management skills. The student will be able to:
29.01	Discuss the management supervisory skills needed in a medical office environment.
29.02	Describe the relationships between levels of management and how the levels of management work together.

CTE Standards and Benchmarks	
30.0	Demonstrate the importance of health, safety, and environmental management systems in medical organizations and their importance to organizational performance and regulatory compliance. The student will be able to:
30.01	Describe personal and job site safety rules and regulations that maintain safe and healthy work environments.
30.02	Explain the effect of key organizational systems on performance and quality.
30.03	Understand the components and value of a disaster and/or emergency response plan.
30.04	Apply knowledge of ergonomic principles to the configuration of computer workstations to enhance workplace performance.
31.0	Understand financial concepts, procedures, and strategies. The student will be able to:
31.01	Identify and describe the services and legal responsibilities of financial institutions.
31.02	Complete financial instruments for making deposits and withdrawals from a bank or other financial institution.
31.03	Maintain financial records for the medical office.
32.0	Explain the importance of employability skills and entrepreneurship skills. The student will be able to:
32.01	Identify and demonstrate positive work behaviors needed to be employable.
32.02	Examine licensing, certifications, and industry credentialing requirements.
32.03	Evaluate and compare employment opportunities that match career goals.
32.04	Identify and exhibit traits for retaining employment.
32.05	Identify opportunities and research requirements for career advancement.
32.06	Research the benefits of ongoing professional development.
32.07	Examine and describe entrepreneurship opportunities in career planning.
33.0	Participate in a medical administrative office internship or advanced simulated work-based learning experience. The student will be able to:
33.01	Intern in a medical administrative office or participate in an advanced simulated work-based learning experience.
33.02	Discuss the use of advanced and specialized medical office equipment.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem-solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org .

Career and Technical Student Organization (CTSO)

Future Business Leaders of America (FBLA), Business Professionals of America (BPA), and SkillsUSA are the co-curricularcareer and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional

methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Program Title: **International Business**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Secondary – Career Preparatory	
Program Number	8216100
CIP Number	0552110110
Grade Level	9-12
Standard Length	4 credits
Teacher Certification	Refer to the **Program Structure** section.
CTSO	FBLA, BPA, DECA
SOC Codes (all applicable)	15-1151 – Computer User Support Specialists 11-1021 – General and Operations Managers
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers such as entry-level management trainee positions (SOC Code 11-1021) in the international business environment in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to the study of organizational structures, business management, entrepreneurship, human relations, cross-cultural communications, leadership, marketing, legal agreements, trade relations, banking and finance, and international economics.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of four (4) credits.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary program structure:

Course Number	Course Title	Teacher Certification	Length	SOC Code	Level	Graduation Requirement
8207310	Digital Information Technology	DIT Teacher Certifications	1 credit	15-1151	2	CT
8216110	International Business Systems	BOOKKEEPIN @4 @7 7 G BUS ED 1 @2 MANAG SUPV 7 G TC COOP ED @7 VOE @7	1 credit	11-1021	3	CT
8216120	International Finance and Law		1 credit		3	CT
8216130	Business Internship		1 credit		2	CT

(Graduation Requirement Codes: CT= Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA= Mathematics, PL= Personal Financial Literacy)

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

Digital Information Technology (8207310) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 15.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
02.0 Develop an awareness of microcomputers.
03.0 Demonstrate an understanding of networks.
04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
05.0 Use presentation applications to enhance communication skills.
06.0 Use spreadsheet applications to enhance communication skills.
07.0 Use database applications to store and organize data.
08.0 Use electronic mail to enhance communication skills.
09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
12.0 Develop awareness of computer languages, web-based & software applications, and emerging technologies.
13.0 Demonstrate an understanding of basic html by creating a simple web page.
14.0 Demonstrate comprehension and communication skills.
15.0 Use social media to enhance online communication and develop an awareness of a digital footprint.
16.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
17.0 Practice quality performance in the learning environment and the workplace.
18.0 Incorporate appropriate leadership and supervision techniques to accomplish job objectives and enhance workplace performance.
19.0 Incorporate appropriate customer service strategies and standards of personal ethics to accomplish job objectives and enhance workplace performance.
20.0 Explain the importance of employability skills and entrepreneurial skills.
21.0 Describe the importance of professional ethics and legal responsibilities.
22.0 Exhibit positive human relations and leadership skills.
23.0 Demonstrate employability skills.
24.0 Perform technology applications.
25.0 Demonstrate an understanding of the principles of business in the global economy.
26.0 Develop an understanding of cultural diversity/customs.
27.0 Identify business ethics.
28.0 Identify channels for promoting and distributing goods.

29.0 Identify governmental and political influences.
30.0 Develop an understanding of international finance.
31.0 Use information technology tools.
32.0 Apply appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
33.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance.
34.0 Exhibit positive human relations and leadership skills.
35.0 Update employability skills.
36.0 Analyze situations involving business ethics.
37.0 IIdentify and discuss trends and issues that influence global marketing opportunities.
38.0 Perform financial operations.
39.0 Demonstrate personal money management concepts, procedures, and strategies.
40.0 Demonstrate knowledge of trade law.
41.0 Identify global organizational structures.
42.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
43.0 Perform employability skills in a real or simulated environment.
44.0 Demonstrate business management skills.
45.0 Demonstrate positive human relations and leadership skills in the workplace.
46.0 Solve problems using critical thinking skills, creativity, and innovation.
47.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
48.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
49.0 Demonstrate knowledge of historical and current ethical international business behavior.

Florida Department of Education
Student Performance Standards

Course Title: **Digital Information Technology**
Course Number: **8207310**
Course Credit: **1**

Course Description:

This core course is designed to provide a basic overview of current business and information systems and trends, and to introduce students to fundamental skills required for today's business and academic environments. Emphasis is placed on developing fundamental computer skills. The intention of this course is to prepare students to be successful both personally and professionally in an information-based society. Digital Information Technology includes the exploration and use of: databases, the internet, spreadsheets, presentation applications, management of personal information and email, word processing and document manipulation, HTML, web page design, and the integration of these programs using software that meets industry standards.

Digital Information Technology (8207310) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit: Digital Information Technology (8207310).

Florida Department of Education
Student Performance Standards

Course Title: **International Business Systems**
Course Number: **8216110**
Course Credit: **1**

Course Description:

This course is designed to prepare students to live and work in a global economy. Students develop an understanding of business principles, management styles, economics, and customs that affect business systems in the international environment.

CTE Standards and Benchmarks	
16.0	Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. The student will be able to:
16.01	Identify the major functions of management.
16.02	Identify international business environmental factors that influence business operations.
17.0	Practice quality performance in the learning environment and the workplace. The student will be able to:
17.01	Examine management styles and how they relate to an organization's international business operations.
18.0	Incorporate appropriate leadership and supervision techniques to accomplish job objectives and enhance workplace performance. The student will be able to:
18.01	Identify the factors that influence how managerial styles are applied in different countries.
18.02	Accomplish tasks within given deadlines.
18.03	Recognize differences in work environments (i.e., safety regulations, ergonomics, gender equity, family leave, work week, fringe benefits).
19.0	Incorporate appropriate customer service strategies and standards of personal ethics to accomplish job objectives and enhance workplace performance. The student will be able to:
19.01	Develop customer service strategies and provide examples.
19.02	Listen and identify customers' needs and concerns.
19.03	Model appropriate ways to problem solve with customers in various situations.
19.04	Model proper business etiquette (including introductions, phone etiquette, dining, networking, marketing, online services and community service).

CTE Standards and Benchmarks	
	19.05 Develop a personal and work ethic (including punctuality, use of the company's technology, loyalty to the company, and the distinction between personal and business tasks).
	19.06 Develop and articulate a personal and business code of ethical behavior.
	19.07 Understand how to react in a business setting with tact and professionalism.
	19.08 Develop skills appropriate for remote and blended settings.
20.0	Explain the importance of employability skills and entrepreneurial skills. The student will be able to:
	20.01 Identify and demonstrate positive work behaviors and professionalism needed to be employable.
	20.02 Explore domestic and international business career opportunities (traditional and online).
	20.03 Describe the steps in the career planning process and identify career planning information sources.
	20.04 Identify international business career opportunities based on personal factors and job availability.
	20.05 Examine licensing, certification, and industry credentialing requirements.
	20.06 Create and maintain a digital and/or paper career portfolio to document knowledge, skills, and experience.
	20.07 Evaluate the advantages/disadvantages of entrepreneurship opportunities.
	20.08 Evaluate and compare employment opportunities that match career goals.
	20.09 Complete a career-oriented personality test and explore results in relation to career goals.
	20.10 Identify and model traits for retaining employment.
	20.11 Identify opportunities and research requirements for career advancement.
	20.12 Research the benefits of ongoing professional development.
	20.13 Apply appropriate organizational skills to manage time and resources.
	20.14 Performs tasks accurately, completely, and with attention to detail to the approved scope of work.
21.0	Describe the importance of professional ethics and legal responsibilities. The student will be able to:
	21.01 Evaluate and justify decisions based on ethical reasoning.
	21.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies.

CTE Standards and Benchmarks	
	21.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace.
	21.04 Interpret and explain written organizational policies and procedures.
	21.05 Interpret and explain unwritten policies and procedures based on societal codes of conduct.
22.0	Exhibit positive human relations and leadership skills. The student will be able to:
	22.01 Compare ethnocentric, polycentric, regiocentric, and geocentric approaches to managing human resources.
	22.02 Explain how staffing needs are determined, potential employees are recruited, and qualified applicants are selected for employment.
	22.03 Define and discuss employee motivation within a cultural context.
	22.04 Define different types of employees including host-country nationals, home-country nationals, and third-country nationals.
23.0	Demonstrate employability skills. The student will be able to:
	23.01 Create a plan to obtain the skills/qualifications to enter an elected international business career.
	23.02 Create a resume and a cover letter for the position.
	23.03 Locate an application for a potential employment interest and complete the application without sending.
	23.04 Understand and practice proper interview and follow-up strategies.
	23.05 Analyze job and career requirements and relate career interests to opportunities in occupations in the global economy.
	23.06 Understand traditional and alternative career pathways.
24.0	Perform technology applications. The student will be able to:
	24.01 Prepare documents using word processing software.
	24.02 Prepare documents using presentation software.
	24.03 Prepare documents using spreadsheet software.
	24.04 Operate and troubleshoot peripherals including emerging and technological tools.
	24.05 Identify ethical issues related to current and emerging technology.
	24.06 Demonstrate proficiency using the Internet.
	24.07 Demonstrate an awareness of the differing stages of technological development in other countries.

CTE Standards and Benchmarks	
	24.08 Demonstrate an understanding of the Digital Divide.
	24.09 Understand emerging technology for business including but not limited to AI, robotics, and updated system management.
25.0	Demonstrate an understanding of the principles of business in a global economy. The student will be able to:
	25.01 Define international business and identify regional businesses involved in international trade.
	25.02 Discuss the reasons why international business and commerce across nations is important.
	25.03 Explain the components of the international business environment.
	25.04 Define import/export.
	25.05 Identify import/export activities.
	25.06 Describe barriers to international trade.
	25.07 Identify practices that influence international trade (i.e., quotas, tariffs, embargoes).
	25.08 Explain reasons different government types (i.e. democracy, republic) attempt to regulate trade.
	25.09 Identify different standards and measures (i.e., weight, volume, distance) in both metric and imperial systems.
	25.10 Identify specific job skills needed for import and export activities.
	25.11 Describe the impact of international business activities on the local, regional, national, and international economies.
	25.12 Interpret the impact of emerging economic and political changes in international operations.
	25.13 Describe the resources (e.g., ports, trade routes, transportation centers, foreign trade zones, and natural, financial, and human resources) of major cities around the world.
	25.14 Determine the impact of geography on international business, including areas such as climate, time zones, distance, topography, and social, economic and natural resources.
	25.15 Determine how social and cultural norms influence the type of business ownership authorized or required in different countries.
	25.16 Determine qualifications necessary to maintain business in different countries.
	25.17 Explain how products are prepared for international distribution including packaging and documentation.
	25.18 Understand the logistics of importing and exporting products and services.
26.0	Develop an understanding of cultural diversity/customs. The student will be able to:

CTE Standards and Benchmarks	
	26.01 Demonstrate knowledge of multicultural environments.
	26.02 Identify distinctive social and cultural factors affecting international business and relationship protocol.
	26.03 Explain the impact of cultures on human resource management.
	26.04 Identify personal documentation for international travel.
	26.05 Describe the importance of verbal and non-verbal communication within diverse cultural settings.
	26.06 Compare social customs (i.e., holidays, attire, and gifts) in various cultures and countries.
	26.07 Compare and contrast marketing strategies. (i.e., compare the differences in a company's US website to the website for a different country).
	26.08 Compare customs for conducting business in other countries (i.e., the need for consensus, closing for siestas and staying open until late in the evening, etc.).
27.0	Identify business ethics. The student will be able to:
	27.01 Recognize the need for ethical business decisions and behavior in a global environment.
	27.02 Describe the factors in the international business environment that could affect one's ethical behavior.
28.0	Identify channels for promoting and distributing goods. The student will be able to:
	28.01 Define international marketing.
	28.02 Recognize risks in overseas markets.
	28.03 Define and create a SWOT analysis for entering into an overseas market of choice.
	28.04 Illustrate how geographical, social, cultural, technological, political, economic and geographic factors influence consumer buying behavior in different cultures.
	28.05 Identify trends that influence global marketing opportunities.
	28.06 Identify the differences in roles of agents, wholesalers, retailers, freight forwarders, export companies, trading companies, and customs brokers.
	28.07 Define procedures and prepare documentation associated with the transportation of goods.
29.0	Identify governmental and political influences. The student will be able to:
	29.01 Define international economics.
	29.02 Describe the impact of supply and demand within diverse political landscapes.

CTE Standards and Benchmarks	
	29.03 Identify the advantages and disadvantages of free trade.
	29.04 Describe the role that US Customs and the customs agencies of other countries play in international trade activities.
	29.05 Analyze the impact of political environments on international business.
30.0	Develop an understanding of international finance. The student will be able to:
	30.01 Identify factors that influence consumer behavior in different countries.
	30.02 Calculate currency exchange rates.
	30.03 Explain how currency exchange rates affect international trade.
	30.04 Discuss international efforts to foster international trade (i.e., the International Monetary Fund).
31.0	Use information technology tools. The student will be able to:
	31.01 Use emerging technological tools to increase workplace efficiency.
	31.02 Employ computer operations to access, create, manage, integrate, and store information.
	31.03 Employ collaborative/groupware applications to facilitate group work.
	31.04 Discuss the advantages and disadvantages of leveraging generative AI tools to foster workplace synergy and efficiency.

Florida Department of Education
Student Performance Standards

Course Title: **International Finance and Law**
Course Number: **8216120**
Course Credit: **1**

Course Description:

This course is designed to introduce students to the laws and regulations governing international trade including knowledge of import-export activities, banking, treaties, and currency exchange rates.

CTE Standards and Benchmarks	
32.0	Apply appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. The student will be able to:
32.01	Discuss solutions to the major issues related to the work environment (i.e., safety regulations, ergonomics, gender equity, paternal and maternal benefits, family leave, workweek, fringe benefits).
33.0	Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance. The student will be able to:
33.01	Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
33.02	Construct and analyze tables, graphs, and charts using appropriate computer software and data as used in the business world.
33.03	Discuss and analyze corporate financial reports (annual reports, income statements, balance sheets, business plans, etc.).
33.04	Apply concepts of forecasting and valuation with financial information using appropriate technology (graphing calculators, business calculators and/or computer software) for written and oral presentations.
33.05	Investigate and discuss the impact of probability and statistics in all aspects of business activities.
33.06	Develop an awareness of effective credit management.
33.07	Prepare and analyze a budget.
34.0	Exhibit positive human relations and leadership skills. The student will be able to:
34.01	Apply communication strategies (verbal and non-verbal) necessary and appropriate for effective and profitable international business relations.
34.02	Discuss and develop the ability to work in teams utilizing team-building resources.
34.03	Participate in leadership activities in FBLA, BPA, DECA or applicable CTSO.

CTE Standards and Benchmarks	
	34.04 Participate in community service activities and discuss the importance of corporate and social responsibility.
35.0	Update employability skills. The student will be able to:
	35.01 Research the requirements of business careers.
	35.02 Follow the steps in the career planning process.
	35.03 Research sources of career planning information.
	35.04 Identify international business career opportunities based on personal factors and job availability.
	35.05 Evaluate the advantages/disadvantages of entrepreneurship opportunities.
	35.06 Identify regional businesses involved in international trade.
	35.07 Create a plan to obtain the skills/qualifications to enter a selected international business career.
	35.08 Update a cover letter and resume for career advancement.
	35.09 Practice successful interview techniques.
	35.10 Update a digital career portfolio (website, LinkedIn, etc.) for career advancement.
36.0	Analyze situations involving business ethics. The student will be able to:
	36.01 Describe the factors in the international business environment affecting ethical business behavior.
	36.02 Define terms, such as ethics and social responsibility as well as violations of ethics including bribery.
	36.03 Analyze ethical international business issues.
	36.04 Analyze the effect of an international business organization's action on a host country, the company's home country, owners, employees, consumers, and society.
37.0	Identify and discuss trends and issues that influence global marketing opportunities. The student will be able to:
	37.01 Identify the differences in roles of agents, wholesalers, retailers, freight forwarders, export companies, trading companies and customs brokers.
	37.02 Define procedures and prepare documentation associated with the transportation of goods.
	37.03 Explain how foreign exchange, economic conditions, and the international business environment affect prices charged in foreign markets.

CTE Standards and Benchmarks	
	37.04 Describe business documents used in international trade (i.e., shipping, billing, method of payment).
	37.05 Demonstrate an understanding of logistics and supply chain management strategies that are related to international business.
38.0	Perform financial operations. The student will be able to:
	38.01 Explain how currency exchange rates affect international trade.
	38.02 Define international finance and law.
	38.03 Describe methods and procedures used to control risks.
	38.04 Identify international services and practices of financial institutions.
	38.05 Identify the components of the US balance of payments account.
	38.06 Recognize pricing factors.
	38.07 Describe how government credit ratings impact international business and trade.
	38.08 Describe how economic conditions, balance of payment situations, and political stability affect currency values.
39.0	Demonstrate personal money-management concepts, procedures, and strategies. The student will be able to:
	39.01 Identify and describe the services and legal responsibilities of financial institutions.
	39.02 Describe the effect of money management on personal and career goals.
	39.03 Develop a personal budget and financial goals.
	39.04 Complete financial forms for making deposits, withdrawals and transfers for in-person and online banking.
	39.05 Understand and maintain financial records.
	39.06 Read and reconcile financial statements.
	39.07 Research, compare and contrast investment opportunities.
40.0	Demonstrate knowledge of trade law. The student will be able to:
	40.01 Describe the differences among various legal systems such as code, statutory, and common law.
	40.02 Define trade law.

CTE Standards and Benchmarks	
	40.03 Describe how trade barriers, tariffs, quotas, and taxation policies affect choices of location for companies operating internationally.
	40.04 Recognize the government's role in international law (i.e., protect against illegal imports, protect individual rights, ecology).
	40.05 Recognize legal differences that exist between/among countries in areas such as consumer protection, product guidelines, labor laws, contract formulation, liability, and taxation.
	40.06 Identify unfair trade practices.
41.0	Identify global organizational structures. The student will be able to:
	41.01 Identify international banking entities.
	41.02 Describe the international monetary system, including the International Monetary Fund, World Bank, and Eurocurrency.
	41.03 Define terms related to global organizations and trade alliances.
	41.04 Explain the purpose of trade alliances.
	41.05 Identify major trade alliances (e.g., NAFTA, GATT, Mercosur, Caribbean Basin Initiative, European Union, Pacific Rim Initiative).
42.0	Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. The student will be able to:
	42.01 Employ leadership skills to accomplish organizational goals and objectives.
	42.02 Establish and maintain effective working relationships with others to accomplish objectives and tasks.
	42.03 Conduct and participate in meetings to accomplish work tasks using offline and digital modalities.
	42.04 Employ mentoring skills to inspire and teach others.

Florida Department of Education
Student Performance Standards

Course Title: **Business Internship**
Course Number: **8216130**
Course Credit: **1**

Course Description:

This course is designed to provide students with the opportunity to stimulate their career interest in business. Students will also enhance and apply the instructional competencies learned in the classroom with the internship experience. Students will be able to develop human relations skills, communications and employability skills needed to secure a position in the business environment.

For this six to eight-week internship, the rules, guidelines, and requirements specified in the Florida Department of Education Cooperative Education Manual apply. This manual is available online at: http://fldoe.org/academics/career-adult-edu/career-tech-edu/additional-cte-programs-courses/diversified-edu.stml.

CTE Standards and Benchmarks	
43.0	Perform employability skills in a real or simulated environment. The student will be able to:
43.01	Demonstrate successful interview techniques.
43.02	Update a digital career portfolio.
43.03	Define international business careers.
43.04	Apply for positions with a cover letter and resume.
44.0	Demonstrate business management skills. The student will be able to:
44.01	Apply the major functions of management in all areas of the internship workplace.
45.0	Demonstrate positive human relations and leadership skills in the workplace. The student will be able to:
45.01	Explain ethnocentric, polycentric, regiocentric, and geocentric approaches to managing human resources.
45.02	Demonstrate communication strategies (verbal and non-verbal) necessary and appropriate for effective and profitable international business relations.
45.03	Demonstrate skills as an effective member of a team.
45.04	Participate in leadership activities in FBLA, BPA, DECA or applicable CTSO.

CTE Standards and Benchmarks	
	45.05 Participate in community service activities.
46.0	Solve problems using critical thinking skills, creativity, and innovation. The student will be able to:
	46.01 Employ critical thinking skills independently and in teams to solve problems and make decisions.
	46.02 Employ critical thinking and interpersonal skills to resolve conflicts.
	46.03 Identify and document workplace performance goals and monitor progress toward those goals.
	46.04 Conduct technical research to gather information necessary for decision-making.
47.0	Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student will be able to:
	47.01 Describe personal and job site safety rules and regulations that maintain safe and healthy work environments.
	47.02 Discuss the significance of worksite safety organizations such as OSHA as well as international safety organizations.
	47.03 Explain emergency procedures to follow in response to workplace accidents.
	47.04 Create a disaster and/or emergency response plan.
48.0	Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. The student will be able to:
	48.01 Describe the nature and types of business organizations.
	48.02 Explain the effect of key organizational systems on performance and quality.
	48.03 List and describe quality control systems and/or practices common to the workplace.
	48.04 Explain the impact of the global economy on business organizations.
49.0	Demonstrate knowledge of historical and current ethical international business behavior. The student will be able to:
	49.01 Demonstrate ethical international business behavior.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem-solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

Implementation

This program is intended for implementation as an academy and as such, it is strongly suggested that a total interdisciplinary approach be implemented. It is through a balanced and integrated curriculum that students attain the attitudes, skills, and knowledge needed to compete successfully in today's work force. It is also strongly suggested that program teachers have common planning periods to achieve curriculum integration.

The use of cooperative learning groups through program courses is recommended. By learning and practicing group process skills, students will be prepared to work "together" in real work situations.

Career and Technical Student Organization (CTSO)

Future Business Leaders of America (FBLA), Business Professionals of America (BPA), and Florida DECA (DECA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Program Title: **Promotional Enterprise**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Secondary – Career Preparatory	
Program Number	8217100
CIP Number	0552070302
Grade Level	9-12
Standard Length	5 credits
Teacher Certification	Refer to the **Program Structure** section.
CTSO	FBLA-PBL, BPA
SOC Codes (all applicable)	15-1151 – Computer User Support Specialists 27-1021 – Commercial and Industrial Designers 41-1011 – First-line Supervisors of Retail Sales Workers 11-2021 – Marketing Managers
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers such as an Information Technology Assistant, Custom Promotional Design Manager, First Line Supervisor, Small Business Manager, and General Operations Manager/Owner in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to enhanced practical experiences in the management of digital layout and design, production of embroidered apparel, direct-to-garment print, sublimation, specialty items, and signs as it relates to the running and management of a digital imprinted merchandise business. Development of specialized skills in production planning, design, layout, and evaluation of business promotional campaigns in the digital imprinted merchandise industry are critical components within the program.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of five (5) credits.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary program structure:

Course Number	Course Title	Teacher Certification	Length	SOC Code	Level	Graduation Requirement
8207310	Digital Information Technology	DIT Teacher Certifications	1 credit	15-1151	2	CT
8217110	Promotional Design Entrepreneurship	BUS ED 1 @2 BUS DP @7 %G CLERICAL @7 7 G ELECT DP @7 %G COMPU SCI 6 COMM ART @7 7 G SECRETAR 7 G TEC ELEC $7 G TC COOP ED @7 VOE @7	1 credit	27-1021	2	CT
8217120	Custom Promotional Layout Design		1 credit		2	CT
8217130	Custom Promotional Sales and Distribution Management		1 credit	41-1011	2	CT
8217140	Promotional Business Management and Supervision		1 credit	11-2021	2	CT

(Graduation Requirement Codes: CT= Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA= Mathematics, PL= Personal Financial Literacy)

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

Digital Information Technology (8207310) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 15.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
02.0 Develop an awareness of microcomputers.
03.0 Demonstrate an understanding of networks.
04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
05.0 Use presentation applications to enhance communication skills.
06.0 Use spreadsheet applications to enhance communication skills.
07.0 Use database applications to store and organize data.
08.0 Use electronic mail to enhance communication skills.
09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
12.0 Develop awareness of computer languages, web-based & software applications, and emerging technologies.
13.0 Demonstrate an understanding of basic html by creating a simple web page.
14.0 Demonstrate comprehension and communication skills.
15.0 Use social media to enhance online communication and develop an awareness of a digital footprint
16.0 Integrate and evaluate numerous sources of information that demonstrate an understanding of entrepreneurship.
17.0 Perform basic operations of equipment used in the promotional enterprise industry.
18.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals.
19.0 Create an e-portfolio for job application purposes.
20.0 Discuss the importance of ethics in business.
21.0 Identify strategies and methods for generating a business idea.
22.0 Demonstrate knowledge of merchandising and inventory.
23.0 Identify the elements of manufacturing and production.
24.0 Identify basic economic principles of entrepreneurship.
25.0 Use a variety of problem-solving strategies to describe the concept of the global economy and related functions.
26.0 Demonstrate an understanding of entrepreneurship and the free enterprise system.
27.0 Perform intermediate operations of equipment used in the promotional enterprise industry.
28.0 Demonstrate language arts knowledge and skills.
29.0 Demonstrate mathematics knowledge and skills.

30.0 Demonstrate proficiency in computer skills.
31.0 Demonstrate knowledge of digital design concepts.
32.0 Use information technology tools.
33.0 Perform decision-making activities.
34.0 Perform layout, design, and measurement activities.
35.0 Demonstrate proficiency in digital design operations.
36.0 Demonstrate proficiency in digital imaging.
37.0 Justify the need to gain and maintain competitive advantage.
38.0 Maintain an e-portfolio for job application purposes.
39.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
40.0 Operate, troubleshoot, and complete custom orders using equipment in the promotional enterprise industry.
41.0 Use oral and written communication skills in creating, expressing, and interpreting information and ideas.
41.0 Explain the importance of employability skills and entrepreneurship skills.
43.0 Describe the importance of professional ethics and legal responsibilities.
44.0 Participate in work-based learning experiences.
45.0 Perform decision-making activities.
46.0 Demonstrate proficiency with complex digital design operations.
47.0 Demonstrate mastery of skills needed for digital imaging.
48.0 Update an e-portfolio for job application purposes.
49.0 Perform advanced operations and maintenance of equipment used in the promotional enterprise industry.
50.0 Demonstrate personal money-management concepts, procedures, and strategies.
51.0 Perform supervisory/management functions.
52.0 Outline steps in planning a new business.
53.0 Identify principles of marketing.
54.0 Use a variety of problem-solving strategies to identify the functions of selling.
55.0 Identify principles of financing.
56.0 Identify principles of pricing.
57.0 Identify and demonstrate employability and human relations skills.
58.0 Identify principles of management.
59.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
60.0 Solve problems using critical thinking skills, creativity, and innovation.
61.0 Identify types and sources of government regulations and taxation that may affect a business.
62.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.

Florida Department of Education
Student Performance Standards

Course Title: **Digital Information Technology**
Course Number: **8207310**
Course Credit: **1**

Course Description:

This core course is designed to provide a basic overview of current business and information systems and trends, and to introduce students to fundamental skills required for today's business and academic environments. Emphasis is placed on developing fundamental computer skills. The intention of this course is to prepare students to be successful both personally and professionally in an information-based society. Digital Information Technology includes the exploration and use of: databases, the internet, spreadsheets, presentation applications, management of personal information and email, word processing and document manipulation, HTML, web page design, and the integration of these programs using software that meets industry standards.

Digital Information Technology (8207310) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit: Digital Information Technology (8207310).

Florida Department of Education
Student Performance Standards

Course Title: **Promotional Design Entrepreneurship**
Course Number: **8217110**
Course Credit: **1**

Course Description:

This course is designed to develop entrepreneurship skills needed for the promotional design industry. The content includes entrepreneur concepts, basic operation of various types of equipment, merchandising, and problem-solving strategies. After completion of this course, students will be able to perform basic design and layout in predictable situations.

CTE Standards and Benchmarks	
16.0	Integrate and evaluate numerous sources of information that demonstrate an understanding of entrepreneurship. The student will be able to:
16.01	Define entrepreneurship.
16.02	Discuss the evolution of entrepreneurship.
16.03	Evaluate, compare, and contrast the differences between a product-based business and a service-based business using various graphic organizers to describe the differences.
16.04	Identify the contributions of entrepreneurs to the economic growth of the United States.
16.05	Discuss future prospects for entrepreneurship and its anticipated impact on the economy.
16.06	Discuss the role of the entrepreneur in the local community (e.g., mentoring, philanthropy).
17.0	Perform basic operations of equipment used in the promotional enterprise industry. The student will be able to:
17.01	Perform basic operations of digital embroidery machines.
17.02	Perform basic operations of a vinyl cutter.
17.03	Perform basic operations of a flat heat press.
17.04	Perform basic operations of a round/mug heat press.
17.05	Perform basic operations of a hat/cap heat press.

CTE Standards and Benchmarks	
	17.06 Perform basic operations of a sublimation printer.
	17.07 Perform basic operations of a direct-to-garment/film printer.
	17.08 Perform basic operations of a grommet press.
	17.09 Perform basic operations of a laser engraver.
	17.10 Perform basic operations of design software.
	17.11 Perform basic operations of computers and peripherals.
18.0	Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. The student will be able to:
	18.01 Identify personal strengths and weaknesses relating to work habits.
	18.02 Identify short-term goals for work readiness.
	18.03 Design a plan to strengthen work habits.
19.0	Create an e-portfolio for job application purposes. The student will be able to:
	19.01 Plan, design, and create an e-portfolio using current and emerging software.
	19.02 Prepare and submit a résumé to use for online job applications.
	19.03 Prepare and submit a letter of application online.
20.0	Discuss the importance of ethics in business. The student will be able to:
	20.01 Define ethics and ethical behavior.
	20.02 Identify examples of ethical business practices.
	20.03 Discuss the role of the entrepreneur in promoting ethical business practices and relationships.
	20.04 Identify social responsibilities and/or legal issues involved in making ethical choices in business.
21.0	Identify strategies and methods for generating a business idea. The student will be able to:
	21.01 Identify current publications and websites available to assist with determining what type of business to start.
	21.02 Discuss the importance of personality and ability when selecting the type of business to open.

CTE Standards and Benchmarks	
	21.03 Identify changes and trends as a source of new enterprise ideas (e.g., outsourcing, crowdsourcing, and drop shipping).
	21.04 Discuss how brainstorming, creative thinking, and observations can be used to develop new enterprise ideas.
	21.05 Explain how personal goals, lifestyle, background, hobbies, interests, experiences, abilities, and financial resources will impact one's choice of business.
22.0	Demonstrate knowledge of merchandising and inventory. The student will be able to:
	22.01 Define planned sales, planned stock levels, estimated markdowns, and shrinkage.
	22.02 Analyze options for inventory control (cost vs. retail).
	22.03 Explain the purchasing procedures for a small business by defining model stock.
	22.04 Describe factors to consider when selecting vendors (e.g., terms of sale, cash discount, quantity discount, seasonal discount, future dating, Free Onboard destination, consignment buying).
	22.05 Define and calculate basic business measurements (e.g., break-even point, stock turnover, cost of goods sold, markup, markdown, and discounts/terms).
	22.06 Explain methods that businesses use to authorize payments for goods and services.
	22.07 Identify the use of computer systems and software in managing merchandise and inventory.
23.0	Identify the elements of manufacturing and production. The student will be able to:
	23.01 Identify different types of manufacturing (e.g., custom, mass, continuous, repetitive, and intermittent).
	23.02 Identify the elements of product production planning (e.g., inventory, human resources, and production scheduling).
	23.03 Identify factors that influence the location of a manufacturing business.
	23.04 Discuss the principles of quality management.
24.0	Identify basic economic principles of entrepreneurship. The student will be able to:
	24.01 Identify the role of small business in the global economy.
	24.02 Describe the concept and function of the profit motive, profitability factors, and the impact on business.
	24.03 Identify, compare, contrast, and calculate different types of competition and explain their impact on business (e.g., direct, indirect, price, non-price, competitive position).
	24.04 Identify the stages of the product life cycle and the characteristics of each.
	24.05 Identify the role and types of producers, distributors, and services in today's business economy.

CTE Standards and Benchmarks	
	24.06 Integrate and evaluate major fields of business activity (e.g., extractive, subcontracting, manufacturing, wholesaling, retailing, services, cottage industries, urban street sales).
	24.07 Identify and discuss the four parts of a business by comparing and contrasting production, finance, marketing, and customer service factors. Chart and graph the parts of business and its impact on business.
	24.08 Identify, compare, and contrast factors that contribute to the success of a small business.
	24.09 Describe the process of starting a small business.
	24.10 Explain the procedure for registering a sole proprietorship and obtaining a sales tax identification number.
	24.11 Identify reasons for small business failure. Use Venn diagrams to explore relationships.
	24.12 Recognize opportunities for small businesses in the global marketplace.
25.0	Use a variety of problem-solving strategies to describe the concept of the global economy and related functions. The student will be able to:
	25.01 Identify the role of an Internet site in generating international awareness.
	25.02 Define, compare and contrast exchange rates, letter of credit (L/C), and freight forwarder.
	25.03 Identify, compare, and contrast characteristics of the global economy. Use a variety of equations, and graphs, to make predictions that describe how these characteristics impact the global economy.
	25.04 Compare and contrast the impact of international trade in small businesses.
	25.05 Compare and contrast global business opportunities.
	25.06 Describe the methods of researching specific international markets.
	25.07 Identify potential barriers to international trade.
	25.08 Identify differences between importing and exporting.
26.0	Demonstrate an understanding of entrepreneurship and the free enterprise system. The student will be able to:
	26.01 Research the role of entrepreneurship in the free enterprise system.
	26.02 Compare and contrast different types of business ownership.
	26.03 Assess the advantages and disadvantages of business ownership.
	26.04 Analyze risks and responsibilities involved in ownership of a business.
	26.05 Examine the obligations of business ownership.

CTE Standards and Benchmarks
26.06 Diagram the economic/business cycle.
26.07 Interpret concepts of the law of supply and demand in relation to a specific product and/or service.
26.08 Investigate current trends contributing to economic change.

Florida Department of Education
Student Performance Standards

Course Title: **Custom Promotional Layout Design**
Course Number: **8217120**
Course Credit: **1**

Course Description:

This course is designed to develop basic entry-level skills required for careers in the custom imprinted merchandise industry. The content includes computer skills, layout, design, measurement activities, decision-making activities, digital imaging, sublimation activities, digital embroidery activities, digital precision cutting activities, direct-to-garment printing activities, and sign-making activities. After successful completion of Custom Promotional Layout Design, the student will be able to manage small production runs of imprinted merchandise in unpredictable situations.

CTE Standards and Benchmarks	
27.0	Perform intermediate operations of equipment used in the promotional enterprise industry. The student will be able to:
27.01	Operate and perform intermediate operations of a digital embroidery machine.
27.02	Operate and perform intermediate operations of a vinyl cutter.
27.03	Operate and perform intermediate operations of a flat heat press.
27.04	Operate and perform intermediate operations of a round/mug heat press.
27.05	Operate and perform intermediate operations of a hat/cap heat press.
27.06	Operate and perform intermediate operations of a sublimation printer.
27.07	Operate and perform intermediate operations of direct-to-garment/film printer.
27.08	Operate and perform intermediate operations of grommet press.
27.09	Operate and perform intermediate operations of a laser engraver.
28.0	Demonstrate language arts knowledge and skills. The student will be able to:
28.01	Locate, comprehend, and evaluate key elements for oral and written information.
28.02	Draft, revise, and edit written documents using correct grammar, punctuation, and vocabulary. (e.g., emails, proofs)
28.03	Present information formally and informally for specific purposes and audiences. (e.g., invoices, estimates)

CTE Standards and Benchmarks	
29.0	Demonstrate mathematics knowledge and skills. The student will be able to:
29.01	Calculate retail price utilizing the cost of goods sold.
29.02	Analyze and apply data and measurements to solve problems within various promotional mediums.
29.03	Construct charts/tables/graphs using data relative to production.
30.0	Demonstrate proficiency in computer skills. The student will be able to:
30.01	Identify all computer parts (e.g., CPU, RAM, ROM, graphics card).
30.02	Demonstrate an understanding of all functions of a computer.
30.03	Utilize appropriate font management techniques (e.g., TrueType, postscript, install and remove fonts).
30.04	Understand and perform storage management (e.g., hard drive, USB flash drive, cloud).
30.05	Perform maintenance of computers and peripherals.
31.0	Demonstrate knowledge of digital design concepts. The student will be able to:
31.01	Identify the skills needed by a digital designer.
31.02	Define commonly used terms in graphic communications.
31.03	Identify characteristics of paper and other promotional mediums.
31.04	Identify different kinds of color (e.g., spot, process).
31.05	Identify software used in digital design.
31.06	Demonstrate knowledge of copyright laws.
31.07	Define license, permit, contract, patent, copyright, trademark, and logo.
32.0	Use information technology tools. The student will be able to:
32.01	Use personal information management (PIM) applications to increase workplace efficiency.
32.02	Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendars, contacts, e-mail, and internet applications.

CTE Standards and Benchmarks	
	32.03 Employ computer operations applications to access, create, manage, integrate, and store information in the cloud and locally.
	32.04 Employ collaborative/groupware applications to facilitate group work.
33.0	Perform decision-making activities. The student will be able to:
	33.01 Determine work priorities.
	33.02 Evaluate the information to be used and choose relevant material.
	33.03 Determine the audience.
	33.04 Demonstrate an understanding of various promotional mediums.
	33.05 Recognize and maintain ethical standards.
34.0	Perform layout, design, and measurement activities. The student will be able to:
	34.01 Identify characteristics of type, type families, type series, and type styles.
	34.02 Assemble design elements using digital software.
	34.03 Prepare rough layout designs.
	34.04 Identify elements of design.
35.0	Demonstrate proficiency in digital design operations. The student will be able to:
	35.01 Complete projects using a variety of fonts, sizes, leading, and alignments.
	35.02 Output projects using a variety of devices (e.g., printers, image setters).
	35.03 Design with type using kerning, tracking, horizontal/vertical scale, baseline shift, etc.
	35.04 Produce projects using tables.
	35.05 Produce projects using white space.
	35.06 Assemble products.
	35.07 Create documents that use master pages.
	35.08 Use a variety of styles to produce effective layouts

CTE Standards and Benchmarks	
	35.09 Produce a document using printer and reader spreads.
	35.10 Use design software to create a pre-press profile.
	35.11 Produce a variety of designs using layout/paste-up software.
36.0	Demonstrate proficiency in digital imaging. The student will be able to:
	36.01 Demonstrate proper use of a scanner/input devices/digital camera.
	36.02 Crop and scale photographs electronically.
	36.03 Demonstrate an understanding of formats and modes (e.g., EPS, TIFF, PICT, JPEG, PNG, SVG).
	36.04 Demonstrate the use of image editing software.
	36.05 Proofread electronically and manually.
37.0	Justify the need to gain and maintain competitive advantage. The student will be able to:
	37.01 Identify ways in which businesses compete with each other (e.g., quality, service, status, price).
	37.02 Define market share.
	37.03 Identify various forms of competition (e.g., pure competition, oligopoly, monopolistic competition, monopoly).
38.0	Maintain an e-portfolio for job application purposes. The students will be able to:
	38.01 Plan, design, and maintain an e-portfolio using current and emerging software.
	38.02 Maintain and submit a résumé to use for online job applications.
	38.03 Maintain and submit a letter of application online.
39.0	Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student will be able to:
	39.01 Describe personal and job site safety rules and regulations that maintain safe and healthy work environments.
	39.02 Explain emergency procedures to follow in response to workplace accidents.
	39.03 Create a disaster and/or emergency response plan.

Florida Department of Education
Student Performance Standards

Course Title: **Custom Promotional Sales and Distribution Management**
Course Number: **8217130**
Course Credit: **1**

Course Description:

This course is designed to develop basic management skills required in the imprinted merchandise industry. The content includes real-world production schedules for single lines of merchandise, management of production equipment, customer relations, and sales of imprinted merchandise and delivery of the product. This course is designed to be done in a real production environment through placement in a school-based imprinted merchandise enterprise or industry internship placement. After successful completion of Custom Promotional Sales and Distribution Management, students will be able to manage a production line from customer product design through delivery of the final product.
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CTE Standards and Benchmarks	
40.0	Operate, troubleshoot, and complete custom orders using equipment in the promotional enterprise industry. The student will be able to:
40.01	Operate, troubleshoot, and complete custom orders on a digital embroidery machine.
40.02	Operate, troubleshoot, and complete custom orders on a vinyl plotter.
40.03	Operate, troubleshoot, and complete custom orders on a flat heat press.
40.04	Operate, troubleshoot, and complete custom orders on a round/mug heat press.
40.05	Operate, troubleshoot, and complete custom orders on a hat/cap heat press.
40.06	Operate, troubleshoot, and complete custom orders on a sublimation printer.
40.07	Operate, troubleshoot, and complete custom orders on a direct-to-garment/film printer.
40.08	Operate, troubleshoot, and complete custom orders on a grommet press.
40.09	Operate, troubleshoot, and complete custom orders on a laser engraver.
41.0	Use oral and written communication skills in creating, expressing, and interpreting information and ideas. The student will be able to:
41.01	Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.
41.02	Locate, organize, and reference written information from various sources.

CTE Standards and Benchmarks	
	41.03 Design, develop, and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.
	41.04 Interpret verbal and nonverbal cues/behaviors that enhance communication.
	41.05 Apply active listening skills to obtain and clarify information.
	41.06 Develop and interpret tables and charts to support written and oral communications.
	41.07 Exhibit public relations skills that aid in achieving customer satisfaction.
42.0	Explain the importance of employability skills and entrepreneurship skills. The student will be able to:
	42.01 Identify and demonstrate positive work behaviors needed to be employable.
	42.02 Develop a personal career plan that includes goals, objectives, and strategies.
	42.03 Evaluate and compare employment opportunities that match career goals.
	42.04 Identify and exhibit traits for retaining employment.
	42.05 Identify opportunities and research requirements for career advancement.
	42.06 Research the benefits of ongoing professional development.
	42.07 Examine and describe entrepreneurship opportunities as a career planning option.
43.0	Describe the importance of professional ethics and legal responsibilities. The student will be able to:
	43.01 Evaluate and justify decisions based on ethical reasoning.
	43.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies.
	43.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace.
	43.04 Interpret and explain written organizational policies and procedures.
44.0	Participate in work-based learning experiences. The student will be able to:
	44.01 Participate in work-based learning experiences in a digital design environment.
	44.02 Compare and contrast the software applications used in a digital design environment
45.0	Perform decision-making activities. The student will be able to:

CTE Standards and Benchmarks	
	45.01 Determine project specifications.
46.0	Demonstrate proficiency with complex digital design operations. The student will be able to:
	46.01 Produce multiple color designs using different color techniques including process color and spot color.
	46.02 Prepare output files using pre-press preparations (e.g., color separation, font management, file management, use of postscript fonts, etc.)
	46.03 Read work orders and prepare electronic files that meet all specifications.
	46.04 Design a document using grids and formats.
	46.05 Produce documents integrating elements of design.
	46.06 Demonstrate proficiency in the use of a vector-based illustration program.
47.0	Demonstrate mastery of skills needed for digital imaging. The student will be able to:
	47.01 Complete projects using proper resolution and screen values (e.g., PPI, LPI, DPI).
	47.02 Produce electronically retouched photographs.
	47.03 Produce projects using a digital camera.
	47.04 Scan multiple documents.
	47.05 Crop and scale photographs electronically using a scanner.
	47.06 Apply the use of proper resolution and screen values (e.g., PPI, LPI, DPI in documents).
	47.07 Produce electronically retouched photographs using tones, hues, and values.
	47.08 Apply special effects to image files.
48.0	Update an e-portfolio for job application purposes. The student will be able to:
	48.01 Develop primary examples of documentation for inclusion in a career portfolio i.e. sublimation products, embroidery products, direct-to-garment print products, custom print or cut products.
	48.02 Analyze an e-portfolio website for graphical changes to improve communication of products and ideas.

Florida Department of Education
Student Performance Standards

Course Title: **Promotional Business Management and Supervision**
Course Number: **8217140**
Course Credit: **1**

Course Description:

This course is designed to develop skills required in management and supervision in the imprinted merchandise industry. The content includes activities in equipment operation and maintenance, small business development, market evaluation, and economic effects on small businesses in the United States. After successful completion of Promotional Business Management and Supervision, the student will be able to organize and operate a small business in the imprinted merchandise industry

CTE Standards and Benchmarks	
49.0	Perform advanced operations and maintenance of equipment used in the promotional enterprise industry. The student will be able to:
49.01	Perform advanced operation and maintenance of a digital embroidery machine.
49.02	Perform advanced operation and maintenance on a digital cutter.
49.03	Operate and perform advanced maintenance on a flat heat press.
49.04	Perform advanced operation and maintenance of a round/mug heat press.
49.05	Perform advanced operation and maintenance of a hat/cap heat press.
49.06	Operate and perform advanced maintenance on a sublimation printer.
49.07	Perform advanced operation and maintenance of a direct-to-garment/film printer.
49.08	Perform advanced operation and maintenance of a grommet press.
50.0	Demonstrate personal money-management concepts, procedures, and strategies. The student will be able to:
50.01	Identify and describe the services and legal responsibilities of financial institutions.
50.02	Describe the effect of money management on personal and career goals
50.03	Develop personal budget and financial goals.
50.04	Complete financial instruments for making deposits and withdrawals.

CTE Standards and Benchmarks	
	50.05 Maintain financial records.
	50.06 Read and reconcile financial statements.
	50.07 Research, compare, and contrast investment opportunities.
51.0	Perform supervisory/management functions. The student will be able to:
	51.01 Describe the functions of management (e.g., planning, organizing, staffing, directing, controlling) and discuss how the functions are interrelated
	51.02 Identify factors of strategic planning and define the role of strategic planning in a business environment.
	51.03 Define the purpose of a lean business plan and describe the major components included in a business plan.
	51.04 Define the marketing concept and explain its impact on consumers.
	51.05 Identify and compare examples of diverse marketing activities.
52.0	Outline steps in planning a new business. The student will be able to:
	52.01 Discuss the importance of "defining" a prospective business.
	52.02 List reasons for writing a business plan.
	52.03 Identify and describe components of a business plan.
	52.04 Describe the importance of a vision/mission statement in identifying the direction and objectives of a business.
	52.05 Discuss the importance of determining what products and services will be offered by the business.
	52.06 Identify how the scope of products and services will vary based upon the type of business (e.g., wholesale, retail, service).
	52.07 Explain the importance of and the factors influencing a business' image.
	52.08 Identify and discuss the legal forms of business ownership (sole proprietorship, partnership, corporation, franchise, licensing).
	52.09 Identify and discuss different types of corporations (subchapter S, limited liability, nonprofit).
	52.10 Identify factors that influence the choice of ownership type.
	52.11 Describe legal implications and taxes for each type of business structure.
	52.12 Discuss the internal organization of a business and the assignment of tasks to be performed.

CTE Standards and Benchmarks	
	52.13 Discuss the different types of organization charts (e.g., line, staff).
	52.14 Describe different types of records needed by small businesses.
	52.15 Identify factors that affect purchasing.
	52.16 Explain the importance and types of inventory control.
	52.17 Identify procedures to be followed in shipping and receiving (channels of distribution).
	52.18 Describe the role of selling in small business.
	52.19 Identify sources of assistance when planning a business (e.g., Small Business Development Center [SBDC], Small Business Administration [SBA], Chamber of Commerce, Service Corp of Retired Executives [SCORE]).
53.0	Identify principles of marketing. The student will be able to:
	53.01 Define and explain market, market research, market mix, market positioning, market penetration strategy, market segmentation, market share, target market, and customer profile survey.
	53.02 Identify and explain the marketing functions (e.g., financing, risk management, selling, promotion, pricing, purchasing, marketing-information management, product/service planning, distribution).
	53.03 Discuss methods of forecasting sales.
	53.04 Discuss the importance of the five (5) Ps of the marketing mix: product, place, price, promotion, and people.
	53.05 Discuss methods, costs, and importance of promoting products and services (e.g., publicity, public relations, press releases, community events, advertising, Internet).
	53.06 Describe factors that should be evaluated in a promotion (e.g., source, message, media, budget).
	53.07 Identify components of a marketing plan.
	53.08 Describe the importance of coordinating promotional activities.
	53.09 Explain the differences between selling direct and going through external sales representatives.
	53.10 Identify and describe examples of diverse marketing activities.
54.0	Use a variety of problem-solving strategies to identify the functions of selling. The student will be able to:
	54.01 Identify ways to satisfy consumer needs.
	54.02 Identify features/benefits of selling.
	54.03 Discuss the principles of selling.

CTE Standards and Benchmarks	
	54.04 Identify the steps of a sale.
	54.05 Identify the stages of selling (e.g., attention, interest, desire, and action).
	54.06 Discuss the advantages and disadvantages of establishing sales quotas/commissions.
	54.07 Discuss the importance of customer service.
	54.08 Discuss telemarketing as a sales tool.
	54.09 Discuss the role of selling via the Internet.
	54.10 Discuss network marketing (multilevel marketing).
	54.11 Discuss selling opportunities at flea markets and trade shows.
55.0	Identify the principles of financing. The student will be able to:
	55.01 Explain the difference between income (credit) and expense (debit).
	55.02 Discuss the importance of maintaining an accounting journal.
	55.03 Discuss personal risks involved in financing a business.
	55.04 Analyze an invoice, balance sheet, equity capital, debt capital, income statement, financial ratios, line of credit, collateral, factoring, income (earned and unearned), cash flow analysis statement, return on investment [ROI], return on equity, and chart of accounts.
	55.05 Explain the importance of financial accounting and management to the entrepreneur.
	55.06 Identify start-up costs and operating expenses (fixed and variable) for a new business.
	55.07 Identify sources of funds for financing a new business.
	55.08 Discuss the impact of interest rates on short- and long-term financing.
	55.09 Describe methods for establishing credit and obtaining a credit card.
	55.10 Identify sources of credit and list steps in applying for a loan.
	55.11 Discuss the importance of maintaining a favorable credit rating.
	55.12 Describe differences between short- and long-term capital needs.
	55.13 Identify circumstances that could require additional financing.

CTE Standards and Benchmarks	
56.0	Identify principles of pricing. The student will be able to:
56.01	Define selling price, fixed costs, variable costs, elastic demand, inelastic demand, price fixing, and bait-and-switch advertising.
56.02	Identify factors that affect selling price (e.g., target market, competition, government regulations, economic conditions, supply and demand).
56.03	Describe how the cost of goods sold influences the selling price.
56.04	Define break-even point, fixed expenses, and variable expenses.
56.05	Explain the difference between markup based on cost and markup based on retail.
56.06	Identify types of adjustments to the selling price.
56.07	Define pricing policy, psychological pricing, unit pricing, product line pricing, and promotional pricing.
56.08	Define pricing strategy, penetration pricing, and price skimming.
57.0	Identify and demonstrate employability and human relations skills. The student will be able to:
57.01	Identify and utilize resources used in a job search (e.g., networking, Internet).
57.02	Discuss the importance of drug tests and criminal background checks in identifying possible employment options.
57.03	Identify steps in the job application process including arranging for references and proper documentation (e.g., green card).
57.04	Identify procedures and documents required when applying for a job (e.g., application, W-4, I-9).
57.05	Prepare a resume (electronic and written), letter of application, follow-up letter, acceptance/rejection letter, letter of resignation, and letter of recommendation.
57.06	Identify and demonstrate appropriate dress and grooming for employment.
57.07	Identify and demonstrate effective interviewing skills (e.g., behavioral).
57.08	Describe methods for handling illegal interview and application questions.
57.09	Discuss state and federal labor laws regulating the workplace (e.g., Child Labor Law, Sexual Harassment, EEOC, ADA, FMLA, OSHA).
57.10	Identify positive work attitudes and behaviors such as honesty, compassion, respect, responsibility, fairness, trustworthiness, caring, and respect for diverse populations and the physically challenged.
57.11	Describe the importance of producing quality work and meeting performance standards.
57.12	Identify personal and business ethics (e.g., preventing theft, pilfering, and unauthorized discounting).

CTE Standards and Benchmarks	
	57.13 Demonstrate orderly and systematic behavior by creating and maintaining a monthly planner.
	57.14 Identify qualities typically required for promotion (e.g., productivity, dependability, responsibility).
	57.15 Develop advanced examples of documentation for inclusion in a career portfolio i.e. sublimation products, embroidery products, direct-to garment print products, custom print or cut products.
	57.16 Evaluate e-portfolio for completeness of content. Examples of imprinted merchandise demonstrating multimedia with a range of skills, documentation of industry certifications, honors and awards received, and business plan/career plan.
	57.17 Maintain confidentiality of business matters.
	57.18 Discuss the importance of practicing positive customer service skills.
58.0	Identify principles of management. The student will be able to:
	58.01 Discuss the hierarchies within various business settings.
	58.02 Explain the role of management in small business.
	58.03 Define five (5) functions of management: planning, organizing, staffing, directing, and controlling.
	58.04 Discuss different types of leadership styles.
	58.05 Identify characteristics of effective leaders.
	58.06 Explain the steps in decision-making and problem-solving.
59.0	Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. The student will be able to:
	59.01 Employ leadership skills to accomplish organizational goals and objectives.
	59.02 Establish and maintain effective working relationships with others to accomplish objectives and tasks.
	59.03 Conduct and participate in meetings to accomplish work tasks.
	59.04 Employ mentoring skills to inspire and teach others.
60.0	Solve problems using critical thinking skills, creativity, and innovation. The student will be able to:
	60.01 Employ critical thinking skills independently and in teams to solve problems and make decisions.
	60.02 Employ critical thinking and interpersonal skills to resolve conflicts.
	60.03 Identify and document workplace performance goals and monitor progress toward those goals.

CTE Standards and Benchmarks	
	60.04 Conduct technical research to gather information necessary for decision-making.
61.0	Identify types and sources of government regulations and taxation that may affect a business. The student will be able to:
	61.01 Identify major state laws affecting the operation of a business.
	61.02 Identify major federal laws affecting the operation of a business, (e.g., OSHA, Social Security, EEOC, Affirmative Action, ADA, FMLA).
	61.03 Discuss the role of federal regulatory agencies (e.g., Food and Drug Administration [FDA], Consumer Product Safety Commission [CPSC], Environmental Protection Agency [EPA], Securities and Exchange Commission [SEC], Federal Trade Commission [FTC]).
	61.04 Identify types of federal, state, and local taxes that are the responsibility of the entrepreneur (e.g., sales, income, self-employment).
	61.05 Discuss the importance of obtaining outside professional counsel to ensure compliance with government regulations and taxation (i.e., accountant, lawyer).
62.0	Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. The student will be able to:
	62.01 Describe the nature and types of business organizations.
	62.02 Explain the effect of key organizational systems on performance and quality.
	62.03 List and describe quality control systems and/or practices common to the workplace.
	62.04 Explain the impact of the global economy on business organizations.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem-solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org .

Career and Technical Student Organization (CTSO)

Florida Future Business Leaders of America-Phi Beta Lambda (FBLA-PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Program Title: **Customer Assistance Technology**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Secondary – Career Preparatory	
Program Number	8218100
CIP Number	0552041100
Grade Level	9-12
Program Length	3 credits
Teacher Certification	Refer to the **Program Structure** section.
CTSO	FBLA, BPA
SOC Codes (all applicable)	15-1151 – Computer User Support Specialists 43-4051 – Customer Service Representatives
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers such as Customer Care Representative, and Customer Care Specialist in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to the development of interpersonal, communications, conflict resolution, leadership, decision making, problem solving, supervisory, and employability skills; diversity awareness; telephone techniques; and technical applications in the customer care environment.

Program Structure

This program is a planned sequence of instruction consisting of three (3) credits.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary program structure:

Course Number	Course Title	Teacher Certification	Length	SOC Code	Level	Graduation Requirement
8207310	Digital Information Technology	DIT Teacher Certifications	1 credit	15-1151	2	CT
8218010	Customer Assistance 1	BUS ED 1 @2 CLERICAL @7 7 G SECRETAR 7 G TC COOP ED @7 VOE @7	1 credit	43-4051	2	CT
8218020	Customer Assistance 2		1 credit	43-4051	2	CT

(Graduation Requirement Codes: CT= Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA= Mathematics, PL= Personal Financial Literacy)

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

Digital Information Technology (8207310) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 15.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
02.0 Develop an awareness of microcomputers.
03.0 Demonstrate an understanding of networks.
04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
05.0 Use presentation applications to enhance communication skills.
06.0 Use spreadsheet applications to enhance communication skills.
07.0 Use database applications to store and organize data.
08.0 Use electronic mail to enhance communication skills.
09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
12.0 Develop awareness of computer languages, web-based and software applications, and emerging technologies.
13.0 Demonstrate an understanding of basic html by creating a simple web page.
14.0 Demonstrate comprehension and communication skills.
15.0 Use social media to enhance online communication and develop an awareness of a digital footprint.
16.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels.
17.0 Demonstrate procedures for customer care.
18.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance.
19.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals.
20.0 Participate in simulated work-based learning experiences.
21.0 Demonstrate human relations and interpersonal skills necessary for customer care services.
22.0 Perform problem-solving activities relevant to customer care services.
23.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas.
24.0 Develop communication skills and techniques relevant to customer care services.
25.0 Demonstrate an understanding of global concepts relevant to customer care services.
26.0 Perform technology applications relevant to customer care services.
27.0 Explain the importance of employability skill and entrepreneurship skills.

28.0 Describe the importance of professional ethics and legal responsibilities.
29.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels.
30.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
31.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance.
32.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals.
33.0 Participate in simulated work-based learning experiences.
34.0 Demonstrate human relations and interpersonal skills necessary for customer care services.
35.0 Perform problem solving activities relevant to customer care services.
36.0 Develop skills and techniques relevant to customer care services.
37.0 Perform technology applications relevant to customer care services.
38.0 Use information technology tools.
39.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
40.0 Solve problems using critical thinking skills, creativity and innovation.
41.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
42.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
43.0 Demonstrate money-management concepts, procedures, and strategies.

Florida Department of Education
Student Performance Standards

Course Title: **Digital Information Technology**
Course Number: **8207310**
Course Credit: **1**

Course Description:

This core course is designed to provide a basic overview of current business and information systems and trends, and to introduce students to fundamental skills required for today's business and academic environments. Emphasis is placed on developing fundamental computer skills. The intention of this course is to prepare students to be successful both personally and professionally in an information-based society. Digital Information Technology includes the exploration and use of: databases, the internet, spreadsheets, presentation applications, management of personal information and email, word processing and document manipulation, HTML, web page design, and the integration of these programs using software that meets industry standards.

Digital Information Technology (8207310) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit: Digital Information Technology (8207310).

Florida Department of Education
Student Performance Standards

Course Title: **Customer Assistance 1**
Course Number: **8218010**
Course Credit: **1**

Course Description:

This course is designed to build upon the experiences and content of Digital Information Technology so that a fundamental core of knowledge, skills, and attitudes required for today's business environment is established. Emphasis is placed on developing proficiency with computer skills, telephone skills, interpersonal skills, communication skills, conflict resolution, problem solving, stress management, and employability skills as tools for obtaining customer care positions.

CTE Standards and Benchmarks	
16.0	Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels. The student will be able to:
16.01	Discuss the communication process, including filters and miscommunication.
16.02	Communicate in a diverse environment.
16.03	Express ideas in a positive and confident manner.
16.04	Develop listening skills to determine customer needs.
16.05	Practice inflection, volume, clarity, intensity, and paraphrasing.
16.06	Use correct grammar and diction.
16.07	Demonstrate writing skills.
16.08	Demonstrate probing questions.
16.09	Use terminology specific to the customer care services environment.
16.10	Access reference materials.
16.11	Apply assertive service techniques.
17.0	Demonstrate procedures for customer care. The student will be able to:
17.01	Practice greeting the customer and using sales techniques.

CTE Standards and Benchmarks	
	17.02 Use the call handling process.
	17.03 Demonstrate and explore conflict resolution and de-escalation techniques.
	17.04 Practice closing a call.
18.0	Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance. The student will be able to:
	18.01 Apply appropriate mathematical processes relevant to the customer care services industry.
	18.02 Demonstrate knowledge of basic bookkeeping principles.
	18.03 Demonstrate proficiency using a ten-key pad.
	18.04 Reconcile reports.
	18.05 Recognize different types of customer numerical data.
19.0	Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. The student will be able to:
	19.01 Develop an employability plan related to job requirements and career expectations in the customer care services industry.
20.0	Participate in simulated work-based learning experiences. The student will be able to:
	20.01 Participate in simulated work-based learning experiences in a customer care services environment.
	20.02 Discuss the use of technology in a customer care services environment.
21.0	Demonstrate human relations and interpersonal skills necessary for customer care services. The student will be able to:
	21.01 Demonstrate an understanding of the importance of human relations in business.
	21.02 Exhibit the ability to get along with others and work as a member of a team.
	21.03 Communicate a positive image.
	21.04 Use effective time management skills.
	21.05 Demonstrate the ability to work with stressful situations.
	21.06 Exhibit a professional image.
	21.07 Demonstrate ethical standards of behavior.

CTE Standards and Benchmarks	
	21.08 Demonstrate the ethical use of customer profiles.
	21.09 Demonstrate initiative, courtesy, loyalty, honesty, and punctuality.
	21.10 Demonstrate flexibility on the job.
	21.11 Adhere to company policies and procedures.
	21.12 Demonstrate knowledge of right to privacy issues.
22.0	Perform problem solving activities relevant to customer care services. The student will be able to:
	22.01 Apply problem solving techniques when dealing with customers.
	22.02 Develop techniques to resolve conflicts.
23.0	Use oral and written communication skills in creating, expressing and interpreting information and ideas. The student will be able to:
	23.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.
	23.02 Locate, organize and reference written information from various sources.
	23.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.
	23.04 Interpret verbal and nonverbal cues/behaviors that enhance communication.
	23.05 Apply active listening skills to obtain and clarify information.
	23.06 Develop and interpret tables and charts to support written and oral communications.
	23.07 Exhibit public relations skills that aid in achieving customer satisfaction.
24.0	Develop communication skills and techniques relevant to customer care services. The student will be able to:
	24.01 Log in and out of a system. Practice logging incidents and service requirements.
	24.02 Apply call center vocabulary and practice using a common language.
	24.03 Listen and input information simultaneously.
	24.04 Identify different types of call centers.
	24.05 Gather customer information.

CTE Standards and Benchmarks	
25.0	Demonstrate an understanding of global concepts relevant to customer care services. The student will be able to:
25.01	Demonstrate an understanding of and respect for diversity in the workplace.
25.02	Apply knowledge of the global economy.
25.03	Apply knowledge of domestic and international time zones.
25.04	Demonstrate an understanding of gender, age, disability, and cultural courtesy.
25.05	Demonstrate an understanding of geography.
26.0	Perform technology applications relevant to customer care services. The student will be able to:
26.01	Keyboard by touch while communicating with customers.
26.02	Compose and retrieve e-mail messages.
26.03	Compose and retrieve voice mail messages.
26.04	Practice using tonality in communication and apply professionalism in written documentation.
26.05	Operate industry specific software.
26.06	Perform data entry operations.
26.07	Obtain and transmit customer information.
26.08	Perform basic computer operations.
26.09	Operate databases.
26.10	Access on-line help.
26.11	Use techniques to protect confidential messages that are transmitted electronically.
26.12	Access and add to existing electronic files.
27.0	Explain the importance of employability skill and entrepreneurship skills. The student will be able to:
27.01	Identify and demonstrate positive work behaviors needed to be employable.
27.02	Develop personal career plan that includes goals, objectives, and strategies.

CTE Standards and Benchmarks	
	27.03 Examine licensing, certification, and industry credentialing requirements.
	27.04 Maintain a career portfolio to document knowledge, skills, and experience.
	27.05 Evaluate and compare employment opportunities that match career goals.
	27.06 Identify and exhibit traits for retaining employment.
	27.07 Identify opportunities and research requirements for career advancement.
	27.08 Research the benefits of ongoing professional development.
	27.09 Examine and describe entrepreneurship opportunities as a career planning option.
28.0	Describe the importance of professional ethics and legal responsibilities. The student will be able to:
	28.01 Evaluate and justify decisions based on ethical reasoning.
	28.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies.
	28.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace.
	28.04 Interpret and explain written organizational policies and procedures.

Florida Department of Education
Student Performance Standards

Course Title: **Customer Assistance 2**
Course Number: **8218020**
Course Credit: **1**

Course Description:

This course is designed to build upon the experiences and content of Customer Assistance 1. Emphasis is placed on developing supervisory skills for customer care specialist positions.

CTE Standards and Benchmarks	
29.0	Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels. The student will be able to:
	29.01 Apply communication skills when monitoring the team.
	29.02 Compose reports.
	29.03 Exchange ideas in formal and informal settings.
30.0	Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. The student will be able to:
	30.01 Develop goals for customer care representatives.
	30.02 Coach and mentor customer care representatives.
	30.03 Assure productivity.
	30.04 Organize teams.
	30.05 Motivate teams.
	30.06 Oversee quality assurance in the delivery of services.
	30.07 Encourage team members to demonstrate initiative, courtesy, loyalty, honesty, and punctuality.
31.0	Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance. The student will be able to:
	31.01 Apply appropriate mathematical processes relevant to the customer care services industry.

CTE Standards and Benchmarks	
	31.02 Demonstrate proficiency using a ten-key pad.
	31.03 Reconcile reports.
	31.04 Recognize different types of customer numerical data.
	31.05 Apply basic bookkeeping principles.
	31.06 Interpret charts and graphs.
	31.07 Forecast, schedule, and track data.
32.0	Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. The student will be able to:
	32.01 Develop an employability plan related to job requirements and career expectations in the customer care services industry.
33.0	Participate in simulated work-based learning experiences. The student will be able to:
	33.01 Participate in simulated work-based learning experiences in a customer care services environment.
	33.02 Compare and contrast the software applications used in a customer care services environment.
	33.03 Discuss the supervisory/management skills needed in a customer care services environment.
34.0	Demonstrate human relations and interpersonal skills necessary for customer care services. The student will be able to:
	34.01 Demonstrate the skills necessary for advancement in the customer care services industry.
	34.02 Manage stress.
	34.03 Provide service to diverse groups.
	34.04 Apply courtesy within a diverse workplace.
	34.05 Apply courtesy within the customer base.
	34.06 Implement company policies and procedures.
	34.07 Prepare work schedules for a call center/department.
35.0	Perform problem solving activities relevant to customer care services. The student will be able to:
	35.01 Apply problem solving techniques when dealing with the team.

CTE Standards and Benchmarks	
	35.02 Track service breakdowns.
36.0	Develop communication skills and techniques relevant to customer care services. The student will be able to:
	36.01 Demonstrate an understanding of automated call distribution technology components.
	36.02 Operate automated call distribution technology.
	36.03 Monitor automated call distribution technology.
37.0	Perform technology applications relevant to customer care services. The student will be able to:
	37.01 Operate spreadsheet software.
	37.02 Access and research the Internet.
	37.03 Analyze situations in which technology can positively and negatively impact customer service.
	37.04 Implement techniques to protect confidential messages that are transmitted via technology.
	37.05 Read and correctly interpret data using call center statistical software.
38.0	Use information technology tools. The student will be able to:
	38.01 Use personal information management (PIM) applications to increase workplace efficiency.
	38.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail, and internet applications.
	38.03 Employ computer operations applications to access, create, manage, integrate, and store information.
	38.04 Employ collaborative/groupware applications to facilitate group work.
39.0	Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. The student will be able to:
	39.01 Employ leadership skills to accomplish organizational goals and objectives.
	39.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks.
	39.03 Conduct and participate in meetings to accomplish work tasks.
	39.04 Employ mentoring skills to inspire and teach others.
40.0	Solve problems using critical thinking skills, creativity and innovation. The student will be able to:

CTE Standards and Benchmarks	
	40.01 Employ critical thinking skills independently and in teams to solve problems and make decisions.
	40.02 Employ critical thinking and interpersonal skills to resolve conflicts.
	40.03 Identify and documents workplace performance goals and monitor progress toward those goals.
	40.04 Conduct technical research to gather information necessary for decision-making.
41.0	Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student will be able to:
	41.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments.
	41.02 Explain emergency procedures to follow in response to workplace accidents.
	41.03 Create a disaster and/or emergency response plan.
42.0	Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. The student will be able to:
	42.01 Describe the nature and types of business organizations.
	42.02 Explain the effect of key organizational systems on performance and quality.
	42.03 List and describe quality control systems and/or practices common to the workplace.
	42.04 Explain the impact of the global economy on business organizations.
43.0	Demonstrate money-management concepts, procedures and strategies. The student will be able to:
	43.01 Identify and describe the services and legal responsibilities of financial institutions.
	43.02 Describe the effect of money management on career goals.
	43.03 Develop a budget and financial goals.
	43.04 Complete financial instruments for making deposits and withdrawals.
	43.05 Maintain financial records.
	43.06 Read and reconcile financial statements.
	43.07 Research, compare and contrast investment opportunities.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

Career and Technical Student Organization (CTSO)

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Program Title: **Residential Property Management**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Secondary – Career Preparatory	
Program Number	8300600
CIP Number	0552150100
Grade Level	9-12
Program Length	4 credits
Teacher Certification	Refer to the **Program Structure** section.
CTSO	FBLA, BPA, SkillsUSA
SOC Codes (all applicable)	11-9141 – Property, Real Estate and Community Association Managers 11-1021 – General and Operations Managers 11-3011 – Administrative Service Managers
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management & Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management & Administration career cluster.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of four (4) credits.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary program structure:

Course Number	Course Title	Teacher Certification	Length	SOC Code	Level	Graduation Requirement
8207310	Digital Information Technology	DIT Teacher Certifications	1 credit	15-1151	2	CT
8300610	Residential Property Management 1	BUS ED 1 @2 BUS DP @7	1 credit	43-4051	2	CT
8300620	Residential Property Management 2		1 credit	11-1021	2	CT
8200420	Business Cooperative Education Organization and Management	ANY BUS ED w/TC COOP ED @7 BUS ED 1 @2 TC COOP ED @7 VOE @7	1 credit	NA	2	CT

(Graduation Requirement Codes: CT= Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA= Mathematics, PL= Personal Financial Literacy)

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

Digital Information Technology (8207310) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 15.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
02.0 Develop an awareness of microcomputers.
03.0 Demonstrate an understanding of networks.
04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
05.0 Use presentation applications to enhance communication skills.
06.0 Use spreadsheet applications to enhance communication skills.
07.0 Use database applications to store and organize data.
08.0 Use electronic mail to enhance communication skills.
09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
12.0 Develop awareness of computer languages, web-based and software applications, and emerging technologies.
13.0 Demonstrate an understanding of basic html by creating a simple web page.
14.0 Demonstrate comprehension and communication skills.
15.0 Use social media to enhance online communication and develop an awareness of a digital footprint.
16.0 Demonstrate knowledge of the residential property management function.
17.0 Identify and discuss legal and ethical issues related to residential property management.
18.0 Describe and evaluate best practices for residential property leasing and marketing.
19.0 Explain common practices and procedures for maintaining residential property.
20.0 Recommend appropriate risk management and safety protocol for residential property.
21.0 Demonstrate knowledge of the residential property management function.
22.0 Demonstrate effective business communication skills.
23.0 Demonstrate employability skills.
24.0 Perform designated job skills.
25.0 Demonstrate work ethics.

Florida Department of Education
Student Performance Standards

Course Title: **Digital Information Technology**
Course Number: **8207310**
Course Credit: **1**

Course Description:

This core course is designed to provide a basic overview of current business and information systems and trends, and to introduce students to fundamental skills required for today's business and academic environments. Emphasis is placed on developing fundamental computer skills. The intention of this course is to prepare students to be successful both personally and professionally in an information-based society. Digital Information Technology includes the exploration and use of: databases, the internet, spreadsheets, presentation applications, management of personal information and email, word processing and document manipulation, HTML, web page design, and the integration of these programs using software that meets industry standards.

Digital Information Technology (8207310) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit: Digital Information Technology (8207310).

Florida Department of Education
Student Performance Standards

Course Title: **Residential Property Management 1**
Course Number: **8300610**
Course Credit: **1**

This course is designed to develop competencies in business management, legal and ethical issues, marketing, maintaining residential property, and risk management. Students will identify and analyze the fundamentals of residential property management. The use of technology and development of communication skills is an integral part of this program.

CTE Standards and Benchmarks	
16.0	Demonstrate knowledge of the residential property management function. The student will be able to:
16.01	Identify terminology related to property management
16.02	Identify residential types and characteristics
16.03	Identify and describe forms of residential property management
16.04	Identify and describe methods and reasons for owning residential property
16.05	Identify investing entities
16.06	Describe investment performance, resident satisfaction, and legal and ethical adherence.
16.07	Describe employment structure for property managers, including fee-management, owner-management, and agency.
16.08	Identify and describe the 5 P's – People, Product, Promotion, Place, and Price
16.09	Describe and evaluate market, property, and financial conditions and prepare a "Management Plan."
16.10	Identify professional trade organizations that support residential property management - National Apartment Association (NAA), Institute of Real Estate Management (IREM), National Multifamily Housing Council (NMNC), and National Association of Residential Property Managers (NARPM).
17.0	Identify and discuss legal and ethical issues related to residential property management. The student will be able to:
17.01	Demonstrate an understanding of contractual relationships.
17.02	Identify the elements of an enforceable contract.
17.03	Differentiate among classes of contracts (e.g., bilateral and unilateral, express and implied, oral and written).

CTE Standards and Benchmarks	
17.04	Explain how offer and acceptance can create contractual rights and duties.
17.05	Determine whether an agreement is enforceable as a contract.
17.06	Differentiate among the ways that assent can be disrupted (e.g., fraud, non-disclosure, misrepresentation, mistake, duress, undue influence).
17.07	Define and distinguish among different types of consideration and list the exceptions to the requirements of consideration.
17.08	Identify people who lack contractual capacity.
17.09	List the ways a contract can be discharged.
17.10	Identify legislation that regulates employee rights (e.g., Americans with Disabilities Act, Age Discrimination in Employment Act, Family and Medical Leave Act).
17.11	Identify legislation that regulates employment conditions (e.g., Fair Labor Standards Act, Immigration Reform and Control Act, Occupational Safety and Health Act).
17.12	Differentiate between requirements for insurable interest for property insurance with those needed for life insurance.
17.13	Compare and contrast the different types of other insurance (e.g., property, liability, automobile, homeowners', disability, and marine).
18.0	Describe and evaluate best practices for residential property leasing and marketing. The student will be able to:
18.01	Define marketing and advertising.
18.02	Describe the role of marketing and advertising in effective property management.
18.03	Identify and evaluate property and market conditions.
18.04	Define and prepare a "Market Survey."
18.05	Identify protected classes and distinguish between discriminatory and non-discriminatory advertising, rental criteria, and leasing practices.
18.06	Discuss guidelines pertaining to requests for reasonable accommodations/modifications for persons with disability.
18.07	Discuss the direct relationship between effective leasing, occupancy levels, and property revenues.
18.08	Describe the effects of establishing rent schedules, concessions, and resident retention on financial performance.
18.09	Identify effective and ineffective marketing efforts.
18.10	Define the "Leasing Professional" position.

CTE Standards and Benchmarks	
	18.11 Identify best practices for marketing residential property.
	18.12 Define lease application and describe how they relate to a property's rental criteria.
	18.13 Define "Lease Expiration Matrix."
	18.14 Describe and prepare a lease, key, and move-in document.
	18.15 Describe a move-in inspection and develop a plan.
	18.16 Describe the lease renewal process and discuss resident communication methods.
19.0	Explain common practices and procedures for maintaining residential property. The students will be able to:
	19.01 Identify basic tools used for residential property management.
	19.02 Define contrast routine, corrective, and preventative maintenance.
	19.03 Describe the "service request" process.
	19.04 Identify routine property management maintenance practices.
	19.05 Discuss resident safety, efficient maintenance, and equipment and supply up-keep.
	19.06 Develop a preventative maintenance program plan.
	19.07 Explain inventory of maintenance supplies.
	19.08 Describe inspection protocol and explain how results are used to plan maintenance needs.
	19.09 Explain the procedure for assessing property conditions for adherence to quality standards and company policies.
	19.10 Define contractors and vendors and describe their role in effective property management.
	19.11 Define and discuss a "request for proposal (RPF)."
	19.12 Describe "Green" building practices.
	19.13 Discuss the importance of proper maintenance procedures in property management.
20.0	Recommend appropriate risk management and safety protocol for residential property. The student will be able to:
	20.01 Discuss federal laws that ensure workplace health, safety, security and privacy. Include: OSHA, Drug-free workplace Act, ADA, HIDAA, Sarbanes-Oxley Act.

CTE Standards and Benchmarks	
20.02	Investigate how to conduct a needs analysis to identify an organization's safety requirements. Discuss occupational injury and illness prevention and compensation and general health and safety practices.
20.03	Identify a return-to-work process after injury or illness to ensure a safe workplace. Include modified duty assignment, reasonable accommodations and medical exam.
20.04	Discuss how to develop workplace policies that protect employees and minimize organization's loss and liability. Include employer response, workplace violence and substance abuse and how to train workforce on security plans. Include organizational incident and emergency response plans, internal investigation and monitoring.
20.05	Make a business continuity and disaster plan that includes workforce training.
20.06	Develop policies and procedures for appropriate use of electronic media, including email, social media, web access, and use of hardware.
20.07	Develop internal and external privacy policies that discuss identity theft, data protection and workplace monitoring.
20.08	Develop procedures on workplace safety, health and security enforcement agencies. Include return to work procedures, workplace safety and security risks.
20.09	Identify employer and employee rights regarding substance abuse.
20.10	Plan for business continuity and disaster recovery plan (data storage and back up, alternative work conditions).
20.11	Discuss data integrity techniques and technology, including social media, monitoring software.
20.12	Discuss financial management practices, including procurement policies, credit and policies and expense management.

Florida Department of Education
Student Performance Standards

Course Title: **Residential Property Management 2**
Course Number: **8300620**
Course Credit: **1**

This course is designed to develop competencies in finance and accounting practices, human resource functions, business communication skills, and employability skills. Students will prepare for the workforce through experiential learning. Emphasis is placed on job readiness and career development.

CTE Standards and Benchmarks	
21.0	Demonstrate knowledge of the residential property management function. The student will be able to:
21.01	Identify residential property finance and accounting practices and calculate financial performance metrics
21.02	Explain the impact of the global economy on business organizations.
21.03	Develop an awareness of effective credit management.
21.04	Demonstrate the application of the full accounting cycle (including chart of accounts, use of t accounts, journalizing business transactions, posting of journal entries, preparation of trial balance, journalizing and posting of adjusting entries, journalizing and posting of post-closing entries, and preparation of an income statement, statement of owner's equity, and balance sheet).
21.05	Demonstrate proficiency in cash control procedures (including bank deposits, electronic fund transfers, all credit and debit transactions, bank reconciliations, proof of cash, petty cash, and journal entries related to all banking activities).
21.06	Identify and use communication technology in an accounting environment such as word processing and email.
21.07	Demonstrate proficiency in the use of spreadsheet and accounting software to maintain accounting records to include creating and manipulating both data and formulas, formatting data, securing data and presenting results visually (including charts and graphs).
21.08	Identify property income and expenses.
21.09	Describe before-tax cash flow potential of a real estate investment.
21.10	Prepare a cash flow pro forma.
21.11	Describe and evaluate operating budgets and income statements.
21.12	Describe capitalization rate and cash-on-cash return and explain how they are apply to residential property management.
21.13	Describe property invoices and the process for paying them.

CTE Standards and Benchmarks	
	21.14 Describe a Budget Variance Report and identify significant variances.
	21.15 Define “Physical Occupancy” and “Economic Occupancy” and identify their relevance in monitoring property performance.
22.0	Describe human resource functions and effective management practices related to residential property management. The student will be able to:
	22.01 Identify information relating to an organization’s internal operations and strategic development. Include discussion of finance, marketing and IT areas.
	22.02 Identify types of strategic relationships with key positions within an organization to impact organizational decision making.
	22.03 Develop strategies to manage change within the organization that balances the needs of the organization, employees and other stakeholders.
	22.04 Identify ways to develop and communicate organization’s core values and mission.
	22.05 Discuss enterprise risk management and identify policies that protect an organization from potential risk.
	22.06 Identify organization’s mission, vision, values, business goals, objectives, plans, and processes.
	22.07 Describe procedures to conduct job analysis to create and develop job descriptions and competencies.
	22.08 Identify, review, document and update examples of essential job functions for positions.
	22.09 Describe criteria for hiring, retraining, retaining and promoting based on job descriptions.
	22.10 Develop a strategy to select appropriate candidates for a position, including: applicant tracking, interviewing, reference and background checking. Investigate interviewing techniques.
	22.11 Practice developing, extending and negotiating job offers.
	22.12 Describe post offer employment responsibilities, including: employment agreements, 109 procedures, coordinating relocation and immigration.
	22.13 Develop orientation procedures for new and rehires.
	22.14 Develop and implement organizational exit for voluntary and involuntary terminations.
	22.15 Develop and implement an Affirmative Action Plan.
	22.16 Develop a record retention procedure for managing documents and employee files.
	22.17 Describe a coaching process for managers to effectively manage organizational talent.
	22.18 Identify federal laws and regulations that govern organization’s compensation and benefits programs. Include: FLSA, ERISA, FMLA, and USERRA.

CTE Standards and Benchmarks	
22.19	Identify steps to ensure human resource development activities meet federal laws and regulations.
22.20	Identify employee training programs (including leadership skills, harassment prevention, and IT skills) to improve individual and organizational effectiveness.
22.21	Describe performance management methods, including goal setting, relationships to compensation, job placements, and promotions.
22.22	Analyze techniques to assess training program effectiveness, including the use of applicable metrics, including participant surveys, pre and post testing.
23.0	Demonstrate effective business communication skills. The student will be able to:
23.01	Locate, comprehend and evaluate key elements of oral and written information.
23.02	Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary.
23.03	Present information formally and informally for specific purposes and audiences.
23.04	Deliver impromptu and planned speeches.
23.05	Communicate in a multicultural setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds).
23.06	Perform communication activities (e.g., receive calls, place calls, text, IM, gather and record information).
23.07	Project a positive impression in person and acknowledging the importance of making eye contact.
23.08	Function as a team member and participate in group discussions to identify and resolve problems.
23.09	Identify how team's effectiveness impacts company's profitability.
23.10	Organize and lead discussions.
23.11	Participate as a team leader and team member at meetings.
23.12	Answer questions in formal and information situations.
23.13	Use corporate business vocabulary appropriate for entry-level jobs and discuss appropriate use of slang communication and demonstrate understanding that slang is never appropriate in the business environment.
23.14	Locate, organize and interpret information obtained from various sources (e.g., business correspondence, professional articles, supporting graphic materials, manuals, computer printouts, electric sources).
23.15	Describe methods used by management to communicate with employees (e.g., formal and informal).
23.16	Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail and internet applications.

CTE Standards and Benchmarks	
	23.17 Employ computer operations applications to access, create, manage, integrate, and store information.
	23.18 Compare and contrast the legal procedures and processes for forming and dissolving various forms of business ownership (e.g., sole proprietorship associations, registered partnerships having limited liability, limited liability company, corporation, and franchise).
	23.19 Demonstrate an understanding of contractual relationships.
	23.20 Exhibit Resident Retention skills that aid in achieving customer service satisfaction.
24.0	Demonstrate employability skills. The student will be able to:
	24.01 Discuss the impact of time management practices on one's personal and professional image.
	24.02 Project professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
	24.03 Apply principles of group dynamics in structured activities.
	24.04 Exhibit a positive attitude and professional behavior.
	24.05 Participate in school, community, and/or volunteer activities.
	24.06 Demonstrate effective time management skills.
	24.07 Complete a resume and cover letter.
	24.08 Describe appropriate responses to feedback from supervisors.

Florida Department of Education
Student Performance Standards

Course Title: **Business Cooperative Education Organization and Management**
Course Number: **8200420**
Course Credit: **1**

Course Description:

This course provides Business Cooperative Education students with a common class that can be used to reinforce and provide additional competencies in their selected Business Management & Administration program. Curriculum may include maintaining job related forms and instruction in subjects related to the specific job that the student is performing.

For this internship, the rules, guidelines, and requirements are specified in the Florida Department of Education Cooperative Education Manual.

CTE Standards and Benchmarks	
25.0	Perform designated job skills. The student will be able to:
25.01	Perform tasks as outlined in the training plan.
25.02	Demonstrate job performance skills.
25.03	Demonstrate safety procedures on the job.
25.04	Maintain appropriate records.
25.05	Attain an acceptable level of productivity.
25.06	Demonstrate appropriate dress and grooming habits.
26.0	Demonstrate work ethics. The student will be able to:
26.01	Follow directions.
26.02	Demonstrate good human relations skills on the job.
26.03	Demonstrate good work habits.
26.04	Demonstrate acceptable business ethics.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org .

Career and Technical Student Organization (CTSO)

Future Business Leaders of America (FBLA), Business Professionals of America (BPA), SkillsUSA are the co-curricular career and technical student organization for providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Program Title: **Business Management and Analysis**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Secondary – Career Preparatory	
Program Number	8301100
CIP Number	0552070110
Grade Level	9-12
Standard Length	6 credits
Teacher Certification	Refer to the **Program Structure** section.
CTSO	FBLA, BPA, DECA, SkillsUSA
SOC Codes (all applicable)	11-1021 – General and Operations Managers 15-1151 – Computer User Support Specialists 11-3121 – Human Resources Manager 13-1111 – Management Analysts
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant

technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to communication skills, forms of business ownership and organizational structures, supervisory/management functions and skills, accounting concepts and practices, business law concepts, leadership skills, business ethics, governmental regulations, human resources and management issues, financial and data analysis, database development and queries, and career development.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of six (6) credits.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary program structure:

Course Number	Course Title	Teacher Certification	Length	SOC Code	Level	Graduation Requirement
8207310	Digital Information Technology	DIT Teacher Certifications	1 credit	15-1151	2	CT
8215120	Business and Entrepreneurial Principles	ACCTING @ 7 7 G BUS ED 1 @2 MANAG SUPV 7 G	1 credit	11-1021	3	CT
8203310	Accounting Applications I	ACCTING @ 7 7 G BANK FINC @7 7G BOOKKEEPIN @4 @7 7 G BUS ED 1 @2 MANAG SUPV 7 G MKTG 1 @2 MKTG MGMT 7G TC COOP ED @7 VOE @7	1 credit		3	CT
8301110	Management and Human Resources	ACCTING @ 7 7 G BUS ED 1 @2 MANAG SUPV 7 G	1 credit	11-3121	3	CT
8301120	Business Analysis		1 credit	13-1111	3	CT
8215130	Legal Aspects of Business	ACCTING @ 7 7 G BUS ED 1 @2 CLERICAL @7 7 G MANAG SUPV 7 G SECRETAR 7 G TC COOP ED @7 VOE @7	1 credit	11-1021	3	CT

(Graduation Requirement Codes: CT= Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA= Mathematics, PL= Personal Financial Literacy)

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

Digital Information Technology (8207310) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 15.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
02.0 Develop an awareness of microcomputers.
03.0 Demonstrate an understanding of networks.
04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
05.0 Use presentation applications to enhance communication skills.
06.0 Use spreadsheet applications to enhance communication skills.
07.0 Use database applications to store and organize data.
08.0 Use electronic mail to enhance communication skills.
09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate competence using computer networks, internet, and online databases to facilitate collaborative or individual learning and communication.
12.0 Develop awareness of computer languages, web-based & software applications, and emerging technologies.
13.0 Demonstrate an understanding of basic html by creating a simple web page.
14.0 Demonstrate comprehension and communication skills.
15.0 Use social media to enhance online communication and develop an awareness of a digital footprint.
16.0 Demonstrate and apply oral and written communication skills in creating, expressing, and interpreting information and ideas in a personal and professional manner.
17.0 Use technology to enhance the effectiveness of communications to accomplish job objectives and enhance workplace performance.
18.0 Analyze current and emerging trends to determine potential impact on career and job objectives and workplace performance.
19.0 Demonstrate an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
20.0 Practice quality time management in the learning environment and the workplace.
21.0 Solve problems using critical thinking skills, creativity, and innovation.
22.0 Demonstrate mathematics knowledge and financial planning strategies and skills.
23.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
24.0 Justify the need to gain and maintain competitive advantage.
25.0 Perform human resources management activities.
26.0 Analyze the impact and relationship of government regulations and community involvement on business management decisions.
27.0 Create a business plan (e.g., start-up, expansion, lean business model).
28.0 Describe accounting management functions and organizational structures as they relate to today's workplace and employer/employee roles.

29.0 Practice quality performance in the learning environment and the workplace.
30.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring personal and business situations.
31.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
32.0 Apply accounting principles and concepts to the performance of accounting activities.
33.0 Participate in work-based learning experiences in class or online.
34.0 Describe how formulating policies and guiding the change process supports the organization's mission and strategic goals.
35.0 Research and explain how evaluating organizational effectiveness contributes to the overall strength of the business.
36.0 Describe how sourcing and recruitment planning are important to the organization's ability to achieve goals and objectives.
37.0 Explore and discuss how hiring and retention planning are critical to organizational success.
38.0 Research and develop tools and programs that support employee training and professional development.
39.0 Research and evaluate compensation and benefits programs and their impact on organizational goals, objectives, and values.
40.0 Explore the manner and importance of maintaining relationships and working conditions to balance employer and employee needs and rights in support of organizational goals and objectives.
41.0 Evaluate how to provide a safe and secure work environment that protects the organization from liability.
42.0 Research the roles and working relationships of a business analyst and project manager and describe key deliverables of the business analysis process.
43.0 Evaluate business and financial information to support internal decision-making.
44.0 Demonstrate fundamental techniques and methods used in the analysis of computerized business activities, including information requirements and resources, as well as the impact on business decisions.
45.0 Describe the implications of professional values, ethics, and attitudes in business.
46.0 Demonstrate an understanding of business law concepts.
47.0 Demonstrate an understanding of different types of insurance.
48.0 Practice quality performance in the workplace.

Florida Department of Education
Student Performance Standards

Course Title: **Digital Information Technology**
Course Number: **8207310**
Course Credit: **1**

Course Description:

This core course is designed to provide a basic overview of current business and information systems and trends, and to introduce students to fundamental skills required for today's business and academic environments. Emphasis is placed on developing fundamental computer skills. The intention of this course is to prepare students to be successful both personally and professionally in an information-based society. Digital Information Technology includes the exploration and use of: databases, the internet, spreadsheets, presentation applications, management of personal information and email, word processing and document manipulation, HTML, web page design, and the integration of these programs using software that meets industry standards.

Digital Information Technology (8207310) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit: Digital Information Technology (8207310).

Florida Department of Education
Student Performance Standards

Course Title: **Business and Entrepreneurial Principles**
Course Number: **8215120**
Course Credit: **1**

Course Description:

This course is designed to provide an introduction to business organization, management, and entrepreneurial principles. Topics include communication skills, various forms of business ownership and organizational structures, supervisory/management skills, leadership skills, human resources management activities, business ethics, and cultural diversity. Emphasis is placed on job readiness and career development. The use of computers is an integral part of this program.

CTE Standards and Benchmarks	
16.0	Demonstrate and apply oral and written communication skills in creating, expressing, and interpreting information and ideas in a personal and professional manner. The student will be able to:
16.01	Communicate in a diverse and flexible setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds).
16.02	Project a positive impression in person and acknowledge the importance of making eye contact.
16.03	Organize and lead team, board, or department discussions.
16.04	Demonstrate and apply active listening techniques and overcome major barriers to listening to obtain and clarify information.
16.05	Identify relevant information in oral communications.
16.06	Interpret and give examples of verbal and nonverbal cues/behaviors that enhance communication in various cultures.
16.07	Demonstrate an understanding of the importance of establishing and maintaining a work-related network through social contacts and discuss how to use business-oriented social networking.
16.08	Design, develop, and deliver formal and informal presentations to engage and inform diverse audiences.
17.0	Use technology to enhance the effectiveness of communications to accomplish job objectives and enhance workplace performance. The student will be able to:
17.01	Compose and create business communications appropriate for specific audiences.
17.02	Revise business documents and e-mails to ensure they are clear, correct, concise, complete, consistent, and courteous.
18.0	Analyze current and emerging trends and determine potential impact on career and job objectives and workplace performance. The student will be able to:

CTE Standards and Benchmarks	
	18.01 Identify and analyze changing trends in the marketplace.
19.0	Demonstrate an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. The student will be able to:
	19.01 Define and identify the different levels of management.
	19.02 Identify and define the various forms of business ownership (e.g., sole proprietorships, partnerships, corporations) and other organizational structures (e.g., nonprofit organizations, governmental agencies).
	19.03 Analyze organizational charts and discuss how various supervisory/management positions fit into the organizational structure.
	19.04 Define the entrepreneurial mindset (e.g., opportunity, recognition, risk, and reward) and discuss its importance to the global economy.
20.0	Practice quality time management in the learning environment and the workplace. The student will be able to:
	20.01 Discuss the importance of time management, both professional and personal, including the consequences of poor time management skills.
	20.02 Perform a personal time management analysis.
21.0	Solve problems using critical thinking skills, creativity, and innovation. The student will be able to:
	21.01 Employ critical thinking skills independently and in teams to solve problems and make decisions.
	21.02 Employ critical thinking and interpersonal skills to resolve conflicts.
	21.03 Identify and document workplace performance goals and monitor progress toward those goals.
	21.04 Conduct technical research to gather information necessary for decision-making.
22.0	Demonstrate mathematics knowledge and financial planning strategies and skills. The student will be able to:
	22.01 Demonstrate knowledge of arithmetic operations.
	22.02 Analyze and apply data and measurements to solve problems and interpret documents.
	22.03 Construct charts/tables/graphs using functions and data.
	22.04 Describe the importance of financial statements.
23.0	Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. The student will be able to:
	23.01 Identify career paths in managerial leadership and small business environments.

CTE Standards and Benchmarks	
	23.02 Participate in work-based learning experiences in a managerial leadership or small business environment.
	23.03 Demonstrate the use of technology in a managerial leadership or small business environment.
	23.04 Compare and contrast software applications used in a managerial leadership or small business environment.
	23.05 Develop an understanding of the integral value of a customer and practice the skills required to provide excellent customer service.
24.0	Justify the need to gain and maintain competitive advantage. The student will be able to:
	24.01 Identify ways in which businesses compete. (e.g., quality, service, status, price).
	24.02 Define market share.
	24.03 Identify various forms of competition (e.g., pure competition, oligopoly, monopolistic competition, monopoly).
25.0	Perform human resources management activities. The student will be able to:
	25.01 Identify the benefits of professional staff development (e.g., workshops, conferences, course work, membership in professional associations).
	25.02 Explain, create, and perform employee evaluations; describe the procedures used in the evaluation process, and identify the consequences of positive or negative performance appraisals.
	25.03 Describe and research current legislation affecting the workplace and discuss the impact on businesses (e.g., affirmative action, right to privacy, drug testing, sexual harassment, safety).
	25.04 Identify employee benefits (e.g., insurance plans, retirement plans; payroll deductions for savings bonds, cafeteria plans, 401K plans) and describe the proposal process of acquiring and negotiating benefits.
	25.05 Describe methods used to compensate employees (e.g., minimum wage, wages, salary, commission). Describe the methods to negotiate employee compensation and the role of benchmark surveys.
	25.06 Define “downsizing” and explain why it occurs and the impact of reducing workforce size.
26.0	Analyze the impact and relationship of government regulations and community involvement on business management decisions. The student will be able to:
	26.01 Explain how tax policies, licensure requirements, and governmental regulations affect a business.
	26.02 Identify ways companies can help their communities (e.g., jobs, taxes, contributions to community projects).
27.0	Create a business plan (e.g., startup, expansion, lean business model). The student will be able to:
	27.01 Identify factors of strategic planning and define the role of strategic planning in a business industry.
	27.02 Define the purpose of a business plan and describe the major components included in a business plan.

CTE Standards and Benchmarks
27.03 Define the marketing concept and explain its impact on consumers.
27.04 Identify and describe examples of diverse marketing activities.

Florida Department of Education
Student Performance Standards

Course Title: **Accounting Applications 1**
Course Number: **8203310**
Course Credit: **1**

Course Description:

This course emphasizes double-entry accounting; methods and principles of recording business transactions; the preparation of various documents used in recording income, expenses, acquisition of assets, incurrence of liabilities, and changes in equity; and the preparation of financial statements. The use of computers and appropriate software is required.

CTE Standards and Benchmarks	
28.0	Describe management functions and organizational structures as they relate to today's workplace and employer/employee roles. The student will be able to:
28.01	Describe how accounting departments work within and across organizations.
28.02	Describe the roles and responsibilities of employees within the organization of a small, medium, or large accounting department (including the CFO, controller, accounting manager, accounts payable and receivable coordinator, payroll administrator, bookkeeper, and credit and collection manager).
28.03	Compare and contrast various parts of business ownership (e.g., sole proprietorships, partnerships, corporations) and other organizational structures (e.g., non-profit organizations, government agencies).
28.04	List the advantages and disadvantages of each form of business ownership.
29.0	Practice quality performance in the learning environment and the workplace. The student will be able to:
29.01	Perform tasks accurately, completely, and with attention to detail consistently.
29.02	Think critically and make informed decisions.
30.0	Apply mathematical operations and processes as well as financial planning strategies to commonly occurring personal and business situations. The student will be able to:
30.01	Develop an awareness of effective credit management.
30.02	Prepare and analyze a personal budget.
31.0	Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. The student will be able to:
31.01	Analyze job and career requirements and relate career interests to opportunities in accounting occupations in the global economy.

CTE Standards and Benchmarks	
32.0	Apply accounting principles and concepts to the performance of accounting activities. The student will be able to:
32.01	Demonstrate the application of the full accounting cycle (including chart of accounts, use of t accounts, journalizing business transactions, posting of journal entries, preparation of trial balance, journalizing and posting of adjusting entries, journalizing and posting of post-closing entries, and preparation of an income statement, statement of owner's equity, and balance sheet).
33.0	Participate in work-based learning experiences in class or online. The student will be able to:
33.01	Apply accounting principles in an accounting environment.
33.02	Explore the use of technology in an accounting environment.
33.03	Complete a work-based simulation.

Florida Department of Education
Student Performance Standards

Course Title: **Management and Human Resources**
Course Number: **8301110**
Course Credit: **1**

Course Description:

This course explores the reach and impact of managing people, one of the most important resources of an organization. Students are required to perform higher-level strategic thinking. Topics include; management policy development, evaluating organizational effectiveness, sourcing and recruitment, hiring and retention planning, employee training, performance appraisals, compensation and benefit programs, maintaining working conditions, and providing a safe working environment.

CTE Standards and Benchmarks	
34.0	Describe how formulating policies and guiding the change process supports the organization's mission and strategic goals. The student will be able to:
34.01	Identify information relating to an organization's internal operations and strategic development. Include a discussion of finance, marketing, and IT areas.
34.02	Identify information from outside the organization including reference to the general business environment, industry practices, technology advancements, economy, labor force, legal and regulatory environment.
34.03	Identify types of strategic relationships with key positions within an organization to impact organizational decision-making.
34.04	Identify important alliances with key people outside an organization to support strategic growth (e.g., community partnerships).
34.05	Develop strategies to manage change within the organization that balance the needs of the organization, employees, and other stakeholders.
34.06	Identify ways to develop and communicate the organization's core values and mission.
34.07	Demonstrate how organizations create mission statements and goals that represent their company's core.
35.0	Research and explain how evaluating organizational effectiveness contributes to the overall strength of the business. The student will be able to:
35.01	Explain how data describing employee salary projections and related costs support the organization's general budget.
35.02	Identify cost-benefit analysis factors utilized during the life cycle of a business, including growth scenarios, anticipated scenarios, economic stress, worst-case scenarios, and their impact on net worth and earnings.
35.03	Describe business concepts, including competitive advantage, organizational branding, business case development, and corporate responsibility.
36.0	Describe how sourcing and recruitment planning are important to the organization's ability to achieve goals and objectives. The student will

CTE Standards and Benchmarks	
	be able to:
36.01	Describe the importance and manner in which workforce planning and employment activities need to comply with applicable federal laws and regulations, including Title VII, ADA, EEOC, and Uniform Guidelines on Employee Selection Procedures, Immigration Reform and Control Act.
36.02	Identify workforce requirements needed to achieve an organization's strategic goals and objectives including corporate recruiting, workforce expansion, and reduction.
36.03	Discuss costs/hire, selection ratios, and adverse impact.
36.04	Evaluate the impact of compensation and benefits on recruitment and retention.
36.05	Describe procedures to conduct job analysis to create and develop job descriptions and competencies.
36.06	Identify, review, document, and update examples of essential job functions for positions.
36.07	Describe criteria for hiring, retraining, retaining, and promoting based on job descriptions.
36.08	Investigate labor market resources that influence an organization's ability to satisfy workforce requirements.
36.09	Describe how to assess internal and external workforce skills to determine the availability of qualified candidates including skills testing, inventory, and workforce demographics.
36.10	Identify and describe internal and external recruitment resources including employee referrals, diversity groups, and social media.
36.11	Develop performance appraisal processes.
37.0	Explore and discuss how hiring and retention planning are critical to organizational success. The student will be able to:
37.01	Develop a strategy to select appropriate candidates for a position including applicant tracking, interviewing, reference, and background checking.
37.02	Explore interviewing techniques.
37.03	Practice developing, extending, and negotiating job offers.
37.04	Describe post offer employment responsibilities, including employment agreements, 109 procedures, coordinating relocation, and immigration.
37.05	Develop orientation procedures for new and rehires.
37.06	Develop and implement organizational exit procedures for voluntary and involuntary terminations.
37.07	Develop and implement an Affirmative Action Plan.

CTE Standards and Benchmarks	
	37.08 Develop a record retention procedure for managing documents and employee files.
	37.09 Describe a coaching process for managers to effectively manage organizational talent.
38.0	Research and develop tools and programs that support employee training and professional development. The student will be able to:
	38.01 Identify steps to ensure human resource development activities meet federal laws and regulations.
	38.02 Describe an effective needs assessment that establishes priorities for HR development.
	38.03 Identify employee training programs including leadership skills, harassment prevention, and IT skills to improve individual and organizational effectiveness.
	38.04 Plan and evaluate performance appraisal processes.
	38.05 Describe coaching to managers and executives regarding the management of organizational talent.
	38.06 Describe career and leadership development theories and their applications, including succession planning and dual career ladders.
39.0	Research and evaluate compensation and benefits programs and their impact on organizational goals, objectives, and values. The student will be able to:
	39.01 Identify federal laws and regulations that govern the organization's compensation and benefits programs including FLSA, ERISA, FMLA, and USERRA.
	39.02 Evaluate compensation policies, including pay structures, performance-based pay, internal and external equity. Investigate related budgeting and accounting practices and related fiduciary responsibilities.
	39.03 Describe how compensation and benefits programs are developed, managed, updated, and evaluated including health and welfare, wellness, retirement, and stock purchase.
40.0	Explore the manner and importance of maintaining relationships and working conditions to balance employer and employee needs and rights in support of organizational goals and objectives. The student will be able to:
	40.01 Discuss federal laws affecting employment in union and non-union environments including laws regarding antidiscrimination policies, sexual harassment, labor relations, and privacy. Include a discussion of WARN, Act, Title VII, and NLRA.
	40.02 Discuss how to analyze organizational climate by surveying employees including focus groups, employee surveys, and staff meetings.
	40.03 Analyze employee relations programs that promote a positive organizational culture through employee recognition, special events, and diversity programs.
	40.04 Evaluate the effectiveness of employee relations programs through metrics using exit interviews, employee surveys, and turnover rates.
	40.05 Discuss employee involvement strategies including employee management activities.
	40.06 Discuss workplace policies and procedures including employee handbooks, reference guides, operating procedures, individual employment rights and practices, employment at will, negligent hiring, defamation, and unfair labor practices.

CTE Standards and Benchmarks	
40.07	Research effective discipline policies based on organizational code of conduct and ethics while considering disparate impact and include a review of workplace behavior issues, such as absenteeism and performance improvement.
40.08	Create a termination process that addresses, workforce attrition, policy violations, and poor performance with consideration of disparate impact.
40.09	Evaluate grievance and dispute resolution, performance improvement policies including legal disciplinary procedures and techniques for investigating unbiased investigations.
40.10	Discuss how to resolve employee complaints filed with federal agencies regarding employment practices and working conditions as well as how to work with legal counsel and mediation and arbitration specialists.
40.11	Discuss how to participate in collective bargaining activities, including contract negotiations, costing, and administration.
41.0	Evaluate how to provide a safe and secure work environment that protects the organization from liability. The student will be able to:
41.01	Discuss federal laws that ensure workplace health, safety, security, and privacy including OSHA, Drug-free Workplace Act, ADA, HIPPA, and the Sarbanes-Oxley Act.
41.02	Develop policies and procedures for the appropriate use of electronic media, including email, social media, web access, and use of hardware.
41.03	Develop internal and external privacy policies that discuss identity theft, data protection, and workplace monitoring.
41.04	Develop procedures for workplace safety, health, and security enforcement agencies. Include return to work procedures, workplace safety, and security risks.
41.05	Identify employer and employee rights regarding substance abuse.
41.06	Plan for business continuity and disaster recovery plan (e.g., data storage and backup, alternative work conditions).
41.07	Discuss data integrity techniques and technology, including social media and monitoring software.

Florida Department of Education
Student Performance Standards

Course Title: **Business Analysis**
Course Number: **8301120**
Course Credit: **1**

Course Description:

This course is designed to provide a higher level of understanding of business systems, accounting concepts, working with financial information, data analysis skills, managing business information with appropriate software, requirements analysis of information systems, data modeling, and database management.

CTE Standards and Benchmarks	
42.0	Research the roles and working relationships of a business analyst and project manager and describe key deliverables of the business analysis process. The student will be able to:
42.01	Prepare a discovery, or elicitation plan to address a data project life cycle.
42.02	Analyze requirements using data and modeling techniques.
42.03	Identify project variables and planning time frames.
42.04	Write specific, step-by-step requirement statements.
42.05	Develop a test plan that includes verification and validation techniques and case diagrams.
42.06	Identify project costs and benefits including ROI and break-even analysis.
42.07	Develop a risk assessment for the project.
43.0	Evaluate business and financial information to support internal decision-making. The student will be able to:
43.01	Identify and apply fundamentals of managerial accounting.
43.02	Analyze data to evaluate alternatives in making short-run and capital budget decisions.
43.03	Calculate and use break-even analysis and other related topics to make unstructured business decisions.
43.04	Evaluate customer and product/service profitability.
43.05	Prepare business plans, budgets, and forecasts to support the management process.

CTE Standards and Benchmarks	
	43.06 Evaluate the performance of an organization, its processes, and its people.
44.0	Demonstrate fundamental techniques and methods used in the analysis of computerized business activities, including information requirements and resources as well as the impact on business decisions. The student will be able to:
	44.01 Describe data warehousing concepts and business applications.
	44.02 Model business analysis using online analytical processing (OLAP), where data is interactively analyzed using multidimensional data from multiple perspectives.
	44.03 Develop business reports using visualization and predictive analytics.
	44.04 Describe data, text, and web mining concepts and their business applications including benefits and expectations.
	44.05 Identify business efforts affected by data mining and the types of benefits they experience including retail and consumer sales, marketing, fraud, health care applications, medical diagnostics, e-commerce, media, accounting, banking, credit, and customer service.
45.0	Describe the implications of professional values, ethics, and attitudes in business. The student will be able to:
	45.01 Identify the appropriate use of employer property.
	45.02 Describe the role of confidentiality in business.
	45.03 Identify the importance of making decisions that are based on ethical reasoning and describe the personal and long-term consequences of unethical choices in the workplace including legal responsibilities.
	45.04 Recognize different personality styles and how to interact effectively with them in the workplace.
	45.05 Discuss how values and attitudes influence behavior.

Florida Department of Education
Student Performance Standards

Course Title: **Legal Aspects of Business**
Course Number: **8215130**
Course Credit: **1**

Course Description:

This course is designed to provide an introduction to the legal aspects of business. Topics include business law concepts, forms of business ownership, insurance awareness, governmental regulations, management functions, human resources management issues, and career development. The use of computers is an integral part of this program.

CTE Standards and Benchmarks	
46.0	Demonstrate an understanding of business law concepts. The student will be able to:
46.01	Demonstrate an understanding of contractual relationships.
46.02	Identify the elements of an enforceable contract.
46.03	Differentiate among classes of contracts (e.g., bilateral and unilateral, express and implied, oral and written).
46.04	Explain how offer and acceptance can create contractual rights and duties.
46.05	Determine whether an agreement is enforceable as a contract.
46.06	Differentiate among the ways that assent can be disrupted (e.g., fraud, non-disclosure, misrepresentation, mistake, duress, undue influence).
46.07	Define and distinguish among different types of consideration and list the exceptions to the requirements of consideration.
46.08	Identify people who lack contractual capacity.
46.09	Explain a minor’s right to avoid a contract.
46.10	Describe the rules that apply to the interpretation of contracts.
46.11	Describe the rules that apply to contracts involving third parties.
46.12	List the ways a contract can be discharged.
46.13	Describe breach of contract and the remedies available when a contract is breached.

CTE Standards and Benchmarks	
46.14	Define an agency relationship and list the ways that agency relationships may be created.
46.15	Discuss potential problems with signing employment contracts.
46.16	Determine questions that can and cannot be asked during an employment interview.
46.17	Determine which employees or applicants may be asked to participate in employee testing (e.g., aptitude, psychological, polygraph, and drug).
46.18	Identify legislation that regulates employee rights (e.g., Americans with Disabilities Act, Age Discrimination in Employment Act, Family and Medical Leave Act).
46.19	Identify legislation that regulates employment conditions (e.g., Fair Labor Standards Act, Immigration Reform and Control Act, Occupational Safety and Health Act).
46.20	Define key terms in computer law.
46.21	Identify circumstances under which the copyright of a computer program has been violated.
46.22	Describe the various kinds of federal, state, territory, and province statutes designed to combat computer crime and how regulations can be used to prevent the use of computers to invade privacy.
46.23	Describe the purposes of various consumer laws and explain their effect on the consumer's well-being.
46.24	Describe how local businesses can be a source of consumer assistance and identify consumer organizations, businesses, and governmental agencies that provide consumer assistance.
46.25	Differentiate among the various types of consumer fraud and explain steps that can be taken by victims to gain redress.
46.26	Distinguish fraudulent, misleading, and legitimate product claims and explain what the consumer should do if such claims lead to the purchase of a faulty product.
47.0	Demonstrate an understanding of different types of insurance. The student will be able to:
47.01	Differentiate between requirements for insurable interest for property insurance with those needed for life insurance.
47.02	Compare and contrast the different types of life insurance (e.g., ordinary, limited payment, endowment, and term).
47.03	Compare and contrast the different types of other insurance (e.g., property, liability, automobile, homeowners, disability, and marine).
47.04	Compare and contrast the differences in health insurance coverage.
47.05	Demonstrate an understanding of professional liability (i.e., malpractice) coverage.
48.0	Practice quality performance in the workplace. The student will be able to:

CTE Standards and Benchmarks	
48.01	Discuss the impact of one's personal and professional image.
48.02	Project professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
48.03	Exhibit a positive attitude and professional behavior.
48.04	Participate in school, community, and/or volunteer activities.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

Career and Technical Student Organization (CTSO)

Future Business Leaders of America (FBLA), Business Professionals of America (BPA), Florida DECA (DECA), and SkillsUSA are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 Plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Program Title: **Accounting Applications**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Secondary – Career Preparatory	
Program Number	8302100
CIP Number	0552030220
Grade Level	9-12
Program Length	4 credit
Teacher Certification	Refer to the **Program Structure** section.
CTSO	FBLA, BPA
SOC Codes (all applicable)	15-1151 – Computer User Support Specialist 43-3031 -- Bookkeeping, Accounting and Auditing Clerks
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers such as an Information Technology Assistant, Accounting Clerk, Accounting Associate, and Accounting Assistant in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupationally-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to double-entry accounting principles; methods of recording business transactions; preparation and analysis of various documents and financial statements; payroll records and tax forms; accounting control systems; account and transaction analysis; inventory methods; the aging process; depreciation; and the application of accounting principles to various entities.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of four (4) credits.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary program structure:

Course Number	Course Title	Teacher Certification	Length	SOC Code	Level	Graduation Requirement
8207310	Digital Information Technology	DIT Teacher Certifications	1 credit	15-1151	2	CT
8203310	Accounting Applications 1	ACCTING @7 7 G BANK FINC @7 7G BOOKKEEPIN @4 @7 7 G BUS ED 1 @2 MANAG SUPV 7 G MKTG 1 @2 MKTG MGMT 7G TC COOP ED @7 VOE @7	1 credit	43-3031	3	CT
8203320	Accounting Applications 2	ACCTING @7 7 G BOOKKEEPIN @4 @7 7 G BUS ED 1 @2 TC COOP ED @7 VOE @7	1 credit		3	CT
8203330	Accounting Applications 3		1 credit		3	CT

(Graduation Requirement Codes: CT= Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA= Mathematics, PL= Personal Financial Literacy)

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

Digital Information Technology (8207310) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 15.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
02.0 Develop an awareness of microcomputers.
03.0 Demonstrate an understanding of networks.
04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
05.0 Use presentation applications to enhance communication skills.
06.0 Use spreadsheet applications to enhance communication skills.
07.0 Use database applications to store and organize data.
08.0 Use electronic mail to enhance communication skills.
09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
12.0 Develop awareness of computer languages, web-based and software applications, and emerging technologies.
13.0 Demonstrate an understanding of basic html by creating a simple web page.
14.0 Demonstrate comprehension and communication skills.
15.0 Use social media to enhance online communication and develop an awareness of a digital footprint.
16.0 Describe management functions and organizational structures as they relate to today's workplace and employer/employee roles.
17.0 Practice quality performance in the learning environment and the workplace.
18.0 Exhibit customer service skills.
19.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring personal and business situations.
20.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
21.0 Apply accounting principles and concepts to the performance of accounting activities.
22.0 Apply accounting principles and concepts using appropriate technology.
23.0 Analyze and explain organizational forms as they relate to today's workplace.
24.0 Demonstrate skills for accounting work-based learning experiences.
25.0 Apply accounting principles and concepts to the performance of accounting activities.
26.0 Describe the importance of professional ethics and legal responsibilities.
27.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
28.0 Solve problems using critical thinking skills, creativity and innovation.
29.0 Use information technology tools.

30.0 Describe the importance of professional ethics and legal responsibilities.
31.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
32.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance.
33.0 Participate in work-based learning experiences.
34.0 Apply accounting principles and concepts to the performance of accounting activities.
35.0 Apply accounting principles and concepts using appropriate technology.
36.0 Explain the importance of employability skills.
37.0 Demonstrate personal money-management concepts, procedures, and strategies.
38.0 Apply the decision-making process to personal and family financial choices.
39.0 Analyze the use of consumer credit.

Florida Department of Education
Student Performance Standards

Course Title: **Digital Information Technology**
Course Number: **8207310**
Course Credit: **1**

Course Description:

This core course is designed to provide a basic overview of current business and information systems and trends, and to introduce students to fundamental skills required for today's business and academic environments. Emphasis is placed on developing fundamental computer skills. The intention of this course is to prepare students to be successful both personally and professionally in an information-based society. Digital Information Technology includes the exploration and use of: databases, the internet, spreadsheets, presentation applications, management of personal information and email, word processing and document manipulation, HTML, web page design, and the integration of these programs using software that meets industry standards.

Digital Information Technology (8207310) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit: Digital Information Technology (8207310).

Florida Department of Education
Student Performance Standards

Course Title: **Accounting Applications 1**
Course Number: **8203310**
Course Credit: **1**

Course Description:

This course emphasizes double-entry accounting; methods and principles of recording business transactions; the preparation of various documents used in recording income, expenses, acquisition of assets, incurrence of liabilities, and changes in equity; and the preparation of financial statements. The use of computers and appropriate software is required.

CTE Standards and Benchmarks	
16.0	Describe management functions and organizational structures as they relate to today's workplace and employer/employee roles. The student will be able to:
16.01	Describe how accounting departments work within and across organizations.
16.02	Describe the roles and responsibilities of employees within the organization of a small, medium, or large accounting department (including the CFO, controller, accounting manager, accounts payable and receivable coordinator, payroll administrator, bookkeeper and credit and collection manager).
16.03	Explain the impact of the global economy on business organizations.
17.0	Practice quality performance in the learning environment and the workplace. The student will be able to:
17.01	Apply appropriate organizational skills to manage time and resources.
17.02	Perform tasks accurately, completely, and with attention to detail on a consistent basis.
17.03	Think critically and make informed decisions.
17.04	Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
17.05	Follow accepted rules, regulations, policies and workplace safety.
18.0	Exhibit customer service skills. The student will be able to:
18.01	Listen and identify customer's needs and concerns.
18.02	Model appropriate ways to problem solve with customers in various situations.

CTE Standards and Benchmarks	
	18.03 Model proper business etiquette (including introductions, phone etiquette, dining, networking, marketing, online services and community service).
	18.04 Develop a personal and work ethic (including punctuality, use of company's technology, and loyalty to company, distinction between personal and business tasks).
	18.05 Develop and articulate a personal and business code of ethical behavior.
19.0	Apply mathematical operations and processes as well as financial planning strategies to commonly occurring personal and business situations. The student will be able to:
	19.01 Develop an awareness of effective credit management.
	19.02 Prepare and analyze a personal budget.
20.0	Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. The student will be able to:
	20.01 Analyze job and career requirements and relate career interests to opportunities in accounting occupations in the global economy.
21.0	Apply accounting principles and concepts to the performance of accounting activities. The student will be able to:
	21.01 Demonstrate the application of the full accounting cycle (including chart of accounts, use of t accounts, journalizing business transactions, posting of journal entries, preparation of trial balance, journalizing and posting of adjusting entries, journalizing and posting of post-closing entries, and preparation of an income statement, statement of owner's equity, and balance sheet).
	21.02 Demonstrate proficiency in cash control procedures (including bank deposits, electronic fund transfers, all credit and debit transactions, bank reconciliations, proof of cash, petty cash, and journal entries related to all banking activities).
	21.03 Use source documents to prepare and analyze transactions (including invoices, cash receipts, sales slips, credit memos, vendor statements, purchase orders, and packing slips).
	21.04 Use payroll records to prepare and analyze transactions (including maintaining payroll records to include: employee time processing procedures, payroll checks, a payroll register, employee earnings record, employer payroll taxes (to include tax forms and all associated journal entries).
	21.05 Analyze transactions for accuracy and prepare appropriate correcting entries.
	21.06 Understand the purpose of financial accounting and the users of financial information.
22.0	Apply accounting principles and concepts using appropriate technology. The student will be able to:
	22.01 Identify and use communication technology in an accounting environment such as word processing and email.
	22.02 Demonstrate proficiency in the use of spreadsheet and accounting software to maintain accounting records to include creating and manipulating both data and formulas, formatting data, securing data and presenting results visually (including charts and graphs).

Florida Department of Education
Student Performance Standards

Course Title: **Accounting Applications 2**
Course Number: **8203320**
Course Credit: **1**

Course Description:

This course is designed to continue the study of accounting principles. The content includes voucher systems, cash receipts, petty cash, payroll records, and internal control systems. The use of computers is required.

CTE Standards and Benchmarks	
22.0	Analyze and explain organizational forms as they relate to today's workplace. The student will be able to:
22.01	Develop a working knowledge of individual income tax procedures and requirements to comply with tax laws and regulations.
22.02	Compare and contrast the various forms of business ownership (e.g., sole proprietorships, partnerships, corporations) and other organizational structures (e.g., nonprofit organizations, government agencies).
22.03	List the advantages and disadvantages of each form of business ownership.
23.0	Demonstrate skills for accounting work-based learning experiences. The student will be able to:
23.01	Apply accounting principles in an accounting environment.
23.02	Use technology in an accounting environment.
23.03	Complete a work-based simulation.
24.0	Apply accounting principles and concepts to the performance of accounting activities. The student will be able to:
24.01	Identify and describe generally accepted accounting principles (GAAP), explain how the application of GAAP impacts the recording of financial transactions, and the preparation of financial statements. Discuss the move to International Financial Reporting Standards (IFRS).
24.02	Identify tax forms (e.g., personal, payroll, sales) necessary for compliance with local, state and federal agencies.
24.03	Describe an internal control system.
24.04	Apply accounting concepts to corporations and other business entities.
24.05	Compare and contrast the cost of merchandise inventory using various inventory valuation methods (including LIFO, FIFO, and weighted average).

CTE Standards and Benchmarks	
	24.06 Determine the aging of accounts receivable and a computation of allowance for doubtful accounts using the various methods.
	24.07 Determine the aging of accounts payable.
	24.08 Compute depreciation using Financial Accounting Standards Board (FASB) regulations and record the associated journal entries.
25.0	Describe the importance of professional ethics and legal responsibilities. The student will be able to:
	25.01 Evaluate and justify decisions based on ethical reasoning.
	25.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies.
	25.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace.
	25.04 Interpret and explain written organizational policies and procedures, including discrimination, whistleblowing, and sexual harassment.
26.0	Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. The student will be able to:
	26.01 Employ leadership skills to accomplish organizational goals and objectives.
	26.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks.
	26.03 Conduct and participate in meetings to accomplish work tasks.
	26.04 Employ mentoring skills to inspire and teach others.

Florida Department of Education
Student Performance Standards

Course Title: **Accounting Applications 3**
Course Number: **8203330**
Course Credit: **1**

Course Description:

This course continues the study of accounting principles and applies those principles to various entities. The content includes methods for determining the cost of merchandise inventory, general ledger account analysis, and the aging process. The use of computers is required.

CTE Standards and Benchmarks	
27.0	Solve problems using critical thinking skills, creativity and innovation. The student will be able to:
27.01	Employ critical thinking skills independently and in teams to solve problems and make decisions.
27.02	Employ critical thinking and interpersonal skills to resolve conflicts.
27.03	Identify and document workplace performance goals and monitor progress toward those goals.
27.04	Conduct technical research to gather information necessary for decision-making.
27.05	Gather information, extract key elements, analyze the impact of the data, and develop an appropriate solution.
28.0	Use information technology tools. The student will be able to:
28.01	Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail, and internet applications.
28.02	Employ computer operations applications to access, create, manage, integrate, and store information.
28.03	Employ collaborative/groupware application to facilitate group work.
29.0	Describe the importance of professional ethics and legal responsibilities. The student will be able to:
29.01	Evaluate and justify decisions based on ethical reasoning.
29.02	Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies.
29.03	Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace.
29.04	Interpret and explain written organizational policies and procedures.

CTE Standards and Benchmarks	
30.0	Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. The student will be able to:
	30.01 Develop and implement a plan for maintaining quality service and production in an accounting environment.
31.0	Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance. The student will be able to:
	31.01 Apply appropriate mathematical processes to accounting applications.
32.0	Participate in work-based learning experiences. The student will be able to:
	32.01 Participate in work-based learning experiences in an accounting environment.
	32.02 Discuss the application of accounting principles in an accounting environment.
	32.03 Compare and contrast the software applications used in an accounting environment.
	32.04 Discuss the management/supervisory skills needed in an accounting environment.
33.0	Apply accounting principles and concepts to the performance of accounting activities. The student will be able to:
	33.01 Analyze financial statement items to make informed business decisions.
	33.02 Develop an awareness of managerial and cost accounting methods (including the job costing process, break - even analysis, budgeting, and internal reporting).
34.0	Apply accounting principles and concepts using appropriate technology. The student will be able to:
	34.01 Select and use appropriate spreadsheet and accounting software to maintain accounting records.
	34.02 Compare and contrast accounting application software.
35.0	Explain the importance of employability skills. The student will be able to:
	35.01 Identify and demonstrate skills needed to be employable (e.g., teamwork, time management, listening, and observation skills).
	35.02 Examine licensing, certification, and industry credentialing requirements.
	35.03 Research the benefits of ongoing professional development.
36.0	Demonstrate personal money-management concepts, procedures, and strategies. The student will be able to:
	36.01 Identify and describe the services and legal responsibilities of financial institutions.

CTE Standards and Benchmarks	
	36.02 Describe the effect of money management on personal and career goals.
	36.03 Develop a personal budget and financial goals.
	36.04 Complete financial instruments for making deposits and withdrawals.
	36.05 Maintain financial records.
	36.06 Read and reconcile financial statements.
	36.07 Research, compare and contrast investment opportunities.
37.0	Apply the decision-making process to personal and family financial choices. The student will be able to:
	37.01 Discuss the importance of taking responsibility for personal financial decisions.
	37.02 Apply the decision-making process to making consumer choices.
	37.03 Explain how limited personal financial resources affect the choices people make.
	37.04 Describe how shared decision-making regarding expenditures works in a family setting.
	37.05 Explain the interrelationship of time, energy, and money to achieving personal and family goals.
	37.06 Identify why there are dual income families and the advantages and disadvantages they provide to the family.
	37.07 Describe various ways in which families manage their money.
38.0	Analyze the use of consumer credit. The student will be able to:
	38.01 Explain why consumer credit is important to business and consumers in today's economy.
	38.02 Compare sources of consumer credit.
	38.03 Analyze the benefits and cost of consumer credit.
	38.04 Explain factors that affect credit worthiness and determine one's credit score.
	38.05 Identify ways to avoid or correct credit problems.
	38.06 Locate and understand sources of assistance if one experiences credit problems.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

Career and Technical Student Organization (CTSO)

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Program Title: **Court Reporting Technology**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Secondary – Career Preparatory	
Program Number	8306100
CIP Number	0522030309
Grade Level	9-12
Program Length	5 credits
Teacher Certification	Refer to the **Program Structure** section.
CTSO	FBLA, BPA
SOC Codes (all applicable)	23-2091 – Court Reporters
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers such as court reporters, scopists, and transcriptionists in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to use the steno writer to record examination proceedings, testimony, judicial opinion, judge's charge to jury, judgment or sentence of court, or other proceedings. Instruction includes specialized terminology and procedures used in the legal, medical, industry, insurance, and governmental fields as well as skills for recording multiple-voice. The content prepares persons to use stenographic skills to record speakers in addition to the preparation of transcripts. Concepts of legal, medical, and related industries are included in this program so that students may function effectively.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of five (5) credits.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary program structure:

Course Number	Course Title	Teacher Certification	Length	SOC Code	Level	Graduation Requirement
8207310	Digital Information Technology **OR**	DIT Teacher Certifications	1 credit	23-2091	2	CT
8306110	Fundamentals of Court Reporting	BUS ED 1 @2 SECRETAR 7 G TC COOP ED @7 VOE @7	1 credit		2	CT
8200230	Court Reporting Technology 1		1 credit		2	CT
8200240	Court Reporting Technology 2		1 credit		2	CT
8200250	Court Reporting Technology 3		1 credit		2	CT
8200260	Court Reporting Technology 4		1 credit		2	CT

(Graduation Requirement Codes: CT= Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA= Mathematics, PL= Personal Financial Literacy)

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

Digital Information Technology (8207310) is an optional course in this and other programs within the Business Management & Administration Career Cluster. The standards associated with this course are listed first (01.0 – 15.0).

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
02.0 Develop an awareness of microcomputers.
03.0 Demonstrate an understanding of networks.
04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
05.0 Use presentation applications to enhance communication skills.
06.0 Use spreadsheet applications to enhance communication skills.
07.0 Use database applications to store and organize data.
08.0 Use electronic mail to enhance communication skills.
09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
12.0 Develop awareness of computer languages, web-based and software applications, and emerging technologies.
13.0 Demonstrate an understanding of basic html by creating a simple web page.
14.0 Demonstrate comprehension and communication skills.
15.0 Use social media to enhance online communication and develop an awareness of a digital footprint.

OR

01.0 Perform e-mail activities.
02.0 Use computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
03.0 Demonstrate knowledge of legal principles and terminology.
04.0 Demonstrate employability skills.
05.0 Demonstrate mathematics knowledge and skills.
06.0 Demonstrate language arts knowledge and skills.

And

07.0 Demonstrate comprehension and communication skills.
08.0 Perform stenographic skills.
09.0 Demonstrate knowledge of computer/information systems.

10.0 Perform stenographic skills.
11.0 Perform oral and written communication activities.
12.0 Demonstrate knowledge of computer/information systems.
13.0 Perform stenographic skills.
14.0 Perform oral and written communication activities.
15.0 Perform stenographic skills.
16.0 Perform oral and written communication activities.
17.0 Demonstrate knowledge of computer/information systems.
18.0 Participate in work-based learning activities.

Florida Department of Education
Student Performance Standards

Course Title: **Digital Information Technology**
Course Number: **8207310**
Course Credit: **1**

Course Description:

This core course is designed to provide a basic overview of current business and information systems and trends, and to introduce students to fundamental skills required for today's business and academic environments. Emphasis is placed on developing fundamental computer skills. The intention of this course is to prepare students to be successful both personally and professionally in an information-based society. Digital Information Technology includes the exploration and use of: databases, the internet, spreadsheets, presentation applications, management of personal information and email, word processing and document manipulation, HTML, web page design, and the integration of these programs using software that meets industry standards.

Digital Information Technology (8207310) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit: Digital Information Technology (8207310).

Florida Department of Education
Student Performance Standards

Course Title: **Fundamentals of Court Reporting**
Course Number: **8306110**
Course Credit: **1**

CTE Standards and Benchmarks	
01.0	Perform e-mail activities. The student will be able to:
01.01	Describe and perform e-mail capabilities and functions. Create and send messages, manage signature and automated messages. Save, send, schedule, and manage junk mail, e-mail and spam. Configure message sensitivity, security and delivery options.
01.02	Use the Internet to perform e-mail activities, including: attaching external files, saving e-mail attachments, viewing mailbox details, establishing appointments, creating contact groups, and sending a meeting to a contact group to communicate in the workplace.
01.03	Adhere to cyber safety practices regarding Internet searches, email, chat rooms, and other social network websites.
02.0	Use computer networks, internet and online databases to facilitate collaborative or individual learning and communication. The student will be able to:
02.01	Demonstrate how to connect to the Internet and use appropriate Internet protocol.
02.02	Demonstrate proficiency using basic features of GUI browsers, including: bookmarks, basic configurations, e-mail configurations, and address books.
02.03	Configure appropriate browser security configurations.
02.04	Demonstrate proficiency using search engines and search tools.
03.0	Demonstrate knowledge of legal principles and terminology. The student will be able to:
03.01	Research basic legal terms.
03.02	Identify and define legal and Latin terminologies.
03.03	Identify basic legal concepts including civil and criminal law.
03.04	Explain the various court systems.
03.05	Explain the judicial system, including discovery, trial, hearings, administrative, and appellate processes.
03.06	Explain the legislative, executive, and governmental processes.
03.07	Demonstrate knowledge of various methods of researching legal citations including the use of current technology.

CTE Standards and Benchmarks	
04.0	Demonstrate employability skills. The student will be able to:
04.01	Complete application forms.
04.02	Compose and create resumes.
04.03	Compose and create application letters.
04.04	Demonstrate appropriate job interview skills.
04.05	Demonstrate appropriate dress and grooming.
04.06	Conduct a job search.
04.07	Identify or demonstrate appropriate responses to criticism from employer, supervisor, or other employees.
04.08	Identify and demonstrate acceptable work habits.
04.09	Demonstrate knowledge of how to make job changes appropriately.
04.10	Demonstrate knowledge of the "Florida Right-To-Know Law" as recorded in Florida Statutes Chapter 442.
05.0	Demonstrate mathematics knowledge and skills. The student will be able to:
05.01	Demonstrate knowledge of arithmetic operations.
05.02	Perform mathematical calculations on the calculator and/or computer.
06.0	Demonstrate language arts knowledge and skills. The student will be able to:
06.01	Locate, comprehend and evaluate key elements of oral and written information.
06.02	Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary.
06.03	Apply basic and advanced rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts.

Florida Department of Education
Student Performance Standards

Course Title: **Court Reporting Technology 1**
Course Number: **8200230**
Course Credit: **1**

Course Description:

This course is designed to introduce and familiarize students with the role of official and freelance court reporters, scopists, transcriptionists and captioners as well as provide introductory training utilizing the steno writer for real-time conflict-free theory. Included will be an awareness of various fields and careers available in the court reporting profession.

CTE Standards and Benchmarks	
07.0	Demonstrate comprehension and communication skills. The student will be able to:
07.01	Read and comprehend technical and non-technical reading assignments related to course content, including, books, magazines and electronic sources.
07.02	Use appropriate vocabulary.
08.0	Perform stenographic skills. The student will be able to:
08.01	Write the spoken word contained for the assigned real-time translation of theory lessons with punctuation, speed and accuracy on a steno writer.
08.02	Read back from steno notes, computer screens, or steno writers distinctly and with authority.
08.03	Use proper spelling in all transcriptions.
08.04	Analyze stenographic notes and transcription techniques.
08.05	Continue development of speed and accuracy writing real-time translation theory on a steno writer.
09.0	Demonstrate knowledge of computer/information systems. The student will be able to:
09.01	Perform care and maintenance of basic computer hardware.
09.02	Install and remove software from a computer.
09.03	Setup a real-time system.

Florida Department of Education
Student Performance Standards

Course Title: **Court Reporting Technology 2**
Course Number: **8200240**
Course Credit: **1**

Course Description:

This course is designed to provide a foundation in the competencies necessary to complete the skills related to the occupation of court reporting. Competencies mastered in this course will provide the student with the skills necessary to continue in the court reporting profession for a scopist career. Students will learn how to write machine shorthand theory while simultaneously working on academic competencies for this course.

CTE Standards and Benchmarks	
10.0	Perform stenographic skills. The student will be able to:
10.01	Write the spoken word contained for the assigned real-time translation of theory lessons with punctuation, speed and accuracy on a steno writer.
10.02	Read back from plated and student's own steno notes, computer screens, or steno writers distinctly and with authority.
10.03	Use proper spelling in all transcriptions.
10.04	Analyze stenographic notes and transcription techniques.
10.05	Continue development of speed and accuracy writing real-time translation theory on a steno writer.
11.0	Perform oral and written communication activities. The student will be able to:
11.01	Apply rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts.
11.02	Use appropriate vocabulary.
12.0	Demonstrate knowledge of computer/information systems. The student will be able to:
12.01	Demonstrate proficiency of a computer-aided transcription (CAT) system.
12.02	Perform data and dictionary archival.

Florida Department of Education
Student Performance Standards

Course Title: **Court Reporting Technology 3**
Course Number: **8200250**
Course Credit: **1**

Course Description:

This course builds upon the competencies necessary to complete the skills related to the occupation of court reporting. Competencies mastered in this course will provide the student with the skills necessary to continue in the court reporting profession for a transcriptionist career. Students will continue to build speed and accuracy on the steno machine while demonstrating knowledge of the court and legal system.

CTE Standards and Benchmarks	
13.0	Perform stenographic skills. The student will be able to:
13.01	Write the spoken word contained for the assigned real-time translation of theory lessons with punctuation, speed and accuracy on a steno writer.
13.02	Read back from plated and student's own steno notes, computer screens, or steno writers distinctly and with authority.
13.03	Analyze stenographic notes and transcription techniques.
13.04	Continue development of speed and accuracy writing real-time translation theory on a steno writer.
14.0	Perform oral and written communication activities. The student will be able to:
14.01	Apply rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts.
14.02	Use appropriate vocabulary.

Florida Department of Education
Student Performance Standards

Course Title: **Court Reporting Technology 4**
Course Number: **8200260**
Course Credit: **1**

Course Description:

This course builds upon the competencies necessary to complete the skills related to the occupation of court reporting. Competencies mastered in this course will provide the student with the skills necessary to continue in the court reporting profession for a transcriptionist career. Students will continue to build speed and accuracy on the steno machine while demonstrating knowledge of the court and legal system.

CTE Standards and Benchmarks	
15.0	Perform stenographic skills. The student will be able to:
15.01	Write the spoken word contained for the assigned real-time translation theory lessons with punctuation with speed and accuracy on a steno writer.
15.02	Read back from plated and student's own steno notes, computer screens, or steno writers distinctly and with authority.
15.03	Analyze stenographic notes and transcription techniques.
15.04	Continue development of speed and accuracy writing real-time translation of theory lessons on a steno writer.
16.0	Perform oral and written communication activities. The student will be able to:
16.01	Apply rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts.
16.02	Use appropriate vocabulary.
17.0	Demonstrate knowledge of computer/information systems. The student will be able to:
17.01	Assume the role of the Court Reporting Technologist in the production of documents.
17.02	Perform data and dictionary archival.
18.0	Participate in work-based learning activities. The student will be able to:
18.01	Participate in work-based learning experiences as a Court Reporting Technologist.
18.02	Identify appropriate reference sources used in transcript preparation including the Internet and the CR forum.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org .

Career and Technical Student Organization (CTSO)

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Program Title: **Legal Administrative Specialist**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Secondary – Career Preparatory	
Program Number	8306200
CIP Number	0522030105
Grade Level	9-12
Program Length	5 credits
Teacher Certification	Refer to the **Program Structure** section.
CTSO	FBLA, BPA
SOC Codes (all applicable)	15-1151 – Computer User Support Specialists 43-4171 – Receptionists and Information Clerks 43-6011 – Executive Secretaries and Administrative Assistants 43-6012 – Legal Secretaries
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers as an Information Technology Assistant, Front Desk Specialist, Administrative Support, and Legal Administrative Specialist in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to the use of technology to develop communications skills, higher level thinking skills, and decision making skills; legal terminology; the performance of office procedures specific to the legal environment; transcription of legal documents from machine dictation; the production of quality work in an efficient manner using advanced features of business software applications; research of job opportunities; and the production of high quality employment portfolios and job-seeking documents.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of five (5) credits.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary program structure:

Course Number	Course Title	Teacher Certification	Length	SOC Code	Level	Graduation Requirement
8207310	Digital Information Technology	DIT Teacher Certifications	1 credit	15-1151	2	CT
8215130	Legal Aspects of Business	ACCTING @ 7 7 G BUS ED 1 @2 CLERICAL @7 7 G MANAG SUPV 7 G SECRETAR 7 G TC COOP ED @7 VOE @7	1 credit	43-6011	3	CT
8306210	Legal Studies 1	BUS ED 1 @2 CLERICAL @7 7 G SECRETAR 7 G MANAG SUPV 7 G TC COOP ED @7 VOE @7	1 credit	43-6012	2	CT
8306220	Legal Studies 2		1 credit		2	CT
8306230	Legal Studies 3		1 credit		2	CT

(Graduation Requirement Codes: CT= Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA= Mathematics, PL= Personal Financial Literacy)

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

Digital Information Technology (8207310) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 15.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
02.0 Develop an awareness of microcomputers.
03.0 Demonstrate an understanding of networks.
04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
05.0 Use presentation applications to enhance communication skills.
06.0 Use spreadsheet applications to enhance communication skills.
07.0 Use database applications to store and organize data.
08.0 Use electronic mail to enhance communication skills.
09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
12.0 Develop awareness of computer languages, web-based and software applications, and emerging technologies.
13.0 Demonstrate an understanding of basic html by creating a simple web page.
14.0 Demonstrate comprehension and communication skills.
15.0 Use social media to enhance online communication and develop an awareness of a digital footprint.
16.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing.
17.0 Participate in work-based learning experiences.
18.0 Demonstrate an understanding of business law concepts.
19.0 Demonstrate an understanding of different types of insurance.
20.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
21.0 Practice quality performance in the learning environment and the workplace.
22.0 Apply appropriate supervision techniques, standards of personal ethics, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance.
23.0 Participate in work-based learning experiences in a legal office.
24.0 Apply professional oral and written communication skills in a courteous, concise, and correct manner.
25.0 Understand the basics of laws in the United States.
26.0 Describe court systems and trial processes.
27.0 Understand the different types of alternative dispute resolution.
28.0 Demonstrate courtroom demeanor and participate in a mock trial.

29.0 Discuss the juvenile justice system.
30.0 Discuss constitutional and criminal laws at the federal, state, and local levels.
31.0 Describe and explain the various steps of the criminal justice process.
32.0 Demonstrate knowledge of individual rights and liberties.
33.0 Participate in simulated work-based learning experiences in a legal administrative setting.
34.0 Apply professional oral and written communication skills in a courteous, concise, and correct manner.
35.0 Solve problems using critical thinking skills, creativity and innovation and by interpreting information and ideas.
36.0 Develop an awareness of the relevant legal administrative industry certification requirements, rules, and guidelines.
37.0 Demonstrate employability skills.
38.0 Demonstrate knowledge of the ethical and professional standards of the legal assistant.
39.0 Demonstrate basic knowledge of tort law.
40.0 Demonstrate knowledge of family law, rules, and procedures.
41.0 Perform legal office functions and responsibilities to accomplish job objectives and enhance workplace performance.
42.0 Use technology to increase legal office support productivity and enhance workplace performance.
43.0 Participate in simulated work-based learning experiences in a legal administrative setting.
44.0 Apply professional oral and written communication skills in a courteous, concise, and correct manner.
45.0 Solve problems using critical thinking skills, creativity and innovation and by interpreting information and ideas.
46.0 Demonstrate knowledge of legal operating systems.
47.0 Develop an awareness of the industry certification requirements, rules, and guidelines.
48.0 Demonstrate employability skills.
49.0 Demonstrate comprehension and communication of legal knowledge skills.
50.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.

Florida Department of Education
Student Performance Standards

Course Title: **Digital Information Technology**
Course Number: **8207310**
Course Credit: **1**

Course Description:

This core course is designed to provide a basic overview of current business and information systems and trends, and to introduce students to fundamental skills required for today's business and academic environments. Emphasis is placed on developing fundamental computer skills. The intention of this course is to prepare students to be successful both personally and professionally in an information-based society. Digital Information Technology includes the exploration and use of databases, the internet, spreadsheets, presentation applications, management of personal information and email, word processing and document manipulation, HTML, web page design, and the integration of these programs using software that meets industry standards.

Digital Information Technology (8207310) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit: Digital Information Technology (8207310).

Florida Department of Education
Student Performance Standards

Course Title: **Legal Aspects of Business**
Course Number: **8215130**
Course Credit: **1**

Course Description:

This course is designed to introduce the legal aspects of business. Topics include business law concepts, forms of business ownership, insurance awareness, governmental regulations, management functions, human resources management issues, and career development. The use of computers is an integral part of this program.

CTE Standards and Benchmarks	
16.0	Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. The student will be able to:
16.01	Demonstrate an understanding of the importance of establishing and maintaining a work-related network through social contacts.
16.02	Use appropriate etiquette and manners.
17.0	Participate in work-based learning experiences. The student will be able to:
17.01	Participate in work-based learning experiences in a supervisory, management, or small business environment.
17.02	Discuss the use of technology in a supervisory, management, or small business environment.
17.03	Compare and contrast software applications used in a supervisory, management, or small business environment.
18.0	Demonstrate an understanding of business law concepts. The student will be able to:
18.01	Demonstrate an understanding of contractual relationships.
18.02	Identify the elements of an enforceable contract.
18.03	Differentiate among classes of contracts.
18.04	Identify contractual capacity requirements.
18.05	Discuss potential problems with signing employment contracts.
18.06	Explain valid employment interview questions and valid employment testing requirements.
18.07	Identify legislation that regulates employee rights.

CTE Standards and Benchmarks	
	18.08 Identify legislation that regulates employment conditions.
	18.09 Define key terms in law.
	18.10 Identify key intellectual property requirements and statues relating to unauthorized access to computer resources.
	18.11 Describe the purposes of various consumer laws and explain their effect on the consumer's well-being.
	18.12 Describe how local businesses can be a source of consumer assistance and identify consumer organizations, businesses, and governmental agencies that provide consumer assistance.
	18.13 Differentiate among the various types of consumer fraud and explain steps that can be taken by victims to gain redress.
	18.14 Distinguish fraudulent, misleading, and legitimate product claims and explain what the consumer should do if such claims lead to the purchase of a faulty product.
	18.15 Identify documents and terms related to wills, trusts, and probate.
19.0	Demonstrate an understanding of different types of insurance. The student will be able to:
	19.01 Differentiate between requirements for insurable interest for property insurance with the requirements needed for life insurance.
	19.02 Compare and contrast the different types of life insurance.
	19.03 Compare and contrast the different types of other insurance
	19.04 Compare and contrast the differences in health insurance coverage.
	19.05 Demonstrate an understanding of professional liability coverage.
20.0	Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. The student will be able to:
	20.01 Compare and contrast the legal procedures and processes for forming and dissolving various forms of business ownership.
21.0	Practice quality performance in the learning environment and the workplace. The student will be able to:
	21.01 Discuss the impact of time management practices on one's personal and professional image.
22.0	Apply appropriate supervision techniques, standards of personal ethics, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance. The student will be able to:
	22.01 Project professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
	22.02 Apply principles of group dynamics in structured activities.
	22.03 Exhibit a positive attitude and professional behavior.

CTE Standards and Benchmarks
22.04 Participate in school, community, and/or volunteer activities.

Florida Department of Education
Student Performance Standards

Course Title: **Legal Studies 1**
Course Number: **8306210**
Course Credit: **1**

Course Description:

This course is designed to assist with administrative office duties and procedures specific to the legal environment. The course explores and expands the competencies learned in Administrative Office Technology 1 and promotes application of higher-level office procedures tasks and communication skills.

CTE Standards and Benchmarks	
23.0	Participate in work-based learning experiences in a legal office. The student will be able to:
23.01	Participate in work-based learning experiences in a legal office environment.
23.02	Discuss the use of technology in a legal office environment.
24.0	Apply professional oral and written communication skills in a courteous, concise, and correct manner. The student will be able to:
24.01	Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.
24.02	Locate, organize and reference written information from various sources.
24.03	Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.
24.04	Apply active listening skills to obtain and clarify information.
24.05	Exhibit public relations skills that aid in achieving client satisfaction.
24.06	Integrate all forms of communication.
24.07	Discuss the need to use professional demeanor in business communications.
25.0	Understand the basics of laws in the United States. The student will be able to:
25.01	Explain several reasons for having laws.
25.02	Explain why the rule of law is important to a democratic society.

CTE Standards and Benchmarks	
	25.03 Give examples of how laws reflect economic, moral, political, and social values.
	25.04 Analyze a case in order to explore the relationship between law and morality.
	25.05 Distinguish between the two major groups of laws: criminal and civil.
	25.06 Describe the difference between misdemeanors and felonies.
	25.07 Identify how powers of the executive, legislative, and judicial branches are separated by the Constitution.
	25.08 Give examples of how each of the three branches of government check and balance the other two.
	25.09 Describe how judicial review can be used to interpret the Constitution and protect individual rights.
	25.10 Explain how the principle of limited government is reflected in the Bill of Rights and in our system of federalism.
	25.11 Describe how and why constitutions may be amended.
26.0	Describe court systems and trial processes. The student will be able to:
	26.01 Describe the Federal court system.
	26.02 Describe the Florida court system.
	26.03 Describe the Pre-trial, trial, and post-trial processes.
	26.04 Describe the roles and responsibilities of judges, juries, defense attorneys, prosecutors, and plaintiffs in a trial.
	26.05 Describe the warrant and summons processes.
	26.06 Explain how to notify witnesses and defendants of court schedules.
	26.07 Describe the conditions under which a case can be appealed to higher courts.
	26.08 Distinguish among and explain the functions of majority, concurring, and dissenting opinions.
	26.09 Identify and explain the supremacy clause of the Constitution.
	26.10 Describe the benefits of having the courts follow precedent and adhere to stare decisis.
	26.11 Describe the process for appealing cases to the Supreme Court.
	26.12 Explain the types of cases that are likely to be granted certiorari by the Supreme Court.

CTE Standards and Benchmarks	
	26.13 Demonstrate courtroom demeanor and participate in a mock trial.
27.0	Understand the different types of alternative dispute resolution. The student will be able to:
	27.01 List, describe, and distinguish among the three most common methods for settling disputes out of court.
	27.02 Analyze disputes in order to determine which method parties should use to resolve a conflict.
	27.03 Identify different steps to take to resolve a dispute through negotiation and through mediation.
28.0	Demonstrate courtroom demeanor and participate in a mock trial. The student will be able to:
	28.01 Understand the steps in a jury trial.
	28.02 Describe the different burdens of proof in a civil trial and a criminal trial.
	28.03 Understand the different roles of people in a jury trial.
	28.04 Identify and apply Cross and Direct examinations and differentiate between them.
	28.05 Understand and apply the difference between opening statements and closing arguments.
	28.06 Demonstrate understanding of the facts and laws relevant to case law.
29.0	Discuss the juvenile justice system. The student will be able to:
	29.01 Identify the programs and agencies within the juvenile justice system and their roles and responsibilities.
	29.02 Discuss Florida’s juvenile court system, including procedures and alternative programs.
	29.03 Discuss the juvenile corrections system, including alternative programs.
	29.04 Analyze current trends in juvenile justice.
30.0	Discuss constitutional and criminal laws at the federal, state, and local levels. The student will be able to:
	30.01 Discuss how political, moral, and economic concerns lead to the development of laws.
	30.02 Distinguish between state and federal laws.
	30.03 Differentiate between, and identify elements of, civil and criminal law.
	30.04 Describe criminal law procedures in Florida.

CTE Standards and Benchmarks	
	30.05 Name the three elements of a guilty state of mind.
	30.06 Describe the difference between motive and state of mind.
	30.07 Identify an example of a strict liability offense.
	30.08 Explain how a strict liability offense differs from other crimes.
	30.09 Describe the elements of a crime and the requirements prosecutors face in proving guilt.
	30.10 Explain how a single act can be tried in both a criminal and civil court.
	30.11 Distinguish between and describe the parties to crimes.
	30.12 Describe and give examples of crimes of omission.
	30.13 Explain the purpose or function of criminalizing certain behaviors that occur before a crime is committed.
	30.14 List and describe the types of preliminary crimes.
	30.15 Define the different types of crimes against the person.
	30.16 Differentiate between the different types of homicide.
	30.17 Define the different types of crimes against property.
	30.18 State what a prosecutor must prove for a conviction to occur in a criminal case.
	30.19 Describe circumstances under which the law recognizes the right of a person to use reasonable force in self-defense.
	30.20 Describe the different types of defenses a criminal defendant may use at trial.
31.0	Describe and explain the various steps of the criminal justice process. The student will be able to:
	31.01 Identify when an arrest takes place.
	31.02 Describe the Fourth Amendment rights a person has during an arrest.
	31.03 Identify the steps of the criminal justice process.
	31.04 List factors that show probable cause.
	31.05 State how the Fourth Amendment limits the power of the government.

CTE Standards and Benchmarks	
	31.06 Explain how the exclusionary rule protects individuals against the unreasonable use of police power.
	31.07 Describe how a search warrant is obtained and what is must specify.
	31.08 Describe the notion of “reasonable expectation of privacy”.
	31.09 List and describe situations when searches are considered reasonable and may be conducted without a warrant.
	31.10 Identify rights of an individual being interrogated that are stated in the Fifth and Sixth Amendments to the Constitution.
	31.11 Explain the legal principle upon which the protection against self-incrimination is based.
	31.12 State when a confession is not admissible.
	31.13 Identify police conduct that would render a confession inadmissible.
	31.14 State how the Sixth Amendment protects people accused of crimes.
	31.15 Identify circumstances in which a jury trial is not required.
	31.16 List and describe the sentencing options judges may exercise.
32.0	Demonstrate knowledge of individual rights and liberties. The student will be able to:
	32.01 Outline two methods of amending the U.S. Constitution.
	32.02 Summarize the rights guaranteed to individuals in each amendment in the Bill of Rights.
	32.03 Explain what the Bill of Rights was designed to protect citizens from.
	32.04 Explain how courts have interpreted the Fourteenth Amendment to apply the Bill of Rights to the states.
	32.05 Explain why rights guaranteed in the U.S. Constitution are not absolute.
	32.06 Identify forms of communication protected by guarantees of freedom of speech.
	32.07 Define the term censorship and state how it occurs.
	32.08 Weigh the relative importance of a free press against a defendant’s right to a fair trial.
	32.09 Explain why access to information from the government is essential to maintaining a democracy.
	32.10 Describe the relationship between maintaining a free press and protecting the confidentiality of reporters’ sources.

CTE Standards and Benchmarks
32.11 Identify the three types of facilities in which First Amendment rights may be limited.
32.12 Describe and explain free expression issues in schools raised in U.S. Supreme Court cases.
32.13 Explain what the establishment clause of the First Amendment prohibits the government from doing.
32.14 Explain what the free exercise clause of the First Amendment prohibits the government from doing.
32.15 Explain how procedural due process differs from substantive due process.

Florida Department of Education
Student Performance Standards

Course Title: **Legal Studies 2**
Course Number: **8306220**
Course Credit: **1**

Course Description:

This course expands the competencies learned in Legal Studies 1, including legal terminology usage, proofreading, and legal office procedures. Students are required to perform higher-level thinking and decision-making and to use technology as a resource to perform systematic procedural tasks and produce quality work in an efficient manner.

CTE Standards and Benchmarks	
33.0	Participate in simulated work-based learning experiences in a legal administrative setting. The student will be able to:
33.01	Participate in work-based learning experiences in a legal office environment.
33.02	Discuss the use of technology in a legal office environment.
33.03	Discuss the management/supervisory skills needed in a legal office environment.
34.0	Apply professional oral and written communication skills in a courteous, concise, and correct manner. The student will be able to:
34.01	Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.
34.02	Locate, organize and reference written information from various sources.
34.03	Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.
34.04	Apply active listening skills to obtain and clarify information.
34.05	Exhibit public relations skills that aid in achieving client satisfaction.
34.06	Integrate all forms of communication.
34.07	Discuss the need to use professional demeanor in business communications.
35.0	Solve problems using critical thinking skills, creativity and innovation and by interpreting information and ideas. The student will be able to:
35.01	Employ critical thinking skills independently and in teams to solve problems and make decisions.

CTE Standards and Benchmarks	
	35.02 Employ critical thinking and interpersonal skills to resolve conflicts.
	35.03 Identify and document workplace performance goals and monitor progress toward those goals.
	35.04 Conduct technical research to gather information necessary for decision-making.
	35.05 Interpret verbal and nonverbal cues/behaviors that enhance communication.
	35.06 Develop and interpret tables and charts.
36.0	Develop an awareness of the relevant legal administrative industry certification requirements, rules, and guidelines. The student will be able to:
	36.01 Define the purpose of the legal administrative industry certification exam.
	36.02 Explain and conduct legal administrative industry certification pre-testing preparation procedures.
	36.03 Review the testing application procedures, fees and appropriate deadlines.
	36.04 Review legal administrative certification exam procedures, how tests are conducted and graded, and how certification is maintained.
37.0	Demonstrate employability skills. The student will be able to:
	37.01 Identify sources of information regarding employment opportunities in the legal profession.
	37.02 Identify advanced career options and training opportunities in the legal profession.
	37.03 Conduct a job search and identify the training, experience, and other qualifications required for different positions.
	37.04 Identify the interpersonal skills, work habits, and ethics necessary for ongoing employment in an environment of human diversity.
	37.05 Identify health and grooming habits that facilitate positive interactions with individuals and ongoing employment in the legal profession.
	37.06 Secure information about a particular job.
	37.07 Complete a job resume.
	37.08 Complete a job application.
	37.09 Apply effective job interview techniques.
	37.10 Discuss performance evaluation methods and instruments used to assess employee progress and performance.
	37.11 Plan ethical, political strategies to achieve goals and advance careers.

CTE Standards and Benchmarks	
	37.12 Discuss the role of and understand how to use professional networking resources, including web-based resources.
38.0	Demonstrate knowledge of the ethical and professional standards of the legal assistant. The student will be able to:
	38.01 Define a variety of legal terms and concepts relating to professionalism and the ethical responsibilities of the legal administrative specialist, including but not limited to the Unauthorized Practice of Law
	38.02 Contrast the duties and responsibilities of the legal team in contrast with the legal administrative specialist
	38.03 Describe activities legal administrative specialist are prohibited from doing
	38.04 Explain the role of the legal administrative specialist and the benefit he or she adds to the legal team, as well as the legal system as a whole
	38.05 List, discuss and apply the rules of professional responsibility in the legal profession, with special emphasis on client confidentiality and Unauthorized Practice of Law (UPL)
	38.06 Describe methods for resolving ethical dilemmas within the legal environment or given a hypothetical case
	38.07 Understand what constitutes legal malpractice and identify examples.
39.0	Demonstrate basic knowledge of tort law. The student will be able to:
	39.01 Discuss and define terms and concepts of tort law
	39.02 Understand the idea of liability.
	• Identify parties involved in tort action case scenarios.
	• Explain the concept and purpose of tort law and liability.
	• Analyze a series of situations in order to determine whether the actions of the persons involved are reasonable or unreasonable.
	• Describe the general ways in which tort actions are resolved.
	39.03 List and describe the different types of torts
	39.04 Understand the role of insurance in tort law
	39.05 Identify the two different classes of intentional torts
	39.06 Understand the different types of damages in tort law
	39.07 Given case scenarios, determine whether or not a tort occurred

CTE Standards and Benchmarks	
	39.08 Explain the types of remedies available to victims of intentional torts
	39.09 Describe the different defenses to intentional torts
	39.10 List and describe the four elements of negligence that must be proven by a plaintiff in a negligence claim
	39.11 List and describe the most common defenses in negligence suits
	39.12 Analyze negligence scenarios to determine whether or not a good defense exists
	39.13 Explain how and why strict liability differs from negligence
	39.14 List and explain some of the dangerous activities for which strict liability applies
	39.15 Describe defenses to strict liability cases; and explain the relationship between causation and damages in strict liability cases
40.0	Demonstrate knowledge of family law, rules, and procedures. The student will be able to:
	40.01 Explain how family law affects American from the moment they are born until the end of their lives
	40.02 Define terms and concepts relating to family law
	40.03 Discuss the legal issues related to marriage and living together as a couple
	40.04 Explain the financial responsibilities of couples and issues related to property ownership in a marriage
	40.05 Discuss the legal issues and resources devoted to foster care, adoption, and assisted fertility
	40.06 Present ways in which laws respond to family problems such as separation, divorce, child custody, alimony, property division, and child support

Florida Department of Education
Student Performance Standards

Course Title: **Legal Studies 3**
Course Number: **8306230**
Course Credit: **1**

Course Description:

This course expands the competencies learned in Legal Studies 2, including communication skills, technology skills, and legal office responsibilities. It is designed to develop skill in transcribing legal documents from machine dictation. Students will use technology to produce high quality employment portfolios, research job opportunities, and compile and disseminate job-seeking documents.

CTE Standards and Benchmarks	
41.0	Perform legal office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
41.01	Understand various ways to complete electronic filing.
41.02	Demonstrate general knowledge of rules regulating the Florida Bar at www.floridabar.org.
41.03	Identify references for Federal and State rules of civil procedure and a general understanding of their purpose and application.
41.04	Manage time efficiently using organizational skills, prioritization, and managing interruptions.
41.05	Perform specialized legal office tasks within acceptable time frames utilizing digital tools.
41.06	Demonstrate knowledge of the rules of lawyer/client confidentiality.
41.07	Demonstrate familiarity with different governmental agencies.
41.08	Demonstrate knowledge of the various types of law practices found in each of the areas of law.
41.09	Demonstrate knowledge of ethical behavior in a legal business environment (e.g., appearance of impropriety, dealing with confidential information and privileged communications, identity of funds and property of clients, confidence and integrity in the legal profession, unauthorized practice of law).
41.10	Demonstrate knowledge of ethical behavior in a business environment (e.g., confidentiality of information, employee right to know, hiring practices, plagiarism, copyright violations, sexual harassment, mission statement, code of ethics).
41.11	Use legal terminology.
41.12	Perform specialized legal office procedures.

CTE Standards and Benchmarks	
	41.13 Perform legal business tasks (e.g., filing and records management, scheduling, copying, mail handling).
	41.14 Prepare legal documents.
	41.15 Utilize an electronic legal reference library.
	41.16 Use legal and ethical procedures in the legal office.
	41.17 Recognize usage of specialized legal software.
	41.18 Proofread to include mechanics, content, and specialized legal formats.
	41.19 Perform specialized records management functions specific to the legal field.
42.0	Use technology to increase legal office support productivity and enhance workplace performance. The student will be able to:
	42.01 Prepare non-substantive legal documents.
	42.02 Key with speed and accuracy to meet industry standards for employment as a legal secretary.
	42.03 Learn the Do's and Don'ts of using Social Media in a professional environment.
	42.04 Identify, describe and utilize communications and networking systems required in legal workplace environments (e.g., electronic mail, internet, conflicts check system).
	42.05 Locate birth and death records via electronic means.
	42.06 Locate court of clerk records for criminal, civil, probate, and family law cases via electronic means.
	42.07 Locate real property records via electronic means.
	42.08 Locate corporate information to include business and UCC filings via electronic means.
43.0	Participate in simulated work-based learning experiences in a legal administrative setting. The student will be able to:
	43.01 Participate in work-based learning experiences in a legal office environment.
	43.02 Discuss the use of technology in a legal office environment.
	43.03 Compare and contrast the software applications used in a legal office environment.
	43.04 Discuss ways to respond positively to change and reduce stress in a busy legal office.
	43.05 Discuss the management/supervisory skills needed in a legal office environment.

CTE Standards and Benchmarks	
	43.06 Apply the use of information management tools to develop and coordinate distribution of work.
	43.07 Maintain equipment and supplies.
	43.08 Perform financial functions.
	43.09 Have knowledge of transcription and how to prepare documents using machine dictation.
	43.10 Perform specialized records management functions.
	43.11 Determine the most efficient method of sending business documents and materials.
44.0	Apply professional oral and written communication skills in a courteous, concise, and correct manner. The student will be able to:
	44.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.
	44.02 Locate, organize and reference written information from various sources.
	44.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.
	44.04 Apply active listening skills to obtain and clarify information.
	44.05 Exhibit public relations skills that aid in achieving client satisfaction.
	44.06 Integrate all forms of communication.
	44.07 Discuss the need to use professional demeanor in business communications.
45.0	Solve problems using critical thinking skills, creativity and innovation and by interpreting information and ideas. The student will be able to:
	45.01 Employ critical thinking skills independently and in teams to solve problems and make decisions.
	45.02 Employ critical thinking and interpersonal skills to resolve conflicts.
	45.03 Identify and document workplace performance goals and monitor progress toward those goals.
	45.04 Conduct technical research to gather information necessary for decision-making.
	45.05 Interpret verbal and nonverbal cues/behaviors that enhance communication.
	45.06 Develop and interpret tables and charts.
46.0	Demonstrate knowledge of legal operating systems. The student will be able to:

CTE Standards and Benchmarks	
	46.01 Identify and utilize basic legal operating system file naming conventions (e.g., basic principles, business names, governmental names, organizational names and personal names.)
	46.02 Use appropriate legal office procedures for letters, envelopes, interoffice memoranda, processing mail, proof reading, and delivery services.
	46.03 Know and understand the duties performed by a notary public.
	46.04 Understand and use appropriate telephone etiquette (e.g., courtesy, first impressions, telephone use).
47.0	Develop an awareness of the industry certification requirements, rules, and guidelines. The student will be able to:
	47.01 Define the purpose of the industry certification exam.
	47.02 Explain and conduct industry certification pre-testing preparation procedures.
	47.03 Review the testing application procedures, fees and appropriate deadlines.
	47.04 Review exam procedures, how tests are conducted and graded, and how certification is maintained.
48.0	Demonstrate employability skills. The student will be able to:
	48.01 Identify sources of information regarding employment opportunities in the legal profession.
	48.02 Identify advanced career options and training opportunities in the legal profession.
	48.03 Conduct a job search and identify the training, experience, and other qualifications required for different positions.
	48.04 Identify the interpersonal skills, work habits, and ethics necessary for ongoing employment in an environment of human diversity.
	48.05 Identify health and grooming habits that facilitate positive interactions with individuals and ongoing employment in the legal profession.
	48.06 Secure information about a particular job.
	48.07 Complete a job resume.
	48.08 Complete a job application.
	48.09 Apply effective job interview techniques.
	48.10 Discuss performance evaluation methods and instruments used to assess employee progress and performance.
	48.11 Plan ethical, political strategies to achieve goals and advance careers.

CTE Standards and Benchmarks	
	48.12 Discuss the role of and understand how to use professional networking resources, including web-based resources.
49.0	Demonstrate comprehension and communication of legal knowledge skills. The student will be able to:
	49.01 Read and comprehend technical and non-technical legal terminology utilized in reading assignments related to course content including trade journals, books, magazines and electronic publications or databases.
	49.02 Write clear and well-organized documents, integrating a variety of information from a range of law areas.
	49.03 Take notes, organize, summarize, and paraphrase ideas and details.
	49.04 Accurately follow written and oral instructions.
	49.05 Interpret data on graphs, charts, diagrams, and tables commonly used in the legal profession
50.0	Demonstrate human relations/interpersonal skills appropriate for the workplace. The student will be able to:
	50.01 Develop professional workplace relationship skills both internally and externally to include team building and group dynamics.
	50.02 Understand how individual personalities fit the team.
	50.03 Develop initiative and problem-solving skills to effectively deal with conflict resolution.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

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English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

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Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Program Title: **Administrative Office Specialist**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Secondary – Career Preparatory	
Program Number	8306300
CIP Number	0552040102
Grade Level	9-12
Standard Length	4 credits
Teacher Certification	Refer to the **Program Structure** section.
CTSO	FBLA, BPA, SkillsUSA
SOC Codes (all applicable)	15-1151 – Computer User Support Specialists 43-1011 – First-Line Supervisors of Office and Administrative Support Workers 43-9031 – Desktop Publishers 43-6011 – Executive Secretaries and Executive Administrative Assistants
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to the use of technology to develop communications skills, higher level thinking skills, and decision-making skills; the performance of office procedures tasks; the production of quality work in an efficient manner using advanced features of business software applications; research of job opportunities; and the production of high-quality employment portfolios and job-seeking documents.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of four (4) credits.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary program structure:

Course Number	Course Title	Teacher Certification	Length	SOC Code	Level	Graduation Requirement
8207310	Digital Information Technology	DIT Teacher Certifications	1 credit	15-1151	2	CT
8306310	Administrative Office Specialist 1	BUS ED 1 @2 CLERICAL @7 7 G MANAG SUPV 7 G SECRETAR 7 G TC COOP ED @7 VOE @7	1 credit	43-1011	2	CT
8306320	Administrative Office Specialist 2		1 credit		2	CT
8306330	Administrative Office Specialist 3		1 credit	43-6011	2	CT

(Graduation Requirement Codes: CT= Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA= Mathematics, PL= Personal Financial Literacy)

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

Digital Information Technology (8207310) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 15.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
02.0 Develop an awareness of microcomputers.
03.0 Demonstrate an understanding of networks.
04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
05.0 Use presentation applications to enhance communication skills.
06.0 Use spreadsheet applications to enhance communication skills.
07.0 Use database applications to store and organize data.
08.0 Use electronic mail to enhance communication skills.
09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
12.0 Develop awareness of computer languages, web-based & software applications, and emerging technologies.
13.0 Demonstrate an understanding of basic html by creating a simple web page.
14.0 Demonstrate comprehension and communication skills.
15.0 Use social media to enhance online communication and develop an awareness of a digital footprint.
16.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance by applying ergonomic principles applicable to the configuration of computer workstations.
17.0 Demonstrate language arts knowledge and skills.
18.0 Apply professional oral and written communication skills in a courteous, concise, and correct manner.
19.0 Solve problems using critical thinking skills, creativity, and innovation and by interpreting information and ideas.
20.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
21.0 Perform introductory administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance.
22.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals.
23.0 Participate in simulated work-based learning experiences.
24.0 Use technology to increase administrative office support productivity and enhance workplace performance.
25.0 Use information technology tools.
26.0 Practice quality performance incorporating customer service strategies in the learning environment and the workplace
27.0 Apply appropriate supervision techniques, acknowledge the importance of ethics, legal responsibilities, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance.

28.0 Develop an awareness of emerging technologies.
29.0 Demonstrate proficiency in the safe and ethical use of the Internet to locate information.
30.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels.
31.0 Use information to accomplish job objectives and enhance workplace performance.
32.0 Practice appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives.
33.0 Perform intermediate to advanced administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance.
34.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
35.0 Participate in advanced simulated work-based learning experiences.

Florida Department of Education
Student Performance Standards

Course Title: **Digital Information Technology**
Course Number: **8207310**
Course Credit: **1**

Course Description:

This core course is designed to provide a basic overview of current business and information systems and trends, and to introduce students to fundamental skills required for today's business and academic environments. Emphasis is placed on developing fundamental computer skills. The intention of this course is to prepare students to be successful both personally and professionally in an information-based society. Digital Information Technology includes the exploration and use of databases, the internet, spreadsheets, presentation applications, management of personal information and email, word processing and document manipulation, HTML, web page design, and the integration of these programs using software that meets industry standards.

Digital Information Technology (8207310) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit Digital Information Technology (8207310).

Florida Department of Education
Student Performance Standards

Course Title: **Administrative Office Specialist 1**
Course Number: **8306310**
Course Credit: **1**

Course Description:

This course is designed to provide an introduction to administrative and general office duties in a support capacity. This course explores and expands the core competencies in the areas of personal and professional development and promotes the application of office procedures tasks and communications skills through the use of technology. The use of computers and appropriate software is required.

CTE Standards and Benchmarks	
16.0	Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance by applying ergonomic principles applicable to the configuration of computer workstations. The student will be able to:
16.01	Enhance proficiency with touch keyboarding skills (speed and accuracy) to enter and manipulate data.
16.02	Use communications, networking and cross-team collaboration to complete tasks and solve problems in business environments.
16.03	Apply knowledge of ergonomic principles to the configuration of work areas to enhance workplace performance.
16.04	Perform proofreading skills including electronic reference tools.
16.05	Create documents using intermediate and advanced features in word processing, spreadsheet, presentation, electronic mail, and multi software.
16.06	Access, process, and transmit information through all mediums.
16.07	Perform basic care of workstations, computers, and peripherals.
17.0	Demonstrate language arts knowledge and skills. The student will be able to:
17.01	Locate, synthesize, and evaluate key elements of oral and written information.
17.02	Apply knowledge of editing to drafts and revise written documents using correct grammar, punctuation, and vocabulary.
18.0	Apply professional oral and written communication skills in a courteous, concise, and correct manner. The student will be able to:
18.01	Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.
18.02	Locate, organize, and reference written information from various sources.

CTE Standards and Benchmarks	
	18.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.
	18.04 Apply active listening skills to obtain and clarify information.
	18.05 Exhibit public relations skills that aid in achieving stakeholder satisfaction.
	18.06 Integrate all forms of communication.
	18.07 Discuss the need to use professional demeanor, tone, and vocabulary in all business communications.
	18.08 Discuss the importance of universally understood methods of verbal communication.
19.0	Solve problems using critical thinking skills, creativity, and innovation and by interpreting information and ideas. The student will be able to:
	19.01 Employ critical thinking skills independently and in teams to solve problems and make informed decisions.
	19.02 Conduct technical research to gather information necessary for decision-making.
	19.03 Interpret verbal and nonverbal cues/behaviors that enhance communication.
	19.04 Develop and interpret tables, charts, and presentations.
	19.05 Identify the benefits of working as a team for a client.
20.0	Demonstrate human relations/interpersonal skills appropriate for the workplace. The student will be able to:
	20.01 Develop professional workplace relationship skills both internally and externally to include team building and group dynamics.
	20.02 Understand how individual personalities fit in a team.
	20.03 Develop initiative and problem-solving skills to effectively deal with conflict resolution.
21.0	Perform introductory administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
	21.01 Apply the use of information and project management tools to develop and coordinate the distribution of work.
	21.02 Maintain equipment and supplies.
	21.03 Perform financial functions.
	21.04 Determine the most efficient method of sending business documents and materials.
	21.05 Produce a variety of design layouts (e.g., flyers, postcards, brochures, business cards, and letterhead).

CTE Standards and Benchmarks	
	21.06 Incorporate clip art, images, borders, and other special effects into a layout.
22.0	Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. The student will be able to.
	22.01 Conduct research on career pathways that include strategies and goals towards career advancement in a desired field.
	22.02 Discuss the use of technology in the administrative field.
	22.03 Create a professional portfolio (digital and/or paper).
	22.04 Discuss the role and use of professional networking resources, including web-based resources.
23.0	Participate in simulated work-based learning experiences. The student will be able to:
	23.01 Compare and contrast the software applications used in the administrative field.
	23.02 Discuss the advantages and disadvantages of brick and mortar versus remote work environments from both the business and employe employee perspectives.

Florida Department of Education
Student Performance Standards

Course Title: **Administrative Office Specialist 2**
Course Number: **8306320**
Course Credit: **1**

Course Description:

This course explores and expands the competencies learned in Administrative Office Specialist 1 to perform office-related tasks. The use of computers and appropriate software is required.

CTE Standards and Benchmarks	
24.0	Use technology to increase administrative office support productivity and enhance workplace performance. The student will be able to:
24.01	Access, process, and transmit information through all mediums.
24.02	Create documents using advanced features in word processing, database, spreadsheet, presentation, and multimedia software.
24.03	Discuss how to install/ download and update software for current office use.
24.04	Use technology to research, compile, create, and deliver an oral presentation.
24.05	Key with speed and accuracy to meet industry standards for employment as a secretary or administrative assistant.
24.06	Perform integrated functions using various software applications.
24.07	Perform proofreading skills including electronic reference tools.
24.08	Demonstrate and explain various means to scan, store and manage electronic documents.
24.09	Articulate ways to hold a meeting through web conferencing.
25.0	Use information technology tools. The student will be able to:
25.01	Employ digital tools to expedite workflow.
25.02	Employ computer operations applications to access, create, manage, integrate, and store information.
25.03	Employ collaborative/groupware applications to facilitate group work.
26.0	Practice quality performance incorporating customer service strategies in the learning environment and the workplace. The student will be able to:

CTE Standards and Benchmarks	
	26.01 Discuss performance evaluation methods and instruments used to assess workplace progress and performance.
	26.02 Define, identify, and document key performance indicators and monitor progress towards these goals.
	26.03 Analyze the integral value of a customer and/or client and practice skills to provide excellent customer/client service.
	26.04 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.
27.0	Apply appropriate supervision techniques, acknowledge the importance of ethics, legal responsibilities, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance. The student will be able to:
	27.01 Facilitate discussions regarding service, supervision, and ethical considerations that impact the workplace.
	27.02 Identify the main causes of accidents in the office and their preventive measures.
	27.03 Discuss the responsibilities organizations have to their employees.
	27.04 Describe the role of confidentiality in business.
	27.05 Identify the importance of making decisions that are based on ethical reasoning.
	27.06 Identify and discuss personal and long-term consequences of unethical choices in the workplace.
	27.07 Understand and explain written organizational policies and procedures.
	27.08 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies.
	27.09 Identify ways companies can help their communities.
28.0	Develop an awareness of emerging technologies. The student will be able to:
	28.01 Describe social media as a form of digital design.
	28.02 Compare and contrast emerging technologies relative to their role in the workplace.
	28.03 Explain how the use of advanced image sensing devices have altered how communication takes place, especially those utilizing Quick Response (QR) Codes and other forms of two-dimensional barcoding techniques.

Florida Department of Education

Student Performance Standards

Course Title: **Administrative Office Specialist 3**
Course Number: **8306330**
Course Credit: **1**

Course Description:

This course explores and expands the competencies learned in Administrative Office Specialist 2 and promotes the application of higher-level office procedures tasks and communication skills. The use of computers and appropriate software is required.

CTE Standards and Benchmarks	
29.0	Demonstrate proficiency in the safe and ethical use of the Internet to locate information. The student will be able to:
	29.01 Identify and use web-related terminology.
	29.02 Define Universal Resource Locator (URL) and associated protocols.
	29.03 Compare and contrast the various types of Internet domains.
	29.04 Apply the rules for properly citing works or other information obtained from the Internet.
	29.05 Identify and apply Copyright Fair Use guidelines and copyright law.
	29.06 Evaluate web-based information for credibility and quality using basic guidelines and indicators.
30.0	Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels. The student will be able to:
	30.01 Deliver impromptu and planned speeches.
	30.02 Synthesize information from multiple speakers in a group and respond effectively.
	30.03 Communicate in a diverse environment.
	30.04 Discuss various communication methods and explain how to overcome barriers to the communication process.
31.0	Use information to accomplish job objectives and enhance workplace performance. The student will be able to:
	31.01 Gather and compile data for supervisors and for company reports.

CTE Standards and Benchmarks	
	31.02 Assemble information to use as a personal or shared resource to enhance workplace performance.
32.0	Practice appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives. The student will be able to:
	32.01 Serve as an interviewer, interviewee, and liaison in public relations, civic, media, community, and employment situations.
	32.02 Demonstrate leadership behavior to include delegation of duties.
	32.03 Train and assist others in appropriate business behavior, procedures, and skills.
33.0	Perform intermediate to advanced administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
	33.01 Organize and conduct a meeting using parliamentary procedures.
	33.02 Discuss various ways to hold a meeting through web conferencing.
	33.03 Plan and arrange business functions.
	33.04 Analyze equipment specifications to meet required needs and make purchase recommendations.
	33.05 Manage and track office inventory using technology.
	33.06 Access and maintain digital resources.
	33.07 Perform specialized office procedures.
	33.08 Maintain equipment and supplies.
	33.09 Perform specialized records management functions.
	33.10 Develop 10-key calculator skills.
34.0	Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. The student will be able to:
	34.01 Describe the types of business organizations.
	34.02 Explain the effect of key organizational systems on performance and excellent stakeholder relations.
	34.03 List and describe common quality control systems and/or practices.
	34.04 Discuss hierarchy charts or organizational networks and describe the relationships between positions and responsibilities.

CTE Standards and Benchmarks	
35.0	Participate in advanced simulated work-based learning experiences. The student will be able to:
35.01	Participate in simulated work-based learning experiences in the administrative field.
35.02	Discuss the use of technology in the administrative field.
35.03	Compare and contrast the software applications used in the administrative field.
35.04	Discuss hierarchy charts or organizational networks and describe the relationships between positions and responsibilities.
35.05	Discuss the advantages and disadvantages of brick and mortar versus remote work environments from both the business and employer and employee perspectives.
35.06	Create a professional portfolio (digital and/or paper).

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem-solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

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Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Course Title: **Introduction to Business Management and Administration**
Course Type: **Orientation/Exploratory**
Career Cluster: **Business Management and Administration**

Secondary – Middle School	
Course Number	8370350
CIP Number	148370350M
Grade Level	6-8
Course Length	Semester
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FBLA-PBL, BPA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this course is to assist students in making informed decisions regarding their future academic and occupational goals and to provide information regarding careers in the Business Management and Administration career cluster. The content includes but is not limited to fundamental knowledge and skills related to business functions in the Business Management and Administration cluster. Reinforcement of academic skills occurs through classroom instruction and applied laboratory procedures.

Instruction and learning activities are provided in a laboratory setting using hands-on experiences with the equipment, materials and technology appropriate to the course content and in accordance with current practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

The length of this course is one semester. It may be offered for two semesters when appropriate. When offered for one semester, it is recommended that it be at the exploratory level and more in-depth when offered for two semesters.

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the course structure:

Course Number	Course Title	Teacher Certification	Length
8370350	Introduction to Business Management and Administration	ANY BUSINESS ED G BUS ED 1 @2 COMPU SCI 6 INFO TECH 7G TC COOP ED @7 VOE @7	Semester

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate an understanding of the General Management career pathway.
02.0 Demonstrate an understanding of the Business Information Management career pathway.
03.0 Demonstrate an understanding of the Human Resources Management career pathway.
04.0 Demonstrate an understanding of the Operations Management career pathway.
05.0 Demonstrate an understanding of the Administrative Support career pathway.
06.0 Demonstrate an understanding of the Accounting career pathway.
07.0 Apply leadership and communication skills.
08.0 Describe how information technology is used in the Business Management and Administration career cluster.
09.0 Use information technology tools.

Florida Department of Education
Student Performance Standards

Course Title: **Introduction to Business Management and Administration**
Course Number: **8370350**
Course Length: **Semester**

Course Description:

Beginning with a broad overview of the Business Management and Administration career cluster, students are introduced to the terminology, careers, history, required skills, and technologies associated with each pathway in the Business Management and Administration career cluster. Additionally, they will be provided with opportunities to acquire and demonstrate beginning leadership skills.

CTE Standards and Benchmarks	
01.0	Demonstrate an understanding of the General Management career pathway. The student will be able to:
01.01	Define and use proper terminology associated with the General Management career pathway.
01.02	Describe some of the careers available in the General Management career pathway.
01.03	Identify common characteristics of the careers in the General Management career pathway.
01.04	Research the history of the General Management career pathway and describe how the associated careers have evolved and impacted society.
01.05	Identify skills required to successfully enter any career in the General Management career pathway.
01.06	Describe technologies associated in careers within the General Management career pathway.
02.0	Demonstrate an understanding of the Business Information Management career pathway. The student will be able to:
02.01	Define and use proper terminology associated with the Business Information Management career pathway.
02.02	Describe some of the careers available in the Business Information Management career pathway.
02.03	Identify common characteristics of the careers in the Business Information Management career pathway.
02.04	Research the history of the Business Information Management career pathway and describe how the careers have evolved and impacted society.
02.05	Identify skills required to successfully enter any career in the Business Information Management career pathway.
02.06	Describe technologies associated in careers within the Business Information Management career pathway.

CTE Standards and Benchmarks	
03.0	Demonstrate an understanding of the Human Resources Management career pathway. The student will be able to:
03.01	Define and use proper terminology associated with the Human Resources Management career pathway.
03.02	Describe some of the careers available in the Human Resources Management career pathway.
03.03	Identify common characteristics of the careers in the Human Resources Management career pathway.
03.04	Research the history of the Human Resources Management career pathway and describe how the careers have evolved and impacted society.
03.05	Identify skills required to successfully enter any career in the Human Resources Management career pathway.
03.06	Describe technologies associated in careers within the Human Resources Management career pathway.
04.0	Demonstrate an understanding of the Operations Management career pathway. The student will be able to:
04.01	Define and use proper terminology associated with the Operations Management career pathway.
04.02	Describe some of the careers available in the Operations Management career pathway.
04.03	Identify common characteristics of the careers in the Operations Management career pathway.
04.04	Research the history of the Operations Management career pathway and describe how the careers have evolved and impacted society.
04.05	Identify skills required to successfully enter any career in the Operations Management career pathway.
04.06	Describe technologies associated in careers within the Operations Management career pathway.
05.0	Demonstrate an understanding of the Administrative Support career pathway. The student will be able to:
05.01	Define and use proper terminology associated with the Administrative Support career pathway.
05.02	Describe some of the careers available in the Administrative Support career pathway.
05.03	Identify common characteristics of the careers in the Administrative Support career pathway.
05.04	Research the history of the Administrative Support career pathway and describe how the careers have evolved and impacted society.
05.05	Identify skills required to successfully enter any career in the Administrative Support career pathway.
05.06	Describe technologies associated in careers within the Administrative Support career pathway.

CTE Standards and Benchmarks	
06.0	Demonstrate an understanding of the Accounting career pathway. The student will be able to:
06.01	Define and use proper terminology associated with the Accounting career pathway.
06.02	Describe some of the careers available in the Accounting career pathway.
06.03	Identify common characteristics of the careers in the Accounting career pathway.
06.04	Research the history of the Accounting career pathway and describe how the careers have evolved and impacted society.
06.05	Identify skills required to successfully enter any career in the Accounting career pathway.
06.06	Describe technologies associated in careers within the Accounting career pathway.
07.0	Apply leadership and communication skills. The student will be able to:
07.01	Discuss the establishment and history of the FBLA and BPA organizations.
07.02	Identify the characteristics and responsibilities of organizational leaders.
07.03	Demonstrate parliamentary procedure skills during a meeting.
07.04	Participate on a committee which has an assigned task and report to the class.
07.05	Demonstrate effective communication skills through delivery of a speech, a slide presentation, or conducting a demonstration.
07.06	Use a computer to assist in the completion of a project related to the Business Management and Administration career cluster.
08.0	Describe how information technology is used in the Business Management and Administration career cluster. The student will be able to:
08.01	Identify information technology (IT) careers in the Business Management and Administration career cluster, including the responsibilities, tasks and skills they require.
08.02	Relate information technology project management concepts and terms to careers in the Business Management and Administration career cluster.
08.03	Manage information technology components typically used in professions of the Business Management and Administration career cluster.
08.04	Identify security-related ethical and legal IT issues faced by professionals in the Business Management and Administration career cluster.
09.0	Use information technology tools. The student will be able to:
09.01	Identify the functions of web browsers, and use them to access the World Wide Web and other computer resources typically used in the Business Management and Administration career cluster.

CTE Standards and Benchmarks	
09.02	Use e-mail clients to send simple messages and files to other Internet users.
09.03	Demonstrate ways to communicate effectively using Internet technology.
09.04	Use different types of web search engines effectively to locate information relevant to the Business Management and Administration career cluster.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students, including access to computers and appropriate software.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

Career and Technical Student Organization (CTSO)

Florida Future Business Leaders of America-Phi Beta Lambda (FBLA-PBL) and Florida Business Professional of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Course Title: **Introduction to Business Management and Administration and Career Planning**
Course Type: **Orientation/Exploratory and Career Planning**
Career Cluster: **Business Management and Administration**

Secondary – Middle School	
Course Number	8370360
CIP Number	148370360M
Grade Level	6-8
Course Length	Semester
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FBLA-PBL, BPA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this course is to assist students in making informed decisions regarding their future academic and occupational goals and to provide information regarding careers in the Business Management and Administration career cluster. The content includes but is not limited to fundamental knowledge and skills related to business functions in the Business Management and Administration cluster. Reinforcement of academic skills occurs through classroom instruction and applied laboratory procedures.

Instruction and learning activities are provided in a laboratory setting using hands-on experiences with the equipment, materials and technology appropriate to the course content and in accordance with current practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

The length of this course is one semester. It may be offered for two semesters when appropriate. When offered for one semester, it is recommended that it be at the exploratory level and more in-depth when offered for two semesters.

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the course structure:

Course Number	Course Title	Teacher Certification	Length
8370360	Introduction to Business Management and Administration and Career Planning	ANY BUSINESS ED G BUS ED 1 @2 COMPU SCI 6 INFO TECH 7G TC COOP ED @7 VOE @7	Semester

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate an understanding of the General Management career pathway.
02.0 Demonstrate an understanding of the Business Information Management career pathway.
03.0 Demonstrate an understanding of the Human Resources Management career pathway.
04.0 Demonstrate an understanding of the Operations Management career pathway.
05.0 Demonstrate an understanding of the Administrative Support career pathway.
06.0 Demonstrate an understanding of the Accounting career pathway.
07.0 Apply leadership and communication skills.
08.0 Describe how information technology is used in the Business Management and Administration career cluster.
09.0 Use information technology tools.

Listed below are the standards that must be met to satisfy the requirements of Section 1003.4156, Florida Statutes:

10.0 Describe the influences that societal, economic, and technological changes have on employment trends and future training.
11.0 Develop skills to locate, evaluate, and interpret career information.
12.0 Identify and demonstrate processes for making short and long term goals.
13.0 Demonstrate employability skills such as working in a group, problem-solving and organizational skills, and the importance of entrepreneurship.
14.0 Understand the relationship between educational achievement and career choices/postsecondary options.
15.0 Identify a career cluster and related pathways through an interest assessment that match career and education goals.
16.0 Develop a career and education plan that includes short and long-term goals, high school program of study, and postsecondary/career goals.
17.0 Demonstrate knowledge of technology and its application in career fields/clusters.

Florida Department of Education
Student Performance Standards

Course Title: **Introduction to Business, Management and Administration and Career Planning**
Course Number: **8370360**
Course Length: **Semester**

Course Description:

Beginning with a broad overview of the Business Management and Administration career cluster, students are introduced to the terminology, careers, history, required skills, and technologies associated with each pathway in the Business Management and Administration career cluster. Additionally, they will be provided with opportunities to acquire and demonstrate beginning leadership skills.

CTE Standards and Benchmarks	
01.0	Demonstrate an understanding of the General Management career pathway. The student will be able to:
01.01	Define and use proper terminology associated with the General Management career pathway.
01.02	Describe some of the careers available in the General Management career pathway.
01.03	Identify common characteristics of the careers in the General Management career pathway.
01.04	Research the history of the General Management career pathway and describe how the associated careers have evolved and impacted society.
01.05	Identify skills required to successfully enter any career in the General Management career pathway.
01.06	Describe technologies associated in careers within the General Management career pathway.
02.0	Demonstrate an understanding of the Business Information Management career pathway. The student will be able to:
02.01	Define and use proper terminology associated with the Business Information Management career pathway.
02.02	Describe some of the careers available in the Business Information Management career pathway.
02.03	Identify common characteristics of the careers in the Business Information Management career pathway.
02.04	Research the history of the Business Information Management career pathway and describe how the careers have evolved and impacted society.
02.05	Identify skills required to successfully enter any career in the Business Information Management career pathway.
02.06	Describe technologies associated in careers within the Business Information Management career pathway.

CTE Standards and Benchmarks	
03.0	Demonstrate an understanding of the Human Resources Management career pathway. The student will be able to:
03.01	Define and use proper terminology associated with the Human Resources Management career pathway.
03.02	Describe some of the careers available in the Human Resources Management career pathway.
03.03	Identify common characteristics of the careers in the Human Resources Management career pathway.
03.04	Research the history of the Human Resources Management career pathway and describe how the careers have evolved and impacted society.
03.05	Identify skills required to successfully enter any career in the Human Resources Management career pathway.
03.06	Describe technologies associated in careers within the Human Resources Management career pathway.
04.0	Demonstrate an understanding of the Operations Management career pathway. The student will be able to:
04.01	Define and use proper terminology associated with the Operations Management career pathway.
04.02	Describe some of the careers available in the Operations Management career pathway.
04.03	Identify common characteristics of the careers in the Operations Management career pathway.
04.04	Research the history of the Operations Management career pathway and describe how the careers have evolved and impacted society.
04.05	Identify skills required to successfully enter any career in the Operations Management career pathway.
04.06	Describe technologies associated in careers within the Operations Management career pathway.
05.0	Demonstrate an understanding of the Administrative Support career pathway. The student will be able to:
05.01	Define and use proper terminology associated with the Administrative Support career pathway.
05.02	Describe some of the careers available in the Administrative Support career pathway.
05.03	Identify common characteristics of the careers in the Administrative Support career pathway.
05.04	Research the history of the Administrative Support career pathway and describe how the careers have evolved and impacted society.
05.05	Identify skills required to successfully enter any career in the Administrative Support career pathway.
05.06	Describe technologies associated in careers within the Administrative Support career pathway.

CTE Standards and Benchmarks	
06.0	Demonstrate an understanding of the Accounting career pathway. The student will be able to:
06.01	Define and use proper terminology associated with the Accounting career pathway.
06.02	Describe some of the careers available in the Accounting career pathway.
06.03	Identify common characteristics of the careers in the Accounting career pathway.
06.04	Research the history of the Accounting career pathway and describe how the careers have evolved and impacted society.
06.05	Identify skills required to successfully enter any career in the Accounting career pathway.
06.06	Describe technologies associated in careers within the Accounting career pathway.
07.0	Apply leadership and communication skills. The student will be able to:
07.01	Discuss the establishment and history of the FBLA and BPA organizations.
07.02	Identify the characteristics and responsibilities of organizational leaders.
07.03	Demonstrate parliamentary procedure skills during a meeting.
07.04	Participate on a committee which has an assigned task and report to the class.
07.05	Demonstrate effective communication skills through delivery of a speech, a slide presentation, or conducting a demonstration.
07.06	Use a computer to assist in the completion of a project related to the Business Management and Administration career cluster.
08.0	Describe how information technology is used in the Business Management and Administration career cluster. The student will be able to:
08.01	Identify information technology (IT) careers in the Business Management and Administration career cluster, including the responsibilities, tasks and skills they require.
08.02	Relate information technology project management concepts and terms to careers in the Business Management and Administration career cluster.
08.03	Manage information technology components typically used in professions of the Business Management and Administration career cluster.
08.04	Identify security-related ethical and legal IT issues faced by professionals in the Business Management and Administration career cluster.
09.0	Use information technology tools. The student will be able to:
09.01	Identify the functions of web browsers, and use them to access the World Wide Web and other computer resources typically used in the Business Management and Administration career cluster.

CTE Standards and Benchmarks	
09.02	Use e-mail clients to send simple messages and files to other Internet users.
09.03	Demonstrate ways to communicate effectively using Internet technology.
09.04	Use different types of web search engines effectively to locate information relevant to the Business Management and Administration career cluster.
Listed below are the standards that must be met to satisfy the requirements of Section 1003.4156, Florida Statutes.	
The student will be able to:	
10.0	Describe the influences that societal, economic, and technological changes have on employment trends and future training.
11.0	Develop skills to locate, evaluate, and interpret career information.
12.0	Identify and demonstrate processes for making short and long term goals.
13.0	Demonstrate employability skills such as working in a group, problem-solving and organizational skills, and the importance of entrepreneurship.
14.0	Understand the relationship between educational achievement and career choices/postsecondary options.
15.0	Identify a career cluster and related pathways through an interest assessment that match career and education goals.
16.0	Develop a career and education plan that includes short and long-term goals, high school program of study, and postsecondary/career goals.
17.0	Demonstrate knowledge of technology and its application in career fields/clusters.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students, including access to computers and appropriate software.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

Career Planning

Effective July 1, 2019, per Section 1003.4156, Florida Statutes (F.S.), for students to meet middle grades promotion requirements, a Career and Education Planning course must be completed in either sixth, seventh, or eighth grade. These courses should be taught integrating the eight career and education planning course standards.

Career and Technical Student Organization (CTSO)

Florida Future Business Leaders of America-Phi Beta Lambda (FBLA-PBL) and Florida Business Professional of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional

methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Course Title: **Blueprint for Professional Success**
Course Type: **Non Career Preparatory**
Career Cluster: **Business Management and Administration**

Secondary – Non Career Preparatory	
Program Number	8500375
CIP Number	09200119PA
Grade Level	9-12
Course Length	1 credit
Teacher Certification	Refer to the **Course Structure** section.
CTSO	Any CTSO
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this course is designed to prepare students for the workplace in the twenty-first century. The course includes developing human resources, work ethics, decision making, balancing work and family, as well as other skills. These skills are often referred to as "business skills". Exploration of a variety of careers is highly recommended through a job shadowing experience. Development of a portfolio will provide a personal file and organizational tool for the student to transfer knowledge to a real life experience.

Business/health/human and public services/community/technology partnerships are essential to provide current workplace practices. Planned and supervised job shadowing experiences must be provided through one or more of the following: (1) directed workplace experiences (2) student projects (3) simulations (4) outside of class explorations.

Instruction and learning activities are provided in a laboratory setting using hands-on experiences with the tools, materials and technology appropriate to the course content and in accordance with current practices. Activities provide instruction in the use of current equipment and technology, such as personal computers, software, and multi-media platforms.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary course structure:

Course Number	Course Title	Teacher Certification	Length	Level	Graduation Requirement
8500375	Blueprint for Professional Success	AGRICULTURE 1 @2 BUS ED 1 @2 ENG&TEC ED1@2 FAM CON SC 1 MKTG 1 @2 PRAC NURSE @7 %G TEC ED 1 @2	1 credit	2	CT

(Graduation Requirement Codes: CT= Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA= Mathematics, PL= Personal Financial Literacy)

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate leadership and organizational skills.
02.0 Develop interpersonal skills for individual and job/career success.
03.0 Demonstrate skills for becoming a team player.
04.0 Identify desirable work ethics.
05.0 Demonstrate employability skills.
06.0 Create a personal portfolio of employment forms and letters.
07.0 Identify and integrate decision-making processes applicable to the workplace and work situations.
08.0 Develop effective communication skills for the workplace.
09.0 Plan appropriate wardrobes for different job experiences.
10.0 Develop and maintain positive relationships in the diverse workplace.
11.0 Recognize and demonstrate appropriate workplace behavior.
12.0 Demonstrate the ability to use modern technological equipment in the workplace.
13.0 Demonstrate resource management techniques.
14.0 Analyze the balancing of work, family, and community.
15.0 Evaluate the role of self-management in the health and wellbeing of the individual and the family.
16.0 Evaluate the employee's role in preventing accidents or injuries on the job.
17.0 Explore the integration of academic and career skills in the transition from school to work.

Florida Department of Education
Student Performance Standards

Course Title: **Blueprint for Professional Success**
Course Number: **8500375**
Course Credit: **1**

Course Description:

The purpose of this course is designed to prepare students for the workplace in the twenty-first century. The course includes developing human resources, work ethics, decision making, balancing work and family, as well as other skills. These skills are often referred to as "soft skills". Exploration of a variety of careers is highly recommended through a job shadowing experience. Development of a portfolio will provide a personal file and organizational tool for the student to transfer knowledge to a real life experience.

CTE Standards and Benchmarks	
01.0	Demonstrate leadership and organizational skills. The student will be able to:
01.01	Implement effective planning strategies using the planning process.
01.02	Describe roles and characteristics of an effective leader.
01.03	Justify decisions you make as a leader.
01.04	Demonstrate effective organizational skills for work and home.
02.0	Develop interpersonal skills for individual and job/career success. The student will be able to:
02.01	Explain how employees might be considered assets or resources to an organization.
02.02	Evaluate positive personal characteristics needed for employment.
02.03	Identify factors that influence personality formation.
02.04	Determine the relevance of integrating academic learning, social skills, and lifestyle choices to home and career.
02.05	Develop and present results of a personal growth project.
03.0	Demonstrate skills for becoming a team player. The student will be able to:
03.01	Participate cooperatively and productively in teams to identify and solve problems.
03.02	Compare and contrast working cooperatively and working individually.

CTE Standards and Benchmarks	
	03.03 Investigate potential conflicts of different personality types working together as a team.
	03.04 Demonstrate conflict resolution techniques for effective teamwork.
04.0	Identify desirable work ethics. The student will be able to:
	04.01 Describe positive and negative work ethics.
	04.02 Analyze the relationship between employee behaviors and potential consequences.
	04.03 Using real world scenarios, critique work ethics displayed by employees.
05.0	Demonstrate employability skills. The student will be able to:
	05.01 Evaluate the impact and importance of various factors that may influence your career choice.
	05.02 Use various sources of career information to research your potential careers, including information on qualifications, salary ranges, job outlook, and education.
	05.03 Demonstrate the steps of a job search.
06.0	Create a personal portfolio of employment forms and letters. The student will be able to:
	06.01 Discuss the value of the portfolio as a job search tool.
	06.02 Prepare, organize, and maintain a portfolio containing at least the following: career and educational goals, autobiography, picture identification, resume, letters of recommendation, completed job application, list of school/community activities, work and volunteer history, sample memos and letters for job related writings.
07.0	Identify and integrate decision-making processes applicable to the workplace and work situations. The student will be able to:
	07.01 Apply the decision-making process to narrow career choices.
	07.02 Connect the decision-making process with solving problems in the workplace and at home.
	07.03 Evaluate current decisions to determine future consequences.
08.0	Develop effective communication skills for the workplace. The student will be able to:
	08.01 Evaluate the effectiveness of assertive, aggressive, and passive communication.
	08.02 Dramatize the impact of non-verbal behavior on communication.
	08.03 Demonstrate the ability to provide effective feedback and deal with constructive criticism.

CTE Standards and Benchmarks	
	08.04 Communicate effectively in writing in the forms of correspondence, reports, proposals, and instructions.
	08.05 Demonstrate effective presentation skills using current presentation applications.
	08.06 Demonstrate effective interview skills in mock interview scenarios.
09.0	Plan appropriate wardrobes for different job experiences. The student will be able to:
	09.01 Demonstrate proper grooming skills.
	09.02 Research proper attire for various work environments.
10.0	Develop and maintain positive relationships in the diverse workplace. The student will be able to:
	10.01 Define and describe sexual harassment in the workplace.
	10.02 Demonstrate appropriate conversation for work related settings.
	10.03 Discuss the advantages of a culturally diverse workplace.
	10.04 Discuss the impact of the Americans with Disabilities Act and the job market.
	10.05 Investigate the history of the Equal Employment Opportunity Act and discuss its impact on job equity since its inception.
11.0	Recognize and demonstrate appropriate workplace behavior. The student will be able to:
	11.01 Describe strategies for successful job performance.
12.0	Demonstrate the ability to use modern technological equipment in the workplace. The student will be able to:
	12.01 Demonstrate digital literacy in the areas of general computing fundamentals, key applications, and online literacy.
	12.02 Use electronic communication devices.
	12.03 Evaluate the best choice of various communication devices for specific purposes.
13.0	Demonstrate resource management techniques. The student will be able to:
	13.01 Discuss the benefits of good time management skills.
	13.02 Effectively use technology-based time management tools.
	13.03 Practice good money management skills by planning and controlling money using scenarios for both home and business situations.

CTE Standards and Benchmarks	
	13.04 Create and follow a personal budget.
	13.05 Identify and prioritize company benefits that include insurance, employee assistance program, vacation, child care, flex hours, job sharing, and telecommuting.
	13.06 Evaluate competing job offers based on location, cost of living, benefits, salary.
14.0	Analyze the balancing of work, family, and community. The student will be able to:
	14.01 Demonstrate ability to set work and home priorities effectively.
	14.02 Determine how to achieve equitable job division in the home (consider traditional and non-traditional family member roles).
	14.03 Analyze the benefits and disadvantages of a one income family versus a two-income family.
	14.04 Examine financial need changes throughout the family life cycle.
	14.05 Evaluate the pros and cons of taking a vacation considering the individual, family, and company.
	14.06 Identify and analyze the types of child care available to determine the best fit for the child and family.
	14.07 Research ways a parent can be involved in a child's educational process to benefit the child.
	14.08 Research community resources for the family.
	14.09 Identify activities in which the individual can be involved within the community, i.e., volunteerism, politics or a support system.
15.0	Evaluate the role of self-management in the health and well-being of the individual and the family. The student will be able to:
	15.01 Define and describe symptoms of stress and their effects on the individual emotionally and physically.
	15.02 Define and discuss appropriate coping behavior(s).
	15.03 Recognize and evaluate how workplace transitions affect an individual and the family.
	15.04 Discuss implications of job loss on the individual and the family.
	15.05 Define and analyze power struggles in the workplace.
	15.06 Evaluate the effects of substance abuse on work and family.
	15.07 Discuss the pervasiveness of with substance abuse in society and its effects on the family and workplace.
	15.08 Research federal, state, and community resources of free help for families and employees.

CTE Standards and Benchmarks	
	15.09 Discuss techniques that can be used to develop a family's health and fitness.
16.0	Evaluate the employee's role in preventing accidents or injury on the job. The student will be able to:
	16.01 Identify the difference between personal liability and corporate liability.
	16.02 Explain the roles of the Occupational Safety and Health Administration (OSHA) and the Environmental Protection Agency (EPA) in ensuring safe working conditions.
	16.03 Recognize the financial and human costs of accidents caused by human error or an unsafe work environment.
	16.04 Identify appropriate personal protective equipment (PPE) for worker safety in various fields.
17.0	Explore the integration of academic and career skills in the transition from school to work. The student will be able to:
	17.01 Evaluate academic skills necessary to be successful in a chosen career.
	17.02 Describe the different types of businesses including corporations, partnerships, and cottage industries.
	17.03 Define entrepreneurship.
	17.04 Evaluate the advantages and risks of entrepreneurship as compared to working for a company.
	17.05 Compare and contrast job shadowing and internships while explaining the benefits of each.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

Career and Technical Student Organization (CTSO)

Any DOE-approved CTSO can be the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Program Title: **Athletic Coaching and Leadership**
Career Cluster: **Business, Management & Administration**

CCC	
CIP Number	0531050400
Program Type	College Credit Certificate (CCC)
Program Length	18 credit hours
CTSO	N/A
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Sport Management AS degree program (1531050400).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business, Management & Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business, Management & Administration career cluster.

The content includes but is not limited to Coaching Principles and Strategies, Leadership Development in Athletics, Athletic Program Management and Administration, Ethical and Legal Considerations in Athletics, Communication and Motivation in Coaching, Talent Identification and Development, and Sports Analytics and Performance Analysis. Overall, a College Credit Certificate in Athletic Coaching and Leadership provides students with a comprehensive understanding of coaching principles, leadership development, and the various aspects of managing and leading in the world of athletics.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting 18 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge of principles and practices of the sport management field.
02.0 Demonstrate knowledge of legal and ethical factors in sport management and related areas.
03.0 Demonstrate effective communication skills to support decision-making.
04.0 Demonstrate knowledge of event and sport management.
05.0 Demonstrate employability skills.

Florida Department of Education
Student Performance Standards

Program Title: **Athletic Coaching and Leadership**
CIP Number: **0531050400**
Program Length: **18 credit hours**

This certificate program is part of the Sport Management AS degree program (1531050400). At the completion of this program, the student will be able to:	
01.0	Demonstrate knowledge of principles and practices of the sport management field.
01.01	Explain the history and evolution of the sport management field, including key events, figures, and organizations.
01.02	Discuss the various subfields within sport management, including sport marketing, event management, facility management, and athlete management.
01.03	Analyze current trends, issues, and challenges facing the sport management industry, such as globalization, technology, and sustainability.
01.04	Apply principles and theories from related disciplines, such as business, law, and psychology, to various sport management scenarios and case studies.
02.0	Demonstrate knowledge of legal and ethical factors in sport management and related areas.
02.01	Explain key legal and ethical principles that apply to sport management.
02.02	Analyze contemporary issues and challenges related to ethics and social responsibility in the sport industry.
02.03	Apply ethical decision-making frameworks to hypothetical or real-world scenarios in sport management.
02.04	Evaluate the impacts of legal and ethical factors on sport organizations and individuals, including potential consequences and liability.
03.0	Demonstrate effective communication skills to support decision-making.
03.01	Identify and explain the key components of effective communication.
03.02	Apply communication strategies to facilitate productive and respectful discussions among stakeholders.
03.03	Evaluate the effectiveness of different communication channels and technologies in various decision-making contexts.
03.04	Use communication skills to present and explain complex information and data in a clear, concise, and persuasive manner to support evidence-based decision-making.
04.0	Demonstrate knowledge of event and sport management.
04.01	Explain the fundamental principles and practices of event and sport management.
04.02	Analyze the roles and functions of event and sport managers and leaders, and apply effective leadership strategies to manage teams, athletes, and staff.
04.03	Develop and evaluate event and sport management plans and strategies for different types of events and organizations, such as

		amateur sports, professional teams, and global competitions.
	04.04	Apply principles of effective communication, motivation, and teamwork to promote positive team dynamics and performance in esports or related areas, and evaluate the impact of leadership styles on athlete well-being and organizational outcomes.
05.0	Demonstrate employability skills.	
	05.01	Identify key employability skills, such as communication, teamwork, problem-solving, and time management.
	05.02	Develop strategies for enhancing employability skills through formal education, work experience, and other forms of professional development.
	05.03	Assess personal strengths and weaknesses in relation to employability skills.
	05.04	Evaluate the impact of technological advances, demographic changes, and global trends on the demand for different employability skills, and identify strategies for adapting to changing market conditions.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Medical Office Management**
Career Cluster: **Business Management and Administration**

CCC	
CIP Number	0551070500
Program Type	College Credit Certificate (CCC)
Program Length	34 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Medical Office Administration AS degree program (1551070500).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to: communication and customer service skills; computer skills, medical records management; information technology and processing; legal and ethical issues; medical terminology; insurance claims and billing; and assisting in the administration of policy.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate effective communication skills.
02.0 Perform medical office activities.
03.0 Demonstrate proficiency in the use of medical office management software, word processing, spreadsheet, and other office software commonly used in a medical office.
04.0 Practice effective Records Information Management (RIM) techniques.
05.0 Perform ethical accounting practices.
06.0 Demonstrate employability and workplace skills.
10.0 Perform medical office management activities.
11.0 Perform medical office insurance, billing and coding activities.

Florida Department of Education
Student Performance Standards

Program Title: **Medical Office Management**
CIP Number: **0551070500**
Program Length: **34 credit hours**

This certificate program is part of the Medical Office Administration AS degree program (1551070500). At the completion of this program, the student will be able to:	
01.0	Demonstrate effective communication skills. The student will be able to:
01.01	Identify and use appropriate conferencing tools.
01.02	Demonstrate effective internal and external customer service skills.
01.03	Identify current communication technologies.
01.04	Effectively utilize appropriate oral and written communication skills in diverse business settings.
01.05	Demonstrate effective teamwork skills.
01.06	Demonstrate ability to manage conflict.
01.07	Describe the importance of professionalism in business communications.
01.08	Demonstrate effective listening skills.
01.09	Compose correspondence and related documents and demonstrate correct spelling, grammar, punctuation and word choice.
01.10	Research and interpret information retrieved from print and electronic resources.
01.11	Research and compose a document containing statistical information.
01.12	Demonstrate ability to communicate effectively with diverse populations.
01.13	Determine preventive actions for medical office communication problems.
02.0	Perform medical office activities. The student will be able to:
02.01	Document medical correspondence and other medical information in a timely manner.
02.02	Translate medical terms and abbreviations into the appropriate long form.
02.03	Demonstrate appropriate spelling, grammar, punctuation, and word choice of medical terms.

	02.04 Identify inconsistencies, errors, and missing information within a medical report.
	02.05 Explain the importance of physician approval of health records.
	02.06 Practice patient confidentiality guidelines and legal documentation requirements.
	02.07 Enter medical reports into electronic health records systems.
	02.08 Use medical references and resource materials as needed.
	02.09 Demonstrate a compliance with all federal and state health care regulations.
03.0	Demonstrate proficiency in the use of medical office management software, word processing, spreadsheet, and other office software commonly used in a medical office. The student will be able to:
	03.01 Produce medical documents.
	03.02 Create and edit templates and forms for the medical office.
	03.03 Prepare scanned documents for transmission or storage.
	03.04 Prepare a document using mail merge and variable information.
	03.05 Use technology to access, research, analyze, and interpret medical information.
	03.06 Use appropriate software to create, maintain and manage documents and produce reports.
	03.07 Define differences between operating systems and software applications.
	03.08 Discuss/Identify the importance of continuing education and technology updates.
04.0	Practice effective Records Information Management (RIM) techniques. The student will be able to:
	04.01 Index, code, sort, file, and cross-reference medical materials manually and electronically.
	04.02 Describe the process of an effective inventory of medical records.
	04.03 List and describe methods of protecting vital medical records.
	04.04 Identify the procedures of medical records forms control (i.e., retention, disposal, recovery).
	04.05 Compare and contrast the characteristics of centralized and decentralized filing systems.
	04.06 Identify procedures for confidentiality (i.e., HIPAA (Health Insurance Portability and Accountability Act)).

	04.07 Identify safety and security procedures for information transmittal.
05.0	Perform ethical accounting practices. The student will be able to:
	05.01 Identify parameters and functions of a fiscal calendar.
	05.02 Prepare and analyze budgets.
	05.03 Describe procedures for processing payroll.
	05.04 Compare and contrast various payroll tax reports.
	05.05 Explain the steps in the accounting cycle.
	05.06 Demonstrate proficiency in cash control procedures.
	05.07 Use source documents to prepare and analyze transactions.
	05.08 Describe how to implement fraud controls.
	05.09 Describe how to classify expenses.
06.0	Demonstrate employability and workplace skills. The student will be able to:
	06.01 Identify sources of employment opportunities.
	06.02 Describe the job search process.
	06.03 Create a resume and a cover letter.
	06.04 Complete a job application.
	06.05 Identify different types of job interviews and demonstrate effective job interview techniques for each.
	06.06 Identify pre- and post- interview strategies.
	06.07 Identify and demonstrate appropriate responses to feedback from supervisors.
	06.08 Identify and demonstrate professionalism, proper business etiquette and acceptable work habits.
	06.09 Identify organizational structure, chain of command, and importance of appropriate protocol.
	06.10 Identify methods for securing an employment reference.
	06.11 Identify career advancement opportunities and demonstrate effective networking behaviors.

	06.12 Identify stress management strategies and techniques.
	06.13 Identify and demonstrate positive interpersonal skills.
	06.14 Demonstrate ability to work effectively with diverse populations.
	06.15 Demonstrate ability to work as a team member.
	06.16 Describe confidentiality and privacy issues in the workplace.
	06.17 Describe the importance of customer service to an organization.
	06.18 Describe the importance of an employee's ability to be flexible in the workplace.
	06.19 Demonstrate effective time management skills.
10.0	Perform medical office management activities. The student will be able to:
	10.01 Prepare managerial reports about production, personnel, equipment and operational costs.
	10.02 Compare and select vendors from whom to purchase supplies.
	10.03 Apply time management techniques to medical office schedules.
	10.04 Conduct an employment interview.
	10.05 Select items to include in a new employee's orientation to the job.
	10.06 Review performance appraisals with employees, set goals, and recommend training.
11.0	Perform medical office insurance, billing and coding activities. The student will be able to:
	11.01 Determine the correct ICD (International Classification of Diseases) and CPT (Current Procedural Terminology) codes.
	11.02 Accurately complete billing documents.
	11.03 Compare and contrast different types of insurance providers.
	11.04 Prepare and process insurance claims.
	11.05 Describe and differentiate among the most common types of insurance claims filed by medical offices.
	11.06 Describe procedures for handling billing and insurance claims in medical offices.
	11.07 Define common terms and abbreviations used in insurance.

11.08 Accurately complete insurance claim forms.
11.09 Locate errors in returned insurance claim forms.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Medical Office Specialist**
Career Cluster: **Business Management and Administration**

	CCC
CIP Number	0551071001
Program Type	College Credit Certificate (CCC)
Program Length	18 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Medical Office Administration AS degree program (1551070500).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to: communication and customer service skills; computer skills, medical records management; information technology and processing; legal and ethical issues; medical terminology; insurance claims and billing; and assisting in the administration of policy.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 18 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate effective communication skills.
02.0 Perform medical office activities.
03.0 Demonstrate proficiency in the use of medical office management software, word processing, spreadsheet, and other office software commonly used in a medical office.
04.0 Practice effective Records Information Management (RIM) techniques.
05.0 Demonstrate employability and workplace skills.

Florida Department of Education
Student Performance Standards

Program Title: **Medical Office Specialist**
CIP Number: **0551071001**
Program Length: **18 credit hours**

This certificate program is part of the Medical Office Administration AS degree program (1551070500). At the completion of this program, the student will be able to:	
01.0	Demonstrate effective communication skills. The student will be able to:
01.01	Identify and use appropriate conferencing tools.
01.02	Demonstrate effective internal and external customer service skills.
01.03	Identify current communication technologies.
01.04	Effectively utilize appropriate oral and written communication skills in diverse business settings.
01.05	Demonstrate effective teamwork skills.
01.06	Demonstrate ability to manage conflict.
01.07	Describe the importance of professionalism in business communications.
01.08	Demonstrate effective listening skills.
01.09	Compose correspondence and related documents and demonstrate correct spelling, grammar, punctuation and word choice.
01.10	Research and interpret information retrieved from print and electronic resources.
01.11	Research and compose a document containing statistical information.
01.12	Demonstrate ability to communicate effectively with diverse populations.
01.13	Determine preventive actions for medical office communication problems.
02.0	Perform medical office activities. The student will be able to:
02.01	Document medical correspondence and other medical information in a timely manner.
02.02	Translate medical terms and abbreviations into the appropriate long form.
02.03	Demonstrate appropriate spelling, grammar, punctuation, and word choice of medical terms.

	02.04 Identify inconsistencies, errors, and missing information within a medical report.
	02.05 Explain the importance of physician approval of health records.
	02.06 Practice patient confidentiality guidelines and legal documentation requirements.
	02.07 Enter medical reports into electronic health records systems.
	02.08 Use medical references and resource materials as needed.
	02.09 Demonstrate a compliance with all federal and state health care regulations.
03.0	Demonstrate proficiency in the use of medical office management software, word processing, spreadsheet, and other office software commonly used in a medical office. The student will be able to:
	03.01 Produce medical documents.
	03.02 Create and edit templates and forms for the medical office.
	03.03 Prepare scanned documents for transmission or storage.
	03.04 Prepare a document using mail merge and variable information.
	03.05 Use technology to access, research, analyze, and interpret medical information.
	03.06 Use appropriate software to create, maintain and manage documents and produce reports.
	03.07 Define differences between operating systems and software applications.
	03.08 Discuss/Identify the importance of continuing education and technology updates.
04.0	Practice effective Records Information Management (RIM) techniques. The student will be able to:
	04.01 Index, code, sort, file, and cross-reference medical materials manually and electronically.
	04.02 Describe the process of an effective inventory of medical records.
	04.03 List and describe methods of protecting vital medical records.
	04.04 Identify the procedures of medical records forms control (i.e., retention, disposal, recovery).
	04.05 Compare and contrast the characteristics of centralized and decentralized filing systems.
	04.06 Identify procedures for confidentiality (i.e., HIPAA (Health Insurance Portability and Accountability Act)).
	04.07 Identify safety and security procedures for information transmittal.

05.0	Demonstrate employability and workplace skills. The student will be able to:
	05.01 Identify sources of employment opportunities.
	05.02 Describe the job search process.
	05.03 Create a resume and a cover letter.
	05.04 Complete a job application.
	05.05 Identify different types of job interviews and demonstrate effective job interview techniques for each.
	05.06 Identify pre- and post- interview strategies.
	05.07 Identify and demonstrate appropriate responses to feedback from supervisors.
	05.08 Identify and demonstrate professionalism, proper business etiquette and acceptable work habits.
	05.09 Identify organizational structure, chain of command, and importance of appropriate protocol.
	05.10 Identify methods for securing an employment reference.
	05.11 Identify career advancement opportunities and demonstrate effective networking behaviors.
	05.12 Identify stress management strategies and techniques.
	05.13 Identify and demonstrate positive interpersonal skills.
	05.14 Demonstrate ability to work effectively with diverse populations.
	05.15 Demonstrate ability to work as a team member.
	05.16 Describe confidentiality and privacy issues in the workplace.
	05.17 Describe the importance of customer service to an organization.
	05.18 Describe the importance of an employee’s ability to be flexible in the workplace.
	05.19 Demonstrate effective time management skills.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Business Specialist**
Career Cluster: **Business Management and Administration**

CCC	
CIP Number	0552020103
Program Type	College Credit Certificate (CCC)
Program Length	12 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Business Administration AS degree program (1552020102).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to instruction to individuals in the areas of planning, organizing, directing and controlling of a business, with emphasis on selected theories of management and decision making and the knowledge and understanding necessary for managing people and functions.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

Professional Skills

01.0 Manage business information using appropriate software.
02.0 Demonstrate effective business communication skills.
03.0 Demonstrate employability skills.

Florida Department of Education
Student Performance Standards

Program Title: **Business Specialist**
CIP Number: **0552020103**
Program Length: **12 credit hours**

This certificate program is part of the Business Administration AS degree program (1552020102). At the completion of this program, the student will be able to:	
Professional Skills	
01.0	Manage business information using appropriate technology. The student will be able to:
01.01	Identify and use the appropriate technology in various business settings.
01.02	Demonstrate proficiency in the use of word processing, spreadsheet, database, and presentation software, collaboration tools, and other office software commonly used in business.
01.03	Utilize technology to access, research, analyze, organize and interpret business information. (i.e., dashboards, reports)
02.0	Demonstrate effective business communication skills. The student will be able to:
02.01	Identify and effectively utilize appropriate oral and written communication skills in diverse business settings.
02.02	Employ effective interpersonal communication skills in various business settings.
02.03	Exhibit listening and empathy skills that aid in achieving stakeholder satisfaction.
02.04	Demonstrate effective teamwork skills (collaboration, cooperation, negotiation, providing and receiving feedback).
02.05	Apply effective conflict resolution skills, including in legal, interpersonal, and ethical circumstances.
02.06	Recognize the importance of a growth mindset to improve outcomes.
02.07	Apply appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, conversation, text messages and virtual meetings.
02.08	Apply business-level writing standards in all correspondence.
02.09	Prepare, outline, and deliver an effective oral presentation in person as well as through a virtual live video platform, using appropriate visual material.
02.10	Research and interpret information retrieved from various primary and secondary sources.
02.11	Compose a document responding to and interpreting diverse types of business information.

	02.12 Demonstrate ability to communicate effectively with diverse stakeholders.
03.0	Demonstrate employability skills. The student will be able to:
	03.01 Identify sources of employment, internship, and apprenticeship opportunities, where applicable.
	03.02 Use government digital resources to identify jobs, wage, and employment trends for your occupation.
	03.03 Describe the job search process.
	03.04 Complete a resume and a cover letter.
	03.05 Complete an electronic job application form correctly.
	03.06 Identify methods for securing an employment reference.
	03.07 Prepare a resume for electronic distribution.
	03.08 Demonstrate effective job interview techniques and identify different types of interviews.
	03.09 Identify pre- and post- interview strategies.
	03.10 Identify and demonstrate appropriate responses to feedback from supervisors.
	03.11 Identify and demonstrate acceptable work habits.
	03.12 Describe the importance of an employee’s ability to be flexible in the workplace.
	03.13 Demonstrate effective time management skills.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Business Operations**
Career Cluster: **Business Management and Administration**

CCC	
CIP Number	0552020104
Program Type	College Credit Certificate (CCC)
Program Length	18 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Business Administration AS degree program (1552020102).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to instruction to individuals in the areas of planning, organizing, directing and controlling of a business, with emphasis on selected theories of management and decision-making and the knowledge and understanding necessary for managing people and functions.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

Professional Skills

01.0 Prepare and use financial information to support decision-making.
02.0 Demonstrate an understanding of accounting operations.
03.0 Manage business information using appropriate technology.
04.0 Demonstrate effective business communication skills.
05.0 Describe the significance of legal and ethical issues in a business environment.
06.0 Demonstrate employability skills.
07.0 Demonstrate an understanding of management activities.

In addition, students will complete the outcomes in one of the following specializations:

Banking Specialization

08.0 Understand terminology unique to the banking industry.
09.0 Demonstrate knowledge of basic functions of banking institutions.
10.0 Utilize effective cross selling techniques and procedures for financial services.
11.0 Demonstrate knowledge of the history, growth and structure of the banking industry.
12.0 Demonstrate foundational knowledge of banking operations.
13.0 Identify security procedures for the detection and prevention of bank fraud.
14.0 Demonstrate understanding of money and banking.
15.0 Demonstrate knowledge of economic principles.

Human Resources Specialization

16.0 Examine the major principles of human resources.

International Business Specialization

17.0 Demonstrate knowledge of international marketing and distribution activities.
18.0 Demonstrate knowledge of international banking, accounting, and finance activities.
19.0 Demonstrate knowledge of international socio-cultural business practices.
20.0 Demonstrate knowledge of international law and economic activities.

Management Specialization

21.0 Demonstrate knowledge of the principles and practices of management.
22.0 Demonstrate knowledge of essential human relations skills.
23.0 Demonstrate knowledge of the responsibilities, challenges, and attributes of each level of management.

Small Business Management Specialization

24.0 Demonstrate knowledge of small business management functions.

Florida Department of Education
Student Performance Standards

Program Title: **Business Operations**
CIP Number: **0552020104**
Program Length: **18 credit hours**

This certificate program is part of the Business Administration AS degree program (1552020102). At the completion of this program, the student will be able to:	
Professional Skills	
01.0	Prepare and use financial information to support decision-making. The student will be able to:
01.01	Apply the accounting cycle steps to various business scenarios.
01.02	Apply cash control procedures to various business scenarios.
01.03	Use source documents to prepare and analyze transactions.
01.04	Describe internal control methods, cyber security protocols, and fraud controls.
01.05	Apply Generally Accepted Accounting Principles (GAAP) in the context of global business operations.
01.06	Analyze financial information to make informed business decisions.
02.0	Demonstrate an understanding of accounting operations. The student will be able to:
02.01	Examine accounts receivable and payable in different business scenarios to identify possible issues.
02.02	Compare and contrast profit vs. not-for-profit accounting.
02.03	Prepare and interpret profit analysis reports and their impact on organizational performance.
02.04	Describe differences in planning for operating expenditures and capital expenditures.
02.05	Describe the principles related to pricing decisions.
02.06	Use pricing principles to justify business decisions.
02.07	Assess the impact of taxes on business operations.
02.08	Conduct a basic financial ratio analysis.
03.0	Manage business information using appropriate technology. The student will be able to:

	03.01 Identify and use the appropriate technology in various business settings.
	03.02 Demonstrate proficiency in the use of word processing, spreadsheet, database, & presentation software, collaboration tools, and other office software commonly used in business.
	03.03 Utilize technology to access, research, analyze, organize and interpret business information. (i.e., dashboards, reports)
04.0	Demonstrate effective business communication skills. The student will be able to:
	04.01 Identify and effectively utilize appropriate oral and written communication skills in diverse business settings.
	04.02 Employ effective interpersonal communication skills in various business settings.
	04.03 Exhibit listening and empathy skills that aid in achieving stakeholder satisfaction.
	04.04 Demonstrate effective teamwork skills (collaboration, cooperation, negotiation, providing and receiving feedback).
	04.05 Apply effective conflict resolution skills, including in legal, interpersonal, and ethical circumstances.
	04.06 Recognize the importance of a growth mindset to improve outcomes.
	04.07 Apply appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, conversation, text messages and virtual meetings.
	04.08 Apply business-level writing standards in all correspondence.
	04.09 Prepare, outline, and deliver an effective oral presentation in person as well as through a virtual live video platform, using appropriate visual material.
	04.10 Research and interpret information retrieved from various primary and secondary sources.
	04.11 Compose a document responding to and interpreting diverse types of business information.
	04.12 Demonstrate ability to communicate effectively with diverse stakeholders.
05.0	Describe the significance of legal and ethical issues in a business environment. The student will be able to:
	05.01 Explain the essential elements of a contract and other negotiable instruments.
	05.02 Differentiate the main types of intellectual property rights.
	05.03 Identify the appropriate use of employer property.
	05.04 Describe the role of confidentiality in business.
	05.05 Explain the decision-making process using ethical reasoning and the consequences of unethical choices in a business environment.

	05.06 Differentiate between ethical reasoning and judgment and acting in accordance with legal responsibilities.
	05.07 Discuss how values, attitudes, and cultural differences influence ethical decision-making.
	05.08 Explain legal, ethical, and privacy issues related to business communications, including the transmission and storage of electronic data.
06.0	Demonstrate employability skills. The student will be able to:
	06.01 Identify sources of employment, internship, and apprenticeship opportunities, where applicable.
	06.02 Use government digital resources to identify jobs, wage, and employment trends for your occupation.
	06.03 Describe the job search process.
	06.04 Complete a resume and a cover letter.
	06.05 Complete an electronic job application form correctly.
	06.06 Identify methods for securing an employment reference.
	06.07 Prepare a resume for electronic distribution.
	06.08 Demonstrate effective job interview techniques and identify different types of interviews.
	06.09 Identify pre- and post- interview strategies.
	06.10 Identify and demonstrate appropriate responses to feedback from supervisors.
	06.11 Identify and demonstrate acceptable work habits.
	06.12 Describe the importance of an employee's ability to be flexible in the workplace.
	06.13 Demonstrate effective time management skills.
07.0	Demonstrate an understanding of management activities. The student will be able to:
	07.01 Describe the functions of management and their impact on an organization's ability to achieve its goals.
	07.02 Describe how an organization's mission and vision drive the formation of strategic policy.
	07.03 Distinguish the goals among business, government, and non-profit organizations.
	07.04 Describe basic management roles, including interpersonal, informational and decision-making.
	07.05 Discuss political, conceptual, interpersonal, and diagnostic skills required in management.

	07.06 Describe the value and application of data to management decision-making.
	07.07 Describe how creativity and innovation are significant contributions to successful management.
	07.08 Identify the impact of organizational culture.
Banking Specialization	
08.0	Understand terminology unique to the banking industry. The student will be able to:
	08.01 Understand and use terminology as it applies to the banking industry.
	08.02 Interpret and convey banking terminology to communicate effectively with customers.
09.0	Demonstrate knowledge of basic functions of banking institutions. The student will be able to:
	09.01 Describe the basic functions of a financial institution.
	09.02 Explain how the functions of a financial institution are interrelated.
	09.03 Discuss which departments and employees are responsible for the different functions.
10.0	Utilize effective cross selling techniques and procedures for financial services. The student will be able to:
	10.01 Demonstrate knowledge of all services offered by financial institutions for purposes of cross selling.
	10.02 Demonstrate the procedures related to cross selling and explain their importance.
	10.03 Analyze ethical considerations related to cross selling financial services.
11.0	Demonstrate knowledge of the history, growth and structure of the banking industry. The student will be able to:
	11.01 Describe the evolution of American banking institutions.
	11.02 Describe the functions of regulatory agencies and their impact on the banking industry.
	11.03 Identify major acts and important regulations resulting from the growth and changes in banking institutions.
	11.04 Differentiate between banks and other financial institutions that offer banking services.
	11.05 Explain the role of bank rating agencies.
	11.06 Discuss the role of the CRA (Community Reinvestment Act).
12.0	Demonstrate foundational knowledge of banking operations. The student will be able to:

	12.01 Locate information on a customer's account and explain what information is to be given over the phone and to whom it can be given.
	12.02 Explain the routing system for payment of a check in the Check 21 environment.
	12.03 Identify and describe standard bank policies, including state regulations.
	12.04 Explain how a credit score is tabulated.
13.0	Identify security procedures for the detection and prevention of bank fraud. The student will be able to:
	13.01 Explain the components of and process for filing a Currency Transaction Report (CTR).
	13.02 Describe the importance of information security, including cybersecurity protocols.
	13.03 Identify and describe common types of bank fraud.
	13.04 Identify and describe security precautions and methods used to deter bank fraud.
14.0	Demonstrate understanding of money and banking. The student will be able to:
	14.01 Identify current trends in financial services deregulation and diversified financial services.
	14.02 Differentiate among corporation and other forms of business.
	14.03 Identify and explain the components of a corporate charter and bylaws.
	14.04 Describe capital acquisition and subsequent equity and debt functions.
	14.05 Discuss the functions of securities markets and the SEC (Securities and Exchange Commission) regulations.
	14.06 Define business failure, reorganization, dissolutions, and liquidation.
	14.07 Conduct a basic financial ratio analysis.
	14.08 Identify and describe the major types of financial markets and what distinguishes them.
	14.09 Identify and describe the major types of financial intermediaries and what distinguishes them.
	14.10 Define a financial system and describe its purpose.
	14.11 Explain concepts of loan to value, time value of money, compounding of interest, and amortization.
	14.12 Discuss credit information sources.
15.0	Demonstrate knowledge of economic principles. The student will be able to:

15.01	Differentiate between monetary and fiscal policy.
15.02	Explain production, consumption, GDP (Gross Domestic Product) and business cycles.
15.03	Explain the interrelationship between the Federal Reserve System and commercial banks.
15.04	Identify and describe the economic factors that cause interest rates to rise and decline.
15.05	Define inflation and describe its impact on the economy.
Human Resources Specialization	
16.0	Examine the major principles of human resources. The student will be able to:
16.01	Analyze the functions of human resources.
16.02	Explain the employer's relationship with the Human Resources Department.
16.03	Analyze the strategic role of human resources in an organization.
16.04	Compare and contrast the benefits and limitations of internal and external recruiting.
16.05	Describe various methods of recruitment.
16.06	Create and analyze job descriptions and position requirements.
16.07	Analyze KSAs (knowledge, skills, & abilities) of potential internal candidates for open positions.
16.08	Describe interviewing skills and techniques appropriate to in-person and virtual settings.
16.09	Describe the process of onboarding.
16.10	Identify training and development strategies within the human resources department.
16.11	Analyze and select appropriate in-person and virtual interview techniques.
16.12	Identify candidates for selection and hiring, including contract and temporary positions.
16.13	Describe compensation and benefit plans.
16.14	Describe the legal issues associated with compensation and benefit plans.
16.15	Identify human resource challenges and provide possible solutions.
16.16	Identify proactive steps to address potential human resource challenges.

16.17	Describe the provisions of the Civil Rights Acts, Equal Employment Opportunity Commission (EEOC), American with Disabilities Act (ADA), Equal Pay Act (EPA), Fair Labor Standards Act, Affordable Care Act (ACA), Family and Medical Leave Act (FMLA), and other laws as they apply to human resource functions.
16.18	Describe the oversight function of Federal and State administrative and regulatory agencies as they relate to human resources.
16.19	Explain how perceptions of compensation differ among different stakeholders.
16.20	Define internal equity within an organization.
16.21	Discuss external competitiveness.
16.22	Examine the effect of political, economic, social, and cultural factors on human resources.
16.23	Identify criteria for effective performance management.
16.24	Discuss the employment and onboarding processes for contract and temporary positions.
International Business Specialization	
17.0	Understand international marketing and distribution activities. The student will be able to:
17.01	Explain the complex and dynamic international business relationships among countries, regions, and global institutions.
17.02	Identify, explore, and analyze global resources related to international business.
17.03	Prepare international sales and purchase agreements.
17.04	Demonstrate decision-making abilities that generate marketing strategies using products, prices, places, and promotions specifically related to international business.
17.05	Compare and contrast the benefits and limitations of various modes of transporting goods internationally.
17.06	Determine transportation costs.
17.07	Recognize the types of international business organizations and their structures.
17.08	Identify and describe a customer segment across cultures.
17.09	Identify and critically analyze international business opportunities.
17.10	Demonstrate an understanding of global economic integration as it relates to distribution.
17.11	Recognize the benefits and limitations of using digital currency in global business.
17.12	Discuss the use of e-commerce in the global business environment.

	17.13 Explain the risks associated with global entry and exit strategies.
18.0	Demonstrate knowledge of international banking, accounting, and finance activities. The student will be able to:
	18.01 Identify various payment methods.
	18.02 Describe the process of preparing instruments of international payment, including letters of credit.
	18.03 Identify various sources of financing.
	18.04 Calculate foreign currency using exchange rates.
	18.05 Describe the risk factors related to foreign exchange.
	18.06 Discuss countertrade in international transactions.
	18.07 Describe the common challenges with import/export transactions and processes.
	18.08 Describe the history of various global monetary systems including the Gold Standard, Fixed Rate, and Floating Rate Exchange systems.
	18.09 Describe the differences in accounting standards across nations.
19.0	Demonstrate knowledge of international socio-cultural business practices. The student will be able to:
	19.01 Compare and contrast international business customs and practices.
	19.02 Identify countries within regional trade organizations.
	19.03 Explain the various elements of the Hofstede Model as a tool for understanding cultural differences.
	19.04 Describe the role of religion in global business.
20.0	Demonstrate knowledge of international law and economic activities. The student will be able to:
	20.01 Identify requirements necessary to comply with international contracts.
	20.02 Identify requirements necessary to comply with international laws and treaties.
	20.03 Describe the benefits and limitations of free trade.
	20.04 Discuss the benefits and limitations of various trade barriers.
	20.05 Discuss the benefits and limitations of globalization.
	20.06 Describe the role of various global institutions in international business.

20.07	Describe the role of United States government agencies in international business.
20.08	Describe corporate social responsibility and its impact on the global economy.
20.09	Describe the role of expatriation and repatriation.
20.10	Compare and contrast various global staffing practices and procedures.
20.11	Describe challenges related to performance appraisals in global business operations.
20.12	Discuss and debate ethical issues associated with global business.
Management Specialization	
21.0	Demonstrate knowledge of principles and practices of management. The student will be able to:
21.01	Describe the three basic levels of management and types of positions associated with each.
21.02	Discuss the different facets of social responsibility and their impact on business.
21.03	Analyze the differences between ethical leadership and legal responsibility.
21.04	Compare and contrast the different types of plans: strategic, operational, and tactical.
21.05	Distinguish between an organization's mission and vision.
21.06	Identify and describe various planning activities, including goal setting and budgeting; as well as creating and establishing policies and procedures.
21.07	Describe and give applications of the process of rational decision-making.
21.08	Define the organizing function of management and identify various activities associated with it.
21.09	Discuss the relationship between authority and responsibility.
21.10	Describe different types of organizational structures.
21.11	Distinguish between leadership and management.
21.12	Describe the key elements of leadership theories.
21.13	Discuss the key elements of motivation theories.
21.14	Describe the relationship between the planning and control functions.
21.15	Describe various types of control techniques used in the workplace.

	21.16 Describe various crisis management techniques.
22.0	Demonstrate knowledge of essential human relations skills. The student will be able to:
	22.01 Discuss the importance of effective human relations skills in organizations.
	22.02 Describe how self-esteem, perception, and values impact job performance.
	22.03 Describe group dynamics and its effect on employee performance.
	22.04 Discuss the effects of stress on employees and the organization and how to effectively manage it.
23.0	Demonstrate knowledge of the responsibilities, challenges, and attributes of each level of management. The student will be able to:
	23.01 Discuss the challenges involved in making the transition from employee to manager.
	23.02 Identify key supervisory responsibilities unique to each management level.
	23.03 Discuss key attributes of managers, and identify which skills are most important for each management level.
Small Business Management Specialization	
24.0	Demonstrate knowledge of small business management functions. The student will be able to:
	24.01 Describe the principles of small business management including planning and ethics.
	24.02 Identify principles and systems of accounting in a small business.
	24.03 Identify and describe budgeting and break-even analysis processes.
	24.04 Explain the principles of financing and cash management in the small business.
	24.05 Identify the fundamentals of advertising and marketing products and services in the small business.
	24.06 Describe the principles of inventory management.
	24.07 Identify emerging technology trends in small business operations.
	24.08 Explain basic management functions of leading, organizing, staffing, and motivating.
	24.09 Discuss the components, function, importance, and mechanics of a business plan.
	24.10 Identify and describe the components of cost accounting.
	24.11 Identify and describe fundamental legal issues and government regulations facing small business owners.

24.12 Describe the process of creating and managing a labor relations program in a small business.
24.13 Explain the role of e-commerce.
24.14 Compare and contrast the various forms of business ownership.
24.15 Discuss the benefits and limitations of family or home-based businesses.
24.16 Describe the process of creating and managing an effective human resources program in a small business.
24.17 Analyze and interpret the basic financial statements (balance sheet, income statement, cash flow statement).
24.18 Compare and contrast the various forms of funding a small business.
24.19 Identify valuation methods.
24.20 Discuss the components, function, importance, and mechanics of a business model canvas.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Human Resources Administrator**
Career Cluster: **Business Management and Administration**

CCC	
CIP Number	0552020105
Program Type	College Credit Certificate (CCC)
Program Length	21 credit hours
CTSO	FBLA-PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Business Administration AS degree program (1552020102).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to human resources management, recruitment and staffing, compensation & benefits administration, employment law, records management, and introduction to business.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

Professional Skills

01.0 Prepare and use financial information to support decision-making.
02.0 Demonstrate an understanding of accounting operations.
03.0 Manage business information using appropriate technology.
04.0 Demonstrate effective business communication skills.
05.0 Describe the significance of legal and ethical issues in a business environment.
06.0 Identify the role and function of human resources in the business environment.
07.0 Demonstrate employability skills.
08.0 Demonstrate an understanding of management activities.

Human Resources Specialization

09.0 Examine the major principles of human resources.

Florida Department of Education
Student Performance Standards

Program Title: **Human Resources Administrator**
CIP Number: **0552020105**
Program Length: **21 credit hours**

This certificate program is part of the Business Administration AS degree program (1552020102). At the completion of this program, the student will be able to:	
Professional Skills	
01.0	Prepare and use financial information to support decision-making. The student will be able to:
01.01	Apply the accounting cycle steps to various business scenarios.
01.02	Apply cash control procedures to various business scenarios.
01.03	Use source documents to prepare and analyze transactions.
01.04	Describe internal control methods, cyber security protocols, and fraud controls.
01.05	Apply Generally Accepted Accounting Principles (GAAP) in the context of global business operations.
01.06	Analyze financial information to make informed business decisions.
02.0	Demonstrate an understanding of accounting operations. The student will be able to:
02.01	Examine accounts receivable and payable in different business scenarios to identify possible issues.
02.02	Compare and contrast profit vs. not-for-profit accounting.
02.03	Prepare and interpret profit analysis reports and their impact on organizational performance.
02.04	Describe differences in planning for operating expenditures and capital expenditures.
02.05	Describe the principles related to pricing decisions.
02.06	Use pricing principles to justify business decisions.
02.07	Assess the impact of taxes on business operations.
02.08	Conduct a basic financial ratio analysis.
03.0	Manage business information using appropriate technology. The student will be able to:

	03.01 Identify and use the appropriate technology in various business settings.
	03.02 Demonstrate proficiency in the use of word processing, spreadsheet, database, & presentation software, collaboration tools, and other office software commonly used in business.
	03.03 Utilize technology to access, research, analyze, organize and interpret business information. (i.e., dashboards, reports)
04.0	Demonstrate effective business communication skills. The student will be able to:
	04.01 Identify and effectively utilize appropriate oral and written communication skills in diverse business settings.
	04.02 Employ effective interpersonal communication skills in various business settings.
	04.03 Exhibit listening and empathy skills that aid in achieving stakeholder satisfaction.
	04.04 Demonstrate effective teamwork skills (collaboration, cooperation, negotiation, providing and receiving feedback).
	04.05 Apply effective conflict resolution skills, including in legal, interpersonal, and ethical circumstances.
	04.06 Recognize the importance of a growth mindset to improve outcomes.
	04.07 Apply appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, conversation, text messages and virtual meetings.
	04.08 Apply business-level writing standards in all correspondence.
	04.09 Prepare, outline, and deliver an effective oral presentation in person as well as through a virtual live video platform, using appropriate visual material.
	04.10 Research and interpret information retrieved from various primary and secondary sources.
	04.11 Compose a document responding to and interpreting diverse types of business information.
	04.12 Demonstrate ability to communicate effectively with diverse stakeholders.
05.0	Describe the significance of legal and ethical issues in a business environment. The student will be able to:
	05.01 Explain the essential elements of a contract and other negotiable instruments.
	05.02 Differentiate the main types of intellectual property rights.
	05.03 Identify the appropriate use of employer property.
	05.04 Describe the role of confidentiality in business.
	05.05 Explain the decision-making process using ethical reasoning and the consequences of unethical choices in a business environment.
	05.06 Differentiate between ethical reasoning and judgment and acting in accordance with legal responsibilities.

	05.07	Discuss how values, attitudes, and cultural differences influence ethical decision-making.
	05.08	Explain legal, ethical, and privacy issues related to business communications, including the transmission and storage of electronic data.
06.0	Identify the role and function of human resources in the business environment. The student will be able to:	
	06.01	Describe and conduct a job analysis.
	06.02	Identify the role, principles and functions of recruitment and staffing.
	06.03	Demonstrate effective interview methods, including the use of current technology.
	06.04	Identify methods of employee onboarding, orientation, training, development, and retention.
	06.05	Identify the components of compensation and benefits plans, and evaluate the potential for inequity in compensation and benefits.
	06.06	Describe the legal issues associated with compensation and benefits plans.
	06.07	Describe the administration of, and costs associated with, employer compensation and benefits plans.
	06.08	Describe current provisions of human resources laws, including but not limited to the Civil Rights Acts, Equal Employment Opportunity Commission (EEOC), American with Disabilities Act (ADA), Equal Pay Act (EPA), Fair Labor Standards Act, Affordable Care Act (ACA), and Family and Medical Leave Act (FMLA).
	06.09	Identify methods to protect organizations from potential legal action.
	06.10	Describe Future of Work trends and which careers are most likely to be impacted by automation and technology advances.
07.0	Demonstrate employability skills. The student will be able to:	
	07.01	Identify sources of employment, internship, and apprenticeship opportunities, where applicable.
	07.02	Use government digital resources to identify jobs, wage, and employment trends for your occupation.
	07.03	Describe the job search process.
	07.04	Complete a resume and a cover letter.
	07.05	Complete an electronic job application form correctly.
	07.06	Identify methods for securing an employment reference.
	07.07	Prepare a resume for electronic distribution.
	07.08	Demonstrate effective job interview techniques and identify different types of interviews.

	07.09 Identify pre- and post- interview strategies.
	07.10 Identify and demonstrate appropriate responses to feedback from supervisors.
	07.11 Identify and demonstrate acceptable work habits.
	07.12 Describe the importance of an employee's ability to be flexible in the workplace.
	07.13 Demonstrate effective time management skills.
08.0	Demonstrate an understanding of management activities. The student will be able to:
	08.01 Describe the functions of management and their impact on an organization's ability to achieve its goals.
	08.02 Describe how an organization's mission and vision drive the formation of strategic policy.
	08.03 Distinguish the goals among business, government, and non-profit organizations.
	08.04 Describe basic management roles, including interpersonal, informational and decision-making.
	08.05 Discuss political, conceptual, interpersonal, and diagnostic skills required in management.
	08.06 Describe the value and application of data to management decision-making.
	08.07 Describe how creativity and innovation are significant contributions to successful management.
	08.08 Identify the impact of organizational culture.
Human Resources Specialization	
09.0	Examine the major principles of human resources. The student will be able to:
	09.01 Analyze the functions of human resources.
	09.02 Explain the employer's relationship with the Human Resources Department.
	09.03 Analyze the strategic role of human resources in an organization.
	09.04 Compare and contrast the benefits and limitations of internal and external recruiting.
	09.05 Describe various methods of recruitment.
	09.06 Create and analyze job descriptions and position requirements.
	09.07 Analyze KSAs (knowledge, skills, & abilities) of potential internal candidates for open positions.

09.08	Describe interviewing skills and techniques appropriate to in-person and virtual settings.
09.09	Describe the process of onboarding.
09.10	Identify training and development strategies within the human resources department.
09.11	Analyze and select appropriate in-person and virtual interview techniques.
09.12	Identify candidates for selection and hiring, including contract and temporary positions.
09.13	Describe compensation and benefit plans.
09.14	Describe the legal issues associated with compensation and benefit plans.
09.15	Identify human resource challenges and provide possible solutions.
09.16	Identify proactive steps to address potential human resource challenges.
09.17	Describe the provisions of the Civil Rights Acts, Equal Employment Opportunity Commission (EEOC), American with Disabilities Act (ADA), Equal Pay Act (EPA), Fair Labor Standards Act, Affordable Care Act (ACA), Family and Medical Leave Act (FMLA), and other laws as they apply to human resource functions.
09.18	Describe the oversight function of Federal and State administrative and regulatory agencies as they relate to human resources.
09.19	Explain how perceptions of compensation differ among different stakeholders.
09.20	Define internal equity within an organization.
09.21	Discuss external competitiveness.
09.22	Examine the effect of political, economic, social, and cultural factors on human resources.
09.23	Identify criteria for effective performance management.
09.24	Discuss the employment and onboarding processes for contract and temporary positions.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Florida Future Business Leaders of America-Phi Beta Lambda (FBLA-PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Applied Management**
Career Cluster: **Business Management and Administration**

AAS	
CIP Number	0552020107
Program Type	College Credit
Program Length	60 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to communication skills, leadership skills, human relations and employability skills, principles of management, personnel management, and general business procedures.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 60 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Apply supervision skills.
02.0 Communicate effectively in supervision.
03.0 Apply strategies for effective management.
04.0 Employ creative thinking to achieve business objectives.
05.0 Demonstrate appropriate math skills.
06.0 Demonstrate an understanding of entrepreneurship.
07.0 Demonstrate knowledge of data-processing activities.
08.0 Identify, classify, and demonstrate management functions.
09.0 Apply basic quality control principles.
10.0 Demonstrate an understanding of professional, technical or industrial competencies.

Florida Department of Education
Student Performance Standards

Program Title: **Applied Management**
CIP Numbers: **0552020107**
Program Length: **60 credit hours**

At the completion of this program, the student will be able to:	
01.0	Apply supervision skills. The student will be able to:
01.01	Specify the responsibilities of the supervisor.
01.02	Implement human relations skills.
01.03	Follow leadership principles and approaches.
01.04	Apply positive approaches to discipline.
01.05	Conceptualize organizational functions of management.
01.06	Develop organizational plans.
01.07	Follow and teach accepted accident prevention practices.
01.08	Apply the principles and procedures of delegation.
01.09	Utilize motivational skills to coordinate employee and organization interest.
01.10	Apply appropriate techniques of dealing with crises.
01.11	Utilize strategies for dealing with interpersonal conflicts.
01.12	Analyze causes of resistance in employees.
01.13	Implement the agreement-finding process.
01.14	Develop and implement job instructions.
01.15	Apply principles of management to employee/employer conflicts.
01.16	Explore and research latest issues regarding Americans with Disabilities Act (ADA).
01.17	Conduct decision making meetings.

	01.18 Employ steps of effective decision-making.
	01.19 Set goals and objectives.
	01.20 Evaluate job applicants.
	01.21 Discuss the performance appraisal with an employee.
	01.22 Implement participative style of supervision.
02.0	Communicate effectively in supervision. The student will be able to:
	02.01 Solve problems in communicating.
	02.02 Exhibit appropriate habits in person-to-person communication.
	02.03 Utilize appropriate communication skills using telephone, computer or other electronic media, both domestically and internationally.
	02.04 Use communication feedback effectively.
	02.05 Use persuasion skills in communicating.
	02.06 Build credibility in management.
	02.07 Recognize and react to non-verbal communication.
	02.08 Practice conflict management skills.
	02.09 Write an effective memorandum.
	02.10 Prepare a written technical report.
	02.11 Apply verbal and non-verbal inter-cultural communication skills.
	02.12 Read and understand graphs, charts, diagrams, and tables commonly used in the industrial/occupational area.
	02.13 Write logical and understandable statements to accurately complete forms/invoices commonly used in business and industry, both domestically and internationally.
03.0	Apply strategies for effective management. The student will be able to:
	03.01 Diagnose unacceptable performance.
	03.02 Determine effective discipline procedures.
	03.03 Undertake disciplinary action.

	03.04 Plan appraisal interviews.
	03.05 Conduct appraisal interviews.
	03.06 Implement transfer, demotion, and termination procedures.
	03.07 Conduct hiring interviews.
	03.08 Implement recruitment procedures.
	03.09 Apply the hierarchy of human needs to worker motivation.
04.0	Employ creative thinking to achieve business objectives. The student will be able to:
	04.01 Utilize techniques for maximum production of ideas.
	04.02 Establish and maintain conditions necessary for creative problem solving.
	04.03 Diagnose conditions antithetical to creativity.
	04.04 Oversee problem solving.
05.0	Demonstrate appropriate math skills. The student will be able to:
	05.01 Solve problems for volume, weight, area, circumference, and perimeter measurements for rectangles, squares, and cylinders.
	05.02 Measure tolerance(s) on horizontal and vertical surfaces using millimeters, centimeters, feet, and inches.
	05.03 Add, subtract, multiply, and divide using fractions, decimals, and whole numbers.
	05.04 Determine the correct purchase price, including sales tax, for a materials list containing a minimum of six items.
	05.05 Demonstrate an understanding of federal, state, and local taxes and their computation.
	05.06 Demonstrate an understanding of balance sheets and income statements and their computation.
06.0	Demonstrate an understanding of entrepreneurship. The student will be able to:
	06.01 Identify characteristics of the American Enterprise System.
	06.02 Define inflation and deflation.
	06.03 Identify characteristics of international and global enterprise systems.
	06.04 Determine the results of a change in demand or a change in supply.

	06.05 List factors that contribute to economic growth.
	06.06 Identify characteristics of different types of business ownership.
	06.07 Choose appropriate action in a situation requiring application of business ethics.
	06.08 Demonstrate understanding of basic marketing principles.
07.0	Demonstrate knowledge of data-processing activities. The student will be able to:
	07.01 Identify terms commonly used in information processing.
	07.02 Demonstrate understanding of Microcomputer Applications Software.
	07.03 Identify automated business systems, equipment components, and media.
	07.04 Sequence and define the six steps of a procession cycle.
	07.05 Interpret operations of a flowchart of a simulated business job.
	07.06 Check printout for errors, correct, and resubmit.
	07.07 Use an alphanumeric keyboard and a ten-key numeric pad with appropriate techniques.
08.0	Identify, classify, and demonstrate management functions. The student will be able to:
	08.01 Identify the correct definition of management.
	08.02 Identify management positions and styles.
	08.03 Identify the major functions of management.
	08.04 Classify activities as part of the planning function of management.
	08.05 Classify activities as part of the organizing function of management.
	08.06 Classify activities as part of the staffing function of management.
	08.07 Classify activities as part of the directing function of management.
	08.08 Classify activities as part of the controlling function of management.
	08.09 Distinguish the differences among management functions.
	08.10 Select the most effective communication systems.

09.0	Apply basic quality control principles. The student will be able to:
09.01	Interpret basic statistical process control charts.
09.02	Apply basic statistical process control principles.
09.03	Analyze workers' and inspectors' roles in quality production.
09.04	Conduct a quality circle work session.
10.0	Demonstrate an understanding of technical or industrial competencies. The student will be able to:
10.01	Demonstrate an understanding of professional, technical or industrial competencies as specified in the curriculum frameworks of any postsecondary adult or postsecondary vocational program.
10.02	Demonstrate an understanding of professional, technical or industrial competencies through practical or lifetime experience.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

General Education Course Requirements for AS and AAS Degrees

State Board of Education Rule 6A-14.030(4), F.A.C., identifies 15 credit hours as the minimum amount of general education coursework required in the Associate of Science (AS) degree and the Associate of Applied Science (AAS) degree. In addition, Rule 6A-14.0303, F.A.C., implements s. 1007.25, F.S., and requires students entering a technical education degree program in the 2022-2023 academic year, and thereafter, to complete at least one identified core course in each subject area as part of the general education course requirements (15 credit hours total) before a degree is awarded) The core subject areas include:

- Communication.
- Humanities.
- Mathematics.
- Natural Sciences.
- Social Sciences.

Career and Technical Student Organization (CTSO)

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Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Real Estate Specialist**
Career Cluster: **Business Management and Administration**

CCC	
CIP Number	0552020113
Program Type	College Credit Certificate (CCC)
Program Length	12 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Business Administration AS degree program (1552020102).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to instruction to individuals in the areas of planning, organizing, directing and controlling of a business, with emphasis on selected theories of management and decision making and the knowledge and understanding necessary for managing people and functions.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

Professional Skills

01.0 Manage business information using appropriate technology.
02.0 Demonstrate effective business communication skills.
03.0 Describe the significance of legal and ethical issues in a business environment.
04.0 Demonstrate employability skills.

Property, Real Estate, and Community Association Management Specialization

05.0 Demonstrate knowledge of real estate principles.
06.0 Demonstrate understanding of property management operations.
07.0 Demonstrate an understanding of state and federal laws related to the operation of community associations.
08.0 Demonstrate understanding of community management association operations.
09.0 Demonstrate an understanding of the principles for the preparation of the budget and other financial documents.
10.0 Demonstrate an understanding of community association and property manager insurance requirements.
11.0 Demonstrate an understanding of the management and maintenance requirements of a community association.

Florida Department of Education
Student Performance Standards

Program Title: **Real Estate Specialist**
CIP Number: **0552020113**
Program Length: **12 credit hours**

This certificate program is part of the Business Administration AS degree program (1552020102). At the completion of this program, the student will be able to:	
Professional Skills	
01.0	Manage business information using appropriate technology. The student will be able to:
01.01	Identify and use the appropriate technology in various business settings.
01.02	Demonstrate proficiency in the use of word processing, spreadsheet, database, & presentation software, collaboration tools, and other office software commonly used in business.
01.03	Utilize technology to access, research, analyze, organize and interpret business information. (i.e., dashboards, reports)
02.0	Demonstrate effective business communication skills. The student will be able to:
02.01	Identify and effectively utilize appropriate oral and written communication skills in diverse business settings.
02.02	Employ effective interpersonal communication skills in various business settings.
02.03	Exhibit listening and empathy skills that aid in achieving stakeholder satisfaction.
02.04	Demonstrate effective teamwork skills (collaboration, cooperation, negotiation, providing and receiving feedback).
02.05	Apply effective conflict resolution skills, including in legal, interpersonal, and ethical circumstances.
02.06	Recognize the importance of a growth mindset to improve outcomes.
02.07	Apply appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, conversation, text messages and virtual meetings.
02.08	Apply business-level writing standards in all correspondence.
02.09	Prepare, outline, and deliver an effective oral presentation in person as well as through a virtual live video platform, using appropriate visual material.
02.10	Research and interpret information retrieved from various primary and secondary sources.
02.11	Compose a document responding to and interpreting diverse types of business information.

	02.12 Demonstrate ability to communicate effectively with diverse stakeholders.
03.0	Describe the significance of legal and ethical issues in a business environment. The student will be able to:
	03.01 Explain the essential elements of a contract and other negotiable instruments.
	03.02 Differentiate the main types of intellectual property rights.
	03.03 Identify the appropriate use of employer property.
	03.04 Describe the role of confidentiality in business.
	03.05 Explain the decision-making process using ethical reasoning and the consequences of unethical choices in a business environment.
	03.06 Differentiate between ethical reasoning and judgment and acting in accordance with legal responsibilities.
	03.07 Discuss how values, attitudes, and cultural differences influence ethical decision-making.
	03.08 Explain legal, ethical, and privacy issues related to business communications, including the transmission and storage of electronic data.
04.0	Demonstrate employability skills. The student will be able to:
	04.01 Identify sources of employment, internship, and apprenticeship opportunities, where applicable.
	04.02 Use government digital resources to identify jobs, wage, and employment trends for your occupation.
	04.03 Describe the job search process.
	04.04 Complete a resume and a cover letter.
	04.05 Complete an electronic job application form correctly.
	04.06 Identify methods for securing an employment reference.
	04.07 Prepare a resume for electronic distribution.
	04.08 Demonstrate effective job interview techniques and identify different types of interviews.
	04.09 Identify pre- and post- interview strategies.
	04.10 Identify and demonstrate appropriate responses to feedback from supervisors.
	04.11 Identify and demonstrate acceptable work habits.
	04.12 Describe the importance of an employee’s ability to be flexible in the workplace.

	04.13 Demonstrate effective time management skills.
Property, Real Estate, and Community Association Management Specialization	
05.0	Demonstrate knowledge of real estate principles. The student will be able to:
	05.01 Describe real estate sales under the market system.
	05.02 Explain the major submarkets of real estate.
	05.03 Explain the principles of highest and best use of land or improved property.
	05.04 List and explain at least three factors that influence demand in the real estate market.
	05.05 Describe duties and license requirements for sales associates, broker associates, and brokers.
	05.06 Describe how real estate market indicators assist in interpreting the current trends and conditions of the local market.
	05.07 Define and explain real estate deeds, taxes and legal descriptions.
	05.08 Define and describe a real estate investment analysis.
	05.09 List and describe different types of loans and financial resources.
	05.10 Describe how real property is appraised.
	05.11 Discuss various types of insurance associated with real estate ownership.
	05.12 Demonstrate understanding of legal issues in real estate.
	05.13 Describe various real estate marketing strategies.
	05.14 Describe the governing bodies and regulation of real estate in Florida.
	05.15 Distinguish between a single agent and a transaction broker.
	05.16 Explain the components of real estate contracts.
	05.17 Describe the real estate sales process from prospecting to closing.
06.0	Demonstrate understanding of property management operations. The student will be able to:
	06.01 Describe the role of the property manager.
	06.02 Identify the professional associations and certifications of a property manager.

	06.03 State the regulations of Professional Property Managers.
	06.04 Distinguish between the different types of managed properties.
	06.05 Recognize the different employment arrangements of a property manager.
07.0	Demonstrate an understanding of state and federal laws related to the operation of community associations.
	07.01 Explain the Florida Statutes and Regulations governing Condominium and Homeowners Associations as well as Cooperative Associations and Timeshares.
	07.02 Discuss Federal Laws including the Federal Fair Housing Act and non-discrimination requirements
	07.03 Distinguish between federal and state law, emphasizing the supremacy of Federal over State Law.
08.0	Demonstrate understanding of community management association operations. The student will be able to:
	08.01 Describe and differentiate among the governing documents including declaration, articles of incorporation, bylaws, and rules and regulations.
	08.02 Explain the proper noticing procedures for COA (Condominium Owners Association) and HOA (Homeowners Association) Board Meetings.
	08.03 Explain proper procedure for noticing and conducting meetings of the general membership of HOAs and COAs.
	08.04 Explain proper procedures for voting for general elections.
	08.05 Explain the purpose and scope of authority of committees.
09.0	Demonstrate an understanding of the principles for the preparation of the budget and other financial documents.
	09.01 Prepare a budget and explain proper procedures for adopting the budget and reserve requirements.
	09.02 Explain how to fund the budget, allocate and collect assessments.
	09.03 Explain the scope of lien-making power of community associations.
	09.04 Explain the purpose of estoppels.
	09.05 Describe and discuss annual reporting and record requirements.
	09.06 Discuss Escrow Management.
10.0	Demonstrate an understanding of community association and property manager insurance requirements.
	10.01 Explain state insurance requirements and proper steps for loss prevention.

	10.02 Develop an insurance plan for a community applying the state requirements for liability, flood and other types of insurance.
	10.03 Explain the use of fidelity and performance bonds.
11.0	Demonstrate an understanding of the management and maintenance requirements of a community association.
	11.01 Explain enforcement of the governing documents including the rights and responsibilities of unit owners, procedures for enforcement, and dispute resolution.
	11.02 Explain the bidding requirements for maintenance work.
	11.03 Identify and apply maintenance requirements based on state & local mandates or contractual obligations.
	11.04 Discuss the role of contracts in vendor management.
	11.05 Describe the role of contracts in property management.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Sport Management Operations**
Career Cluster: **Business Management and Administration**

CCC	
CIP Number	0552020117
Program Type	College Credit Certificate (CCC)
Program Length	18 credit hours
CTSO	Collegiate DECA, PBL
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Business Administration AS degree program (1552020102).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to the fundamental knowledge of Customer Relationship Management (CRM) software, effective selling foundations (understanding and initiating buyer/customer relationships/prospecting), and expectations in sales environments.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting 18 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Manage business information using appropriate technology.
02.0 Demonstrate an understanding of management activities.
03.0 Demonstrate an understanding of sales and marketing principles.
04.0 Demonstrate knowledge of principles and practices of management.
05.0 Demonstrate knowledge of the responsibilities, challenges, and attributes of each level of management.

Florida Department of Education
Student Performance Standards

Program Title: **Sports Management Operations**
CIP Number: **0552020117**
Program Length: **18 credit hours**

This certificate program is part of the Business Administration AS degree program (1552020102). At the completion of this program, the student will be able to:	
01.0	Manage business information using appropriate technology. The student will be able to:
01.01	Identify and use the appropriate technology in various business settings.
01.02	Demonstrate proficiency in the use of word processing, spreadsheet, database, & presentation software, collaboration tools, and other office software commonly used in business.
01.03	Utilize technology to access, research, analyze, organize and interpret business information (i.e., dashboards, reports).
02.0	Demonstrate an understanding of management activities. The student will be able to:
02.01	Describe the functions of management and their impact on an organization's ability to achieve its goals.
02.02	Describe how an organization's mission and vision drive the formation of strategic policy.
02.03	Distinguish the goals among business, government, and non-profit organizations.
02.04	Describe basic management roles, including interpersonal, informational and decision-making.
02.05	Discuss political, conceptual, interpersonal, and diagnostic skills required in management.
02.06	Describe the value and application of data to management decision-making.
02.07	Describe how creativity and innovation are significant contributions to successful management.
02.08	Identify the impact of organizational culture.
03.0	Demonstrate an understanding of sales and marketing principles. The student will be able to:
03.01	Evaluate each component of the marketing mix for purposes of creating customer value.
03.02	Explain the effect of external environment on the marketing mix.
03.03	Discuss the factors that influence the buying decisions in consumer and business markets.

03.04	Identify and discuss the major components of the marketing plan.
03.05	Examine trends in international marketing.
03.06	Describe the benefits and limitations of social media and digital marketing.
03.07	Examine how research and development lead to new products and services.
03.08	Discuss expansion of product lines.
03.09	Discuss the impact of technology on consumer and business markets.
03.10	Explain trends in digital product and service delivery.
03.11	Explain the role of e-commerce for B2B and B2C.
03.12	Define factors that fuel innovation.
03.13	Describe the steps in the product development process.
03.14	Differentiate among market segmentation, target market, and customer persona.
03.15	Utilize essential knowledge and means for acquiring customer, competitor and product/service information.
03.16	Demonstrate selling techniques and procedures for improving customer satisfaction.
03.17	Define selling techniques and procedures for establishing customer relationships.
03.18	Discuss ethical guidelines in the selling process.
03.19	Prepare an effective sales presentation.
04.0	Demonstrate knowledge of principles and practices of management. The student will be able to:
04.01	Describe the three basic levels of management and types of positions associated with each.
04.02	Discuss the different facets of social responsibility and their impact on business.
04.03	Analyze the differences between ethical leadership and legal responsibility.
04.04	Compare and contrast the different types of plans: strategic, operational, and tactical.
04.05	Distinguish between an organization’s mission and vision.
04.06	Identify and describe various planning activities, including goal setting and budgeting; as well as creating and establishing policies and procedures.

	04.07 Describe and give applications of the process of rational decision-making.
	04.08 Define the organizing function of management and identify various activities associated with it.
	04.09 Discuss the relationship between authority and responsibility.
	04.10 Describe different types of organizational structures.
	04.11 Distinguish between leadership and management.
	04.12 Describe the key elements of leadership theories.
	04.13 Discuss the key elements of motivation theories.
	04.14 Describe the relationship between the planning and control functions.
	04.15 Describe various types of control techniques used in the workplace.
	04.16 Describe various crisis management techniques.
05.0	Demonstrate knowledge of the responsibilities, challenges, and attributes of each level of management. The student will be able to:
	05.01 Discuss the challenges involved in making the transition from employee to manager.
	05.02 Identify key supervisory responsibilities unique to each management level.
	05.03 Discuss key attributes of managers, and identify which skills are most important for each management level.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Collegiate DECA and Phi Beta Lambda (PBL) are the co-curricular career and technical student organization(s) providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Office Management**
Career Cluster: **Business Management and Administration**

CCC	
CIP Number	0552020401
Program Type	College Credit Certificate (CCC)
Program Length	27 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Office Administration AS degree program (1552020401).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to expediting and facilitating the maintenance and production of correspondence and records; to telecommunicate; maintain office budget; planning; preparing correspondence and resolutions; filing and maintaining documents; and assisting in the administration of policy.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

Professional Skills

01.0 Demonstrate effective business communication skills.
02.0 Prepare and use financial information.
03.0 Manage business information using appropriate software.
04.0 Perform records management activities.
05.0 Perform accounting activities.
06.0 Demonstrate employability and workplace skills.
07.0 Perform information processing activities.
08.0 Develop leadership skills.
09.0 Develop strategic organizational skills.
10.0 Perform office management activities.

Florida Department of Education
Student Performance Standards

Program Title: **Office Management**
CIP Number: **0552020401**
Program Length: **27 credit hours**

This certificate program is part of the Office Administration AS degree program (1552020401). At the completion of this program, the student will be able to:	
Professional Skills	
01.0	Demonstrate effective business communication skills. The student will be able to:
01.01	Demonstrate ability in teleconferencing and video conferencing.
01.02	Discuss the importance of voice mail, paging, transferring, recording/taking messages, placing international calls, and screening calls.
01.03	Demonstrate effective internal and external customer service skills.
01.04	Demonstrate understanding of current communications technology.
01.05	Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. Give, follow and interpret oral and written communications.
01.06	Use interpersonal communication skills to facilitate effective collaboration within teams.
01.07	Demonstrate ability to manage conflict and its resolution when dealing with challenging situations.
01.08	Discuss the importance of using appropriate tone and professional demeanor in business communications (e-mails, social media, texting, correspondence, conference calls, and conversation).
01.09	Compose business correspondence and related documents using correct spelling, grammar, punctuation and word choice.
01.10	Prepare and use technology-enhanced materials to deliver an oral presentation.
02.0	Prepare and use financial information. The student will be able to:
02.01	Perform business math operations.
03.0	Manage business information using appropriate software. The student will be able to:
03.01	Identify formatting principles.
03.02	Demonstrate proficiency using word processing, spreadsheet, presentation, database, e-mail/scheduling, and utility software applications.

	03.03 Produce business documents (letters, memorandums, and reports).
	03.04 Produce envelopes, labels, meeting minutes, tables, multi-page documents, numbered and bulleted lists, reports using footnotes and endnotes, and material from hand-written copy.
	03.05 Create and edit templates.
	03.06 Create documents by scanning.
	03.07 Create and edit documents from voice recognition software.
	03.08 Prepare and edit documents from rough draft copy using proofreaders' marks.
	03.09 Prepare documents using mail merge with various types of data sources.
	03.10 Identify and use appropriate software in a business environment.
04.0	Perform records management activities. The student will be able to:
	04.01 Index, code, sort, and file materials alphabetically, numerically, geographically and by subject, both manually and electronically.
	04.02 Identify types of filing supplies, equipment, and procedures.
	04.03 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
	04.04 Recommend solutions to problems in existing filing systems.
	04.05 Design and develop an initial inventory of records.
	04.06 Search for, retrieve, and investigate information in files.
	04.07 List and describe methods of protecting vital records.
	04.08 Identify appropriate action for the retention, disposal and archiving of records.
	04.09 Identify and compare centralized and decentralized filing systems.
	04.10 Classify records into vital, useful, and nonessential categories by industry.
	04.11 Identify procedures for confidentiality of information.
	04.12 Demonstrate backup and recovery procedures.
	04.13 Categorize records to follow statutes/regulations pertaining to Florida Public Records Laws retention and production.
05.0	Perform accounting activities. The student will be able to:

	05.01 Demonstrate ethical accounting practices.
	05.02 Identify parameters and functions of a fiscal calendar.
	05.03 Prepare payroll records, including time sheets.
	05.04 Demonstrate a general knowledge of the accounting cycle.
	05.05 Demonstrate proficiency in cash control procedures, including bank deposits, electronic fund transfers, credit and debit transactions, bank reconciliations, and petty cash.
	05.06 Use source documents to prepare and analyze transactions, including invoices, cash receipts, sales slips, credit memos, vendor statements, purchase orders, and packing slips.
	05.07 Describe how to implement internal and fraud controls.
	05.08 Demonstrate knowledge of using a chart of accounts to classify expenses.
	05.09 Describe how to manage and depreciate assets.
06.0	Demonstrate employability and workplace skills. The student will be able to:
	06.01 Identify sources of employment opportunities.
	06.02 Describe the job search process.
	06.03 Complete a resume and a cover letter and prepare for electronic distribution.
	06.04 Complete a job application form.
	06.05 Identify different types of job interviews and demonstrate effective job interview techniques for each.
	06.06 Prepare a thank you note for an interview.
	06.07 Demonstrate the ability to give and receive performance feedback.
	06.08 Identify and demonstrate professionalism, proper business etiquette and acceptable work habits.
	06.09 Identify organizational structure, chain of command and importance of appropriate protocol.
	06.10 Identify signs of stress and positive management techniques.
	06.11 Identify and demonstrate positive interpersonal skills.
	06.12 Demonstrate ability to work effectively with diverse populations (generational, cultural, gender).

	06.13 Demonstrate ability to work as a team member.
	06.14 Describe confidentiality and privacy issues in the workplace.
	06.15 Describe the importance of customer service to an organization.
	06.16 Describe the importance of an employee's ability to be flexible in the workplace.
	06.17 Demonstrate effective time management skills.
	06.18 Identify methods for securing an employment reference.
	06.19 Identify career advancement opportunities and demonstrate effective networking behaviors.
07.0	Perform information processing activities. The student will be able to:
	07.01 Demonstrate ability to manage files electronically, including in the Cloud.
	07.02 Define differences between operating systems and software applications.
	07.03 Identify and understand terms commonly used in information technology.
	07.04 Identify business systems, equipment components, and electronic media.
	07.05 Create and edit documents from handwritten, dictated and typed material using current technology.
	07.06 Input numeric data.
	07.07 Use office equipment manual.
	07.08 Develop a flowchart and an organizational chart.
	07.09 Identify computer security issues.
	07.10 Demonstrate knowledge of the importance of continuing education and technology updates.
08.0	Develop leadership skills. The student will be able to:
	08.01 Prepare an agenda, invite participants electronically and conduct a meeting.
	08.02 Demonstrate understanding of group dynamics and the impact upon individual and team performance.
09.0	Develop strategic organizational skills. The student will be able to:
	09.01 Apply creativity and critical thinking in problem solving and conflict resolution.

	09.02 Demonstrate creativity and innovative idea generation to enhance productivity.
	09.03 Prepare and manage a schedule for an employer or a project based activity.
	09.04 Demonstrate an understanding of business ethics by analyzing a situation and recommending solutions.
	09.05 Determine preventive actions for office communication problems.
10.0	Perform office management activities. The student will be able to:
	10.01 Identify management styles.
	10.02 Prepare operational reports for management.
	10.03 Set priorities and develop efficient procedures for work flow.
	10.04 Document self-assessment of workplace performance.
	10.05 Develop an orientation plan for new employees.
	10.06 Demonstrate the ability to assign work to others and delegate tasks effectively.
	10.07 Utilize appropriate performance management and assessment techniques to recommend employees for promotion or recognition.
	10.08 Demonstrate knowledge of work flow processes, team dynamics and efficient use of office equipment to design the layout of office space.
	10.09 Develop a vendor management process to compare and select vendors.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Office Support**
Career Cluster: **Business Management and Administration**

CCC	
CIP Number	0552020403
Program Type	College Credit Certificate (CCC)
Program Length	12 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Office Administration AS degree program (1552020401).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to expediting and facilitating the maintenance and production of correspondence and records; telecommunication; maintaining an office budget; planning; preparing correspondence and resolutions; filing and maintaining documents; and assisting in the administration of policy.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

Professional Skills

01.0 Demonstrate effective business communication skills.
02.0 Prepare and use financial information.
03.0 Manage business information using appropriate software.
04.0 Demonstrate employability and workplace skills.
05.0 Perform information processing activities.

Florida Department of Education
Student Performance Standards

Program Title: **Office Support**
CIP Number: **0552020403**
Program Length: **12 credit hours**
SOC Code(s):

This certificate program is part of the Office Administration AS degree program (1552020401). At the completion of this program, the student will be able to:	
Professional Skills	
01.0	Demonstrate effective business communication skills. The student will be able to:
01.01	Demonstrate effective internal and external customer service skills.
01.02	Demonstrate understanding of current communications technology.
01.03	Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. Give, follow and interpret oral and written communications.
01.04	Discuss the importance of using appropriate tone and professional demeanor in business communications (e-mails, social media, texting, correspondence, conference calls, and conversation).
01.05	Compose business correspondence and related documents using correct spelling, grammar, punctuation and word choice.
01.06	Prepare and use technology-enhanced materials to deliver an oral presentation.
02.0	Prepare and use financial information. The student will be able to:
02.01	Perform business math operations.
03.0	Manage business information using appropriate software. The student will be able to:
03.01	Identify formatting principles.
03.02	Demonstrate proficiency using word processing, spreadsheet, presentation, database, e-mail/scheduling, and utility software applications.
03.03	Produce business documents (letters, memorandums, and reports).
03.04	Produce envelopes, labels, meeting minutes, tables, multi-page documents, numbered and bulleted lists, reports using footnotes and endnotes, and material from hand-written copy.
03.05	Create and edit templates.

	03.06 Prepare and edit documents from rough draft copy using proofreaders' marks.
	03.07 Identify and use appropriate software in a business environment.
04.0	Demonstrate employability and workplace skills. The student will be able to:
	04.01 Identify sources of employment opportunities.
	04.02 Complete a resume and a cover letter and prepare for electronic distribution.
	04.03 Identify and demonstrate professionalism, proper business etiquette and acceptable work habits.
05.0	Perform information processing activities. The student will be able to:
	05.01 Demonstrate ability to manage files electronically, including in the Cloud.
	05.02 Define differences between operating systems and software applications.
	05.03 Identify and understand terms commonly used in information technology.
	05.04 Identify business systems, equipment components, and electronic media.
	05.05 Create and edit documents from handwritten, dictated and typed material using current technology.
	05.06 Input numeric data.
	05.07 Identify computer security issues.
	05.08 Demonstrate knowledge of the importance of continuing education and technology updates.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Risk Management and Insurance Operations**
Career Cluster: **Business Management and Administration**

CCC	
CIP Number	0552021500
Program Type	College Credit
Program Length	18 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Business Administration AS degree program (1552020102).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

The purpose of this program is to prepare students for further education and employment in the Insurance career cluster. The program is designed to develop the student's general employability by improving their work attitudes, communication, critical thinking, technical skills, problem-solving skills and occupation-specific skills relative to insurance sales.

The program content is broad-based to reflect the cross-functional relationships prevalent in risk management and insurance. Students are exposed to related business practices such as standard operating procedures, budgeting, planning, organizing, marketing, customer service, property and casualty rules, personal insurance rules, and risk management theory. Emphasis is placed on understanding the concept of risk, insurance sales, insurance products/policies, customer service, and providing the right coverage for the amount of risk exposure. Learning is promoted via teamwork, case studies, practitioner guest lectures, video lectures, online learning aides, and visits to insurance agency and carrier sites.

This program prepares students for employment in roles such as: Customer service representative, Insurance office assistant, Account Managers, Personal Lines Agent, Claims Adjuster, and Risk Analyst.

The content includes but is not limited to related business and insurance practices such as: insurance standard policies and forms, Florida insurance regulations, operating procedures, planning, organizing, customer service, marketing, sales, and risk management. Emphasis is placed

on the development of business and risk management skills necessary to become efficient and effective in identifying customers' insurance needs based on the amount of risk found and meeting profit goals within an insurance agency or carrier.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 18 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

Professional Skills

01.0 Prepare and use financial information to support decision-making.
02.0 Demonstrate an understanding of accounting operations.
03.0 Manage business information using appropriate technology.
04.0 Demonstrate effective business communication skills.
05.0 Describe the significance of legal and ethical issues in a business environment.
06.0 Demonstrate employability skills.
07.0 Demonstrate an understanding of management activities.

Insurance Specialization

08.0 Demonstrate knowledge and application of product and service technology.
09.0 Demonstrate knowledge of employee compensation and benefits plan.
10.0 Develop a successful promotion plan for an insurance agency.

Florida Department of Education
Student Performance Standards

Program Title: **Risk Management and Insurance Operations**
CIP Number: **0552021500**
Program Length: **18 credit hours**

This certificate program is part of the Business Administration AS degree program (1552020102). At the completion of this program, the student will be able to:	
Professional Skills	
01.0	Prepare and use financial information to support decision-making. The student will be able to:
01.01	Apply the accounting cycle steps to various business scenarios.
01.02	Apply cash control procedures to various business scenarios.
01.03	Use source documents to prepare and analyze transactions.
01.04	Describe internal control methods, cyber security protocols, and fraud controls.
01.05	Apply Generally Accepted Accounting Principles (GAAP) in the context of global business operations.
01.06	Analyze financial information to make informed business decisions.
02.0	Demonstrate an understanding of accounting operations. The student will be able to:
02.01	Examine accounts receivable and payable in different business scenarios to identify possible issues.
02.02	Compare and contrast profit vs. not-for-profit accounting.
02.03	Prepare and interpret profit analysis reports and their impact on organizational performance.
02.04	Describe differences in planning for operating expenditures and capital expenditures.
02.05	Describe the principles related to pricing decisions.
02.06	Use pricing principles to justify business decisions.
02.07	Assess the impact of taxes on business operations.
02.08	Conduct a basic financial ratio analysis.
03.0	Manage business information using appropriate technology. The student will be able to:

	03.01	Identify and use the appropriate technology in various business settings.
	03.02	Demonstrate proficiency in the use of word processing, spreadsheet, database, & presentation software, collaboration tools, and other office software commonly used in business.
	03.03	Utilize technology to access, research, analyze, organize and interpret business information. (i.e., dashboards, reports)
04.0	Demonstrate effective business communication skills. The student will be able to:	
	04.01	Identify and effectively utilize appropriate oral and written communication skills in diverse business settings.
	04.02	Employ effective interpersonal communication skills in various business settings.
	04.03	Exhibit listening and empathy skills that aid in achieving stakeholder satisfaction.
	04.04	Demonstrate effective teamwork skills (collaboration, cooperation, negotiation, providing and receiving feedback).
	04.05	Apply effective conflict resolution skills, including in legal, interpersonal, and ethical circumstances.
	04.06	Recognize the importance of a growth mindset to improve outcomes.
	04.07	Apply appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, conversation, text messages and virtual meetings.
	04.08	Apply business-level writing standards in all correspondence.
	04.09	Prepare, outline, and deliver an effective oral presentation in person as well as through a virtual live video platform, using appropriate visual material.
	04.10	Research and interpret information retrieved from various primary and secondary sources.
	04.11	Compose a document responding to and interpreting diverse types of business information.
	04.12	Demonstrate ability to communicate effectively with diverse stakeholders.
05.0	Describe the significance of legal and ethical issues in a business environment. The student will be able to:	
	05.01	Explain the essential elements of a contract and other negotiable instruments.
	05.02	Differentiate the main types of intellectual property rights.
	05.03	Identify the appropriate use of employer property.
	05.04	Describe the role of confidentiality in business.
	05.05	Explain the decision-making process using ethical reasoning and the consequences of unethical choices in a business environment.
	05.06	Differentiate between ethical reasoning and judgment and acting in accordance with legal responsibilities.

	05.07 Discuss how values, attitudes, and cultural differences influence ethical decision-making.
	05.08 Explain legal, ethical, and privacy issues related to business communications, including the transmission and storage of electronic data.
06.0	Demonstrate employability skills. The student will be able to:
	06.01 Identify sources of employment, internship, and apprenticeship opportunities, where applicable.
	06.02 Use government digital resources to identify jobs, wage, and employment trends for your occupation.
	06.03 Describe the job search process.
	06.04 Complete a resume and a cover letter.
	06.05 Complete an electronic job application form correctly.
	06.06 Identify methods for securing an employment reference.
	06.07 Prepare a resume for electronic distribution.
	06.08 Demonstrate effective job interview techniques and identify different types of interviews.
	06.09 Identify pre- and post- interview strategies.
	06.10 Identify and demonstrate appropriate responses to feedback from supervisors.
	06.11 Identify and demonstrate acceptable work habits.
	06.12 Describe the importance of an employee's ability to be flexible in the workplace.
	06.13 Demonstrate effective time management skills.
07.0	Demonstrate an understanding of management activities. The student will be able to:
	07.01 Describe the functions of management and their impact on an organization's ability to achieve its goals.
	07.02 Describe how an organization's mission and vision drive the formation of strategic policy.
	07.03 Distinguish the goals among business, government, and non-profit organizations.
	07.04 Describe basic management roles, including interpersonal, informational and decision-making.
	07.05 Discuss political, conceptual, interpersonal, and diagnostic skills required in management.
	07.06 Describe the value and application of data to management decision-making.

07.07	Describe how creativity and innovation are significant contributions to successful management.
07.08	Identify the impact of organizational culture.
Insurance Specialization	
08.0	Demonstrate knowledge and application of product and service technology. The student will be able to:
08.01	Explain the terms, conditions, and coverage found in the standard commercial fire policy.
08.02	List and explain the purposes of the forms that can be added to the standard commercial fire policy.
08.03	Discuss the standard clauses found in various commercial fire and allied forms.
08.04	List and explain the various commercial coverage forms available.
08.05	Discuss the different types of insurance contracts available to cover consequential and contingent losses.
08.06	Describe the procedure followed in the rating of fire and allied lines insurance
08.07	Explain the purpose and scope of the special flood and windstorm programs.
08.08	Discuss the comprehensive glass policy.
08.09	Discuss the basic inland marine policy, including contractor's equipment.
08.10	Discuss the coverage afforded by the ocean marine policies.
08.11	List the major commercial inland marine coverage and explain the use and purpose.
08.12	Describe the procedure followed in the rating of inland marine insurance contracts and demonstrate this understanding.
08.13	Explain the liability of an ocean carrier for the property of others.
08.14	List and explain the nature of the insurable interests in an ocean marine venture.
08.15	List and define the ocean marine perils.
08.16	Explain the purpose of the basic ocean marine clauses.
08.17	Discuss the principles and application of the law of negligence.
08.18	Explain commercial general liability coverage and its application to practical situations.
08.19	List the different commercial liability coverage and explain the application to practical situations, including but not limited to professional liability, errors & omissions, liquor liability, directors & officers, & cyber liability.

08.20	Discuss the negligence liability of automobile owners and operators.
08.21	Explain the various commercial automobile coverage parts, including but not limited to physical damage, liability, and uninsured motorist.
08.22	List the different automobile insurance policies and explain the differences among them.
08.23	Discuss the negligence liability of employers.
08.24	Discuss the coverage, endorsements, conditions and exclusions found in Worker's Compensation policies.
08.25	Discuss the purpose and operation of the Florida Joint Underwriters Association (FJUA).
08.26	Discuss the nature of the boiler and machinery (equipment breakdown) hazard.
08.27	List and explain the basic coverage found in boiler and machinery policies.
08.28	Define the basic crime terms.
08.29	List and discuss the basic and miscellaneous commercial crime coverage forms.
08.30	Explain the purposes, advantages and disadvantages of crime deductibles.
08.31	List the cybercrime coverages and describe their function.
08.32	Discuss the comprehensive glass policy.
08.33	Explain the purposes of fidelity bonds.
08.34	Define certain basic terms used in the fidelity field, including types of fidelity bonds.
08.35	Explain the differences between suretyship and insurance.
08.36	List and identify the parties to a surety bond and the different types of surety bonds.
08.37	Discuss the history and concept of commercial multiple line insurance and explain the advantages of packaging.
08.38	List and discuss the various commercial multiple line programs.
08.39	Explain the purpose of aviation insurance coverage.
08.40	Explain the purpose of life insurance coverage regarding business.
08.41	Define the terms used in life insurance and explain the various types of life insurance.
08.42	Define health insurance.

	08.43 Identify and explain the difference between individual and group health insurance.
	08.44 Define a Certificate of Insurance.
	08.45 Explain the components of a Certificate of Insurance.
	08.46 Determine when a Certificate of Insurance is needed.
09.0	Demonstrate knowledge of employee compensation and benefits plan. The student will be able to:
	09.01 Distinguish between the various types of wage and salary plans.
	09.02 Identify reasons why different wages and salaries are paid for different jobs.
	09.03 Describe the most common kinds of fringe benefits.
	09.04 Explain major provisions of both the Occupational Safety and Health Act and the Social Security Act.
10.0	Develop a successful promotion plan for an insurance agency. The student will be able to:
	10.01 Identify the major methods of promotion.
	10.02 List the sources of advertising.
	10.03 Identify information sources for planning an advertising program.
	10.04 Discuss factors involved in managing promotion including cost, timeliness, and legality.
	10.05 Explain how understanding the customer can improve personal selling.
	10.06 Show how a salesperson can use product knowledge.
	10.07 Instruct employees in effective sales techniques.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered. The activities of such organizations are defined as part of the curriculum in accordance with Rule 6A-6.065, F.A.C.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Risk Management and Insurance Management**
Career Cluster: **Business Management and Administration**

CCC	
CIP Number	0552021501
Program Type	College Credit
Program Length	24 credit hours
CTSO	BPA, Collegiate DECA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Business Administration AS degree program (1552020102).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

The purpose of this program is to prepare students for further education and employment in the Insurance career cluster. The program is designed to develop the student's general employability by improving their work attitudes, communication, critical thinking, technical skills, problem-solving skills and occupation-specific skills relative to insurance sales.

The program content is broad-based to reflect the cross-functional relationships prevalent in risk management and insurance. Students are exposed to related business practices such as standard operating procedures, budgeting, planning, organizing, marketing, customer service, property and casualty rules, commercial insurance rules, and risk management theory. Emphasis is placed on understanding the concept of risk, insurance sales, insurance products/policies, customer service, and providing the right coverage for the amount of risk exposure. Learning is promoted via team work, case studies, practitioner guest lectures, video lectures, online learning aides, and visits to insurance agency and carrier sites.

This program prepares students for employment in roles such as: Customer Service Representative, Insurance Office Assistant, Account Managers, Personal Lines Agent, Claims Adjuster, and Risk Analyst.

The content includes but is not limited to related business and insurance practices such as: insurance standard policies and forms, Florida insurance regulations, operating procedures, planning, organizing, customer service, marketing, sales, and risk management. Emphasis is placed

on the development of business and risk management skills necessary to become efficient, effective, and ethical in identifying customers' insurance needs based on the amount of risk found and meeting profit goals within an insurance agency or carrier.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 24 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

Professional Skills

01.0 Prepare and use financial information to support decision-making.
02.0 Demonstrate an understanding of accounting operations.
03.0 Manage business information using appropriate technology.
04.0 Demonstrate effective business communication skills.
05.0 Describe the significance of legal and ethical issues in a business environment.
06.0 Identify the role and function of human resources in the business environment.
07.0 Demonstrate employability skills.
08.0 Develop strategic and organizational skills.
09.0 Demonstrate an understanding of management activities.
10.0 Demonstrate an understanding of sales and marketing principles.
11.0 Participate in a capstone project.

Insurance Specialization

12.0 Demonstrate knowledge and application of product and service technology.
13.0 Demonstrate knowledge of employee compensation and benefits plan.
14.0 Develop a successful promotion plan for an insurance agency.

Florida Department of Education
Student Performance Standards

Program Title: **Risk Management and Insurance Management**
CIP Number: **0552021501**
Program Length: **24 credit hours**

This certificate program is part of the Business Administration AS degree program (1552020102). At the completion of this program, the student will be able to:	
Professional Skills	
01.0	Prepare and use financial information to support decision-making. The student will be able to:
01.01	Apply the accounting cycle steps to various business scenarios.
01.02	Apply cash control procedures to various business scenarios.
01.03	Use source documents to prepare and analyze transactions.
01.04	Describe internal control methods, cyber security protocols, and fraud controls.
01.05	Apply Generally Accepted Accounting Principles (GAAP) in the context of global business operations.
01.06	Analyze financial information to make informed business decisions.
02.0	Demonstrate an understanding of accounting operations. The student will be able to:
02.01	Examine accounts receivable and payable in different business scenarios to identify possible issues.
02.02	Compare and contrast profit vs. not-for-profit accounting.
02.03	Prepare and interpret profit analysis reports and their impact on organizational performance.
02.04	Describe differences in planning for operating expenditures and capital expenditures.
02.05	Describe the principles related to pricing decisions.
02.06	Use pricing principles to justify business decisions.
02.07	Assess the impact of taxes on business operations.
02.08	Conduct a basic financial ratio analysis.
03.0	Manage business information using appropriate technology. The student will be able to:

	03.01	Identify and use the appropriate technology in various business settings.
	03.02	Demonstrate proficiency in the use of word processing, spreadsheet, database, and presentation software, collaboration tools, and other office software commonly used in business.
	03.03	Utilize technology to access, research, analyze, organize and interpret business information. (i.e., dashboards, reports)
04.0	Demonstrate effective business communication skills. The student will be able to:	
	04.01	Identify and effectively utilize appropriate oral and written communication skills in diverse business settings.
	04.02	Employ effective interpersonal communication skills in various business settings.
	04.03	Exhibit listening and empathy skills that aid in achieving stakeholder satisfaction.
	04.04	Demonstrate effective teamwork skills (collaboration, cooperation, negotiation, providing and receiving feedback).
	04.05	Apply effective conflict resolution skills, including in legal, interpersonal, and ethical circumstances.
	04.06	Recognize the importance of a growth mindset to improve outcomes.
	04.07	Apply appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, conversation, text messages and virtual meetings.
	04.08	Apply business-level writing standards in all correspondence.
	04.09	Prepare, outline, and deliver an effective oral presentation in person as well as through a virtual live video platform, using appropriate visual material.
	04.10	Research and interpret information retrieved from various primary and secondary sources.
	04.11	Compose a document responding to and interpreting diverse types of business information.
	04.12	Demonstrate ability to communicate effectively with diverse stakeholders.
05.0	Describe the significance of legal and ethical issues in a business environment. The student will be able to:	
	05.01	Explain the essential elements of a contract and other negotiable instruments.
	05.02	Differentiate the main types of intellectual property rights.
	05.03	Identify the appropriate use of employer property.
	05.04	Describe the role of confidentiality in business.
	05.05	Explain the decision-making process using ethical reasoning and the consequences of unethical choices in a business environment.
	05.06	Differentiate between ethical reasoning and judgment and acting in accordance with legal responsibilities.

	05.07 Discuss how values, attitudes, and cultural differences influence ethical decision-making.
	05.08 Explain legal, ethical, and privacy issues related to business communications, including the transmission and storage of electronic data.
06.0	Identify the role and function of human resources in the business environment. The student will be able to:
	06.01 Describe and conduct a job analysis.
	06.02 Identify the role, principles and functions of recruitment and staffing.
	06.03 Demonstrate effective interview methods, including the use of current technology.
	06.04 Identify methods of employee onboarding, orientation, training, development, and retention.
	06.05 Identify the components of compensation and benefits plans, and evaluate the potential for inequity in compensation and benefits.
	06.06 Describe the legal issues associated with compensation and benefits plans.
	06.07 Describe the administration of, and costs associated with, employer compensation and benefits plans.
	06.08 Describe current provisions of human resources laws, including but not limited to the Civil Rights Acts, Equal Employment Opportunity Commission (EEOC), American with Disabilities Act (ADA), Equal Pay Act (EPA), Fair Labor Standards Act, Affordable Care Act (ACA), and Family and Medical Leave Act (FMLA).
	06.09 Identify methods to protect organizations from potential legal action.
	06.10 Describe Future of Work trends and which careers are most likely to be impacted by automation and technology advances.
07.0	Demonstrate employability skills. The student will be able to:
	07.01 Identify sources of employment, internship, and apprenticeship opportunities, where applicable.
	07.02 Use government digital resources to identify jobs, wage, and employment trends for your occupation.
	07.03 Describe the job search process.
	07.04 Complete a resume and a cover letter.
	07.05 Complete an electronic job application form correctly.
	07.06 Identify methods for securing an employment reference.
	07.07 Prepare a resume for electronic distribution.
	07.08 Demonstrate effective job interview techniques and identify different types of interviews.

	07.09 Identify pre- and post- interview strategies.
	07.10 Identify and demonstrate appropriate responses to feedback from supervisors.
	07.11 Identify and demonstrate acceptable work habits.
	07.12 Describe the importance of an employee's ability to be flexible in the workplace.
	07.13 Demonstrate effective time management skills.
08.0	Develop strategic and organizational skills. The student will be able to:
	08.01 Define effective leadership and identify key leadership behaviors and traits.
	08.02 Compare different styles of leadership.
	08.03 Examine ways effective leaders develop and retain employees.
	08.04 Define organization vision and mission.
	08.05 Identify characteristics of effective goals.
	08.06 Explain how effective leaders identify problems and make decisions.
	08.07 Compare different conflict management techniques.
	08.08 Apply appropriate action in situations requiring consideration of business ethics.
	08.09 Describe effective ways to assign and delegate work.
	08.10 Apply effective decision-making and problem solving strategies.
09.0	Demonstrate an understanding of management activities. The student will be able to:
	09.01 Describe the functions of management and their impact on an organization's ability to achieve its goals.
	09.02 Describe how an organization's mission and vision drive the formation of strategic policy.
	09.03 Distinguish the goals among business, government, and non-profit organizations.
	09.04 Describe basic management roles, including interpersonal, informational and decision-making.
	09.05 Discuss political, conceptual, interpersonal, and diagnostic skills required in management.
	09.06 Describe the value and application of data to management decision-making.

	09.07 Describe how creativity and innovation are significant contributions to successful management.
	09.08 Identify the impact of organizational culture.
10.0	Demonstrate an understanding of sales and marketing principles. The student will be able to:
	10.01 Evaluate each component of the marketing mix for purposes of creating customer value.
	10.02 Explain the effect of external environment on the marketing mix.
	10.03 Discuss the factors that influence the buying decisions in consumer and business markets.
	10.04 Identify and discuss the major components of the marketing plan.
	10.05 Examine trends in international marketing.
	10.06 Describe the benefits and limitations of social media and digital marketing.
	10.07 Examine how research and development lead to new products and services.
	10.08 Discuss expansion of product lines.
	10.09 Discuss the impact of technology on consumer and business markets.
	10.10 Explain trends in digital product and service delivery.
	10.11 Explain the role of e-commerce for B2B and B2C.
	10.12 Define factors that fuel innovation.
	10.13 Describe the steps in the product development process.
	10.14 Differentiate among market segmentation, target market, and customer persona.
	10.15 Utilize essential knowledge and means for acquiring customer, competitor and product/service information.
	10.16 Demonstrate selling techniques and procedures for improving customer satisfaction.
	10.17 Define selling techniques and procedures for establishing customer relationships.
	10.18 Discuss ethical guidelines in the selling process.
	10.19 Prepare an effective sales presentation.
11.0	Participate in a capstone project. The student will be able to:

11.01	Research, analyze, and develop a solution for a business scenario or case.
11.02	Demonstrate the ability to identify and solve problems.
11.03	Demonstrate effective contribution as a team member.
11.04	Demonstrate adaptive self- management skills.
11.05	Prepare a project plan outline.
11.06	Manage time according to project plan.
11.07	Execute a project plan.
11.08	Demonstrate effective time management skills.
11.09	Use presentation skills, and appropriate media to describe the progress, results and outcomes of the experience.
Insurance Specialization	
12.0	Demonstrate knowledge and application of product and service technology. The student will be able to:
12.01	Explain the terms, conditions, and coverage found in the standard commercial fire policy.
12.02	List and explain the purposes of the forms that can be added to the standard commercial fire policy.
12.03	Discuss the standard clauses found in various commercial fire and allied forms.
12.04	List and explain the various commercial coverage forms available.
12.05	Discuss the different types of insurance contracts available to cover consequential and contingent losses.
12.06	Describe the procedure followed in the rating of fire and allied lines insurance
12.07	Explain the purpose and scope of the special flood and windstorm programs.
12.08	Discuss the comprehensive glass policy.
12.09	Discuss the basic inland marine policy, including contractor’s equipment.
12.10	Discuss the coverage afforded by the ocean marine policies.
12.11	List the major commercial inland marine coverage and explain the use and purpose.
12.12	Describe the procedure followed in the rating of inland marine insurance contracts and demonstrate this understanding.

12.13	Explain the liability of an ocean carrier for the property of others.
12.14	List and explain the nature of the insurable interests in an ocean marine venture.
12.15	List and define the ocean marine perils.
12.16	Explain the purpose of the basic ocean marine clauses.
12.17	Discuss the principles and application of the law of negligence.
12.18	Explain commercial general liability coverage and its application to practical situations.
12.19	List the different commercial liability coverage and explain the application to practical situations, including but not limited to professional liability, errors & omissions, liquor liability, directors & officers, & cyber liability.
12.20	Discuss the negligence liability of automobile owners and operators.
12.21	Explain the various commercial automobile coverage parts, including but not limited to physical damage, liability, and uninsured motorist.
12.22	List the different automobile insurance policies and explain the differences among them.
12.23	Discuss the negligence liability of employers.
12.24	Discuss the coverage, endorsements, conditions and exclusions found in Worker's Compensation policies.
12.25	Discuss the purpose and operation of the Florida Joint Underwriters Association (FJUA).
12.26	Discuss the nature of the boiler and machinery (equipment breakdown) hazard.
12.27	List and explain the basic coverage found in boiler and machinery policies.
12.28	Define the basic crime terms.
12.29	List and discuss the basic and miscellaneous commercial crime coverage forms.
12.30	Explain the purposes, advantages and disadvantages of crime deductibles.
12.31	List the cybercrime coverages and describe their function.
12.32	Discuss the comprehensive glass policy.
12.33	Explain the purposes of fidelity bonds.
12.34	Define certain basic terms used in the fidelity field, including types of fidelity bonds.

	12.35 Explain the differences between suretyship and insurance.
	12.36 List and identify the parties to a surety bond and the different types of surety bonds.
	12.37 Discuss the history and concept of commercial multiple line insurance and explain the advantages of packaging.
	12.38 List and discuss the various commercial multiple line programs.
	12.39 Explain the purpose of aviation insurance coverage.
	12.40 Explain the purpose of life insurance coverage regarding business.
	12.41 Define the terms used in life insurance and explain the various types of life insurance.
	12.42 Define health insurance.
	12.43 Identify and explain the difference between individual and group health insurance.
	12.44 Define a Certificate of Insurance.
	12.45 Explain the components of a Certificate of Insurance.
	12.46 Determine when a Certificate of Insurance is needed.
13.0	Demonstrate knowledge of employee compensation and benefits plan. The student will be able to:
	13.01 Distinguish between the various types of wage and salary plans.
	13.02 Identify reasons why different wages and salaries are paid for different jobs.
	13.03 Describe the most common kinds of fringe benefits.
	13.04 Explain major provisions of both the Occupational Safety and Health Act and the Social Security Act.
14.0	Develop a successful promotion plan for an insurance agency. The student will be able to:
	14.01 Identify the major methods of promotion.
	14.02 List the sources of advertising.
	14.03 Identify information sources for planning an advertising program.
	14.04 Discuss factors involved in managing promotion including cost, timeliness, and legality.
	14.05 Explain how understanding the customer can improve personal selling.

14.06 Show how a salesperson can use product knowledge.
14.07 Instruct employees in effective sales techniques.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Business Professionals of America (BPA) and Collegiate DECA are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered. The activities of such organizations are defined as part of the curriculum in accordance with Rule 6A-6.065, F.A.C.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Accounting Technology Operations**
Career Cluster: **Business Management and Administration**

CCC	
CIP Number	0552030203
Program Type	College Credit Certificate (CCC)
Program Length	18 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Accounting Technology AS degree program (1552030201).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers such as accounts receivable coordinators, accounts payable coordinators, bookkeepers, credit and collections coordinators, payroll coordinators, accountants, auditors, and other accounting paraprofessionals in advanced professional accounting occupations in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to the principles, procedures, and theories of organizing, analyzing and recording business and financial transactions and the preparation of accompanying financial records and reports for internal and external users.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Prepare and use financial information about business organizations to support decision making.
02.0 Manage business information using appropriate software.
03.0 Demonstrate effective business communication and collaboration skills.
04.0 Evaluate business and financial information to support internal decision making.

Florida Department of Education
Student Performance Standards

Program Title: **Accounting Technology Operations**
CIP Number: **0552030203**
Program Length: **18 credit hours**

This certificate program is part of the Accounting Technology AS degree program (1552030201). At the completion of this program, the student will be able to:	
01.0	Prepare and use financial information about business organizations to support decision making. The student will be able to:
01.01	Demonstrate knowledge of the accounting cycle (including chart of accounts, use of t accounts, journalizing business transactions, preparation of trial balance, adjusting entries, closing entries, and financial statement preparation (i.e., income statement, statement of retained earnings, cash flow statement, and balance sheet).
01.02	Demonstrate proficiency in cash control procedures (including bank deposits, electronic fund transfers, all credit and debit transactions, bank reconciliations, petty cash, and journal entries related to all relating banking activities).
01.03	Use source documents to prepare and analyze transactions (including invoices, cash receipts, sales slips, credit memos, vendor statements, purchase orders, and packing slips).
01.04	Describe internal control methods and fraud controls.
01.05	Apply judgment in the application of accounting principles in a global marketplace.
01.06	Analyze financial information to make informed business decisions.
01.07	Maintain knowledge of ever-evolving accounting regulations and standards.
02.0	Manage business information using appropriate software. The student will be able to:
02.01	Identify and use the appropriate accounting software in a business environment.
02.02	Demonstrate proficiency in the use of word processing, spreadsheet, and other office software commonly used in business.
02.03	Utilize technology to access, research, analyze, and interpret business information.
02.04	Demonstrate proficiency in the use of accounting software to maintain accounting records and produce reports.
03.0	Demonstrate effective business communication skills. The student will be able to:
03.01	Select and employ appropriate concepts and strategies to enhance oral and written communication in the workplace.
03.02	Use interpersonal communication skills to facilitate effective interactions to work collaboratively.
03.03	Exhibit public relations skills that aid in achieving customer satisfaction.

	03.04 Develop skills for conflict resolution.
04.0	Evaluate business and financial information to support internal decision making. The student will be able to:
	04.01 Identify and apply fundamentals of managerial accounting.
	04.02 Analyze data to evaluate alternatives in making short-run and capital budget decisions.
	04.03 Calculate and use cost volume profit (CVP) analysis and other related topics to make unstructured business decisions.
	04.04 Use various cost accounting systems for products/services.
	04.05 Prepare business plans, budgets, and forecasts to support the management process.
	04.06 Evaluate the performance of an organization, its processes, and people.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

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Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Accounting Technology Specialist**
Career Cluster: **Business Management and Administration**

CCC	
CIP Number	0552030204
Program Type	College Credit Certificate (CCC)
Program Length	12 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Accounting Technology AS degree program (1552030201).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers such as accounts payable coordinators, bookkeepers, credit and collections coordinators, payroll coordinators, accountants, auditors, and other accounting paraprofessionals in advanced professional accounting occupations in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to the principles, procedures, and theories of organizing, analyzing and recording business and financial transactions and the preparation of accompanying financial records and reports for internal and external users.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Prepare and use financial information about business organizations to support decision making.
02.0 Manage business information using appropriate software.
03.0 Demonstrate effective business communication and collaboration skills.

Florida Department of Education
Student Performance Standards

Program Title: **Accounting Technology Specialist**
CIP Number: **0552030204**
Program Length: **12 credit hours**

This certificate program is part of the Accounting Technology AS or degree program (1552030201). At the completion of this program, the student will be able to:	
01.0	Prepare and use financial information about business organizations to support decision making. The student will be able to:
01.01	Demonstrate knowledge of the accounting cycle (including chart of accounts, use of T accounts, journalizing business transactions, preparation of trial balance, adjusting entries, closing entries, and financial statement preparation (i.e., income statement, statement of retained earnings, cash flow statement, and balance sheet).
01.02	Demonstrate proficiency in cash control procedures (including bank deposits, electronic fund transfers, all credit and debit transactions, bank reconciliations, petty cash, and journal entries related to all relating banking activities).
01.03	Use source documents to prepare and analyze transactions (including invoices, cash receipts, sales slips, credit memos, vendor statements, purchase orders, and packing slips).
01.04	Describe internal control methods and fraud controls.
01.05	Apply judgment in the application of accounting principles in a global marketplace.
01.06	Analyze financial information to make informed business decisions.
01.07	Maintain knowledge of ever-evolving accounting regulations and standards.
02.0	Manage business information using appropriate software. The student will be able to:
02.01	Identify and use the appropriate accounting software in a business environment.
02.02	Demonstrate proficiency in the use of word processing, spreadsheet, and other office software commonly used in business.
02.03	Utilize technology to access, research, analyze, and interpret business information.
02.04	Demonstrate proficiency in the use of accounting software to maintain accounting records and produce reports.
03.0	Demonstrate effective business communication skills. The student will be able to:
03.01	Select and employ appropriate concepts and strategies to enhance oral and written communication in the workplace.
03.02	Use interpersonal communication skills to facilitate effective interactions to work collaboratively.
03.03	Exhibit public relations skills that aid in achieving customer satisfaction.
03.04	Develop skills for conflict resolution.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Accounting Technology Management**
Career Cluster: **Business Management and Administration**

CCC	
CIP Number	0552030205
Program Type	College Credit Certificate (CCC)
Program Length	27 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Accounting Technology AS degree program (1552030201).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers such as accounts receivable coordinators, accounts payable coordinators, bookkeepers, credit and collections coordinators, payroll coordinators, accountants, auditors, and other accounting paraprofessionals in advanced professional accounting occupations in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to the principles, procedures, and theories of organizing, analyzing and recording business and financial transactions and the preparation of accompanying financial records and reports for internal and external users.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Prepare and use financial information about business organizations to support decision making.
02.0 Manage business information using appropriate software.
03.0 Demonstrate effective business communication skills.
04.0 Evaluate business and financial information to support internal decision making.
05.0 Prepare governmental tax forms, including income, payroll, and sales taxes.
06.0 Consider the implications of professional values, ethics, and attitudes in business.

Florida Department of Education
Student Performance Standards

Program Title: **Accounting Technology Management**
CIP Number: **0552030205**
Program Length: **27 credit hours**

This certificate program is part of the Accounting Technology AS degree program (1552030201). At the completion of this program, the student will be able to:	
01.0	Prepare and use financial information about business organizations to support decision making. The student will be able to:
01.01	Demonstrate knowledge of the accounting cycle (including chart of accounts, use of T accounts, journalizing business transactions, preparation of trial balance, adjusting entries, closing entries, and financial statement preparation (i.e., income statement, statement of retained earnings, cash flow statement, and balance sheet).
01.02	Demonstrate proficiency in cash control procedures (including bank deposits, electronic fund transfers, all credit and debit transactions, bank reconciliations, petty cash, and journal entries related to all relating banking activities).
01.03	Use source documents to prepare and analyze transactions (including invoices, cash receipts, sales slips, credit memos, vendor statements, purchase orders, and packing slips).
01.04	Describe internal control methods and fraud controls.
01.05	Apply judgment in the application of accounting principles in a global marketplace.
01.06	Analyze financial information to make informed business decisions.
01.07	Maintain knowledge of ever-evolving accounting regulations and standards.
02.0	Manage business information using appropriate software. The student will be able to:
02.01	Identify and use the appropriate accounting software in a business environment.
02.02	Demonstrate proficiency in the use of word processing, spreadsheet, and other office software commonly used in business.
02.03	Utilize technology to access, research, analyze, and interpret business information.
02.04	Demonstrate proficiency in the use of accounting software to maintain accounting records and produce reports.
03.0	Demonstrate effective business communication skills. The student will be able to:
03.01	Select and employ appropriate concepts and strategies to enhance oral and written communication in the workplace.
03.02	Use interpersonal communication skills to facilitate effective interactions to work collaboratively.
03.03	Exhibit public relations skills that aid in achieving customer satisfaction.

	03.04 Develop skills for conflict resolution.
04.0	Evaluate business and financial information to support internal decision making. The student will be able to:
	04.01 Identify and apply fundamentals of managerial accounting.
	04.02 Analyze data to evaluate alternatives in making short-run and capital budget decisions.
	04.03 Calculate and use cost volume profit (CVP) analysis and other related topics to make unstructured business decisions.
	04.04 Use various cost accounting systems for products/services.
	04.05 Prepare business plans, budgets, and forecasts to support the management process.
	04.06 Evaluate the performance of an organization, its processes, and people.
05.0	Prepare governmental tax forms, including income, payroll, and sales taxes. The student will be able to:
	05.01 Prepare business related tax forms (e.g., income and sales taxes), necessary for compliance with local, state and federal agencies.
	05.02 Maintain current knowledge of tax issues.
	05.03 Identify and analyze tax issues, consider alternative treatments and their consequences, and decide and defend your tax treatment solution.
	05.04 Use payroll records to prepare payroll transactions to comply with all local, state, and federal laws and employer or employee obligations.
06.0	Consider the implications of professional values, ethics, and attitudes in business. The student will be able to:
	06.01 Identify the importance of making decisions that are based on ethical reasoning.
	06.02 Identify and discuss personal and long term consequences of unethical choices in the workplace.
	06.03 Use ethical reasoning and judgment and act in accordance with legal responsibilities.
	06.04 Recognize potentially unethical behavior in others and the steps to resolve it.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Office Specialist**
Career Cluster: **Business Management and Administration**

CCC	
CIP Number	0552040704
Program Type	College Credit Certificate (CCC)
Program Length	18 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Office Administration AS degree program (1552020401).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to expediting and facilitating the maintenance and production of correspondence and records; telecommunication; maintaining an office budget; planning; preparing correspondence and resolutions; filing and maintaining documents; and assisting in the administration of policy.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

Professional Skills

01.0 Demonstrate effective business communication skills.
02.0 Prepare and use financial information.
03.0 Manage business information using appropriate software.
04.0 Perform records management activities.
05.0 Perform accounting activities.
06.0 Demonstrate employability and workplace skills.
07.0 Perform information processing activities.
08.0 Develop leadership skills.
09.0 Develop strategic organizational skills.
10.0 Perform office management activities.

Florida Department of Education
Student Performance Standards

Program Title: **Office Specialist**
CIP Number: **0552040704**
Program Length: **18 credit hours**

This certificate program is part of the Office Administration AS degree program (1552020401). At the completion of this program, the student will be able to:	
Professional Skills	
01.0	Demonstrate effective business communication skills. The student will be able to:
01.01	Demonstrate ability in teleconferencing and video conferencing.
01.02	Discuss the importance of voice mail, paging, transferring, recording/taking messages, placing international calls, and screening calls.
01.03	Demonstrate effective internal and external customer service skills.
01.04	Demonstrate understanding of current communications technology.
01.05	Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. Give, follow and interpret oral and written communications.
01.06	Use interpersonal communication skills to facilitate effective collaboration within teams.
01.07	Demonstrate ability to manage conflict and its resolution when dealing with challenging situations.
01.08	Discuss the importance of using appropriate tone and professional demeanor in business communications (e-mails, social media, texting, correspondence, conference calls, and conversation).
01.09	Compose business correspondence and related documents using correct spelling, grammar, punctuation and word choice.
01.10	Prepare and use technology-enhanced materials to deliver an oral presentation.
02.0	Prepare and use financial information. The student will be able to:
02.01	Perform business math operations.
03.0	Manage business information using appropriate software. The student will be able to:
03.01	Identify formatting principles.
03.02	Demonstrate proficiency using word processing, spreadsheet, presentation, database, e-mail/scheduling, and utility software applications.

	03.03 Produce business documents (letters, memorandums, and reports).
	03.04 Produce envelopes, labels, meeting minutes, tables, multi-page documents, numbered and bulleted lists, reports using footnotes and endnotes, and material from hand-written copy.
	03.05 Create and edit templates.
	03.06 Create documents by scanning.
	03.07 Create and edit documents from voice recognition software.
	03.08 Prepare and edit documents from rough draft copy using proofreaders' marks.
	03.09 Identify and use appropriate software in a business environment.
04.0	Perform records management activities. The student will be able to:
	04.01 Categorize records to follow statutes/regulations pertaining to Florida Public Records Laws retention and production.
05.0	Perform accounting activities. The student will be able to:
	05.01 Prepare payroll records, including time sheets.
06.0	Demonstrate employability and workplace skills. The student will be able to:
	06.01 Identify sources of employment opportunities.
	06.02 Describe the job search process.
	06.03 Complete a resume and a cover letter and prepare for electronic distribution.
	06.04 Complete a job application form.
	06.05 Identify different types of job interviews and demonstrate effective job interview techniques for each.
	06.06 Prepare a thank you note for an interview.
	06.07 Demonstrate the ability to give and receive performance feedback.
	06.08 Identify and demonstrate professionalism, proper business etiquette and acceptable work habits.
	06.09 Identify organizational structure, chain of command and importance of appropriate protocol.
	06.10 Identify signs of stress and positive management techniques.
	06.11 Identify and demonstrate positive interpersonal skills.

	06.12 Demonstrate ability to work effectively with diverse populations (generational, cultural, gender).
	06.13 Demonstrate ability to work as a team member.
	06.14 Describe confidentiality and privacy issues in the workplace.
	06.15 Describe the importance of customer service to an organization.
	06.16 Describe the importance of an employee's ability to be flexible in the workplace.
	06.17 Demonstrate effective time management skills.
	06.18 Identify methods for securing an employment reference.
	06.19 Identify career advancement opportunities and demonstrate effective networking behaviors.
07.0	Perform information processing activities. The student will be able to:
	07.01 Demonstrate ability to manage files electronically, including in the Cloud.
	07.02 Define differences between operating systems and software applications.
	07.03 Identify and understand terms commonly used in information technology.
	07.04 Identify business systems, equipment components, and electronic media.
	07.05 Create and edit documents from handwritten, dictated and typed material using current technology.
	07.06 Input numeric data.
	07.07 Use office equipment manual.
	07.08 Identify computer security issues.
	07.09 Demonstrate knowledge of the importance of continuing education and technology updates.
08.0	Develop leadership skills. The student will be able to:
	08.01 Demonstrate understanding of group dynamics and the impact upon individual and team performance.
09.0	Develop strategic organizational skills. The student will be able to:
	09.01 Prepare and manage a schedule for an employer or a project based activity.
	09.02 Demonstrate an understanding of business ethics by analyzing a situation and recommending solutions.

	09.03 Determine preventive actions for office communication problems.
10.0	Perform office management activities. The student will be able to:
	10.01 Document self-assessment of workplace performance.
	10.02 Demonstrate the ability to assign work to others and delegate tasks effectively.
	10.03 Utilize appropriate performance management and assessment techniques to recommend employees for promotion or recognition.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Business Management**
Career Cluster: **Business Management and Administration**

CCC	
CIP Number	0552070101
Program Type	College Credit Certificate (CCC)
Program Length	24 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Business Administration AS degree program (1552020102).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to instruction to individuals in the areas of planning, organizing, directing and controlling of a business, with emphasis on selected theories of management and decision making and the knowledge and understanding necessary for managing people and functions.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

Professional Skills

01.0 Prepare and use financial information to support decision-making.
02.0 Demonstrate an understanding of accounting operations.
03.0 Manage business information using appropriate technology.
04.0 Demonstrate effective business communication skills.
05.0 Describe the significance of legal and ethical issues in a business environment.
06.0 Identify the role and function of human resources in the business environment.
07.0 Demonstrate employability skills.
08.0 Develop strategic and organizational skills.
09.0 Demonstrate an understanding of management activities.

In addition, students may complete the outcomes in one of the following specializations:

Banking Specialization

10.0 Understand terminology unique to the banking industry.
11.0 Demonstrate knowledge of basic functions of banking institutions.
12.0 Utilize effective cross selling techniques and procedures for financial services.
13.0 Demonstrate knowledge of the history, growth and structure of the banking industry.
14.0 Demonstrate foundational knowledge of banking operations.
15.0 Identify security procedures for the detection and prevention of bank fraud.
16.0 Demonstrate understanding of money and banking.
17.0 Demonstrate knowledge of economic principles.

Human Resources Specialization

18.0 Examine the major principles of human resources.

International Business Specialization

19.0 Demonstrate knowledge of international marketing and distribution activities.
20.0 Demonstrate knowledge of international banking, accounting, and finance activities.
21.0 Demonstrate knowledge of international socio-cultural business practices.
22.0 Demonstrate knowledge of international law and economic activities.

Management Specialization

23.0 Demonstrate knowledge of the principles and practices of management.
24.0 Demonstrate knowledge of essential human relations skills.
25.0 Demonstrate knowledge of the responsibilities, challenges, and attributes of each level of management.

Small Business Management Specialization

26.0 Demonstrate knowledge of small business management functions.

Florida Department of Education
Student Performance Standards

Program Title: **Business Management**
CIP Number: **0552070101**
Program Length: **24 credit hours**

This certificate program is part of the Business Administration AS degree program (1552020102). At the completion of this program, the student will be able to:	
Professional Skills	
01.0	Prepare and use financial information to support decision-making. The student will be able to:
01.01	Apply the accounting cycle steps to various business scenarios.
01.02	Apply cash control procedures to various business scenarios.
01.03	Use source documents to prepare and analyze transactions.
01.04	Describe internal control methods, cyber security protocols, and fraud controls.
01.05	Apply Generally Accepted Accounting Principles (GAAP) in the context of global business operations.
01.06	Analyze financial information to make informed business decisions.
02.0	Demonstrate an understanding of accounting operations. The student will be able to:
02.01	Examine accounts receivable and payable in different business scenarios to identify possible issues.
02.02	Compare and contrast profit vs. not-for-profit accounting.
02.03	Prepare and interpret profit analysis reports and their impact on organizational performance.
02.04	Describe differences in planning for operating expenditures and capital expenditures.
02.05	Describe the principles related to pricing decisions.
02.06	Use pricing principles to justify business decisions.
02.07	Assess the impact of taxes on business operations.
02.08	Conduct a basic financial ratio analysis.
03.0	Manage business information using appropriate technology. The student will be able to:

	03.01 Identify and use the appropriate technology in various business settings.
	03.02 Demonstrate proficiency in the use of word processing, spreadsheet, database, & presentation software, collaboration tools, and other office software commonly used in business.
	03.03 Utilize technology to access, research, analyze, organize and interpret business information. (i.e., dashboards, reports)
04.0	Demonstrate effective business communication skills. The student will be able to:
	04.01 Identify and effectively utilize appropriate oral and written communication skills in diverse business settings.
	04.02 Employ effective interpersonal communication skills in various business settings.
	04.03 Exhibit listening and empathy skills that aid in achieving stakeholder satisfaction.
	04.04 Demonstrate effective teamwork skills (collaboration, cooperation, negotiation, providing and receiving feedback).
	04.05 Apply effective conflict resolution skills, including in legal, interpersonal, and ethical circumstances.
	04.06 Recognize the importance of a growth mindset to improve outcomes.
	04.07 Apply appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, conversation, text messages and virtual meetings.
	04.08 Apply business-level writing standards in all correspondence.
	04.09 Prepare, outline, and deliver an effective oral presentation in person as well as through a virtual live video platform, using appropriate visual material.
	04.10 Research and interpret information retrieved from various primary and secondary sources.
	04.11 Compose a document responding to and interpreting diverse types of business information.
	04.12 Demonstrate ability to communicate effectively with diverse stakeholders.
05.0	Describe the significance of legal and ethical issues in a business environment. The student will be able to:
	05.01 Explain the essential elements of a contract and other negotiable instruments.
	05.02 Differentiate the main types of intellectual property rights.
	05.03 Identify the appropriate use of employer property.
	05.04 Describe the role of confidentiality in business.
	05.05 Explain the decision-making process using ethical reasoning and the consequences of unethical choices in a business environment.

	05.06 Differentiate between ethical reasoning and judgment and acting in accordance with legal responsibilities.
	05.07 Discuss how values, attitudes, and cultural differences influence ethical decision-making.
	05.08 Explain legal, ethical, and privacy issues related to business communications, including the transmission and storage of electronic data.
06.0	Identify the role and function of human resources in the business environment. The student will be able to:
	06.01 Describe and conduct a job analysis.
	06.02 Identify the role, principles and functions of recruitment and staffing.
	06.03 Demonstrate effective interview methods, including the use of current technology.
	06.04 Identify methods of employee onboarding, orientation, training, development, and retention.
	06.05 Identify the components of compensation and benefits plans, and evaluate the potential for inequity in compensation and benefits.
	06.06 Describe the legal issues associated with compensation and benefits plans.
	06.07 Describe the administration of, and costs associated with, employer compensation and benefits plans.
	06.08 Describe current provisions of human resources laws, including but not limited to the Civil Rights Acts, Equal Employment Opportunity Commission (EEOC), American with Disabilities Act (ADA), Equal Pay Act (EPA), Fair Labor Standards Act, Affordable Care Act (ACA), and Family and Medical Leave Act (FMLA).
	06.09 Identify methods to protect organizations from potential legal action.
	06.10 Describe Future of Work trends and which careers are most likely to be impacted by automation and technology advances.
07.0	Demonstrate employability skills. The student will be able to:
	07.01 Identify sources of employment, internship, and apprenticeship opportunities, where applicable.
	07.02 Use government digital resources to identify jobs, wage, and employment trends for your occupation.
	07.03 Describe the job search process.
	07.04 Complete a resume and a cover letter.
	07.05 Complete an electronic job application form correctly.
	07.06 Identify methods for securing an employment reference.
	07.07 Prepare a resume for electronic distribution.

	07.08 Demonstrate effective job interview techniques and identify different types of interviews.
	07.09 Identify pre- and post- interview strategies.
	07.10 Identify and demonstrate appropriate responses to feedback from supervisors.
	07.11 Identify and demonstrate acceptable work habits.
	07.12 Describe the importance of an employee's ability to be flexible in the workplace.
	07.13 Demonstrate effective time management skills.
08.0	Develop strategic and organizational skills. The student will be able to:
	08.01 Define effective leadership and identify key leadership behaviors and traits.
	08.02 Compare different styles of leadership.
	08.03 Examine ways effective leaders develop and retain employees.
	08.04 Define organization vision and mission.
	08.05 Identify characteristics of effective goals.
	08.06 Explain how effective leaders identify problems and make decisions.
	08.07 Compare different conflict management techniques.
	08.08 Apply appropriate action in situations requiring consideration of business ethics.
	08.09 Describe effective ways to assign and delegate work.
	08.10 Apply effective decision-making and problem solving strategies.
09.0	Demonstrate an understanding of management activities. The student will be able to:
	09.01 Describe the functions of management and their impact on an organization's ability to achieve its goals.
	09.02 Describe how an organization's mission and vision drive the formation of strategic policy.
	09.03 Distinguish the goals among business, government, and non-profit organizations.
	09.04 Describe basic management roles, including interpersonal, informational and decision-making.
	09.05 Discuss political, conceptual, interpersonal, and diagnostic skills required in management.

	09.06 Describe the value and application of data to management decision-making.
	09.07 Describe how creativity and innovation are significant contributions to successful management.
	09.08 Identify the impact of organizational culture.
Banking Specialization	
10.0	Understand terminology unique to the banking industry. The student will be able to:
	10.01 Understand and use terminology as it applies to the banking industry.
	10.02 Interpret and convey banking terminology to communicate effectively with customers.
11.0	Demonstrate knowledge of basic functions of banking institutions. The student will be able to:
	11.01 Describe the basic functions of a financial institution.
	11.02 Explain how the functions of a financial institution are interrelated.
	11.03 Discuss which departments and employees are responsible for the different functions.
12.0	Utilize effective cross selling techniques and procedures for financial services. The student will be able to:
	12.01 Demonstrate knowledge of all services offered by financial institutions for purposes of cross selling.
	12.02 Demonstrate the procedures related to cross selling and explain their importance.
	12.03 Analyze ethical considerations related to cross selling financial services.
13.0	Demonstrate knowledge of the history, growth and structure of the banking industry. The student will be able to:
	13.01 Describe the evolution of American banking institutions.
	13.02 Describe the functions of regulatory agencies and their impact on the banking industry.
	13.03 Identify major acts and important regulations resulting from the growth and changes in banking institutions.
	13.04 Differentiate between banks and other financial institutions that offer banking services.
	13.05 Explain the role of bank rating agencies.
	13.06 Discuss the role of the CRA (Community Reinvestment Act).
14.0	Demonstrate foundational knowledge of banking operations. The student will be able to:

	14.01 Locate information on a customer's account and explain what information is to be given over the phone and to whom it can be given.
	14.02 Explain the routing system for payment of a check in the Check 21 environment.
	14.03 Identify and describe standard bank policies, including state regulations.
	14.04 Explain how a credit score is tabulated.
15.0	Identify security procedures for the detection and prevention of bank fraud. The student will be able to:
	15.01 Explain the components of and process for filing a Currency Transaction Report (CTR).
	15.02 Describe the importance of information security, including cybersecurity protocols.
	15.03 Identify and describe common types of bank fraud.
	15.04 Identify and describe security precautions and methods used to deter bank fraud.
16.0	Demonstrate understanding of money and banking. The student will be able to:
	16.01 Identify current trends in financial services deregulation and diversified financial services.
	16.02 Differentiate among corporation and other forms of business.
	16.03 Identify and explain the components of a corporate charter and bylaws.
	16.04 Describe capital acquisition and subsequent equity and debt functions.
	16.05 Discuss the functions of securities markets and the SEC (Securities and Exchange Commission) regulations.
	16.06 Define business failure, reorganization, dissolutions, and liquidation.
	16.07 Conduct a basic financial ratio analysis.
	16.08 Identify and describe the major types of financial markets and what distinguishes them.
	16.09 Identify and describe the major types of financial intermediaries and what distinguishes them.
	16.10 Define a financial system and describe its purpose.
	16.11 Explain concepts of loan to value, time value of money, compounding of interest, and amortization.
	16.12 Discuss credit information sources.
17.0	Demonstrate knowledge of economic principles. The student will be able to:

17.01	Differentiate between monetary and fiscal policy.
17.02	Explain production, consumption, GDP (Gross Domestic Product) and business cycles.
17.03	Explain the interrelationship between the Federal Reserve System and commercial banks.
17.04	Identify and describe the economic factors that cause interest rates to rise and decline.
17.05	Define inflation and describe its impact on the economy.
Human Resources Specialization	
18.0	Examine the major principles of human resources. The student will be able to:
18.01	Analyze the functions of human resources.
18.02	Explain the employer's relationship with the Human Resources Department.
18.03	Analyze the strategic role of human resources in an organization.
18.04	Compare and contrast the benefits and limitations of internal and external recruiting.
18.05	Describe various methods of recruitment.
18.06	Create and analyze job descriptions and position requirements.
18.07	Analyze KSAs (knowledge, skills, & abilities) of potential internal candidates for open positions.
18.08	Describe interviewing skills and techniques appropriate to in-person and virtual settings.
18.09	Describe the process of onboarding.
18.10	Identify training and development strategies within the human resources department.
18.11	Analyze and select appropriate in-person and virtual interview techniques.
18.12	Identify candidates for selection and hiring, including contract and temporary positions.
18.13	Describe compensation and benefit plans.
18.14	Describe the legal issues associated with compensation and benefit plans.
18.15	Identify human resource challenges and provide possible solutions.
18.16	Identify proactive steps to address potential human resource challenges.

18.17	Describe the provisions of the Civil Rights Acts, Equal Employment Opportunity Commission (EEOC), American with Disabilities Act (ADA), Equal Pay Act (EPA), Fair Labor Standards Act, Affordable Care Act (ACA), Family and Medical Leave Act (FMLA), and other laws as they apply to human resource functions.
18.18	Describe the oversight function of Federal and State administrative and regulatory agencies as they relate to human resources.
18.19	Explain how perceptions of compensation differ among different stakeholders.
18.20	Define internal equity within an organization.
18.21	Discuss external competitiveness.
18.22	Examine the effect of political, economic, social, and cultural factors on human resources.
18.23	Identify criteria for effective performance management.
18.24	Discuss the employment and onboarding processes for contract and temporary positions.
International Business Specialization	
19.0	Understand international marketing and distribution activities. The student will be able to:
19.01	Explain the complex and dynamic international business relationships among countries, regions, and global institutions.
19.02	Identify, explore, and analyze global resources related to international business.
19.03	Prepare international sales and purchase agreements.
19.04	Demonstrate decision-making abilities that generate marketing strategies using products, prices, places, and promotions specifically related to international business.
19.05	Compare and contrast the benefits and limitations of various modes of transporting goods internationally.
19.06	Determine transportation costs.
19.07	Recognize the types of international business organizations and their structures.
19.08	Identify and describe a customer segment across cultures.
19.09	Identify and critically analyze international business opportunities.
19.10	Demonstrate an understanding of global economic integration as it relates to distribution.
19.11	Recognize the benefits and limitations of using digital currency in global business.
19.12	Discuss the use of e-commerce in the global business environment.

	19.13 Explain the risks associated with global entry and exit strategies.
20.0	Demonstrate knowledge of international banking, accounting, and finance activities. The student will be able to:
	20.01 Identify various payment methods.
	20.02 Describe the process of preparing instruments of international payment, including letters of credit.
	20.03 Identify various sources of financing.
	20.04 Calculate foreign currency using exchange rates.
	20.05 Describe the risk factors related to foreign exchange.
	20.06 Discuss countertrade in international transactions.
	20.07 Describe the common challenges with import/export transactions and processes.
	20.08 Describe the history of various global monetary systems including the Gold Standard, Fixed Rate, and Floating Rate Exchange systems.
	20.09 Describe the differences in accounting standards across nations.
21.0	Demonstrate knowledge of international socio-cultural business practices. The student will be able to:
	21.01 Compare and contrast international business customs and practices.
	21.02 Identify countries within regional trade organizations.
	21.03 Explain the various elements of the Hofstede Model as a tool for understanding cultural differences.
	21.04 Describe the role of religion in global business.
22.0	Demonstrate knowledge of international law and economic activities. The student will be able to:
	22.01 Identify requirements necessary to comply with international contracts.
	22.02 Identify requirements necessary to comply with international laws and treaties.
	22.03 Describe the benefits and limitations of free trade.
	22.04 Discuss the benefits and limitations of various trade barriers.
	22.05 Discuss the benefits and limitations of globalization.
	22.06 Describe the role of various global institutions in international business.

22.07	Describe the role of United States government agencies in international business.
22.08	Describe corporate social responsibility and its impact on the global economy.
22.09	Describe the role of expatriation and repatriation.
22.10	Compare and contrast various global staffing practices and procedures.
22.11	Describe challenges related to performance appraisals in global business operations.
22.12	Discuss and debate ethical issues associated with global business.
Management Specialization	
23.0	Demonstrate knowledge of principles and practices of management. The student will be able to:
23.01	Describe the three basic levels of management and types of positions associated with each.
23.02	Discuss the different facets of social responsibility and their impact on business.
23.03	Analyze the differences between ethical leadership and legal responsibility.
23.04	Compare and contrast the different types of plans: strategic, operational, and tactical.
23.05	Distinguish between an organization's mission and vision.
23.06	Identify and describe various planning activities, including goal setting and budgeting; as well as creating and establishing policies and procedures.
23.07	Describe and give applications of the process of rational decision-making.
23.08	Define the organizing function of management and identify various activities associated with it.
23.09	Discuss the relationship between authority and responsibility.
23.10	Describe different types of organizational structures.
23.11	Distinguish between leadership and management.
23.12	Describe the key elements of leadership theories.
23.13	Discuss the key elements of motivation theories.
23.14	Describe the relationship between the planning and control functions.
23.15	Describe various types of control techniques used in the workplace.

	23.16 Describe various crisis management techniques.
24.0	Demonstrate knowledge of essential human relations skills. The student will be able to:
	24.01 Discuss the importance of effective human relations skills in organizations.
	24.02 Describe how self-esteem, perception, and values impact job performance.
	24.03 Describe group dynamics and its effect on employee performance.
	24.04 Discuss the effects of stress on employees and the organization and how to effectively manage it.
25.0	Demonstrate knowledge of the responsibilities, challenges, and attributes of each level of management. The student will be able to:
	25.01 Discuss the challenges involved in making the transition from employee to manager.
	25.02 Identify key supervisory responsibilities unique to each management level.
	25.03 Discuss key attributes of managers, and identify which skills are most important for each management level.
Small Business Management Specialization	
26.0	Demonstrate knowledge of small business management functions. The student will be able to:
	26.01 Describe the principles of small business management including planning and ethics.
	26.02 Identify principles and systems of accounting in a small business.
	26.03 Identify and describe budgeting and break-even analysis processes.
	26.04 Explain the principles of financing and cash management in the small business.
	26.05 Identify the fundamentals of advertising and marketing products and services in the small business.
	26.06 Describe the principles of inventory management.
	26.07 Identify emerging technology trends in small business operations.
	26.08 Explain basic management functions of leading, organizing, staffing, and motivating.
	26.09 Discuss the components, function, importance, and mechanics of a business plan.
	26.10 Identify and describe the components of cost accounting.
	26.11 Identify and describe fundamental legal issues and government regulations facing small business owners.

26.12 Describe the process of creating and managing a labor relations program in a small business.
26.13 Explain the role of e-commerce.
26.14 Compare and contrast the various forms of business ownership.
26.15 Discuss the benefits and limitations of family or home-based businesses.
26.16 Describe the process of creating and managing an effective human resources program in a small business.
26.17 Analyze and interpret the basic financial statements (balance sheet, income statement, cash flow statement).
26.18 Compare and contrast the various forms of funding a small business.
26.19 Identify valuation methods.
26.20 Discuss the components, function, importance, and mechanics of a business model canvas.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Business Entrepreneurship Operations**
Career Cluster: **Business, Management & Administration**

CCC	
CIP Number	0552070303
Program Type	College Credit Certificate (CCC)
Program Length	18 Credit Hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Business Entrepreneurship AS degree program (1552070308).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

The Business Entrepreneurship Operations Program offers a sequence of courses that provides logical and robust content aligned with academic standards and relevant technical knowledge and skills needed to prepare for the business entrepreneurship field. Specifically, the Business Entrepreneurship Operations provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration cluster.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting 18 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Describe the entrepreneurial discovery processes.
02.0 Develop entrepreneurial concepts.
03.0 Develop entrepreneurial resources.
04.0 Develop entrepreneurial leadership skills.
05.0 Develop entrepreneurial personal management skills.
06.0 Analyze characteristics and functions of money.
07.0 Apply accounting principles and concepts to perform accounting activities.
08.0 Demonstrates money management skills.
09.0 Describe and conduct business records management.
10.0 Plan and develop a marketing information management system.
11.0 Plan and develop promotional strategies.
12.0 Plan and develop pricing strategies.
13.0 Plan and develop selling strategies.
14.0 Analyze business risk.
15.0 Analyze and identify legal considerations.
16.0 Identify and develop business plan.

Florida Department of Education
Student Performance Standards

Program Title: **Business Entrepreneurship Operations**
CIP Number: **0552070303**
Program Length: **18 credit hours**

This certificate program is part of the Business Entrepreneurship AS degree program (1552070308). At the completion of this program, the student will be able to:	
01.0	Describe the entrepreneurial discovery processes. The student will be able to:
01.01	Explain the need for entrepreneurial discovery.
01.02	Discuss entrepreneurial discovery processes.
01.03	Assess Global trends and opportunities.
01.04	Determine opportunities for new venture creation.
01.05	Assess opportunities for new venture creation.
01.06	Describe idea-generation methods.
01.07	Generate ideas for a new venture.
01.08	Determine feasibility of a new venture idea.
02.0	Develop entrepreneurial concepts. The student will be able to:
02.01	Describe entrepreneurial planning considerations.
02.02	Explain tools used by entrepreneurs for venture planning.
02.03	Assess the start-up requirements associated with a new venture.
02.04	Assess risks and challenges associated with a new venture.
02.05	Identify external resources useful to entrepreneurs during concept development.
02.06	Assess the need to use external resources for concept development.
02.07	Describe strategies to protect intellectual property.
02.08	Use components of a business plan to define a venture idea.
03.0	Develop entrepreneurial resources. The student will be able to:

	03.01 Distinguish between debt and equity financing for venture creation.
	03.02 Describe processes used to acquire adequate financial resources for venture creation/start-up.
	03.03 Select sources to finance venture creation/start-up.
	03.04 Explain factors to consider in determining a venture's human-resource needs.
	03.05 Describe considerations in selecting capital resources.
	03.06 Discuss the acquisition of capital resources needed for the venture.
	03.07 Assess the costs/benefits associated with resources.
04.0	Develop entrepreneurial leadership skills. The student will be able to:
	04.01 Recognize honesty, integrity, and responsible behavior.
	04.02 Demonstrate responsible behavior.
	04.03 Identify the importance of initiative.
	04.04 Demonstrate ethical work habits.
	04.05 Explain the role that passion and purpose play in goal attainment.
	04.06 Recognize contributions of others and social responsibilities.
	04.07 Develop team building skills and enlist others in working toward a shared vision.
	04.08 Explain the role of diversity.
05.0	Develop entrepreneurial personal management skills. The student will be able to:
	05.01 Demonstrate interest and enthusiasm.
	05.02 Practice making effective decisions.
	05.03 Develop an orientation to change.
	05.04 Demonstrate problem-solving skills.
	05.05 Assess risks.
	05.06 Assume personal responsibility for decisions.
	05.07 Use time-management principles.

	05.08 Identify situations when short-term ambiguity is acceptable.
	05.09 Use feedback for personal growth.
	05.10 Demonstrate creative management skills.
	05.11 Set personal goals.
06.0	Analyze characteristics and functions of money. The student will be able to:
	06.01 Explain the forms of financial exchange (cash, credit, debit, etc.).
	06.02 Describe the functions of money (medium of exchange, unit of measure, store of value).
	06.03 Describe the sources of income (wages/salaries, interest, rent, dividends, transfer payments, etc.).
	06.04 Recognize types of currency (paper money, coins, banknotes, government bonds, treasury notes, etc.).
	06.05 Read and interpret a pay stub.
	06.06 Explain the time value of money.
	06.07 Describe the costs associated with credit.
	06.08 Explain legal responsibilities associated with the use of money.
07.0	Apply accounting principles and concepts to perform accounting activities. The student will be able to:
	07.01 Identify and describe generally accepted accounting principles (GAAP).
	07.02 Prepare projected income statement.
	07.03 Estimate cash-flow needs.
	07.04 Prepare projected balance sheet.
	07.05 Calculate financial ratios.
	07.06 Determine payroll taxes.
08.0	Demonstrate money management skills. The student will be able to:
	08.01 Establish financial goals and objectives.
	08.02 Develop a budget.
	08.03 Discuss and manage cash flow, accounting procedures and financial reports.

	08.04 Explain the nature of capital investment.
	08.05 Explain factors that contribute to a positive financial standing.
	08.06 Discuss procedures for managing debt.
09.0	Describe and conduct business record management. The student will be able to:
	09.01 Explain factors of effective records management.
	09.02 Maintain records of financial transactions.
	09.03 Record and report sales tax.
	09.04 Develop a payroll record keeping system.
	09.05 Plan and establish an employee records systems.
	09.06 Plan and establish a customer records system.
10.0	Plan and develop a marketing information management system. The student will be able to:
	10.01 Describe and identify the market concept and market identification.
	10.02 Identify the role of situational analysis in the marketing-planning process.
	10.03 Identify market segments.
	10.04 Select and analyze target markets.
	10.05 Describe marketing strategy and planning concepts.
	10.06 Plan and develop a marketing budget.
	10.07 Plan and develop a marketing plan.
	10.08 Analyze marketing plan performance.
11.0	Plan and develop promotional strategies. The student will be able to:
	11.01 Identify the elements of the promotional mix.
	11.02 Calculate advertising media costs.
	11.03 Develop an advertising media plan.
	11.04 Prepare a promotional plan and budget.

	11.05 Write a news release.
	11.06 Discuss sales-promotion opportunities.
	11.07 Evaluate the effectiveness of advertising.
12.0	Plan and develop pricing strategies. The student will be able to:
	12.01 Calculate breakeven points.
	12.02 Explain factors affecting pricing decisions.
	12.03 Establish pricing objectives and select pricing strategies.
	12.04 Set and adjust prices to maximize profitability.
13.0	Plan and develop selling strategies. The student will be able to:
	13.01 Acquire and analyze product information.
	13.02 Define product features and benefits.
	13.03 Prepare sales presentation.
	13.04 Determine customer or client needs.
	13.05 Identify customer's buying motives.
	13.06 Differentiate between consumer and organizational buying behavior.
	13.07 Plan and develop sales strategies to achieve sales quotas.
	13.08 Analyze sales reports.
	13.09 Describe staff training to support sales efforts.
	13.10 Analyze technology to support sales function.
14.0	Analyze business risk. The student will be able to:
	14.01 Describe types of business risk.
	14.02 Identify ways small businesses protect themselves against loss.
	14.03 Identify control and loss prevention methods.
	14.04 Formulate a plan to establish and protect customer and employee confidentiality.

	14.05 Determine business liabilities.
	14.06 Explain ways to manage and transfer risk.
	14.07 Identify opportunities to obtain insurance coverage.
	14.08 Develop strategies to protect electronic information and communication.
	14.09 Plan and develop security policies and procedures.
	14.10 Identify methods to protect assets from creditors.
15.0	Analyze and identify legal considerations. The student will be able to:
	15.01 Research and identify legal issues affecting small businesses, including contracts, negotiable instruments and privacy issues.
	15.02 Describe how to protect intellectual property rights.
	15.03 Identify various forms of business ownership.
	15.04 Identify IRS business reporting requirements.
	15.05 Identify and plan strategies to implement federal and state workplace regulations (including OSHA, ADA.).
16.0	Identify and develop business plan. The student will be able to:
	16.01 Formulate a SWOT analysis and evaluate a project’s strengths, weaknesses, opportunities, and threats.
	16.02 Conduct a competitive analysis.
	16.03 Evaluate business acquisition options.
	16.04 Develop company goals and objectives.
	16.05 Develop a business mission.
	16.06 Forecast income and sales.
	16.07 Conduct a break-even analysis.
	16.08 Develop action and business plans.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

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Florida Department of Education
Curriculum Framework

Program Title: **Business Development and Entrepreneurship**
Career Cluster: **Business Management and Administration**

CCC	
CIP Number	0552070306
Program Type	College Credit Certificate (CCC)
Program Length	25 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Business Administration AS degree program (1552020102).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to business communications, business development, accounting, management, marketing, business law, and global business practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

Professional Skills

01.0 Prepare and use financial information to support decision-making.
02.0 Demonstrate an understanding of accounting operations.
03.0 Manage business information using appropriate technology.
04.0 Demonstrate effective business communication skills.
05.0 Describe the significance of legal and ethical issues in a business environment.
06.0 Identify the role and function of human resources in the business environment.
07.0 Demonstrate employability skills.
08.0 Develop strategic and organizational skills.
09.0 Demonstrate an understanding of management activities.

Business Development and Entrepreneurship Specialization

10.0 Demonstrate an understanding of the foundational principles associated with business development and entrepreneurship.
11.0 Demonstrate knowledge of basic marketing principles.
12.0 Demonstrate knowledge of small business management functions.
13.0 Plan the promotional strategy of a small business.
14.0 Utilize effective selling techniques and procedures.

Florida Department of Education
Student Performance Standards

Program Title: **Business Development and Entrepreneurship**
CIP Number: **0552070306**
Program Length: **25 credit hours**

This certificate program is part of the Business Administration AS degree program (1552020102). At the completion of this program, the student will be able to:	
Professional Skills	
01.0	Prepare and use financial information to support decision-making. The student will be able to:
01.01	Apply the accounting cycle steps to various business scenarios.
01.02	Apply cash control procedures to various business scenarios.
01.03	Use source documents to prepare and analyze transactions.
01.04	Describe internal control methods, cyber security protocols, and fraud controls.
01.05	Apply Generally Accepted Accounting Principles (GAAP) in the context of global business operations.
01.06	Analyze financial information to make informed business decisions.
02.0	Demonstrate an understanding of accounting operations. The student will be able to:
02.01	Examine accounts receivable and payable in different business scenarios to identify possible issues.
02.02	Compare and contrast profit vs. not-for-profit accounting.
02.03	Prepare and interpret profit analysis reports and their impact on organizational performance.
02.04	Describe differences in planning for operating expenditures and capital expenditures.
02.05	Describe the principles related to pricing decisions.
02.06	Use pricing principles to justify business decisions.
02.07	Assess the impact of taxes on business operations.
02.08	Conduct a basic financial ratio analysis.
03.0	Manage business information using appropriate technology. The student will be able to:

	03.01 Identify and use the appropriate technology in various business settings.
	03.02 Demonstrate proficiency in the use of word processing, spreadsheet, database, and presentation software, collaboration tools, and other office software commonly used in business.
	03.03 Utilize technology to access, research, analyze, organize and interpret business information. (i.e., dashboards, reports)
04.0	Demonstrate effective business communication skills. The student will be able to:
	04.01 Identify and effectively utilize appropriate oral and written communication skills in diverse business settings.
	04.02 Employ effective interpersonal communication skills in various business settings.
	04.03 Exhibit listening and empathy skills that aid in achieving stakeholder satisfaction.
	04.04 Demonstrate effective teamwork skills (collaboration, cooperation, negotiation, providing and receiving feedback).
	04.05 Apply effective conflict resolution skills, including in legal, interpersonal, and ethical circumstances.
	04.06 Recognize the importance of a growth mindset to improve outcomes.
	04.07 Apply appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, conversation, text messages and virtual meetings.
	04.08 Apply business-level writing standards in all correspondence.
	04.09 Prepare, outline, and deliver an effective oral presentation in person as well as through a virtual live video platform, using appropriate visual material.
	04.10 Research and interpret information retrieved from various primary and secondary sources.
	04.11 Compose a document responding to and interpreting diverse types of business information.
	04.12 Demonstrate ability to communicate effectively with diverse stakeholders.
05.0	Describe the significance of legal and ethical issues in a business environment. The student will be able to:
	05.01 Explain the essential elements of a contract and other negotiable instruments.
	05.02 Differentiate the main types of intellectual property rights.
	05.03 Identify the appropriate use of employer property.
	05.04 Describe the role of confidentiality in business.
	05.05 Explain the decision-making process using ethical reasoning and the consequences of unethical choices in a business environment.

	05.06 Differentiate between ethical reasoning and judgment and acting in accordance with legal responsibilities.
	05.07 Discuss how values, attitudes, and cultural differences influence ethical decision-making.
	05.08 Explain legal, ethical, and privacy issues related to business communications, including the transmission and storage of electronic data.
06.0	Identify the role and function of human resources in the business environment. The student will be able to:
	06.01 Describe and conduct a job analysis.
	06.02 Identify the role, principles and functions of recruitment and staffing.
	06.03 Demonstrate effective interview methods, including the use of current technology.
	06.04 Identify methods of employee onboarding, orientation, training, development, and retention.
	06.05 Identify the components of compensation and benefits plans, and evaluate the potential for inequity in compensation and benefits.
	06.06 Describe the legal issues associated with compensation and benefits plans.
	06.07 Describe the administration of, and costs associated with, employer compensation and benefits plans.
	06.08 Describe current provisions of human resources laws, including but not limited to the Civil Rights Acts, Equal Employment Opportunity Commission (EEOC), American with Disabilities Act (ADA), Equal Pay Act (EPA), Fair Labor Standards Act, Affordable Care Act (ACA), and Family and Medical Leave Act (FMLA).
	06.09 Identify methods to protect organizations from potential legal action.
	06.10 Describe Future of Work trends and which careers are most likely to be impacted by automation and technology advances.
07.0	Demonstrate employability skills. The student will be able to:
	07.01 Identify sources of employment, internship, and apprenticeship opportunities, where applicable.
	07.02 Use government digital resources to identify jobs, wage, and employment trends for your occupation.
	07.03 Describe the job search process.
	07.04 Complete a resume and a cover letter.
	07.05 Complete an electronic job application form correctly.
	07.06 Identify methods for securing an employment reference.
	07.07 Prepare a resume for electronic distribution.

	07.08 Demonstrate effective job interview techniques and identify different types of interviews.
	07.09 Identify pre- and post- interview strategies.
	07.10 Identify and demonstrate appropriate responses to feedback from supervisors.
	07.11 Identify and demonstrate acceptable work habits.
	07.12 Describe the importance of an employee's ability to be flexible in the workplace.
	07.13 Demonstrate effective time management skills.
08.0	Develop strategic and organizational skills. The student will be able to:
	08.01 Define effective leadership and identify key leadership behaviors and traits.
	08.02 Compare different styles of leadership.
	08.03 Examine ways effective leaders develop and retain employees.
	08.04 Define organization vision and mission.
	08.05 Identify characteristics of effective goals.
	08.06 Explain how effective leaders identify problems and make decisions.
	08.07 Compare different conflict management techniques.
	08.08 Apply appropriate action in situations requiring consideration of business ethics.
	08.09 Describe effective ways to assign and delegate work.
	08.10 Apply effective decision-making and problem solving strategies.
09.0	Demonstrate an understanding of management activities. The student will be able to:
	09.01 Describe the functions of management and their impact on an organization's ability to achieve its goals.
	09.02 Describe how an organization's mission and vision drive the formation of strategic policy.
	09.03 Distinguish the goals among business, government, and non-profit organizations.
	09.04 Describe basic management roles, including interpersonal, informational and decision-making.
	09.05 Discuss political, conceptual, interpersonal, and diagnostic skills required in management.

09.06	Describe the value and application of data to management decision-making.
09.07	Describe how creativity and innovation are significant contributions to successful management.
09.08	Identify the impact of organizational culture.
Business Development and Entrepreneurship Specialization	
10.0	Demonstrate an understanding of the foundational principles associated with business development and entrepreneurship. The student will be able to:
10.01	Define entrepreneurship and business development.
10.02	Describe the importance of entrepreneurship and small business to the American economy.
10.03	Analyze the advantages and disadvantages of business ownership.
10.04	Identify the necessary traits of a successful entrepreneur.
10.05	Recognize the management, financial, marketing and legal skills necessary to successfully operate and grow an entrepreneurial venture.
10.06	Discuss the global aspects of an entrepreneurial business.
10.07	Define social entrepreneurship.
10.08	Identify and evaluate the methods of entering into an entrepreneurial venture to include starting a new business, buying an existing business, and operating a franchise.
10.09	Discuss the function of a business plan.
10.10	Describe the protection of various types of intellectual property.
10.11	Identify characteristics of a viable business opportunity.
10.12	Analyze the current environment for potential business opportunities.
10.13	Explain the process and importance of a preliminary market analysis.
10.14	Discuss the challenges of developing and implementing a strategic plan for a small business.
10.15	Discuss the function of a business model.
10.16	Explain how entrepreneurship is a way of thinking or mindset independent of owning and operating a business.
10.17	Explain and apply the various building blocks associated with the business model canvas.

	10.18 Discuss the failure rate in business and strategies to reduce its frequency.
	10.19 Describe the importance of feasibility planning.
11.0	Demonstrate knowledge of basic marketing principles. The student will be able to:
	11.01 Explain the role of marketing in the free enterprise system.
	11.02 Compare and contrast the three major types of economic systems.
	11.03 Describe the channels of distribution.
	11.04 Identify and discuss economic resources.
	11.05 Discuss the role of the consumer in the free enterprise system.
	11.06 Explain the concept of supply and demand.
	11.07 Identify and define the functions of marketing.
	11.08 Identify and define the four types of product utility.
	11.09 Identify and explain the elements in the marketing mix (price, product, promotion, and place).
	11.10 Differentiate between the basic categories of consumer goods (i.e., convenience goods, shopping goods, and specialty goods).
	11.11 Identify current trends that have developed in retailing and merchandising.
	11.12 Define the concept of opportunity cost.
	11.13 Identify challenges in marketing a new entrepreneurial venture.
	11.14 Differentiate between marketing and sales.
	11.15 Describe how the business model canvas helps identify marketing strategies for entrepreneurial ventures.
	11.16 Describe various methods for pricing a good or service.
	11.17 Explain the role of social media in entrepreneurial marketing.
12.0	Demonstrate knowledge of small business management functions. The student will be able to:
	12.01 Describe the principles of small business management including planning and ethics.
	12.02 Identify principles and systems of accounting in a small business.

	12.03 Identify and describe budgeting and break-even analysis processes.
	12.04 Explain the principles of financing and cash management in the small business.
	12.05 Describe the principles of inventory management.
	12.06 Conduct basic market research and develop a marketing plan for a small business.
	12.07 Identify and describe the components of cost accounting.
	12.08 Identify and describe fundamental legal issues and government regulations facing small business owners.
	12.09 Identify sources of assistance, including the SBA (Small Business Administration), regarding risk management, insurance, taxation, and business law.
	12.10 Describe the process of creating and managing a labor relations program in a small business.
	12.11 Explain the role of e-commerce.
	12.12 Compare and contrast the various forms of business ownership.
	12.13 Examine the advantages and disadvantages of B Corp (benefit corporations) versus non-profit organizations.
13.0	Plan the promotional strategy of a small business. The student will be able to:
	13.01 Create a promotional plan.
	13.02 Describe promotion techniques.
	13.03 Analyze and describe competitive promotional activities.
	13.04 Analyze and evaluate promotional effectiveness.
	13.05 Develop effective promotional strategies within the marketing mix.
	13.06 Identify target markets.
	13.07 Discuss push/pull strategies.
	13.08 Describe direct marketing techniques.
	13.09 Describe the benefits and limitations of mass media.
	13.10 Describe the benefits and limitations of social media and digital marketing.
	13.11 Identify the key components of a business website for effective promotion.

14.0	Utilize effective selling techniques and procedures. The student will be able to:
14.01	Describe product features and benefits.
14.02	Identify the steps of the selling process.
14.03	Discuss consumer-buying behavior.
14.04	Differentiate between B2B (business to business) and B2C (business to consumer) relationships.
14.05	Demonstrate an effective sales presentation.
14.06	Evaluate and critique a sales demonstration.
14.07	Explain how various technologies (e.g., [CRM] customer relationship management) are used to create and maintain a client database.
14.08	Describe various types of prospecting tools.
14.09	Develop a written features/benefits analysis sheet for a product.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Business Entrepreneurship**
Career Cluster: **Business Management and Administration**

CCC	
CIP Number	0552070308
Program Type	College Credit Certificate (CCC)
Program Length	12 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Business Entrepreneurship AS degree program (1552070308).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Develop entrepreneurial concepts.
02.0 Develop entrepreneurial resources.
03.0 Apply accounting principles and concepts to perform accounting activities.
04.0 Demonstrates money management skills.
05.0 Describe and conduct business records management.
06.0 Plan and develop a marketing-information management system.
07.0 Plan and develop promotional strategies.
08.0 Plan and develop pricing strategies.
09.0 Analyze business risk.
10.0 Analyze and identify legal considerations.

Florida Department of Education
Student Performance Standards

Program Title: **Business Entrepreneurship**
CIP Number: **0552070308**
Program Length: **12 credit hours**

This certificate program is part of the Business Entrepreneurship AS degree program (1552070308). At the completion of this program, the student will be able to:	
01.0	Develop entrepreneurial concepts. The student will be able to:
01.01	Differentiate between small business enterprising and entrepreneurship.
01.02	Describe entrepreneurial planning considerations.
01.03	Explain tools used by entrepreneurs for venture planning.
01.04	Assess the start-up requirements associated with a new venture.
01.05	Assess risks and challenges associated with a new venture.
01.06	Identify and assess external resources useful to entrepreneurs during concept development.
01.07	Assess the need to use external resources for concept development.
01.08	Describe strategies to protect intellectual property.
01.09	Use components of a business model to define a venture idea.
02.0	Develop entrepreneurial resources. The student will be able to:
02.01	Distinguish between debt and equity financing for venture creation.
02.02	Describe processes used to acquire adequate financial resources for venture creation/start-up.
02.03	Identify sources to finance venture creation/start-up.
02.04	Explain factors to consider in determining a venture's human-resource needs.
02.05	Describe considerations in selecting capital resources.
02.06	Describe and discuss the acquisition of capital resources needed for the venture.
02.07	Assess the costs/benefits associated with resources.

03.0	Apply accounting principles and concepts to perform accounting activities. The student will be able to:
	03.01 Identify and describe generally accepted accounting principles (GAAP).
	03.02 Prepare projected income statement.
	03.03 Estimate cash-flow needs.
	03.04 Prepare projected balance sheet.
	03.05 Calculate financial ratios.
	03.06 Determine payroll taxes.
04.0	Demonstrate money management skills. The student will be able to:
	04.01 Establish financial goals and objectives.
	04.02 Develop a budget.
	04.03 Discuss and manage cash flow, accounting procedures and financial reports.
	04.04 Explain the nature of capital investment.
	04.05 Explain factors that contribute to a positive financial standing.
	04.06 Discuss procedures for managing debt.
05.0	Describe and conduct business record management. The student will be able to:
	05.01 Explain factors of effective records management.
	05.02 Maintain records of financial transactions.
	05.03 Record and report sales tax.
	05.04 Develop a payroll record keeping system.
	05.05 Plan and establish an employee records systems.
	05.06 Plan and establish a customer records system.
06.0	Plan and develop a marketing information management system. The student will be able to:
	06.01 Describe and identify the market concept and market identification.

	06.02 Identify the role of situational analysis in the marketing-planning process.
	06.03 Identify market segments.
	06.04 Select and analyze target markets.
	06.05 Describe marketing strategy and planning concepts.
	06.06 Plan and develop a marketing budget.
	06.07 Plan and develop a marketing plan.
	06.08 Analyze marketing plan performance.
07.0	Plan and develop promotional strategies. The student will be able to:
	07.01 Identify the elements of the promotional mix.
	07.02 Calculate advertising media costs.
	07.03 Develop an advertising media plan.
	07.04 Prepare a promotional plan and budget.
	07.05 Write a news release.
	07.06 Discuss sales-promotion opportunities.
	07.07 Evaluate the effectiveness of advertising.
08.0	Plan and develop pricing strategies. The student will be able to:
	08.01 Calculate breakeven points.
	08.02 Explain factors affecting pricing decisions.
	08.03 Establish pricing objectives and select pricing strategies.
	08.04 Set and adjust prices to maximize profitability.
09.0	Analyze business risk. The student will be able to:
	09.01 Understand morale hazard and adverse selection.
	09.02 Describe types of business risk.

	09.03 Identify ways small businesses protect themselves against loss.
	09.04 Identify control and loss prevention methods.
	09.05 Formulate a plan to establish and protect customer and employee confidentiality.
	09.06 Determine business liabilities.
	09.07 Explain ways to manage and transfer risk.
	09.08 Identify opportunities to obtain insurance coverage.
	09.09 Develop strategies to protect electronic information and communication.
	09.10 Plan and develop security policies and procedures.
	09.11 Identify methods to protect assets from creditors.
10.0	Analyze and identify legal considerations. The student will be able to:
	10.01 Research and identify legal issues affecting small businesses, including contracts, negotiable instruments and privacy issues.
	10.02 Describe how to protect intellectual property rights.
	10.03 Identify various forms of business ownership.
	10.04 Identify IRS business reporting requirements.
	10.05 Identify and plan strategies to implement all federal and state workplace regulations.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Instruction and learning activities are provided in a laboratory setting to integrate theory and practice. These activities include the integration and use of business planning, financial planning, small business accounting, and business strategic planning software applications. Students will be provided access to computers and appropriate software to enhance hands-on experiences. Students can also expect to be assigned additional hours of contact with small business incubators and cooperative education activities with local businesses.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Residential Property Management Specialist**
Career Cluster: **Business, Management & Administration**

CCC	
CIP Number	0552150101
Program Type	College Credit Certificate (CCC)
Program Length	21 Credit Hours
CTSO	SkillsUSA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Residential Property Management AS degree program (1552150100).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business, Management & Administration career cluster; and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, occupation-specific skills, and knowledge of all relevant aspects Business, Management & Administration career cluster.

The content includes but is not limited to, communication skills, leadership skills, human relations and employability skills, safe and efficient work practices, marketing and selling skills, local, state, and national housing laws, and working with contracts.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting 21 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge of the residential property management functions.
02.0 Identify and discuss legal and ethical issues related to residential property management.
03.0 Describe and evaluate best practices for residential property leasing and marketing.
04.0 Describe human resource functions and effective management practices related to residential property management.
05.0 Demonstrate effective business communication skills.
06.0 Demonstrate employability skills.

Florida Department of Education
Student Performance Standards

Program Title: **Residential Property Management Specialist**
CIP Number: **0552150101**
Program Length: **21 credit hours**

This certificate program is part of the Residential Property Management AS degree program (1552150100). At the completion of this program, the student will be able to:	
01.0	Demonstrate knowledge of the residential property management functions. The student will be able to:
01.01	Identify the characteristics of different housing and building types.
01.02	Identify the characteristics of different ownership structures including fee simple, condominiums, cooperatives, and timeshares.
01.03	Describe strategies and motivations for owning and/or investing in residential property and identify investing entities.
01.04	Identify career positions, responsibilities, and opportunities in residential property management.
01.05	Identify professional trade organizations that support the residential property management industry through education, designations, advocacy, and professional development opportunities – National Apartment Association (NAA), Institute of Real Estate Management (IREM), National Multifamily Housing Council (NMNC), and National Association of Residential Property Managers (NARPM).
01.06	Discuss the importance of effective property management and its impact on investment performance, resident satisfaction, and legal and ethical adherence.
01.07	Describe employment structures for property managers, including fee-management, owner-management, and agency.
01.08	Evaluate the people, product, promotion, place, and price (5 Ps) to identify strengths, weaknesses, and areas for adjustments.
01.09	Evaluate market, property, and financial conditions and prepare a “Management Plan”.
02.0	Identify and discuss legal and ethical issues related to residential property management. The student will be able to:
02.01	Describe the basic features of a contract, including offer and acceptance, capacity, consideration, legality, and enforceability.
02.02	Identify and summarize the legal clauses and language in a residential lease agreement.
02.03	Identify federal, state, and local protected classes under Fair Housing regulations.
02.04	Describe and evaluate adherence to Fair Housing regulations in the leasing and operating of residential property.
02.05	Compare and contrast the Americans with Disabilities Act (ADA) and the Fair Housing Act and their effect on residential property.

02.06	Identify and process requests for reasonable accommodations and modifications in accordance to Fair Housing and ADA regulations.
02.07	Define “assistance animal” and “service animal” and discuss the importance for residential property management operations.
02.08	Discuss federal regulations affecting the screening of application for housing, including the Fair Housing Act (FHA), Fair Credit Reporting Act (FCRA), Fair and Accurate Credit Transactions Act (FACTA), and other relevant regulations.
02.09	Identify and discuss state and local landlord/tenant regulations and the obligations of both parties.
02.10	Describe the legal procedure for eviction, including proper notices and communication.
02.11	Discuss the legal treatment of abandoned personal property.
02.12	Discuss the legal procedure for conducting move-out inspections, evaluating damages, and refunding security deposits.
02.13	Identify the real estate licensing body and discuss regulations governing real estate licenses and residential property management.
02.14	Discuss the responsibilities of agency, including care, obedience, loyalty, disclosure, accounting, and confidentiality.
02.15	Define “ethics” and discuss the importance of ethical reasoning and decision making in residential property management.
03.0	Describe and evaluate best practices for residential property leasing and marketing. The student will be able to:
03.01	Define marketing and advertising and their role in effective property management.
03.02	Define the “Leasing Professional” position and responsibilities in relation to effective residential property management.
03.03	Evaluate property and market conditions and prepare a “Market Survey”.
03.04	Discuss “Lease Rent Optimization (LRO)” software, concessions, and other pricing strategies.
03.05	Evaluate curb appeal and marketability of a property, including the grounds, signage, leasing office, tour route, and show units.
03.06	Identify best practices for advertising residential property and generating interest from prospective residents.
03.07	Demonstrate effective phone and email practices for communication with prospective residents.
03.08	Identify practices for tracking leads and evaluating marketing and advertising efforts.
03.09	Discuss “relationship selling,” “feature-benefit selling,” and other effective strategies for leasing residential property.
03.10	Explain lease applications and processing procedures in-line with a property’s rental criteria.
03.11	Evaluate a “Lease Expiration Matrix” and identify optimum lease term options.

	03.12 Prepare leases, keys, and move-in documents.
	03.13 Communicate lease terms and clauses for new resident signings.
	03.14 Conduct move-in inspections with residents and establish standards for property expectations and resident satisfaction.
	03.15 Identify strategies for evaluating resident satisfaction, creating positive experiences, and promoting retention.
	03.16 Discuss the lease renewal process, including resident communication methods and schedules and guidelines for proper notices.
04.0	Describe human resource functions and effective management practices related to residential property management. The student will be able to:
	04.01 Identify the role and function of human resources in residential property management.
	04.02 Describe job descriptions and hiring considerations for common residential property management positions, including housekeeping, grounds, service technicians, service managers, leasing professionals, and assistant managers.
	04.03 Discuss best practices for employee performance evaluations and identifying additional training opportunities.
	04.04 Identify responsibilities and procedures for disciplinary actions of employees, including termination if needed.
	04.05 Explain procedures for and track employee scheduling, overtime, and timecard submissions.
	04.06 Discuss methods for new employee orientation and training.
	04.07 Demonstrate knowledge of workers comp and preparing first report of injury.
	04.08 Identify effective interview methods and discuss federal regulations covering the hiring process.
	04.09 Demonstrate basic understanding of FMLA, sexual harassment, and basic labor laws.
	04.10 Set boundaries for acceptable behaviors among residents, staff, and the community.
	04.11 Discuss conflict resolution methods and best practices for diffusing conflicts.
	04.12 Recognize different personality styles and how to interact effectively with them in the workplace.
	04.13 Describe the importance of teamwork in the effective management of residential properties.
05.0	Demonstrate effective business communication skills. The student will be able to:
	05.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. Give, follow and interpret oral and written communications.
	05.02 Exhibit public relations skills that aid in achieving customer satisfaction.

05.03	Demonstrate effective teamwork skills. Participate in a group discussion as a member and leader.
05.04	Develop the ability to withstand conflict and resolve it when dealing with difficult people.
05.05	Discuss the need to use appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, and conversation. Demonstrate effective listening skills.
05.06	Draft various written documents with an emphasis on spelling, organization, grammar, content, style, format, layout, and meaning.
05.07	Prepare, outline and deliver an effective oral presentation. Prepare and use visual material, including slide presentation software.
05.08	Research and interpret information retrieved from print and electronic resources.
05.09	Research and compose a document containing statistical information.
05.10	Demonstrate ability to communicate effectively with diverse populations.
05.11	Use successful career building skills such as collaborative teamwork, ethical conduct, business etiquette, and resolution of conflict in the work environment.
06.0	Demonstrate employability skills. The student will be able to:
06.01	Identify sources of employment opportunities.
06.02	Describe the job search process.
06.03	Complete a resume and a cover letter.
06.04	Complete an electronic job application form correctly.
06.05	Prepare a resume for electronic distribution.
06.06	Demonstrate effective job interview techniques and identify different types of interviews.
06.07	Prepare a thank you note for an interview.
06.08	Identify and demonstrate appropriate responses to feedback from supervisors.
06.09	Identify and demonstrate acceptable work habits.
06.10	Describe the importance of an employee’s ability to be flexible in the workplace.
06.11	Demonstrate effective time management skills.
06.12	Identify methods for securing an employment reference.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

SkillsUSA is the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Business Analysis Specialist**
Career Cluster: **Business Management and Administration**

AS	
CIP Number	1530710200
Program Type	College Credit
Program Length	60 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers such as Management Analyst, Budget Analyst, Database Administrator, and Operations Research Analyst.

Business Management and Administration career cluster provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to the principles, procedures, and theories of producing financial and market intelligence by querying databases and creating reports, and developing methods for identifying data trends existing in information sources.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 60 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Prepare and use financial information about business organizations to support decision making.
02.0 Manage business information using appropriate software.
03.0 Describe information systems and requirements analysis. This description should identify the project goal, data storage, movement, security, quality, usage, and functional requirements that should be met.
04.0 Demonstrate effective business communication and collaboration skills.
05.0 Describe how data is organized and examine the business intelligence process used in transforming data to useful information. Demonstrate skills in analyzing data using spreadsheet software applications.
06.0 Design and build business applications using database management systems.
07.0 Evaluate business and financial information to support internal decision making.
08.0 Describe the implications of professional values, ethics, and attitudes in business.
09.0 Demonstrate fundamental techniques and methods used in the analysis of computerized business activities, including consideration of information requirements, resources, and its impact on business decisions.

Florida Department of Education
Student Performance Standards

Program Title: **Business Analysis Specialist**
CIP Number: **1530710200**
Program Length: **60 credit hours**

At the completion of this program, the student will be able to:	
01.0	Prepare and use financial information about business organizations to support decision making. The student will be able to:
01.01	Demonstrate knowledge of the accounting cycle (including chart of accounts, use of T accounts, journalizing business transactions, preparation of trial balance, adjusting entries, closing entries, and financial statement preparation (i.e., income statement, statement of retained earnings, cash flow statement, and balance sheet).
01.02	Demonstrate proficiency in cash control procedures (including bank deposits, electronic fund transfers, all credit and debit transactions, bank reconciliations, petty cash, and journal entries related to all relating banking activities).
01.03	Use source documents to prepare and analyze transactions (including invoices, cash receipts, sales slips, credit memos, vendor statements, purchase orders, and packing slips).
01.04	Describe internal control methods and fraud controls.
01.05	Apply judgment in the application of accounting principles in a global marketplace.
01.06	Analyze financial information to make informed business decisions.
01.07	Maintain knowledge of ever-evolving accounting regulations and standards.
02.0	Manage business information using appropriate software. The student will be able to:
02.01	Identify and use the appropriate software in a business environment.
02.02	Demonstrate proficiency in the use of word processing, spreadsheet, and other office software commonly used in business.
02.03	Utilize technology to access, research, analyze, and interpret business information.
02.04	Demonstrate proficiency in the use of accounting software to maintain accounting records and produce reports.
02.05	Understand the basics of Enterprise Resource Planning (ERP) and IT systems.
03.0	Describe information systems and requirements analysis. This description should identify the project goal, data storage, movement, security, quality, usage, and functional requirements. The student will be able to:
03.01	Describe the process, methods, measurements and systems that businesses use to view, analyze and understand information relevant to the history, current performance, and future projections for a business.
03.02	Define the goal of analysis in supporting mangers to make more informed decisions through the accumulation and analysis of data.

	03.03 Identify data requirements and parameters, including data sources and formats.
	03.04 Acquire sample data to develop a report.
	03.05 Create a sample report.
	03.06 Describe how business analytics can be comprehensive, or can also focus on specific functions, such as corporate performance, sales analysis and financial analysis.
	03.07 Describe the risks associated with business analysis regarding data validity and implications of making poor decisions based on the analysis provided.
04.0	Demonstrate effective business communication and collaboration skills. The student will be able to:
	04.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.
	04.02 Use interpersonal communication skills to facilitate effective interactions to work collaboratively.
	04.03 Exhibit public relations skills that aid in achieving customer satisfaction.
	04.04 Demonstrate effective teamwork skills.
	04.05 Develop the ability to withstand conflict and resolve it when dealing with difficult people.
	04.06 Discuss the need to use appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, and conversation.
	04.07 Compose business correspondence and related documents and demonstrate correct spelling, grammar, punctuation, and word choice.
	04.08 Prepare, outline and deliver an effective oral presentation. Prepare and use visual material, including slide presentation software.
	04.09 Research and interpret information retrieved from print and electronic resources.
	04.10 Research and compose a document containing statistical information.
	04.11 Demonstrate ability to communicate effectively with diverse populations.
05.0	Describe how data is organized and examine the business intelligence process used in transforming data to useful information. Demonstrate skills in analyzing data using spreadsheet software applications. The student will be able to:
	05.01 Analyze a managerial decision to determine the practicality to support the decision with computer technology and determine best technology to use.
	05.02 Work on a business analytics development project as a team.
	05.03 Select, develop and deploy successful business intelligence systems to assist managers in decision making.
	05.04 Describe how data analysis techniques can help managers make better decisions.

	05.05 Describe appropriate applications of various data preparation and analysis techniques.
	05.06 Describe strengths and weaknesses of various data mining tools and methods.
	05.07 Demonstrate ability to use tools in solving data mining problems.
06.0	Design and build business applications using database management systems. The student will be able to:
	06.01 Define file organization structures and data models.
	06.02 Develop data model and database design.
	06.03 Demonstrate how normalization optimizes table structures resulting from an investigation of a database, and identify how data is interrelated.
	06.04 Write queries in SQL.
	06.05 Identify the types of information corporations need in data mining, business analysis and reporting.
	06.06 Identify relevance of pivot tables, macros, automation and integration of downloaded data.
	06.07 Identify uses for reports and visual presentation of data, including forms, charts, graphs, wikis and other web applications.
07.0	Evaluate business and financial information to support internal decision making. The student will be able to:
	07.01 Identify and apply fundamentals of managerial accounting.
	07.02 Analyze data to evaluate alternatives in making short-run and capital budget decisions.
	07.03 Calculate and use break-even analysis and other related topics to make unstructured business decisions.
	07.04 Use various cost accounting systems for products/services.
	07.05 Evaluate customer and product/service profitability.
	07.06 Prepare business plans, budgets, and forecasts to support the management process.
	07.07 Evaluate the performance of an organization, its processes, and people.
08.0	Describe the implications of professional values, ethics, and attitudes in business. The student will be able to:
	08.01 Identify the appropriate use of employer property.
	08.02 Describe the role of confidentiality in business.
	08.03 Identify the importance of making decisions that are based on ethical reasoning and describe the personal and long term

		consequences of unethical choices in the workplace.
	08.04	Use ethical reasoning and judgment and act in accordance with legal responsibilities.
	08.05	Demonstrate conflict resolution skills.
	08.06	Recognize different personality styles and how to interact effectively with them in the workplace.
	08.07	Discuss how values and attitudes influence behavior.
09.0		Demonstrate fundamental techniques and methods used in the analysis of computerized business activities, including consideration of information requirements, resources, and its impact on business decisions. The student will be able to:
	09.01	Describe data warehousing concepts and business applications.
	09.02	Model business analysis using online analytical processing (OLAP), where data is interactively analyzed using multidimensional data from multiple perspectives.
	09.03	Develop business reports using visualization and predictive analytics.
	09.04	Describe data mining, text and web mining concepts and their business applications.
	09.05	Describe data mining techniques, including: how it is used, benefits, and expectations. Identify business efforts affected by data mining and the types of benefits they experience (retail and consumer sales, marketing, fraud, health care applications, medical diagnostics, e-commerce, media, accounting, banking, credit, customer service).

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

General Education Course Requirements for AS and AAS Degrees

State Board of Education Rule 6A-14.030(4), F.A.C., identifies 15 credit hours as the minimum amount of general education coursework required in the Associate of Science (AS) degree and the Associate of Applied Science (AAS) degree. In addition, Rule 6A-14.0303, F.A.C., implements s. 1007.25, F.S., and requires students entering a technical education degree program in the 2022-2023 academic year, and thereafter, to complete at least one identified core course in each subject area as part of the general education course requirements (15 credit hours total) before a degree is awarded) The core subject areas include:

- Communication.
- Humanities.
- Mathematics.
- Natural Sciences.
- Social Sciences.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Sport Management**
Career Cluster: **Business, Management & Administration**

AS	
CIP Number	1531050400
Program Type	College Credit
Program Length	60 credit hours
CTSO	N/A
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business, Management & Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business, Management & Administration career cluster.

The content includes but is not limited to sport management, sports marketing and promotion, financial management in sports, sports facilities and event management, and ethics and governance in sport. Overall, an AS in Sport Management provides students with a broad understanding of the sport industry and prepares them for entry-level roles in sports organizations, event management, and marketing..

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 60 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge of principles and practices of the sport management field.
02.0 Utilize effective techniques and procedures for the marketing and promotion of sports and related areas.
03.0 Demonstrate knowledge of legal and ethical factors in sport management and related areas.
04.0 Demonstrate an understanding of accounting and budgeting practices.
05.0 Demonstrate effective communication skills to support decision-making.
06.0 Demonstrate knowledge of event and sport management.
07.0 Demonstrate knowledge of sport and society.
08.0 Demonstrate employability skills.
09.0 Participate in a capstone project.

Florida Department of Education
Student Performance Standards

Program Title: **Sport Management**
CIP Number: **1531050400**
Program Length: **60 credit hours**

At the completion of this program, the student will be able to:	
01.0	Demonstrate knowledge of principles and practices of the sport management field.
01.01	Explain the history and evolution of the sport management field, including key events, figures, and organizations.
01.02	Discuss the various subfields within sport management, including sport marketing, event management, facility management, and athlete management.
01.03	Analyze current trends, issues, and challenges facing the sport management industry, such as globalization, technology, and sustainability.
01.04	Apply principles and theories from related disciplines, such as business, law, and psychology, to various sport management scenarios and case studies.
02.0	Utilize effective techniques and procedures for the marketing and promotion of sports and related areas.
02.01	Identify and describe target audiences for sports marketing and promotion.
02.02	Develop effective marketing and promotion strategies for various types of sports events, products, and services, using a mix of digital and traditional marketing channels.
02.03	Apply key principles and techniques of branding and sponsorship to build recognition and affinity for sports teams, leagues, and organizations.
02.04	Use data and research methods to measure the effectiveness of sports marketing and promotion campaigns.
03.0	Demonstrate knowledge of legal and ethical factors in sport management and related areas.
03.01	Explain key legal and ethical principles that apply to sport management.
03.02	Analyze contemporary issues and challenges related to ethics and social responsibility in the sport industry.
03.03	Apply ethical decision-making frameworks to hypothetical or real-world scenarios in sport management.
03.04	Evaluate the impacts of legal and ethical factors on sport organizations and individuals, including potential consequences and liability.
04.0	Demonstrate an understanding of accounting and budgeting practices.
04.01	Explain the basic principles and concepts of accounting.
04.02	Describe the components of financial statements.
04.03	Apply budgeting techniques and processes to develop, monitor, and evaluate budgets for sport organizations and events, considering factors such as revenues, expenses, and contingencies.

	04.04 Analyze financial data and reports to assess the financial performance and viability of sport organizations and events.
05.0	Demonstrate effective communication skills to support decision-making.
	05.01 Identify and explain the key components of effective communication.
	05.02 Apply communication strategies to facilitate productive and respectful discussions among stakeholders.
	05.03 Evaluate the effectiveness of different communication channels and technologies in various decision-making contexts.
	05.04 Use communication skills to present and explain complex information and data in a clear, concise, and persuasive manner to support evidence-based decision-making.
06.0	Demonstrate knowledge of event and sport management.
	06.01 Explain the fundamental principles and practices of event and sport management.
	06.02 Analyze the roles and functions of event and sport managers and leaders, and apply effective leadership strategies to manage teams, athletes, and staff.
	06.03 Develop and evaluate event and sport management plans and strategies for different types of events and organizations, such as amateur sports, professional teams, and global competitions.
	06.04 Apply principles of effective communication, motivation, and teamwork to promote positive team dynamics and performance in esports or related areas, and evaluate the impact of leadership styles on athlete well-being and organizational outcomes.
07.0	Demonstrate knowledge of sport and society.
	07.01 Examine the social and cultural significance of sports.
	07.02 Analyze the role of sports in promoting public health and wellbeing, and develop strategies for promoting physical activity and healthy lifestyles through sports programs and policies.
	07.03 Assess the ethical dimensions of sports.
08.0	Demonstrate employability skills.
	08.01 Identify key employability skills, such as communication, teamwork, problem-solving, and time management.
	08.02 Develop strategies for enhancing employability skills through formal education, work experience, and other forms of professional development.
	08.03 Assess personal strengths and weaknesses in relation to employability skills.
	08.04 Evaluate the impact of technological advances, demographic changes, and global trends on the demand for different employability skills, and identify strategies for adapting to changing market conditions.
09.0	Participate in a capstone project.
	09.01 Apply and integrate knowledge and skills acquired throughout the academic program to develop and implement a real-world project that addresses a specific challenge or opportunity.
	09.02 Collaborate with peers, faculty, and external partners to identify project goals and objectives, and develop a comprehensive project plan that aligns with stakeholder needs and expectations.
	09.03 Demonstrate effective project management skills, including time management, budgeting, and communication, to ensure timely and

	successful completion of the project.
09.04	Evaluate project outcomes and impact, and reflect on personal and professional growth and development gained through the capstone experience.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

General Education Course Requirements for AS and AAS Degrees

State Board of Education Rule 6A-14.030(4), F.A.C., identifies 15 credit hours as the minimum amount of general education coursework required in the Associate of Science (AS) degree and the Associate of Applied Science (AAS) degree. In addition, Rule 6A-14.0303, F.A.C., implements s. 1007.25, F.S., and requires students entering a technical education degree program in the 2022-2023 academic year, and thereafter, to complete at least one identified core course in each subject area as part of the general education course requirements (15 credit hours total) before a degree is awarded) The core subject areas include:

- Communication
- Humanities
- Mathematics
- Natural Sciences
- Social Sciences

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Certificate Programs

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.). This AS degree program includes the following College Credit Certificates (CCC):

Athletic Coaching and Leadership (0531050400) -- 18 credit hours

Standards for the above certificate programs are contained in separate curriculum frameworks.

Florida Department of Education
Curriculum Framework

Program Title: **Medical Office Administration**
Career Cluster: **Business Management and Administration**

AS	
CIP Number	1551070500
Program Type	College Credit
Program Length	60 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to assisting management by expediting and facilitating the maintenance and production of correspondence, resolutions and other documents; planning; filing and maintaining medical records and other documents; performing medical transcription activities such as preparing patients' medical histories and discharge summaries; maintaining office budgets; and assisting in the administration of policy. Students are prepared for employment as office support staff and medical transcriptionists in medical offices, hospitals and other healthcare settings.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 60 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate effective communication skills.
02.0 Perform medical office activities.
03.0 Demonstrate proficiency in the use of medical office management software, word processing, spreadsheet, and other office software commonly used in a medical office.
04.0 Practice effective Records Information Management (RIM) techniques.
05.0 Perform ethical accounting practices.
06.0 Demonstrate employability and workplace skills.
07.0 Develop leadership skills.
08.0 Develop strategic organizational skills.
09.0 Participate in work-based learning experiences.
10.0 Perform medical office management activities.
11.0 Perform medical office insurance, billing and coding activities.

Florida Department of Education
Student Performance Standards

Program Title: **Medical Office Administration**
CIP Number: **1551070500**
Program Length: **60 credit hours**

At the completion of this program, the student will be able to:	
01.0	Demonstrate effective communication skills. The student will be able to:
01.01	Identify and use appropriate conferencing tools.
01.02	Demonstrate effective internal and external customer service skills.
01.03	Identify current communication technologies.
01.04	Effectively utilize appropriate oral and written communication skills in diverse business settings.
01.05	Demonstrate effective teamwork skills.
01.06	Demonstrate ability to manage conflict.
01.07	Describe the importance of professionalism in business communications.
01.08	Demonstrate effective listening skills.
01.09	Compose correspondence and related documents and demonstrate correct spelling, grammar, punctuation and word choice.
01.10	Research and interpret information retrieved from print and electronic resources.
01.11	Research and compose a document containing statistical information.
01.12	Demonstrate ability to communicate effectively with diverse populations.
01.13	Determine preventive actions for medical office communication problems.
02.0	Perform medical office activities. The student will be able to:
02.01	Document medical correspondence and other medical information in a timely manner.
02.02	Translate medical terms and abbreviations into the appropriate long form.
02.03	Demonstrate appropriate spelling, grammar, punctuation, and word choice of medical terms.
02.04	Identify inconsistencies, errors, and missing information within a medical report.

	02.05 Explain the importance of physician approval of health records.
	02.06 Practice patient confidentiality guidelines and legal documentation requirements.
	02.07 Enter medical reports into electronic health records systems.
	02.08 Use medical references and resource materials as needed.
	02.09 Demonstrate a compliance with all federal and state health care regulations.
03.0	Demonstrate proficiency in the use of medical office management software, word processing, spreadsheet, and other office software commonly used in a medical office. The student will be able to:
	03.01 Produce medical documents.
	03.02 Create and edit templates and forms for the medical office.
	03.03 Prepare scanned documents for transmission or storage.
	03.04 Prepare a document using mail merge and variable information.
	03.05 Use technology to access, research, analyze, and interpret medical information.
	03.06 Use appropriate software to create, maintain and manage documents and produce reports.
	03.07 Define differences between operating systems and software applications.
	03.08 Discuss/Identify the importance of continuing education and technology updates.
04.0	Practice effective Records Information Management (RIM) techniques. The student will be able to:
	04.01 Index, code, sort, file, and cross-reference medical materials manually and electronically.
	04.02 Describe the process of an effective inventory of medical records.
	04.03 List and describe methods of protecting vital medical records.
	04.04 Identify the procedures of medical records forms control (i.e., retention, disposal, recovery).
	04.05 Compare and contrast the characteristics of centralized and decentralized filing systems.
	04.06 Identify procedures for confidentiality (i.e., HIPAA (Health Insurance Portability and Accountability Act)).
	04.07 Identify safety and security procedures for information transmittal.
05.0	Perform ethical accounting practices. The student will be able to:

	05.01 Identify parameters and functions of a fiscal calendar.
	05.02 Prepare and analyze budgets.
	05.03 Describe procedures for processing payroll.
	05.04 Compare and contrast various payroll tax reports.
	05.05 Explain the steps in the accounting cycle.
	05.06 Demonstrate proficiency in cash control procedures.
	05.07 Use source documents to prepare and analyze transactions.
	05.08 Describe how to implement fraud controls.
	05.09 Describe how to classify expenses.
06.0	Demonstrate employability and workplace skills. The student will be able to:
	06.01 Identify sources of employment opportunities.
	06.02 Describe the job search process.
	06.03 Create a resume and a cover letter.
	06.04 Complete a job application.
	06.05 Identify different types of job interviews and demonstrate effective job interview techniques for each.
	06.06 Identify pre- and post- interview strategies.
	06.07 Identify and demonstrate appropriate responses to feedback from supervisors.
	06.08 Identify and demonstrate professionalism, proper business etiquette and acceptable work habits.
	06.09 Identify organizational structure, chain of command, and importance of appropriate protocol.
	06.10 Identify methods for securing an employment reference.
	06.11 Identify career advancement opportunities and demonstrate effective networking behaviors.
	06.12 Identify stress management strategies and techniques.
	06.13 Identify and demonstrate positive interpersonal skills.
	06.14 Demonstrate ability to work effectively with diverse populations.

	06.15 Demonstrate ability to work as a team member.
	06.16 Describe confidentiality and privacy issues in the workplace.
	06.17 Describe the importance of customer service to an organization.
	06.18 Describe the importance of an employee's ability to be flexible in the workplace.
	06.19 Demonstrate effective time management skills.
07.0	Develop leadership skills. The student will be able to:
	07.01 Identify different management styles.
	07.02 List characteristics of effective leaders/managers.
	07.03 Describe various motivational techniques.
	07.04 Research medical professional organizations.
	07.05 Identify traits of medical employees with promotion potential.
	07.06 List principles of group and team dynamics.
08.0	Develop strategic organizational skills. The student will be able to:
	08.01 Apply creativity and critical thinking skills to resolve problems.
	08.02 Demonstrate how to prioritize work assignments and enlist the help of others.
	08.03 Prepare and manage a schedule for employees.
	08.04 Prepare and manage schedules for physicians.
	08.05 Prepare and manage appointments for patients.
	08.06 Choose appropriate action in situations requiring application of ethics.
	08.07 Choose appropriate action in situations requiring following a chain of command.
	08.08 Identify ways to assign and delegate work to others.
09.0	Participate in work-based learning experiences. The student will be able to:
	09.01 Participate in internships, job shadowing or service learning experiences in medical office administration.

	09.02 Demonstrate employability skills.
	09.03 Develop a career plan.
	09.04 Perform general workplace competencies in the medical office.
10.0	Perform medical office management activities. The student will be able to:
	10.01 Prepare managerial reports about production, personnel, equipment and operational costs.
	10.02 Compare and select vendors from whom to purchase supplies.
	10.03 Apply time management techniques to medical office schedules.
	10.04 Conduct an employment interview.
	10.05 Select items to include in a new employee's orientation to the job.
	10.06 Review performance appraisals with employees, set goals, and recommend training.
11.0	Perform medical office insurance, billing and coding activities. The student will be able to:
	11.01 Determine the correct ICD (International Classification of Diseases) and CPT (Current Procedural Terminology) codes.
	11.02 Accurately complete billing documents.
	11.03 Compare and contrast different types of insurance providers.
	11.04 Prepare and process insurance claims.
	11.05 Describe and differentiate among the most common types of insurance claims filed by medical offices.
	11.06 Describe procedures for handling billing and insurance claims in medical offices.
	11.07 Define common terms and abbreviations used in insurance.
	11.08 Accurately complete insurance claim forms.
	11.09 Locate errors in returned insurance claim forms.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

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Certificate Programs

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.). This AS degree program includes the following College Credit Certificates (CCC):

Medical Office Management (0551070500) – 34 credit hours
Medical Office Specialist (0551071001) – 18 credit hours

Standards for the above certificate programs are contained in separate curriculum frameworks.

Florida Department of Education
Curriculum Framework

Program Title: **Business Administration**
Career Cluster: **Business Management and Administration**

AS	
CIP Number	1552020102
Program Type	College Credit
Program Length	60 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to planning, organizing, directing and controlling of a business, with emphasis on selected theories of management and decision making and the knowledge and understanding necessary for managing people and functions. The Business Administration Associate in Science degree program should include the requirements specified in the statewide Articulation Manual.

In addition to the professional learning outcomes, students are to complete the outcomes in one of the following specializations:

- **Banking** (Financial Managers)
- **Business Development and Entrepreneurship** (General and Operations Manager)
- **Healthcare Administration** (Health Care Support Workers, All Other)
- **Human Resources** (Training and Development Managers)
- **Insurance** (Compensation and Benefits Managers)
- **International Business** (Advertising and Promotion Managers)
- **Management** (Managers, All other)
- **Property, Real Estate, and Community Association Managers** (Property, Real Estate, and Community Association Managers)
- **Small Business Management** (Administrative Services Managers)

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 60 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

Professional Skills

01.0 Prepare and use financial information to support decision-making.
02.0 Demonstrate an understanding of accounting operations.
03.0 Manage business information using appropriate technology.
04.0 Demonstrate effective business communication skills.
05.0 Describe the significance of legal and ethical issues in a business environment.
06.0 Identify the role and function of human resources in the business environment.
07.0 Demonstrate employability skills.
08.0 Develop strategic and organizational skills.
09.0 Demonstrate an understanding of management activities.
10.0 Demonstrate an understanding of sales and marketing principles.
11.0 Participate in a capstone project.

Banking Specialization

12.0 Understand terminology unique to the banking industry.
13.0 Demonstrate knowledge of basic functions of banking institutions.
14.0 Utilize effective cross selling techniques and procedures for financial services.
15.0 Demonstrate knowledge of the history, growth and structure of the banking industry.
16.0 Demonstrate foundational knowledge of banking operations.
17.0 Identify security procedures for the detection and prevention of bank fraud.
18.0 Demonstrate understanding of money and banking.
19.0 Demonstrate knowledge of economic principles.

Business Development and Entrepreneurship Specialization

20.0 Demonstrate an understanding of the foundational principles associated with business development and entrepreneurship.
21.0 Demonstrate knowledge of basic marketing principles.
22.0 Demonstrate knowledge of small business management functions.
23.0 Plan the promotional strategy of a small business.
24.0 Utilize effective selling techniques and procedures.

Healthcare Administration Specialization

25.0 Demonstrate knowledge of health care administration functions.

Human Resources Specialization

26.0 Examine the major principles of human resources.

Insurance Specialization
27.0 Demonstrate knowledge and application of product and service technology.
28.0 Demonstrate knowledge of employee compensation and benefits plan.
29.0 Develop a successful promotion plan for an insurance agency.

International Business Specialization
30.0 Understand international marketing and distribution activities.
31.0 Demonstrate knowledge of international banking, accounting, and finance activities.
32.0 Demonstrate knowledge of international socio-cultural business practices.
33.0 Demonstrate knowledge of international law and economic activities.

Management Specialization
34.0 Demonstrate knowledge of principles and practices of management.
35.0 Demonstrate knowledge of essential human relations skills.
36.0 Demonstrate knowledge of the responsibilities, challenges, and attributes of each level of management.

Property, Real Estate, and Community Association Management Specialization
37.0 Demonstrate knowledge of real estate principles.
38.0 Demonstrate understanding of property management operations.
39.0 Demonstrate an understanding of state and federal laws related to the operation of community associations.
40.0 Demonstrate understanding of community management association operations.
41.0 Demonstrate an understanding of the principles for the preparation of the budget and other financial documents.
42.0 Demonstrate an understanding of community association and property manager insurance requirements.
43.0 Demonstrate an understanding of the management and maintenance requirements of a community association.

Small Business Management Specialization
44.0 Demonstrate knowledge of small business management functions.

Florida Department of Education
Student Performance Standards

Program Title: **Business Administration**
CIP Number: **1552020102**
Program Length: **60 credit hours**

At the completion of this program, the student will be able to:	
Professional Skills	
01.0	Prepare and use financial information to support decision-making. The student will be able to:
01.01	Apply the accounting cycle steps to various business scenarios.
01.02	Apply cash control procedures to various business scenarios.
01.03	Use source documents to prepare and analyze transactions.
01.04	Describe internal control methods, cyber security protocols, and fraud controls.
01.05	Apply Generally Accepted Accounting Principles (GAAP) in the context of global business operations.
01.06	Analyze financial information to make informed business decisions.
02.0	Demonstrate an understanding of accounting operations. The student will be able to:
02.01	Examine accounts receivable and payable in different business scenarios to identify possible issues.
02.02	Compare and contrast profit vs. not-for-profit accounting.
02.03	Prepare and interpret profit analysis reports and their impact on organizational performance.
02.04	Describe differences in planning for operating expenditures and capital expenditures.
02.05	Describe the principles related to pricing decisions.
02.06	Use pricing principles to justify business decisions.
02.07	Assess the impact of taxes on business operations.
02.08	Conduct a basic financial ratio analysis.
03.0	Manage business information using appropriate technology. The student will be able to:

	03.01 Identify and use the appropriate technology in various business settings.
	03.02 Demonstrate proficiency in the use of word processing, spreadsheet, database, and presentation software, collaboration tools, and other office software commonly used in business.
	03.03 Utilize technology to access, research, analyze, organize and interpret business information. (i.e., dashboards, reports)
04.0	Demonstrate effective business communication skills. The student will be able to:
	04.01 Identify and effectively utilize appropriate oral and written communication skills in diverse business settings.
	04.02 Employ effective interpersonal communication skills in various business settings.
	04.03 Exhibit listening and empathy skills that aid in achieving stakeholder satisfaction.
	04.04 Demonstrate effective teamwork skills (collaboration, cooperation, negotiation, providing and receiving feedback).
	04.05 Apply effective conflict resolution skills, including in legal, interpersonal, and ethical circumstances.
	04.06 Recognize the importance of a growth mindset to improve outcomes.
	04.07 Apply appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, conversation, text messages and virtual meetings.
	04.08 Apply business-level writing standards in all correspondence.
	04.09 Prepare, outline, and deliver an effective oral presentation in person as well as through a virtual live video platform, using appropriate visual material.
	04.10 Research and interpret information retrieved from various primary and secondary sources.
	04.11 Compose a document responding to and interpreting diverse types of business information.
	04.12 Demonstrate ability to communicate effectively with diverse stakeholders.
05.0	Describe the significance of legal and ethical issues in a business environment. The student will be able to:
	05.01 Explain the essential elements of a contract and other negotiable instruments.
	05.02 Differentiate the main types of intellectual property rights.
	05.03 Identify the appropriate use of employer property.
	05.04 Describe the role of confidentiality in business.
	05.05 Explain the decision-making process using ethical reasoning and the consequences of unethical choices in a business environment.

	05.06	Differentiate between ethical reasoning and judgment and acting in accordance with legal responsibilities.
	05.07	Discuss how values, attitudes, and cultural differences influence ethical decision-making.
	05.08	Explain legal, ethical, and privacy issues related to business communications, including the transmission and storage of electronic data.
06.0	Identify the role and function of human resources in the business environment. The student will be able to:	
	06.01	Describe and conduct a job analysis.
	06.02	Identify the role, principles and functions of recruitment and staffing.
	06.03	Demonstrate effective interview methods, including the use of current technology.
	06.04	Identify methods of employee onboarding, orientation, training, development, and retention.
	06.05	Identify the components of compensation and benefits plans, and evaluate the potential for inequity in compensation and benefits.
	06.06	Describe the legal issues associated with compensation and benefits plans.
	06.07	Describe the administration of, and costs associated with, employer compensation and benefits plans.
	06.08	Describe current provisions of human resources laws, including but not limited to the Civil Rights Acts, Equal Employment Opportunity Commission (EEOC), American with Disabilities Act (ADA), Equal Pay Act (EPA), Fair Labor Standards Act, Affordable Care Act (ACA), and Family and Medical Leave Act (FMLA).
	06.09	Identify methods to protect organizations from potential legal action.
	06.10	Describe Future of Work trends and which careers are most likely to be impacted by automation and technology advances.
07.0	Demonstrate employability skills. The student will be able to:	
	07.01	Identify sources of employment, internship, and apprenticeship opportunities, where applicable.
	07.02	Use government digital resources to identify jobs, wage, and employment trends for your occupation.
	07.03	Describe the job search process.
	07.04	Complete a resume and a cover letter.
	07.05	Complete an electronic job application form correctly.
	07.06	Identify methods for securing an employment reference.
	07.07	Prepare a resume for electronic distribution.

	07.08 Demonstrate effective job interview techniques and identify different types of interviews.
	07.09 Identify pre- and post- interview strategies.
	07.10 Identify and demonstrate appropriate responses to feedback from supervisors.
	07.11 Identify and demonstrate acceptable work habits.
	07.12 Describe the importance of an employee's ability to be flexible in the workplace.
	07.13 Demonstrate effective time management skills.
08.0	Develop strategic and organizational skills. The student will be able to:
	08.01 Define effective leadership and identify key leadership behaviors and traits.
	08.02 Compare different styles of leadership.
	08.03 Examine ways effective leaders develop and retain employees.
	08.04 Define organization vision and mission.
	08.05 Identify characteristics of effective goals.
	08.06 Explain how effective leaders identify problems and make decisions.
	08.07 Compare different conflict management techniques.
	08.08 Apply appropriate action in situations requiring consideration of business ethics.
	08.09 Describe effective ways to assign and delegate work.
	08.10 Apply effective decision-making and problem solving strategies.
09.0	Demonstrate an understanding of management activities. The student will be able to:
	09.01 Describe the functions of management and their impact on an organization's ability to achieve its goals.
	09.02 Describe how an organization's mission and vision drive the formation of strategic policy.
	09.03 Distinguish the goals among business, government, and non-profit organizations.
	09.04 Describe basic management roles, including interpersonal, informational and decision-making.
	09.05 Discuss political, conceptual, interpersonal, and diagnostic skills required in management.

	09.06 Describe the value and application of data to management decision-making.
	09.07 Describe how creativity and innovation are significant contributions to successful management.
	09.08 Identify the impact of organizational culture.
10.0	Demonstrate an understanding of sales and marketing principles. The student will be able to:
	10.01 Evaluate each component of the marketing mix for purposes of creating customer value.
	10.02 Explain the effect of external environment on the marketing mix.
	10.03 Discuss the factors that influence the buying decisions in consumer and business markets.
	10.04 Identify and discuss the major components of the marketing plan.
	10.05 Examine trends in international marketing.
	10.06 Describe the benefits and limitations of social media and digital marketing.
	10.07 Examine how research and development lead to new products and services.
	10.08 Discuss expansion of product lines.
	10.09 Discuss the impact of technology on consumer and business markets.
	10.10 Explain trends in digital product and service delivery.
	10.11 Explain the role of e-commerce for B2B and B2C.
	10.12 Define factors that fuel innovation.
	10.13 Describe the steps in the product development process.
	10.14 Differentiate among market segmentation, target market, and customer persona.
	10.15 Utilize essential knowledge and means for acquiring customer, competitor and product/service information.
	10.16 Demonstrate selling techniques and procedures for improving customer satisfaction.
	10.17 Define selling techniques and procedures for establishing customer relationships.
	10.18 Discuss ethical guidelines in the selling process.
	10.19 Prepare an effective sales presentation.

11.0	Participate in a capstone project. The student will be able to:
11.01	Research, analyze, and develop a solution for a business scenario or case.
11.02	Demonstrate the ability to identify and solve problems.
11.03	Demonstrate effective contribution as a team member.
11.04	Demonstrate adaptive self- management skills.
11.05	Prepare a project plan outline.
11.06	Manage time according to project plan.
11.07	Execute a project plan.
11.08	Demonstrate effective time management skills.
11.09	Use presentation skills, and appropriate media to describe the progress, results and outcomes of the experience.
Banking Specialization	
12.0	Understand terminology unique to the banking industry. The student will be able to:
12.01	Understand and use terminology as it applies to the banking industry.
12.02	Interpret and convey banking terminology to communicate effectively with customers.
13.0	Demonstrate knowledge of basic functions of banking institutions. The student will be able to:
13.01	Describe the basic functions of a financial institution.
13.02	Explain how the functions of a financial institution are interrelated.
13.03	Discuss which departments and employees are responsible for the different functions.
14.0	Utilize effective cross selling techniques and procedures for financial services. The student will be able to:
14.01	Demonstrate knowledge of all services offered by financial institutions for purposes of cross selling.
14.02	Demonstrate the procedures related to cross selling and explain their importance.
14.03	Analyze ethical considerations related to cross selling financial services.
15.0	Demonstrate knowledge of the history, growth and structure of the banking industry. The student will be able to:

	15.01 Describe the evolution of American banking institutions.
	15.02 Describe the functions of regulatory agencies and their impact on the banking industry.
	15.03 Identify major acts and important regulations resulting from the growth and changes in banking institutions.
	15.04 Differentiate between banks and other financial institutions that offer banking services.
	15.05 Explain the role of bank rating agencies.
	15.06 Discuss the role of the CRA (Community Reinvestment Act).
16.0	Demonstrate foundational knowledge of banking operations. The student will be able to:
	16.01 Locate information on a customer's account and explain what information is to be given over the phone and to whom it can be given.
	16.02 Explain the routing system for payment of a check in the Check 21 environment.
	16.03 Identify and describe standard bank policies, including state regulations.
	16.04 Explain how a credit score is tabulated.
17.0	Identify security procedures for the detection and prevention of bank fraud. The student will be able to:
	17.01 Explain the components of and process for filing a Currency Transaction Report (CTR).
	17.02 Describe the importance of information security, including cybersecurity protocols.
	17.03 Identify and describe common types of bank fraud.
	17.04 Identify and describe security precautions and methods used to deter bank fraud.
18.0	Demonstrate understanding of money and banking. The student will be able to:
	18.01 Identify current trends in financial services deregulation and diversified financial services.
	18.02 Differentiate among corporation and other forms of business.
	18.03 Identify and explain the components of a corporate charter and bylaws.
	18.04 Describe capital acquisition and subsequent equity and debt functions.
	18.05 Discuss the functions of securities markets and the SEC (Securities and Exchange Commission) regulations.
	18.06 Define business failure, reorganization, dissolutions, and liquidation.

	18.07 Conduct a basic financial ratio analysis.
	18.08 Identify and describe the major types of financial markets and what distinguishes them.
	18.09 Identify and describe the major types of financial intermediaries and what distinguishes them.
	18.10 Define a financial system and describe its purpose.
	18.11 Explain concepts of loan to value, time value of money, compounding of interest, and amortization.
	18.12 Discuss credit information sources.
19.0	Demonstrate knowledge of economic principles. The student will be able to:
	19.01 Differentiate between monetary and fiscal policy.
	19.02 Explain production, consumption, GDP (Gross Domestic Product) and business cycles.
	19.03 Explain the interrelationship between the Federal Reserve System and commercial banks.
	19.04 Identify and describe the economic factors that cause interest rates to rise and decline.
	19.05 Define inflation and describe its impact on the economy.
Business Development and Entrepreneurship Specialization	
20.0	Demonstrate an understanding of the foundational principles associated with business development and entrepreneurship. The student will be able to:
	20.01 Define entrepreneurship and business development.
	20.02 Describe the importance of entrepreneurship and small business to the American economy.
	20.03 Analyze the advantages and disadvantages of business ownership.
	20.04 Identify the necessary traits of a successful entrepreneur.
	20.05 Recognize the management, financial, marketing and legal skills necessary to successfully operate and grow an entrepreneurial venture.
	20.06 Discuss the global aspects of an entrepreneurial business.
	20.07 Define social entrepreneurship.
	20.08 Identify and evaluate the methods of entering into an entrepreneurial venture to include starting a new business, buying an existing business, and operating a franchise.

	20.09 Discuss the function of a business plan.
	20.10 Describe the protection of various types of intellectual property.
	20.11 Identify characteristics of a viable business opportunity.
	20.12 Analyze the current environment for potential business opportunities.
	20.13 Explain the process and importance of a preliminary market analysis.
	20.14 Discuss the challenges of developing and implementing a strategic plan for a small business.
	20.15 Discuss the function of a business model.
	20.16 Explain how entrepreneurship is a way of thinking or mindset independent of owning and operating a business.
	20.17 Explain and apply the various building blocks associated with the business model canvas.
	20.18 Discuss the failure rate in business and strategies to reduce its frequency.
	20.19 Describe the importance of feasibility planning.
21.0	Demonstrate knowledge of basic marketing principles. The student will be able to:
	21.01 Explain the role of marketing in the free enterprise system.
	21.02 Compare and contrast the three major types of economic systems.
	21.03 Describe the channels of distribution.
	21.04 Identify and discuss economic resources.
	21.05 Discuss the role of the consumer in the free enterprise system.
	21.06 Explain the concept of supply and demand.
	21.07 Identify and define the functions of marketing.
	21.08 Identify and define the four types of product utility.
	21.09 Identify and explain the elements in the marketing mix (price, product, promotion, and place).
	21.10 Differentiate between the basic categories of consumer goods (i.e., convenience goods, shopping goods, and specialty goods).
	21.11 Identify current trends that have developed in retailing and merchandising.

	21.12 Define the concept of opportunity cost.
	21.13 Identify challenges in marketing a new entrepreneurial venture.
	21.14 Differentiate between marketing and sales.
	21.15 Describe how the business model canvas helps identify marketing strategies for entrepreneurial ventures.
	21.16 Describe various methods for pricing a good or service.
	21.17 Explain the role of social media in entrepreneurial marketing.
22.0	Demonstrate knowledge of small business management functions. The student will be able to:
	22.01 Describe the principles of small business management including planning and ethics.
	22.02 Identify principles and systems of accounting in a small business.
	22.03 Identify and describe budgeting and break-even analysis processes.
	22.04 Explain the principles of financing and cash management in the small business.
	22.05 Describe the principles of inventory management.
	22.06 Conduct basic market research and develop a marketing plan for a small business.
	22.07 Identify and describe the components of cost accounting.
	22.08 Identify and describe fundamental legal issues and government regulations facing small business owners.
	22.09 Identify sources of assistance, including the SBA (Small Business Administration), regarding risk management, insurance, taxation, and business law.
	22.10 Describe the process of creating and managing a labor relations program in a small business.
	22.11 Explain the role of e-commerce.
	22.12 Compare and contrast the various forms of business ownership.
	22.13 Examine the advantages and disadvantages of B Corp (benefit corporations) versus non-profit organizations.
23.0	Plan the promotional strategy of a small business. The student will be able to:
	23.01 Create a promotional plan.
	23.02 Describe promotion techniques.

	23.03 Analyze and describe competitive promotional activities.
	23.04 Analyze and evaluate promotional effectiveness.
	23.05 Develop effective promotional strategies within the marketing mix.
	23.06 Identify target markets.
	23.07 Discuss push/pull strategies.
	23.08 Describe direct marketing techniques.
	23.09 Describe the benefits and limitations of mass media.
	23.10 Describe the benefits and limitations of social media and digital marketing.
	23.11 Identify the key components of a business website for effective promotion.
24.0	Utilize effective selling techniques and procedures. The student will be able to:
	24.01 Describe product features and benefits.
	24.02 Identify the steps of the selling process.
	24.03 Discuss consumer-buying behavior.
	24.04 Differentiate between B2B (business to business) and B2C (business to consumer) relationships.
	24.05 Demonstrate an effective sales presentation.
	24.06 Evaluate and critique a sales demonstration.
	24.07 Explain how various technologies (e.g., [CRM] customer relationship management) are used to create and maintain a client database.
	24.08 Describe various types of prospecting tools.
	24.09 Develop a written features/benefits analysis sheet for a product.
Healthcare Administration Specialization	
25.0	Demonstrate knowledge of health care administration functions. The student will be able to:
	25.01 Use terminology unique to the healthcare industry correctly.
	25.02 Explain the role of local, state, and federal government in healthcare delivery.

	25.03 Examine the role of accreditation standards and payment systems on healthcare delivery.
	25.04 Explain the importance of data analysis, quality assurance processes, and assessment methodologies in healthcare administration.
	25.05 Recognize administrative and business functions in a healthcare setting.
	25.06 Discuss legal and ethical issues in healthcare administration.
	25.07 Explain the role of DSM (Diagnostic and Statistical Manual) and CPT (Current Procedural Terminology) coding in the healthcare industry.
	25.08 Discuss racial and economic inequity in healthcare.
Human Resources Specialization	
26.0	Examine the major principles of human resources. The student will be able to:
	26.01 Analyze the functions of human resources.
	26.02 Explain the employer's relationship with the Human Resources Department.
	26.03 Analyze the strategic role of human resources in an organization.
	26.04 Compare and contrast the benefits and limitations of internal and external recruiting.
	26.05 Describe various methods of recruitment.
	26.06 Create and analyze job descriptions and position requirements.
	26.07 Analyze KSAs (knowledge, skills, & abilities) of potential internal candidates for open positions.
	26.08 Describe interviewing skills and techniques appropriate to in-person and virtual settings.
	26.09 Describe the process of onboarding.
	26.10 Identify training and development strategies within the human resources department.
	26.11 Analyze and select appropriate in-person and virtual interview techniques.
	26.12 Identify candidates for selection and hiring, including contract and temporary positions.
	26.13 Describe compensation and benefit plans.
	26.14 Describe the legal issues associated with compensation and benefit plans.
	26.15 Identify human resource challenges and provide possible solutions.

	26.16	Identify proactive steps to address potential human resource challenges.
	26.17	Describe the provisions of the Civil Rights Acts, Equal Employment Opportunity Commission (EEOC), American with Disabilities Act (ADA), Equal Pay Act (EPA), Fair Labor Standards Act, Affordable Care Act (ACA), Family and Medical Leave Act (FMLA), and other laws as they apply to human resource functions.
	26.18	Describe the oversight function of Federal and State administrative and regulatory agencies as they relate to human resources.
	26.19	Explain how perceptions of compensation differ among different stakeholders.
	26.20	Define internal equity within an organization.
	26.21	Discuss external competitiveness.
	26.22	Examine the effect of political, economic, social, and cultural factors on human resources.
	26.23	Identify criteria for effective performance management.
	26.24	Discuss the employment and onboarding processes for contract and temporary positions.
Insurance Specialization		
27.0	Demonstrate knowledge and application of product and service technology. The student will be able to:	
	27.01	Explain the terms, conditions, and coverage found in the standard commercial fire policy.
	27.02	List and explain the purposes of the forms that can be added to the standard commercial fire policy.
	27.03	Discuss the standard clauses found in various commercial fire and allied forms.
	27.04	List and explain the various commercial coverage forms available.
	27.05	Discuss the different types of insurance contracts available to cover consequential and contingent losses.
	27.06	Describe the procedure followed in the rating of fire and allied lines insurance
	27.07	Explain the purpose and scope of the special flood and windstorm programs.
	27.08	Discuss the comprehensive glass policy.
	27.09	Discuss the basic inland marine policy, including contractor’s equipment.
	27.10	Discuss the coverage afforded by the ocean marine policies.
	27.11	List the major commercial inland marine coverage and explain the use and purpose.

27.12	Describe the procedure followed in the rating of inland marine insurance contracts and demonstrate this understanding.
27.13	Explain the liability of an ocean carrier for the property of others.
27.14	List and explain the nature of the insurable interests in an ocean marine venture.
27.15	List and define the ocean marine perils.
27.16	Explain the purpose of the basic ocean marine clauses.
27.17	Discuss the principles and application of the law of negligence.
27.18	Explain commercial general liability coverage and its application to practical situations.
27.19	List the different commercial liability coverage and explain the application to practical situations, including but not limited to professional liability, errors & omissions, liquor liability, directors & officers, & cyber liability.
27.20	Discuss the negligence liability of automobile owners and operators.
27.21	Explain the various commercial automobile coverage parts, including but not limited to physical damage, liability, and uninsured motorist.
27.22	List the different automobile insurance policies and explain the differences among them.
27.23	Discuss the negligence liability of employers.
27.24	Discuss the coverage, endorsements, conditions and exclusions found in Worker's Compensation policies.
27.25	Discuss the purpose and operation of the Florida Joint Underwriters Association (FJUA).
27.26	Discuss the nature of the boiler and machinery (equipment breakdown) hazard.
27.27	List and explain the basic coverage found in boiler and machinery policies.
27.28	Define the basic crime terms.
27.29	List and discuss the basic and miscellaneous commercial crime coverage forms.
27.30	Explain the purposes, advantages and disadvantages of crime deductibles.
27.31	List the cybercrime coverages and describe their function.
27.32	Discuss the comprehensive glass policy.
27.33	Explain the purposes of fidelity bonds.

	27.34 Define certain basic terms used in the fidelity field, including types of fidelity bonds.
	27.35 Explain the differences between suretyship and insurance.
	27.36 List and identify the parties to a surety bond and the different types of surety bonds.
	27.37 Discuss the history and concept of commercial multiple line insurance and explain the advantages of packaging.
	27.38 List and discuss the various commercial multiple line programs.
	27.39 Explain the purpose of aviation insurance coverage.
	27.40 Explain the purpose of life insurance coverage regarding business.
	27.41 Define the terms used in life insurance and explain the various types of life insurance.
	27.42 Define health insurance.
	27.43 Identify and explain the difference between individual and group health insurance.
	27.44 Define a Certificate of Insurance.
	27.45 Explain the components of a Certificate of Insurance.
	27.46 Determine when a Certificate of Insurance is needed.
28.0	Demonstrate knowledge of employee compensation and benefits plan. The student will be able to:
	28.01 Distinguish between the various types of wage and salary plans.
	28.02 Identify reasons why different wages and salaries are paid for different jobs.
	28.03 Describe the most common kinds of fringe benefits.
	28.04 Explain major provisions of both the Occupational Safety and Health Act and the Social Security Act.
29.0	Develop a successful promotion plan for an insurance agency. The student will be able to:
	29.01 Identify the major methods of promotion.
	29.02 List the sources of advertising.
	29.03 Identify information sources for planning an advertising program.
	29.04 Discuss factors involved in managing promotion including cost, timeliness, and legality.

	29.05 Explain how understanding the customer can improve personal selling.
	29.06 Show how a salesperson can use product knowledge.
	29.07 Instruct employees in effective sales techniques.
International Business Specialization	
30.0	Understand international marketing and distribution activities. The student will be able to:
	30.01 Explain the complex and dynamic international business relationships among countries, regions, and global institutions.
	30.02 Identify, explore, and analyze global resources related to international business.
	30.03 Prepare international sales and purchase agreements.
	30.04 Demonstrate decision-making abilities that generate marketing strategies using products, prices, places, and promotions specifically related to international business.
	30.05 Compare and contrast the benefits and limitations of various modes of transporting goods internationally.
	30.06 Determine transportation costs.
	30.07 Recognize the types of international business organizations and their structures.
	30.08 Identify and describe a customer segment across cultures.
	30.09 Identify and critically analyze international business opportunities.
	30.10 Demonstrate an understanding of global economic integration as it relates to distribution.
	30.11 Recognize the benefits and limitations of using digital currency in global business.
	30.12 Discuss the use of e-commerce in the global business environment.
	30.13 Explain the risks associated with global entry and exit strategies.
31.0	Demonstrate knowledge of international banking, accounting, and finance activities. The student will be able to:
	31.01 Identify various payment methods.
	31.02 Describe the process of preparing instruments of international payment, including letters of credit.
	31.03 Identify various sources of financing.
	31.04 Calculate foreign currency using exchange rates.

	31.05 Describe the risk factors related to foreign exchange.
	31.06 Discuss countertrade in international transactions.
	31.07 Describe the common challenges with import/export transactions and processes.
	31.08 Describe the history of various global monetary systems including the Gold Standard, Fixed Rate, and Floating Rate Exchange systems.
	31.09 Describe the differences in accounting standards across nations.
32.0	Demonstrate knowledge of international socio-cultural business practices. The student will be able to:
	32.01 Compare and contrast international business customs and practices.
	32.02 Identify countries within regional trade organizations.
	32.03 Explain the various elements of the Hofstede Model as a tool for understanding cultural differences.
	32.04 Describe the role of religion in global business.
33.0	Demonstrate knowledge of international law and economic activities. The student will be able to:
	33.01 Identify requirements necessary to comply with international contracts.
	33.02 Identify requirements necessary to comply with international laws and treaties.
	33.03 Describe the benefits and limitations of free trade.
	33.04 Discuss the benefits and limitations of various trade barriers.
	33.05 Discuss the benefits and limitations of globalization.
	33.06 Describe the role of various global institutions in international business.
	33.07 Describe the role of United States government agencies in international business.
	33.08 Describe corporate social responsibility and its impact on the global economy.
	33.09 Describe the role of expatriation and repatriation.
	33.10 Compare and contrast various global staffing practices and procedures.
	33.11 Describe challenges related to performance appraisals in global business operations.
	33.12 Discuss and debate ethical issues associated with global business.

Management Specialization	
34.0	Demonstrate knowledge of principles and practices of management. The student will be able to:
34.01	Describe the three basic levels of management and types of positions associated with each.
34.02	Discuss the different facets of social responsibility and their impact on business.
34.03	Analyze the differences between ethical leadership and legal responsibility.
34.04	Compare and contrast the different types of plans: strategic, operational, and tactical.
34.05	Distinguish between an organization's mission and vision.
34.06	Identify and describe various planning activities, including goal setting and budgeting; as well as creating and establishing policies and procedures.
34.07	Describe and give applications of the process of rational decision-making.
34.08	Define the organizing function of management and identify various activities associated with it.
34.09	Discuss the relationship between authority and responsibility.
34.10	Describe different types of organizational structures.
34.11	Distinguish between leadership and management.
34.12	Describe the key elements of leadership theories.
34.13	Discuss the key elements of motivation theories.
34.14	Describe the relationship between the planning and control functions.
34.15	Describe various types of control techniques used in the workplace.
34.16	Describe various crisis management techniques.
35.0	Demonstrate knowledge of essential human relations skills. The student will be able to:
35.01	Discuss the importance of effective human relations skills in organizations.
35.02	Describe how self-esteem, perception, and values impact job performance.
35.03	Describe group dynamics and its effect on employee performance.
35.04	Discuss the effects of stress on employees and the organization and how to effectively manage it.

36.0	Demonstrate knowledge of the responsibilities, challenges, and attributes of each level of management. The student will be able to:
36.01	Discuss the challenges involved in making the transition from employee to manager.
36.02	Identify key supervisory responsibilities unique to each management level.
36.03	Discuss key attributes of managers, and identify which skills are most important for each management level.
Property, Real Estate, and Community Association Managers Specialization	
37.0	Demonstrate knowledge of real estate principles. The student will be able to:
37.01	Describe real estate sales under the market system.
37.02	Explain the major submarkets of real estate.
37.03	Explain the principles of highest and best use of land or improved property.
37.04	List and explain at least three factors that influence demand in the real estate market.
37.05	Describe duties and license requirements for sales associates, broker associates, and brokers.
37.06	Describe how real estate market indicators assist in interpreting the current trends and conditions of the local market.
37.07	Define and explain real estate deeds, taxes and legal descriptions.
37.08	Define and describe a real estate investment analysis.
37.09	List and describe different types of loans and financial resources.
37.10	Describe how real property is appraised.
37.11	Discuss various types of insurance associated with real estate ownership.
37.12	Demonstrate understanding of legal issues in real estate.
37.13	Describe various real estate marketing strategies.
37.14	Describe the governing bodies and regulation of real estate in Florida.
37.15	Distinguish between a single agent and a transaction broker.
37.16	Explain the components of real estate contracts.
37.17	Describe the real estate sales process from prospecting to closing.

38.0	Demonstrate understanding of property management operations. The student will be able to:
	38.01 Describe the role of the property manager.
	38.02 Identify the professional associations and certifications of a property manager.
	38.03 State the regulations of Professional Property Managers.
	38.04 Distinguish between the different types of managed properties.
	38.05 Recognize the different employment arrangements of a property manager.
39.0	Demonstrate an understanding of state and federal laws related to the operation of community associations.
	39.01 Explain the Florida Statutes and Regulations governing Condominium and Homeowners Associations as well as Cooperative Associations and Timeshares.
	39.02 Discuss Federal Laws including the Federal Fair Housing Act and non-discrimination requirements
	39.03 Distinguish between federal and state law, emphasizing the supremacy of Federal over State Law.
40.0	Demonstrate understanding of community management association operations. The student will be able to:
	40.01 Describe and differentiate among the governing documents including declaration, articles of incorporation, bylaws, and rules and regulations.
	40.02 Explain the proper noticing procedures for COA (Condominium Owners Association) and HOA (Homeowners Association) Board Meetings.
	40.03 Explain proper procedure for noticing and conducting meetings of the general membership of HOAs and COAs.
	40.04 Explain proper procedures for voting for general elections.
	40.05 Explain the purpose and scope of authority of committees.
41.0	Demonstrate an understanding of the principles for the preparation of the budget and other financial documents.
	41.01 Prepare a budget and explain proper procedures for adopting the budget and reserve requirements.
	41.02 Explain how to fund the budget, allocate and collect assessments.
	41.03 Explain the scope of lien-making power of community associations.
	41.04 Explain the purpose of estoppels.
	41.05 Describe and discuss annual reporting and record requirements.

	41.06 Discuss Escrow Management.
42.0	Demonstrate an understanding of community association and property manager insurance requirements.
	42.01 Explain state insurance requirements and proper steps for loss prevention.
	42.02 Develop an insurance plan for a community applying the state requirements for liability, flood and other types of insurance.
	42.03 Explain the use of fidelity and performance bonds.
43.0	Demonstrate an understanding of the management and maintenance requirements of a community association.
	43.01 Explain enforcement of the governing documents including the rights and responsibilities of unit owners, procedures for enforcement, and dispute resolution.
	43.02 Explain the bidding requirements for maintenance work.
	43.03 Identify and apply maintenance requirements based on state & local mandates or contractual obligations.
	43.04 Discuss the role of contracts in vendor management.
	43.05 Describe the role of contracts in property management.
Small Business Management Specialization	
44.0	Demonstrate knowledge of small business management functions. The student will be able to:
	44.01 Describe the principles of small business management including planning and ethics.
	44.02 Identify principles and systems of accounting in a small business.
	44.03 Identify and describe budgeting and break-even analysis processes.
	44.04 Explain the principles of financing and cash management in the small business.
	44.05 Identify the fundamentals of advertising and marketing products and services in the small business.
	44.06 Describe the principles of inventory management.
	44.07 Identify emerging technology trends in small business operations.
	44.08 Explain basic management functions of leading, organizing, staffing, and motivating.
	44.09 Discuss the components, function, importance, and mechanics of a business plan.
	44.10 Identify and describe the components of cost accounting.

44.11	Identify and describe fundamental legal issues and government regulations facing small business owners.
44.12	Describe the process of creating and managing a labor relations program in a small business.
44.13	Explain the role of e-commerce.
44.14	Compare and contrast the various forms of business ownership.
44.15	Discuss the benefits and limitations of family or home-based businesses.
44.16	Describe the process of creating and managing an effective human resources program in a small business.
44.17	Analyze and interpret the basic financial statements (balance sheet, income statement, cash flow statement).
44.18	Compare and contrast the various forms of funding a small business.
44.19	Identify valuation methods.
44.20	Discuss the components, function, importance, and mechanics of a business model canvas.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

General Education Course Requirements for AS and AAS Degrees

State Board of Education Rule 6A-14.030(4), F.A.C., identifies 15 credit hours as the minimum amount of general education coursework required in the Associate of Science (AS) degree and the Associate of Applied Science (AAS) degree. In addition, Rule 6A-14.0303, F.A.C., implements s. 1007.25, F.S., and requires students entering a technical education degree program in the 2022-2023 academic year, and thereafter, to complete at least one identified core course in each subject area as part of the general education course requirements (15 credit hours total) before a degree is awarded) The core subject areas include:

- Communication.
- Humanities.
- Mathematics.
- Natural Sciences.
- Social Sciences.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Certificate Programs

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.). This AS degree program includes the following College Credit Certificates:

Business Development and Entrepreneurship (0552070306) – 25 credit hours
Business Management (0552070101) – 24 credit hours
Business Operations (0552020104) – 18 credit hours
Business Specialist (0552020103) – 12 credit hours
Human Resources Administrator (0552020105) – 21 credit hours
Real Estate Specialist (0552020113) – 12 credit hours
Risk Management and Insurance Management (0552021501) – 24 credit hours
Risk Management and Insurance Operations (0552021500) – 18 credit hours
Sport Management Operations (0552020117) – 12 credit hours

Standards for the above certificate programs are contained in separate curriculum frameworks.

Florida Department of Education
Curriculum Framework

Program Title: **Office Administration**
Career Cluster: **Business Management and Administration**

NOTE: *Beginning in 2017-18, the medical office specialization will be part of the Medical Office Administration AS degree (1551070500) program.*

AS	
CIP Number	1552020401
Program Type	College Credit
Program Length	60 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to assist management by expediting and facilitating the maintenance and production of correspondence and records; telecommunicating; maintaining office budget; planning; preparing correspondence and resolutions; filing and maintaining documents; and assisting in the administration of policy.

Specializations: In addition to the core learning outcomes, students may complete the outcomes in the following specialization:
- Legal Office

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 60 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

Professional Skills

01.0 Demonstrate effective business communication skills.
02.0 Prepare and use financial information.
03.0 Manage business information using appropriate software.
04.0 Perform records management activities.
05.0 Perform accounting activities.
06.0 Demonstrate employability and workplace skills.
07.0 Perform information processing activities.
08.0 Develop leadership skills.
09.0 Develop strategic organizational skills.
10.0 Perform office management activities.
11.0 Participate in work-based learning experiences.

In addition to the above core outcomes, students may complete outcomes in the following specializations:

Legal Office Specialization

12.0 Perform dictation/transcription activities.
13.0 Perform legal office management activities.
14.0 Perform legal office activities.
15.0 Demonstrate knowledge of U.S. and Florida court systems.
16.0 Perform legal office records management activities.

Florida Department of Education
Student Performance Standards

Program Title: **Office Administration**
CIP Number: **1552020401**
Program Length: **60 credit hours**

At the completion of this program, the student will be able to:	
Professional Skills	
01.0	Demonstrate effective business communication skills. The student will be able to:
01.01	Demonstrate ability in teleconferencing and video conferencing.
01.02	Discuss the importance of voice mail, paging, transferring, recording/taking messages, placing international calls, and screening calls.
01.03	Demonstrate effective internal and external customer service skills.
01.04	Demonstrate understanding of current communications technology.
01.05	Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. Give, follow and interpret oral and written communications.
01.06	Use interpersonal communication skills to facilitate effective collaboration within teams.
01.07	Demonstrate ability to manage conflict and its resolution when dealing with challenging situations.
01.08	Discuss the importance of using appropriate tone and professional demeanor in business communications (e-mails, social media, texting, correspondence, conference calls, and conversation).
01.09	Compose business correspondence and related documents using correct spelling, grammar, punctuation and word choice.
01.10	Participate in a group discussion as a member and as a leader.
01.11	Research, validate, and interpret information retrieved from print and electronic mediums with appropriate citations.
01.12	Prepare executive summaries that are organized and demonstrate thorough analysis and communication objective.
01.13	Research and compose a document containing statistical information.
01.14	Prepare and use technology-enhanced materials to deliver an oral presentation.
01.15	Demonstrate effective listening skills.
01.16	Identify the difference between maintaining professional social media and personal social media accounts.

02.0	Prepare and use financial information. The student will be able to:
02.01	Perform business math operations.
02.02	Interpret graphs, charts, and tables.
02.03	Solve finance charge and annual percentage rate problems.
02.04	Determine elapsed time between two events.
02.05	Analyze information given to solve a problem.
02.06	Demonstrate ability to estimate.
02.07	Solve problems related to measurement and space allocation.
02.08	Identify basic concepts of an economic system, including e-commerce.
03.0	Manage business information using appropriate software. The student will be able to:
03.01	Identify formatting principles.
03.02	Demonstrate proficiency using word processing, spreadsheet, presentation, database, e-mail/scheduling, and utility software applications.
03.03	Produce business documents (letters, memorandums, and reports).
03.04	Produce envelopes, labels, meeting minutes, tables, multi-page documents, numbered and bulleted lists, reports using footnotes and endnotes, and material from hand-written copy.
03.05	Create and edit templates.
03.06	Create documents by scanning.
03.07	Create and edit documents from voice recognition software.
03.08	Prepare and edit documents from rough draft copy using proofreaders' marks.
03.09	Prepare documents using mail merge with various types of data sources.
03.10	Identify and use appropriate software in a business environment.
03.11	Use technology to access, research, analyze, and interpret business information.
03.12	Demonstrate knowledge of copyright laws.

04.0	Perform records management activities. The student will be able to:
04.01	Practice effective Records Information Management (RIM) techniques.
04.02	Index, code, sort, and file materials alphabetically, numerically, geographically and by subject, both manually and electronically.
04.03	Identify types of filing supplies, equipment, and procedures.
04.04	Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
04.05	Recommend solutions to problems in existing filing systems.
04.06	Design and develop an initial inventory of records.
04.07	Search for, retrieve, and investigate information in files.
04.08	List and describe methods of protecting vital records.
04.09	Identify appropriate action for the retention, disposal and archiving of records.
04.10	Identify and compare centralized and decentralized filing systems.
04.11	Classify records into vital, useful, and nonessential categories by industry.
04.12	Identify procedures for confidentiality of information.
04.13	Demonstrate backup and recovery procedures.
04.14	Describe and classify electronic records using metadata, taxonomies, and file plans.
04.15	Categorize records to follow statutes/regulations pertaining to Florida Public Records Laws retention and production.
05.0	Perform accounting activities. The student will be able to:
05.01	Demonstrate ethical accounting practices.
05.02	Identify parameters and functions of a fiscal calendar.
05.03	Prepare and analyze budgets.
05.04	Prepare payroll records, including time sheets.
05.05	Prepare tax reports such as 941’s, 940’s, W-2’s, and 1099’s.
05.06	Demonstrate a general knowledge of the accounting cycle.

	05.07 Demonstrate proficiency in cash control procedures, including bank deposits, electronic fund transfers, credit and debit transactions, bank reconciliations, and petty cash.
	05.08 Use source documents to prepare and analyze transactions, including invoices, cash receipts, sales slips, credit memos, vendor statements, purchase orders, and packing slips.
	05.09 Describe how to implement internal and fraud controls.
	05.10 Demonstrate knowledge of using a chart of accounts to classify expenses.
	05.11 Describe how to manage and depreciate assets.
06.0	Demonstrate employability and workplace skills. The student will be able to:
	06.01 Identify sources of employment opportunities.
	06.02 Describe the job search process.
	06.03 Complete a resume and a cover letter and prepare for electronic distribution.
	06.04 Complete a job application form.
	06.05 Identify different types of job interviews and demonstrate effective job interview techniques for each.
	06.06 Prepare a thank you note for an interview.
	06.07 Demonstrate the ability to give and receive performance feedback.
	06.08 Identify and demonstrate professionalism, proper business etiquette and acceptable work habits.
	06.09 Identify organizational structure, chain of command and importance of appropriate protocol.
	06.10 Identify signs of stress and positive management techniques.
	06.11 Identify and demonstrate positive interpersonal skills.
	06.12 Demonstrate ability to work effectively with diverse populations (generational, cultural, gender).
	06.13 Demonstrate ability to work as a team member.
	06.14 Describe confidentiality and privacy issues in the workplace.
	06.15 Describe the importance of customer service to an organization.
	06.16 Describe the importance of an employee’s ability to be flexible in the workplace.

	06.17 Demonstrate effective time management skills.
	06.18 Identify methods for securing an employment reference.
	06.19 Identify career advancement opportunities and demonstrate effective networking behaviors.
07.0	Perform information processing activities. The student will be able to:
	07.01 Demonstrate ability to manage files electronically, including in the Cloud.
	07.02 Define differences between operating systems and software applications.
	07.03 Identify and understand terms commonly used in information technology.
	07.04 Identify business systems, equipment components, and electronic media.
	07.05 Create and edit documents from handwritten, dictated and typed material using current technology.
	07.06 Input numeric data.
	07.07 Use office equipment manual.
	07.08 Develop a flowchart and an organizational chart.
	07.09 Develop, edit and use an office operations manual.
	07.10 Identify computer security issues.
	07.11 Demonstrate knowledge of the importance of continuing education and technology updates.
08.0	Develop leadership skills. The student will be able to:
	08.01 Prepare an agenda, invite participants electronically and conduct a meeting.
	08.02 Demonstrate knowledge of professional organizations.
	08.03 Demonstrate an understanding of how job performance is measured and how it relates to promotion.
	08.04 Demonstrate understanding of group dynamics and the impact upon individual and team performance.
09.0	Develop strategic organizational skills. The student will be able to:
	09.01 Apply creativity and critical thinking in problem solving and conflict resolution.
	09.02 Demonstrate creativity and innovative idea generation to enhance productivity.

	09.03 Prepare and manage a schedule for an employer or a project based activity.
	09.04 Prepare a schedule for an employer.
	09.05 Demonstrate an understanding of business ethics by analyzing a situation and recommending solutions.
	09.06 Determine preventive actions for office communication problems.
10.0	Perform office management activities. The student will be able to:
	10.01 Identify management styles.
	10.02 Prepare operational reports for management.
	10.03 Set priorities and develop efficient procedures for work flow.
	10.04 Document self-assessment of workplace performance.
	10.05 Demonstrate an understanding of best practices in employment interviewing.
	10.06 Develop an orientation plan for new employees.
	10.07 Demonstrate the ability to assign work to others and delegate tasks effectively.
	10.08 Utilize appropriate performance management and assessment techniques to recommend employees for promotion or recognition.
	10.09 Demonstrate knowledge of work flow processes, team dynamics and efficient use of office equipment to design the layout of office space.
	10.10 Develop a vendor management process to compare and select vendors.
	10.11 Identify cross training advantages and opportunities.
	10.12 Describe how to design and manage a virtual office environment.
	10.13 Compare and describe the role of a Virtual Office Assistant to a traditional administrative assistant.
11.0	Participate in work-based learning experiences. The student will be able to:
	11.01 Participate in internships or service learning experiences in office/legal administration.
	11.02 Demonstrate employability skills.
	11.03 Develop a career plan.
In addition to the above core outcomes, students may complete the outcomes in the following specialization:	

Legal Office Specialization	
12.0	Perform dictation/transcription activities. The student will be able to:
12.01	Demonstrate techniques in dictation and transcription.
12.02	Transcribe written or recorded dictation of legal correspondence and other legal documents.
12.03	Evaluate transcription systems for office utilization.
13.0	Perform legal office management activities. The student will be able to:
13.01	Prepare, file and retrieve client records.
13.02	Define the major functions of legal office management.
13.03	List characteristic of effective leaders/ managers.
13.04	List the steps in problem solving and issue resolution.
13.05	Maintain work schedules for payroll purposes.
13.06	Demonstrate knowledge of motivational techniques.
13.07	Calculate billable hours.
14.0	Perform legal office activities. The student will be able to:
14.01	Define, understand, and spell legal terminology.
14.02	Identify terms and procedures related to the legal process.
14.03	Identify the court in which legal documents should be filed.
14.04	Identify sources of legal reference.
14.05	Demonstrate knowledge of the confidential fiduciary relationship between client and attorney.
14.06	Demonstrate knowledge of computer security in the confidential environment.
14.07	Identify and use printed and electronic sources of legal information.
14.08	Maintain records for assessing client charges.
14.09	Maintain an electronic appointments system.

	14.10 Maintain a filing system for docket control.
	14.11 Demonstrate knowledge of document formats and e-filing systems required by the court and other agencies.
	14.12 Demonstrate knowledge of legal filing systems in a law office.
	14.13 Create legal templates.
	14.14 Key information using legal templates.
15.0	Demonstrate knowledge of U.S. and Florida court systems. The student will be able to:
	15.01 Describe the courts of Florida and the jurisdiction of each.
	15.02 Describe the courts of the Federal System and other agencies and the jurisdiction of each.
16.0	Perform legal office records management activities. The student will be able to:
	16.01 Identify the components of a records management system.
	16.02 Prioritize activities for the organization of a records management system.
	16.03 Identify the principles of forms control.
	16.04 Identify principles governing the planning of a records retention and disposition schedule.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

General Education Course Requirements for AS and AAS Degrees

State Board of Education Rule 6A-14.030(4), F.A.C., identifies 15 credit hours as the minimum amount of general education coursework required in the Associate of Science (AS) degree and the Associate of Applied Science (AAS) degree. In addition, Rule 6A-14.0303, F.A.C., implements s. 1007.25, F.S., and requires students entering a technical education degree program in the 2022-2023 academic year, and thereafter, to complete at least one identified core course in each subject area as part of the general education course requirements (15 credit hours total) before a degree is awarded) The core subject areas include:

- Communication.
- Humanities.
- Mathematics.
- Natural Sciences.
- Social Sciences.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Certificate Programs

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.). This AS degree program includes the following College Credit Certificates (CCC):

Office Management (0552020401) – 27 credit hours
Office Specialist (0552040704) – 18 credit hours
Office Support (0552020403) – 12 credit hours

Standards for the above certificate programs are contained in separate curriculum frameworks.

Florida Department of Education
Curriculum Framework

Program Title: **Accounting Technology**
Career Cluster: **Business Management and Administration**

AS	
CIP Number	1552030201
Program Type	College Credit
Program Length	60 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers such as accounts receivable coordinators, accounts payable coordinators, bookkeepers, credit and collections coordinators, payroll coordinators, accountants, auditors, and other accounting paraprofessionals in advanced professional accounting occupations in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to the principles, procedures, and theories of organizing, maintaining and auditing business and financial transactions and the preparation of accompanying financial records and reports for internal and external uses.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 60 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Prepare and use financial information about business organizations to support decision making.
02.0 Manage business information using appropriate software.
03.0 Demonstrate effective business communication skills.
04.0 Evaluate business and financial information to support internal decision making.
05.0 Participate in work-based learning experiences such as Phi Beta Lambda, VITA, Junior Achievement.
06.0 Consider the implications of professional values, ethics, and attitudes in business.
07.0 Prepare or develop strategic or organizational skills.
08.0 Prepare individual tax forms.
09.0 Prepare governmental tax forms, including income, payroll, and sales taxes.
10.0 Personal finance component.

Florida Department of Education
Student Performance Standards

Program Title: **Accounting Technology**
CIP Number: **1552030201**
Program Length: **60 credit hours**

At the completion of this program, the student will be able to:	
01.0	Prepare and use financial information about business organizations to support decision making. The student will be able to:
01.01	Demonstrate knowledge of the accounting cycle (including chart of accounts, use of T accounts, journalizing business transactions, preparation of trial balance, adjusting entries, closing entries, and financial statement preparation (i.e., income statement, statement of retained earnings, cash flow statement, and balance sheet).
01.02	Demonstrate proficiency in cash control procedures (including bank deposits, electronic fund transfers, all credit and debit transactions, bank reconciliations, petty cash, and journal entries related to all relating banking activities).
01.03	Use source documents to prepare and analyze transactions (including invoices, cash receipts, sales slips, credit memos, vendor statements, purchase orders, and packing slips).
01.04	Describe internal control methods and fraud controls.
01.05	Apply judgment in the application of accounting principles in a global marketplace.
01.06	Analyze financial information to make informed business decisions.
01.07	Maintain knowledge of ever-evolving accounting regulations and standards.
02.0	Manage business information using appropriate software. The student will be able to:
02.01	Identify and use the appropriate accounting software in a business environment.
02.02	Demonstrate proficiency in the use of word processing, spreadsheet, and other office software commonly used in business.
02.03	Utilize technology to access, research, analyze, and interpret business information.
02.04	Demonstrate proficiency in the use of accounting software to maintain accounting records and produce reports.
03.0	Demonstrate effective business communication skills. The student will be able to:
03.01	Select and employ appropriate concepts and strategies to enhance oral and written communication in the workplace.
03.02	Use interpersonal communication skills to facilitate effective interactions to work collaboratively.
03.03	Exhibit public relations skills that aid in achieving customer satisfaction.

	03.04 Develop skills for conflict resolution.
04.0	Evaluate business and financial information to support internal decision making. The student will be able to:
	04.01 Identify and apply fundamentals of managerial accounting.
	04.02 Analyze data to evaluate alternatives in making short-run and capital budget decisions.
	04.03 Calculate and use cost volume profit (CVP) analysis and other related topics to make unstructured business decisions.
	04.04 Use various cost accounting systems for products/services.
	04.05 Prepare business plans, budgets, and forecasts to support the management process.
	04.06 Evaluate the performance of an organization, its processes, and people.
05.0	Participate in work-based learning experiences such as Phi Beta Lambda, VITA, Junior Achievement. The student will be able to:
	05.01 Participate in internships or service learning experiences in accounting.
	05.02 Demonstrate employability skills e.g., resume and interview skills.
	05.03 Develop a career plan.
06.0	Consider the implications of professional values, ethics, and attitudes in business. The student will be able to:
	06.01 Identify the importance of making decisions that are based on ethical reasoning.
	06.02 Identify and discuss personal and long term consequences of unethical choices in the workplace.
	06.03 Use ethical reasoning and judgment and act in accordance with legal responsibilities.
	06.04 Recognize potentially unethical behavior in others and the steps to resolve it.
07.0	Prepare or develop strategic or organizational skills. The student will be able to:
	07.01 Define effective leadership and identify key leadership behaviors.
	07.02 Compare different styles of leadership.
	07.03 Examine ways effective leaders develop, coach, and motivate.
	07.04 Define organization vision and mission.
	07.05 Identify characteristics of effective goals.

	07.06 Describe personal leadership style.
	07.07 Explain how effective leaders identify problems and make decisions.
	07.08 Compare different styles of managing conflict.
08.0	Prepare individual tax forms. The student will be able to:
	08.01 Identify and analyze tax rules and regulations regarding individual federal income taxes.
	08.02 Complete individual tax forms.
	08.03 Utilize popular tax return preparation software.
09.0	Prepare governmental tax forms, including income, payroll, and sales taxes. The student will be able to:
	09.01 Prepare business related tax forms (e.g., income and sales taxes), necessary for compliance with local, state and federal agencies.
	09.02 Maintain current knowledge of tax issues.
	09.03 Identify and analyze tax issues, consider alternative treatments and their consequences, and decide and defend your tax treatment solution.
	09.04 Use payroll records to prepare payroll transactions to comply with all local, state, and federal laws and employer or employee obligations.
10.0	Personal finance component. The student will be able to:
	10.01 Create and maintain a personal budget.
	10.02 Insurance.
	10.03 Retirement.
	10.04 Credit and debt management.
	10.05 Cash and banking.
	10.06 Investments e.g., mortgages, buy vs lease, stocks.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

General Education Course Requirements for AS and AAS Degrees

State Board of Education Rule 6A-14.030(4), F.A.C., identifies 15 credit hours as the minimum amount of general education coursework required in the Associate of Science (AS) degree and the Associate of Applied Science (AAS) degree. In addition, Rule 6A-14.0303, F.A.C., implements s. 1007.25, F.S., and requires students entering a technical education degree program in the 2022-2023 academic year, and thereafter, to complete at least one identified core course in each subject area as part of the general education course requirements (15 credit hours total) before a degree is awarded) The core subject areas include:

- Communication.
- Humanities.
- Mathematics.
- Natural Sciences.
- Social Sciences.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Certificate Programs

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.). This AS degree program includes the following College Credit Certificates (CCC):

Accounting Technology Management (0552030205) – 27 credit hours
Accounting Technology Operations (0552030203) – 18 credit hours
Accounting Technology Specialist (0552030204) – 12 credit hours

Standards for the above certificate programs are contained in separate curriculum frameworks.

Florida Department of Education
Curriculum Framework

Program Title: **Business Entrepreneurship**
Career Cluster: **Business Management and Administration**

AS	
CIP Number	1552070308
Program Type	College Credit
Program Length	60 credit hours
CTSO	PBL, BPA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this program is to teach students the fundamentals of starting and operating a business venture while presenting entrepreneurship as a viable career option. The program will also give students an opportunity to evaluate their potential as entrepreneurs. Coursework covers all aspects of starting and operating a new venture business with emphasis on the entrepreneurial skills needed for success.

This program offers a sequence of courses that provides a coherent and rigorous content aligned with challenging academic standards and the relevant technical knowledge and skills needed to prepare for further education and a career in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to entrepreneurial skills (processes, traits and behaviors associated with entrepreneurial success), ready skills (basic business knowledge and skills that are prerequisites or co-requisites for becoming a successful entrepreneur), and business functions (business activities performed by entrepreneurs in managing their business). Business Entrepreneurship Associate in Science (AS) should include the requirements specified in the statewide Articulation Manual.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 60 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Describe the entrepreneurial discovery processes.
02.0 Develop entrepreneurial concepts.
03.0 Develop entrepreneurial resources.
04.0 Develop entrepreneurial leadership skills.
05.0 Develop an entrepreneurial personal assessment.
06.0 Develop entrepreneurial personal management skills.
07.0 Describe effective business concepts.
08.0 Apply principles of communications.
09.0 Analyze methods to effectively manage conflict.
10.0 Develop excellent computer applications skills.
11.0 Analyze basic economic concepts.
12.0 Analyze cost-profit relationships.
13.0 Compare economic systems.
14.0 Analyze characteristics and functions of money.
15.0 Apply accounting principles and concepts to perform accounting activities.
16.0 Demonstrates money management skills.
17.0 Describe staffing functions.
18.0 Define morale and motivation skills.
19.0 Define human resources assessment.
20.0 Describe and conduct business records management.
21.0 Design information acquisition systems.
22.0 Plan and develop a marketing information management system.
23.0 Plan and develop promotional strategies.
24.0 Plan and develop pricing strategies.
25.0 Plan and develop selling strategies.
26.0 Plan and develop business systems.
27.0 Analyze business risk.
28.0 Analyze and identify legal considerations.
29.0 Identify and develop business plan.
30.0 Identify and plan controlling functions.

Florida Department of Education
Student Performance Standards

Program Title: **Business Entrepreneurship**
CIP Number: **1552070308**
Program Length: **60 credit hours**

At the completion of this program, the student will be able to:	
01.0	Describe the entrepreneurial discovery processes. The student will be able to:
01.01	Develop an understanding of an entrepreneurial mindset.
01.02	Develop an understanding of the business modeling process.
01.03	Explain the need for entrepreneurial discovery.
01.04	Discuss entrepreneurial discovery processes.
01.05	Assess global trends and opportunities.
01.06	Determine and access opportunities for new venture creation.
01.07	Assess opportunities for new venture creation.
01.08	Describe idea-generation methods.
01.09	Generate ideas for a new venture.
01.10	Determine feasibility of a new venture idea.
02.0	Develop entrepreneurial concepts. The student will be able to:
02.01	Differentiate between small business enterprising and entrepreneurship.
02.02	Describe entrepreneurial planning considerations.
02.03	Explain tools used by entrepreneurs for venture planning.
02.04	Assess the start-up requirements associated with a new venture.
02.05	Assess risks and challenges associated with a new venture.
02.06	Identify and assess external resources useful to entrepreneurs during concept development.

	02.07 Assess the need to use external resources for concept development.
	02.08 Describe strategies to protect intellectual property.
	02.09 Use components of a business model to define a venture idea.
03.0	Develop entrepreneurial resources. The student will be able to:
	03.01 Distinguish between debt and equity financing for venture creation.
	03.02 Describe processes used to acquire adequate financial resources for venture creation/start-up.
	03.03 Identify sources to finance venture creation/start-up.
	03.04 Explain factors to consider in determining a venture's human-resource needs.
	03.05 Describe considerations in selecting capital resources.
	03.06 Describe and discuss the acquisition of capital resources needed for the venture.
	03.07 Assess the costs/benefits associated with resources.
04.0	Develop entrepreneurial leadership skills. The student will be able to:
	04.01 Recognize honesty, integrity, and responsible behavior.
	04.02 Demonstrate responsible behavior.
	04.03 Identify the importance of initiative.
	04.04 Demonstrate ethical work habits.
	04.05 Explain the role that passion and purpose play in goal attainment.
	04.06 Recognize contributions of others and social responsibilities.
	04.07 Develop team building skills and enlist others in working toward a shared vision.
	04.08 Explain the role of diversity.
05.0	Develop an entrepreneurial personal assessment. The student will be able to:
	05.01 Describe desirable entrepreneurial personality traits.
	05.02 Determine personal biases and stereotypes.

	05.03 Determine interests.
	05.04 Evaluate personal capabilities.
	05.05 Conduct self-assessment to determine entrepreneurial potential.
06.0	Develop entrepreneurial personal management skills. The student will be able to:
	06.01 Demonstrate interest and enthusiasm.
	06.02 Practice making effective decisions.
	06.03 Develop an orientation to change. Understand the importance of adapting to change.
	06.04 Demonstrate problem-solving skills.
	06.05 Assess risks.
	06.06 Assume personal responsibility for decisions.
	06.07 Use time-management principles.
	06.08 Identify situations when short-term ambiguity is acceptable.
	06.09 Use feedback for personal growth.
	06.10 Demonstrate creative management skills.
	06.11 Set personal goals.
07.0	Describe effective business concepts. The student will be able to:
	07.01 Explain the role of business in society.
	07.02 Describe different types of businesses and activities.
	07.03 Explain opportunities for creating added value.
	07.04 Identify issues and trends in business.
	07.05 Describe critical elements of continuous improvement and the impact on organizational culture.
	07.06 Describe the role of management in achieving quality.
	07.07 Explain the nature of managerial ethics.

	07.08 Describe the importance of ethical business practices.
	07.09 Explain marketing management and its importance in a global economy.
	07.10 Describe marketing functions and related activities.
	07.11 Explain the nature and scope of operations management.
	07.12 Explain financial management concepts.
	07.13 Describe human resource management concepts.
	07.14 Explain risk management concepts.
	07.15 Describe strategic management concepts.
08.0	Apply principles of communication. The student will be able to:
	08.01 Demonstrate effective communications.
	08.02 Apply effective listening skills.
	08.03 Demonstrate proper grammar and vocabulary usage.
	08.04 Describe the importance of excellent communication in providing customer service.
	08.05 Demonstrate professional protocol when addressing others.
	08.06 Make effective oral presentations.
	08.07 Write proficient informational and persuasive messages.
	08.08 Prepare simple and complex written reports.
	08.09 Use communication technology systems (e.g., e-mail, faxes, voice mail, cell phones).
09.0	Analyze methods to effectively manage conflict. The student will be able to:
	09.01 Demonstrate effective negotiation skills.
	09.02 Discuss how to handle difficult customers, clients and complaints in an effective manner.
	09.03 Explain the nature of organizational change and conflict.
	09.04 Explain how to manage stress effectively.

10.0	Develop excellent computer applications skills. The student will be able to:
	10.01 Demonstrate basic search skills on the internet.
	10.02 Evaluate the credibility of internet resources.
	10.03 Demonstrate file management skills.
	10.04 Operate computer-related hardware peripherals.
	10.05 Explain the nature of e-commerce.
	10.06 Describe the impact of the internet on business.
	10.07 Discuss the process of developing a basic website.
11.0	Analyze basic economic concepts. The student will be able to:
	11.01 Distinguish between economic goods and services.
	11.02 Explain production factors.
	11.03 Explain the concept of scarcity.
	11.04 Discuss opportunity costs.
	11.05 Determine forms of economic utility created by business activities.
	11.06 Explain supply and demand principles.
	11.07 Describe the concept of price.
12.0	Analyze cost-profit relationships. The student will be able to:
	12.01 Explain productivity factors.
	12.02 Describe cost/benefit analysis.
	12.03 Analyze the impact of specialization and the division of labor on productivity.
	12.04 Explain the impact of organized labor on business.
	12.05 Explain the law of diminishing returns.
	12.06 Describe the factors of economies of scale.

13.0	Compare economic systems. The student will be able to:
	13.01 Explain the types of economic systems.
	13.02 Describe the relationship between government and business and their reciprocal impact.
	13.03 Define private enterprise.
	13.04 Assess factors affecting a business' profit.
	13.05 Determine factors affecting business risk.
	13.06 Explain the factors of competition.
	13.07 Describe the types of market structures.
	13.08 Determine the impact of small business entrepreneurship on market economies.
14.0	Analyze characteristics and functions of money. The student will be able to:
	14.01 Explain the forms of financial exchange.
	14.02 Describe the functions of money.
	14.03 Describe the sources of income.
	14.04 Recognize types of currency.
	14.05 Read and interpret a pay stub.
	14.06 Explain the time value of money.
	14.07 Describe the costs associated with credit.
	14.08 Explain legal responsibilities associated with the use of money.
15.0	Apply accounting principles and concepts to perform accounting activities. The student will be able to:
	15.01 Identify and describe generally accepted accounting principles (GAAP).
	15.02 Prepare projected income statement.
	15.03 Estimate cash-flow needs.
	15.04 Prepare projected balance sheet.

	15.05 Calculate financial ratios.
	15.06 Determine payroll taxes.
16.0	Demonstrate money management skills. The student will be able to:
	16.01 Establish financial goals and objectives.
	16.02 Develop a budget.
	16.03 Discuss and manage cash flow, accounting procedures and financial reports
	16.04 Explain the nature of capital investment.
	16.05 Explain factors that contribute to a positive financial standing.
	16.06 Discuss procedures for managing debt.
17.0	Describe staffing functions. The student will be able to:
	17.01 Determine staffing needs.
	17.02 Discuss recruiting new employees.
	17.03 Discuss screening methods for job applications and résumés.
	17.04 Discuss job applicant interviewing practices.
	17.05 Discuss new employee selection processes.
	17.06 Discuss new hire compensation negotiation methods.
18.0	Define morale and motivation skills. The student will be able to:
	18.01 Describe various leadership skills.
	18.02 Discuss the factors in building a successful team.
	18.03 Identify the value of employee recognition and rewards.
	18.04 Describe how to handle employee complaints and grievances.
	18.05 Analyze how to ensure equitable opportunities for employees.
	18.06 Describe factors that contribute to building organizational culture.

19.0	Define human resources assessment. The student will be able to:
	19.01 Describe how to assess employee morale.
	19.02 Identify methods to provide feedback on work efforts.
	19.03 Identify practices in assessing employee performance.
	19.04 Discuss opportunities for employee corrective action.
	19.05 Identify practices in conducting exit interviews.
20.0	Describe and conduct business record management. The student will be able to:
	20.01 Explain factors of effective records management.
	20.02 Maintain records of financial transactions.
	20.03 Record and report sales tax.
	20.04 Develop a payroll record keeping system.
	20.05 Plan and establish an employee records systems.
	20.06 Plan and establish a customer records system.
21.0	Design information acquisition systems. The student will be able to:
	21.01 Select sources of business development information.
	21.02 Conduct an environmental marketing information analysis.
	21.03 Analyze internal records to acquire marketing information.
	21.04 Identify customer needs and frustrations.
22.0	Plan and develop a marketing information management system. The student will be able to:
	22.01 Describe and identify the market concept and market identification.
	22.02 Identify the role of situational analysis in the marketing-planning process.
	22.03 Identify market segments.
	22.04 Select and analyze target markets.

	22.05 Describe marketing strategy and planning concepts.
	22.06 Plan and develop a marketing budget.
	22.07 Plan and develop a marketing plan.
	22.08 Analyze marketing plan performance.
23.0	Plan and develop promotional strategies. The student will be able to:
	23.01 Identify the elements of the promotional mix.
	23.02 Calculate advertising media costs.
	23.03 Develop an advertising media plan.
	23.04 Prepare a promotional plan and budget.
	23.05 Write a news release.
	23.06 Discuss sales-promotion opportunities.
	23.07 Evaluate the effectiveness of advertising.
24.0	Plan and develop pricing strategies. The student will be able to:
	24.01 Calculate breakeven points.
	24.02 Explain factors affecting pricing decisions.
	24.03 Establish pricing objectives and select pricing strategies.
	24.04 Set and adjust prices to maximize profitability.
25.0	Plan and develop selling strategies. The student will be able to:
	25.01 Acquire and analyze product information.
	25.02 Define product features and benefits.
	25.03 Develop appropriate selling techniques.
	25.04 Prepare sales presentation.
	25.05 Understand the sales funnel process (get, keep, and grow customers).

	25.06 Determine customer or client needs.
	25.07 Identify customer's buying motives.
	25.08 Differentiate between consumer and organizational buying behavior.
	25.09 Plan and develop sales strategies to achieve sales quotas.
	25.10 Analyze sales reports.
	25.11 Describe staff training to support sales efforts.
	25.12 Analyze technology to support sales function.
26.0	Plan and develop business systems. The student will be able to:
	26.01 Plan equipment and systems needs.
	26.02 Formulate operating procedures.
	26.03 Develop and analyze business processes and procedures.
27.0	Analyze business risk. The student will be able to:
	27.01 Understand morale hazard and adverse selection.
	27.02 Describe types of business risk.
	27.03 Identify ways small businesses protect themselves against loss.
	27.04 Identify control and loss prevention methods.
	27.05 Formulate a plan to establish and protect customer and employee confidentiality.
	27.06 Determine business liabilities.
	27.07 Explain ways to manage and transfer risk.
	27.08 Identify opportunities to obtain insurance coverage.
	27.09 Develop strategies to protect electronic information and communication.
	27.10 Plan and develop security policies and procedures.
	27.11 Identify methods to protect assets from creditors.

28.0	Analyze and identify legal considerations. The student will be able to:
	28.01 Research and identify legal issues affecting small businesses, including contracts, negotiable instruments and privacy issues.
	28.02 Describe how to protect intellectual property rights.
	28.03 Identify various forms of business ownership.
	28.04 Identify IRS business reporting requirements.
	28.05 Identify and plan strategies to implement all federal and state workplace regulations.
29.0	Identify and develop business plan. The student will be able to:
	29.01 Formulate a SWOT analysis and evaluate a project's strengths, weaknesses, opportunities, and threats.
	29.02 Conduct a competitive analysis.
	29.03 Evaluate business acquisition options.
	29.04 Develop company goals and objectives.
	29.05 Develop a business mission.
	29.06 Forecast income and sales.
	29.07 Conduct a break-even analysis.
	29.08 Develop action and business models.
30.0	Identify and plan controlling functions. The student will be able to:
	30.01 Describe how to use budgets to control operations.
	30.02 Develop expense-control plans.
	30.03 Interpret financial statements and analyze cash-flow patterns.
	30.04 Analyze operating results in relation to budget and market factors and track performance of business model.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Instruction and learning activities are provided in a laboratory setting to integrate theory and practice. These activities include the integration and use of business planning, financial planning, small business accounting, and business strategic planning software applications. Students will be provided access to computers and appropriate software to enhance hands-on experiences. Students can also expect to be assigned additional hours of contact with small business incubators and cooperative education activities with local businesses.

General Education Course Requirements for AS and AAS Degrees

State Board of Education Rule 6A-14.030(4), F.A.C., identifies 15 credit hours as the minimum amount of general education coursework required in the Associate of Science (AS) degree and the Associate of Applied Science (AAS) degree. In addition, Rule 6A-14.0303, F.A.C., implements s. 1007.25, F.S., and requires students entering a technical education degree program in the 2022-2023 academic year, and thereafter, to complete at least one identified core course in each subject area as part of the general education course requirements (15 credit hours total) before a degree is awarded) The core subject areas include:

- Communication.
- Humanities.
- Mathematics.
- Natural Sciences.
- Social Sciences.

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Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

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Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as

instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Certificate Programs

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.). This AS degree program includes the following College Credit Certificates (CCC):

Business Entrepreneurship (0552070308) – 12 credit hours
Business Entrepreneurship Operations (0552070303) – 18 credit hours

Standards for the above certificate programs are contained in separate curriculum frameworks.

Florida Department of Education
Curriculum Framework

Program Title: **Residential Property Management**
Career Cluster: **Business, Management & Administration**

AS	
CIP Number	1552150100
Program Type	College Credit
Program Length	60 Credit Hours
CTSO	SkillsUSA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this program is to prepare students for employment as residential property managers, and to provide supplemental training for persons previously or currently employed in this occupation.

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the residential property management career cluster. It includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, occupation-specific skills, and knowledge of all relevant aspects of the residential property management career cluster.

The content includes but is not limited to, communication skills, leadership skills, human relations and employability skills, safe and efficient work practices, marketing and selling skills, local, state, and national housing laws, and working with contracts.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 60 credit hours.

Program Length

The AS degree requires the inclusion of a minimum of 15 credits of general education coursework according to SACS, and it must be transferable according to Rule 6A-14.030 (2), F.A.C. The standard length of this program is 60 credit hours according to Rule 6A-14.030, F.A.C.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge of the residential property management function.
02.0 Identify and discuss legal and ethical issues related to residential property management.
03.0 Describe and evaluate best practices for residential property leasing and marketing.
04.0 Explain common practices and procedures for maintaining residential property.
05.0 Recommend appropriate risk management and safety protocol for residential property.
06.0 Identify residential property finance and accounting practices and calculate financial performance metrics.
07.0 Describe human resource functions and effective management practices related to residential property management.
08.0 Demonstrate effective business communication skills.
09.0 Demonstrate employability skills.

Florida Department of Education
Student Performance Standards

Program Title: **Residential Property Management**
CIP Number: **1552150100**
Program Length: **60 credit hours**

At the completion of this program, the student will be able to:	
01.0	Demonstrate knowledge of the residential property management function. The student will be able to:
01.01	Identify the characteristics of different housing and building types.
01.02	Identify the characteristics of different ownership structures including fee simple, condominiums, cooperatives, and timeshares.
01.03	Describe strategies and motivations for owning and/or investing in residential property and identify investing entities.
01.04	Identify career positions, responsibilities, and opportunities in residential property management.
01.05	Identify professional trade organizations that support the residential property management industry through education, designations, advocacy, and professional development opportunities – National Apartment Association (NAA), Institute of Real Estate Management (IREM), National Multifamily Housing Council (NMNC), and National Association of Residential Property Managers (NARPM).
01.06	Discuss the importance of effective property management and its impact on investment performance, resident satisfaction, and legal and ethical adherence.
01.07	Describe employment structures for property managers, including fee-management, owner-management, and agency.
01.08	Evaluate the people, product, promotion, place, and price (5 Ps) to identify strengths, weaknesses, and areas for adjustments.
01.09	Evaluate market, property, and financial conditions and prepare a “Management Plan”.
02.0	Identify and discuss legal and ethical issues related to residential property management. The student will be able to:
02.01	Describe the basic features of a contract, including offer and acceptance, capacity, consideration, legality, and enforceability.
02.02	Identify and summarize the legal clauses and language in a residential lease agreement.
02.03	Identify federal, state, and local protected classes under Fair Housing regulations.
02.04	Describe and evaluate adherence to Fair Housing regulations in the leasing and operating of residential property.
02.05	Compare and contrast the Americans with Disabilities Act (ADA) and the Fair Housing Act and their effect on residential property.
02.06	Identify and process requests for reasonable accommodations and modifications in accordance to Fair Housing and ADA

	regulations.
02.07	Define “assistance animal” and “service animal” and discuss the importance for residential property management operations.
02.08	Discuss federal regulations affecting the screening of application for housing, including the Fair Housing Act (FHA), Fair Credit Reporting Act (FCRA), Fair and Accurate Credit Transactions Act (FACTA), and other relevant regulations.
02.09	Identify and discuss state and local landlord/tenant regulations and the obligations of both parties.
02.10	Describe the legal procedure for eviction, including proper notices and communication.
02.11	Discuss the legal treatment of abandoned personal property.
02.12	Discuss the legal procedure for conducting move-out inspections, evaluating damages, and refunding security deposits.
02.13	Identify the real estate licensing body and discuss regulations governing real estate licenses and residential property management.
02.14	Discuss the responsibilities of agency, including care, obedience, loyalty, disclosure, accounting, and confidentiality.
02.15	Define “ethics” and discuss the importance of ethical reasoning and decision making in residential property management.
03.0	Describe and evaluate best practices for residential property leasing and marketing. The student will be able to:
03.01	Define marketing and advertising and their role in effective property management.
03.02	Define the “Leasing Professional” position and responsibilities in relation to effective residential property management.
03.03	Evaluate property and market conditions and prepare a “Market Survey”.
03.04	Discuss “Lease Rent Optimization (LRO)” software, concessions, and other pricing strategies.
03.05	Evaluate curb appeal and marketability of a property, including the grounds, signage, leasing office, tour route, and show units.
03.06	Identify best practices for advertising residential property and generating interest from prospective residents.
03.07	Demonstrate effective phone and email practices for communication with prospective residents.
03.08	Identify practices for tracking leads and evaluating marketing and advertising efforts.
03.09	Discuss “relationship selling,” “feature-benefit selling,” and other effective strategies for leasing residential property.
03.10	Explain lease applications and processing procedures in-line with a property’s rental criteria.
03.11	Evaluate a “Lease Expiration Matrix” and identify optimum lease term options.

03.12	Prepare leases, keys, and move-in documents.
03.13	Communicate lease terms and clauses for new resident signings.
03.14	Conduct move-in inspections with residents and establish standards for property expectations and resident satisfaction.
03.15	Identify strategies for evaluating resident satisfaction, creating positive experiences, and promoting retention.
03.16	Discuss the lease renewal process, including resident communication methods and schedules and guidelines for proper notices.
04.0	Explain common practices and procedures for maintaining residential property. The student will be able to:
04.01	Define physical asset maintenance and its role in effective property management.
04.02	Identify and be familiar with the basic tools used for residential property management.
04.03	Compare and contrast routine, corrective, and preventive maintenance.
04.04	Describe the “service request” process and best practices for efficient responses and resident satisfaction.
04.05	Identify routine maintenance practices and their role in marketing, branding, and resident retention.
04.06	Discuss a preventive maintenance program and its importance to resident safety, efficient maintenance, and the longevity of equipment and building materials.
04.07	Schedule and monitor the turnover of units between residents, efficiently utilizing maintenance labor and supplies to minimize vacancy loss and operating expenses.
04.08	Explain inventory of maintenance supplies and best practices for managing and tracking levels for optimum efficiency.
04.09	Conduct multiple inspections and use results to schedule, authorize, and approve maintenance and repair needs.
04.10	Assess property conditions for adherence to quality standards and company policies.
04.11	Define contractors and vendors and identify proper utilization for effective property management.
04.12	Discuss a “request for proposal (RFP),” the bid process, and methods for successful selection of contracted labor and services.
04.13	Identify sustainable (“Green”) building practices and their impact on maintenance, marketing, and financial performance.
04.14	Document maintenance procedures for financial, legal, and risk management concerns.
04.15	Review maintenance reports and identify trends, discrepancies, and opportunities for improvement.
04.16	Discuss the importance of proper maintenance procedures to reduce injury, liability, and other risk management concerns.

05.0	Recommend appropriate risk management and safety protocol for residential property. The student will be able to:
05.01	Define “risk management” and discuss techniques to manage risk through avoidance, control, transfer, and retention.
05.02	Define “liability” and “negligence” and identify the importance of effective property management in the deduction of injury, damage, or loss.
05.03	Identify operational and environmental risks associated with residential property.
05.04	Discuss the health and safety concerns associated with lead-based paint, asbestos, mold, radon, chlorofluorocarbons (CFLs), carbon monoxide, underground storage tanks (USTs), and other environmental and workplace hazards.
05.05	Describe best practices for detecting and mitigating environmental risks, including communication and disclosure requirements.
05.06	Explain workplace safety, including “personal protective equipment (PPE),” “safety data sheets (SDS),” and OSHA.
05.07	Identify employee risks including theft, sexual harassment, discrimination, and other illegal activities.
05.08	Identify natural disasters, criminal acts, and accidents that may be likely for a residential property and discuss emergency planning, preparation, and training practices.
05.09	Document risks or liability matters and prepare an incident report.
05.10	Define “insurance” and discuss the various insurances utilized for residential property management.
06.0	Identify residential property finance and accounting practices and calculate financial performance metrics. The student will be able to:
06.01	Discuss common sources of revenue for residential income-producing properties.
06.02	Describe the financial concepts and calculations for “loss or gain to lease” and “vacancy loss”.
06.03	Explain the effects of concessions, “down units,” and collection loss on revenue.
06.04	Distinguish operating expenses from debt or capital expenses.
06.05	Use property assumptions to prepare a Cash Flow Pro Forma and determine Net Operating Income and Before-Tax Cash Flow.
06.06	Use the income-capitalization approach to value an income-producing asset.
06.07	Calculate a property’s investment return, including Cap Rate and Cash-on-Cash Rate of Return.
06.08	Calculate a property’s operating expense ratio and compare figures with local and national benchmarks.
06.09	Define “Physical Occupancy” and “Economic Occupancy” and discuss their relevance in monitoring property performance.
06.10	Discuss varying methods and reasons for preparing an Operating Budget for a residential income-producing property.

	06.11 Analyze a Budget Variance Report and identify and explain significant variances in a meaningful way.
	06.12 Discuss best practices for monitoring and controlling delinquencies and minimizing collection loss.
	06.13 Review resident ledgers and audit debits and credits effectively to find errors, answer questions, or explain balances.
	06.14 Discuss the process for approving and paying property invoices.
	06.15 Describe “Petty Cash Funds” and best practices for their use and accounting.
	06.16 Use Microsoft Excel to calculate, organize, and effectively communicate financial results in a professional manner.
07.0	Describe human resource functions and effective management practices related to residential property management. The student will be able to:
	07.01 Identify the role and function of human resources in residential property management.
	07.02 Describe job descriptions and hiring considerations for common residential property management positions, including housekeeping, grounds, service technicians, service managers, leasing professionals, and assistant managers.
	07.03 Discuss best practices for employee performance evaluations and identifying additional training opportunities.
	07.04 Identify responsibilities and procedures for disciplinary actions of employees, including termination if needed.
	07.05 Explain procedures for and track employee scheduling, overtime, and timecard submissions.
	07.06 Discuss methods for new employee orientation and training.
	07.07 Demonstrate knowledge of workers comp and preparing first report of injury.
	07.08 Identify effective interview methods and discuss federal regulations covering the hiring process.
	07.09 Demonstrate basic understanding of FMLA, sexual harassment, and basic labor laws.
	07.10 Set boundaries for acceptable behaviors among residents, staff, and the community.
	07.11 Discuss conflict resolution methods and best practices for diffusing conflicts.
	07.12 Recognize different personality styles and how to interact effectively with them in the workplace.
	07.13 Describe the importance of teamwork in the effective management of residential properties.
08.0	Demonstrate effective business communication skills. The student will be able to:
	08.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. Give, follow and interpret oral and written communications.

08.02	Use interpersonal communication skills to facilitate effective interactions to work collaboratively.
08.03	Exhibit public relations skills that aid in achieving customer satisfaction.
08.04	Demonstrate effective teamwork skills. Participate in a group discussion as a member and leader.
08.05	Develop the ability to withstand conflict and resolve it when dealing with difficult people.
08.06	Discuss the need to use appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, and conversation. Demonstrate effective listening skills.
08.07	Draft various written documents with an emphasis on spelling, organization, grammar, content, style, format, layout, and meaning.
08.08	Prepare, outline and deliver an effective oral presentation. Prepare and use visual material, including slide presentation software.
08.09	Research and interpret information retrieved from print and electronic resources.
08.10	Research and compose a document containing statistical information.
08.11	Demonstrate ability to communicate effectively with diverse populations.
08.12	Use successful career building skills such as collaborative teamwork, ethical conduct, business etiquette, and resolution of conflict in the work environment.
09.0	Demonstrate employability skills. The student will be able to:
09.01	Identify sources of employment opportunities.
09.02	Describe the job search process.
09.03	Complete a resume and a cover letter.
09.04	Complete an electronic job application form correctly.
09.05	Prepare a resume for electronic distribution.
09.06	Demonstrate effective job interview techniques and identify different types of interviews.
09.07	Prepare a thank you note for an interview.
09.08	Identify and demonstrate appropriate responses to feedback from supervisors.
09.09	Identify and demonstrate acceptable work habits.
09.10	Describe the importance of an employee’s ability to be flexible in the workplace.

09.11 Demonstrate effective time management skills.
09.12 Identify methods for securing an employment reference.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

General Education Course Requirements for AS and AAS Degrees

State Board of Education Rule 6A-14.030(4), F.A.C., identifies 15 credit hours as the minimum amount of general education coursework required in the Associate of Science (AS) degree and the Associate of Applied Science (AAS) degree. In addition, Rule 6A-14.0303, F.A.C., implements s. 1007.25, F.S., and requires students entering a technical education degree program in the 2022-2023 academic year, and thereafter, to complete at least one identified core course in each subject area as part of the general education course requirements (15 credit hours total) before a degree is awarded) The core subject areas include:

- Communication.
- Humanities.
- Mathematics.
- Natural Sciences.
- Social Sciences.

Career and Technical Student Organization (CTSO)

SkillsUSA is the co-curricular career and technical student organization for providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Certificate Programs

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.). This AS degree program includes the following College Credit Certificates (CCC):

Residential Property Management Specialist (0552150101) – 21 credit hours

Standards for the above certificate programs are contained in separate curriculum frameworks.

Florida Department of Education
Curriculum Framework

Program Title: **Business Management and Analysis**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Career Certificate Program		
Program Number	B060200	
CIP Number	0552020101	
Grade Level	30, 31	
Standard Length	900 hours	
Teacher Certification	Refer to the **Program Structure** section.	
CTSO	FBLA, BPA, DECA	
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.	
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml	
Basic Skills Level	Computation (Mathematics): 9	Communications (Reading and Language Arts): 9

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to communication skills, forms of business ownership and organizational structures, supervisory/management functions and skills, accounting concepts and practices, business law concepts, leadership skills, business ethics, governmental regulations, human resources and management issues, financial and data analysis, database development and queries, and career development.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of three occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	OTA0040	Information Technology Assistant	OTA0040 Teacher Certifications	150 hours
B	MNA0080	Supervisor/Manager Trainee	ACCTING @7 7 G BOOKKEEPIN @4 @7 7 G BUS ED 1 @2 MANAG SUPV 7 G TC COOP ED @ 7 VOE @7	300 hours
C	MNA0082	Supervisor		450 hours

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

Information Technology Assistant (OTA0040) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 15.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
02.0 Develop an awareness of microcomputers.
03.0 Demonstrate an understanding of networks.
04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
05.0 Use presentation applications to enhance communication skills.
06.0 Use spreadsheet applications to enhance communication skills.
07.0 Use database applications to store and organize data.
08.0 Use electronic mail to enhance communication skills.
09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
12.0 Develop awareness of computer languages, web-based & software applications, and emerging technologies.
13.0 Demonstrate an understanding of basic html by creating a simple web page.
14.0 Demonstrate comprehension and communication skills.
15.0 Use social media to enhance online communication and develop an awareness of a digital footprint.
16.0 Demonstrate and apply oral and written communication skills in creating, expressing, and interpreting information and ideas in a personal and professional manner.
17.0 Use technology to enhance the effectiveness of communications to accomplish job objectives and enhance workplace performance.
18.0 Analyze current and emerging trends to determine potential impact on career and job objectives and workplace performance.
19.0 Demonstrate an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
20.0 Practice quality time management in the learning environment and the workplace.
21.0 Solve problems using critical thinking skills, creativity, and innovation.
22.0 Demonstrate mathematics knowledge and financial planning strategies and skills.
23.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
24.0 Justify the need to gain and maintain competitive advantage.
25.0 Perform human resources management activities.
26.0 Analyze the impact and relationship of government regulations and community involvement on business management decisions.
27.0 Create a business plan (e.g., start-up, expansion, lean business model).
28.0 Describe accounting management functions and organizational structures as they relate to today's workplace and employer/employee roles.

29.0 Practice quality performance in the learning environment and the workplace.
30.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring personal and business situations.
31.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
32.0 Apply accounting principles and concepts to the performance of accounting activities.
33.0 Participate in work-based learning experiences in class or online.
34.0 Describe how formulating policies and guiding the change process supports the organization's mission and strategic goals.
35.0 Research and explain how evaluating organizational effectiveness contributes to the overall strength of the business.
36.0 Describe how sourcing and recruitment planning are important to the organization's ability to achieve goals and objectives.
37.0 Explore and discuss how hiring and retention planning are critical to organizational success.
38.0 Research and develop tools and programs that support employee training and professional development.
39.0 Research and evaluate compensation and benefits programs and their impact on organizational goals, objectives, and values.
40.0 Explore the manner and importance of maintaining relationships and working conditions to balance employer and employee needs and rights in support of organizational goals and objectives.
41.0 Evaluate how to provide a safe and secure work environment that protects the organization from liability.
42.0 Research the roles and working relationships of a business analyst and a project manager and describe key deliverables of the business analysis process.
43.0 Evaluate business and financial information to support internal decision-making.
44.0 Demonstrate fundamental techniques and methods used in the analysis of computerized business activities, including information requirements, resources, and the impact on business decisions.
45.0 Describe the implications of professional values, ethics, and attitudes in business.
46.0 Demonstrate an understanding of business law concepts.
47.0 Demonstrate an understanding of different types of insurance.
48.0 Practice quality performance in the workplace.

Florida Department of Education
Student Performance Standards

Program Title: Business Management and Analysis
Career Certificate Program Number: B060200

Course Number: OTA0040 **Occupational Completion Point: A** **Information Technology Assistant – 150 Hours**
Information Technology Assistant (OTA0040) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit: Information Technology Assistant (OTA0040)

Course Number: MNA0080 **Occupational Completion Point: B** **Supervisor/Manager Trainee – 300 Hours**	
16.0	Demonstrate and apply oral and written communication skills in creating, expressing, and interpreting information and ideas in a personal and professional manner. The student will be able to:
16.01	Communicate in a diverse and flexible setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds).
16.02	Project a positive impression in person and acknowledge the importance of making eye contact.
16.03	Organize and lead team, board, or department discussions.
16.04	Demonstrate and apply active listening techniques and overcome major barriers to listening to obtain and clarify information.
16.05	Identify relevant information in oral communications.
16.06	Interpret and give examples of verbal and nonverbal cues/behaviors that enhance communication in various cultures.
16.07	Demonstrate an understanding of the importance of establishing and maintaining a work-related network through social contacts and discuss how to use business-oriented social networking.
16.08	Design, develop, and deliver formal and informal presentations to engage and inform diverse audiences.
17.0	Use technology to enhance the effectiveness of communications to accomplish job objectives and enhance workplace performance. The student will be able to:
17.01	Compose and create business communications appropriate for specific audiences.
17.02	Revise business documents and e-mails to ensure they are clear, correct, concise, complete, consistent, and courteous.

18.0	Analyze current and emerging trends and issues and determine potential impact on career and job objectives and workplace performance. The student will be able to:
	18.01 Identify and analyze changing trends in the marketplace.
19.0	Demonstrate an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. The student will be able to:
	19.01 Define and identify the different levels of management.
	19.02 Identify and define the various forms of business ownership (e.g., sole proprietorship, partnerships, corporations) and other organizational structures (e.g., nonprofit organizations, governmental agencies).
	19.03 Analyze organizational charts and discuss how various supervisory/management positions fit into the organizational structure.
	19.04 Define the entrepreneurial mindset (e.g., opportunity, recognition, risk, and reward) and discuss its importance to the global economy.
20.0	Practice quality time management in the learning environment and the workplace. The student will be able to:
	20.01 Discuss the importance of time management, both professional and personal, including the consequences of poor time management skills.
	20.02 Perform a personal time management analysis.
21.0	Solve problems using critical thinking skills, creativity, and innovation. The student will be able to:
	21.01 Employ critical thinking skills independently and in teams to solve problems and make decisions.
	21.02 Employ critical thinking and interpersonal skills to resolve conflicts.
	21.03 Identify and document workplace performance goals and monitor progress toward those goals.
	21.04 Conduct technical research to gather information necessary for decision-making.
22.0	Demonstrate mathematics knowledge and financial planning strategies and skills. The student will be able to:
	22.01 Demonstrate knowledge of arithmetic operations.
	22.02 Analyze and apply data and measurements to solve problems and interpret documents.
	22.03 Construct charts/tables/graphs using functions and data.
	22.04 Describe the importance of financial statements.
23.0	Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. The student will be able to:
	23.01 Identify career paths in managerial leadership and small business environments.

	23.02 Participate in work-based learning experiences in a managerial leadership or small business environment.
	23.03 Demonstrate the use of technology in a managerial leadership or small business environment.
	23.04 Compare and contrast software applications used in a managerial leadership or small business environment.
	23.05 Develop an understanding of the integral value of a customer and practice the skills required to provide excellent customer service.
24.0	Justify the need to gain and maintain competitive advantage. The student will be able to:
	24.01 Identify ways in which businesses compete. (e.g., quality, service, status, price).
	24.02 Define market share.
	24.03 Identify various forms of competition (e.g., pure competition, oligopoly, monopolistic competition, monopoly).
25.0	Perform human resources management activities. The student will be able to:
	25.01 Identify the benefits of professional staff development (e.g., workshops, conferences, course work, membership in professional associations).
	25.02 Explain, create, and perform employee evaluations; describe the procedures used in the evaluation process, and identify the consequences of positive or negative performance appraisals.
	25.03 Describe and research current legislation affecting the workplace and discuss the impact on businesses (e.g., affirmative action, right to privacy, drug testing, sexual harassment, safety).
	25.04 Identify employee benefits (e.g., insurance plans, retirement plans, payroll deductions for savings bonds, cafeteria plans, 401K plans) and describe the proposal process of acquiring and negotiating benefits.
	25.05 Describe methods used to compensate employees (e.g., minimum wage, wages, salary, commission). Describe the methods to negotiate employee compensation and the role of benchmark surveys.
	25.06 Define “downsizing” and explain why it occurs and the impact of reducing workforce size.
26.0	Analyze the impact and relationship of government regulations and community involvement on business management decisions. The student will be able to:
	26.01 Explain how tax policies, licensure requirements, and governmental regulations affect a business.
	26.02 Identify ways companies can help their communities (e.g., jobs, taxes, contributions to community projects).
27.0	Create a business plan (e.g. start-up, expansion, lean business model). The student will be able to:
	27.01 Identify factors of strategic planning and define the role of strategic planning in a business industry.
	27.02 Define the purpose of a business plan and describe the major components included in a business plan.
	27.03 Define the marketing concept and explain its impact on consumers.

	27.04 Identify and describe examples of diverse marketing activities.
28.0	Describe accounting management functions and organizational structures as they relate to today's workplace and employer/employee roles. The student will be able to:
	28.01 Describe how accounting departments work within and across organizations.
	28.02 Describe the roles and responsibilities of employees within the organization of a small, medium, or large accounting department (including the CFO, controller, accounting manager, accounts payable and receivable coordinator, payroll administrator, bookkeeper, and credit and collection manager).
	28.03 Compare and contrast various parts of business ownership (e.g., sole proprietorships, partnerships, corporations) and other organizational structures (e.g., non-profit organizations, government agencies).
	28.04 List the advantages and disadvantages of each form of business ownership.
29.0	Practice quality performance in the learning environment and the workplace. The student will be able to:
	29.01 Perform tasks accurately, completely, and with attention to detail consistently.
	29.02 Think critically and make informed decisions.
30.0	Apply mathematical operations and processes as well as financial planning strategies to commonly occurring personal and business situations. The student will be able to:
	30.01 Develop an awareness of effective credit management.
	30.02 Prepare and analyze a personal budget
31.0	Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. The student will be able to:
	31.01 Analyze job and career requirements and relate career interests to opportunities in accounting occupations in the global economy.
	31.02 Prepare and analyze a personal budget.
32.0	Apply accounting principles and concepts to the performance of accounting activities. The student will be able to:
	32.01 Demonstrate the application of the full accounting cycle (including chart of accounts, use of t accounts, journalizing business transactions, posting of journal entries, preparation of trial balance, journalizing and posting of adjusting entries, journalizing and posting of post-closing entries, and preparation of an income statement, statement of owner's equity, and balance sheet).
33.0	Participate in work-based learning experiences in class or online. The student will be able to:
	33.01 Apply accounting principles in an accounting environment.
	33.02 Explore the use of technology in an accounting environment.
	33.03 Complete a work-based simulation.

Course Number: MNA0082 **Occupational Completion Point: C** **Supervisor – 450 Hours**	
34.0	Describe how formulating policies and guiding the change process supports the organization's mission and strategic goals. The student will be able to:
34.01	Identify information relating to an organization's internal operations and strategic development including a discussion of finance, marketing, and IT areas.
34.02	Identify information from outside the organization including reference to the general business environment, industry practices, technology advancements, economy, labor force, legal and regulatory environments.
34.03	Identify types of strategic relationships with key positions within an organization to impact organizational decision-making.
34.04	Identify important alliances with key people outside an organization to support strategic growth (e.g., community partnerships).
34.05	Develop strategies to manage change within the organization that balance the needs of the organization, employees, and other stakeholders.
34.06	Identify ways to develop and communicate the organization's core values and mission.
34.07	Demonstrate how organizations create mission statements and goals that represent their company's core.
35.0	Research and explain how evaluating organizational effectiveness contributes to the overall strength of the business. The student will be able to:
35.01	Explain how data describing employee salary projections and related costs support the organization's general budget.
35.02	Identify cost-benefit analysis factors utilized during the life cycle of a business, including growth scenarios, anticipated scenarios, economic stress, worst-case scenarios, and their impact on net worth and earnings.
35.03	Describe business concepts, including competitive advantage, organizational branding, business case development, and corporate responsibility.
36.0	Describe how sourcing and recruitment planning are important to the organization's ability to achieve goals and objectives. The student will be able to:
36.01	Describe the importance and manner in which workforce planning and employment activities need to comply with applicable federal laws and regulations, including Title VII, ADA, EEOC, and Uniform Guidelines on Employee Selection Procedures, Immigration Reform and Control Act.
36.02	Identify workforce requirements needed to achieve an organization's strategic goals and objectives including corporate recruiting, workforce expansion, and reduction.
36.03	Discuss costs/hire, selection ratios, and adverse impact.
36.04	Evaluate the impact of compensation and benefits on recruitment and retention.

	36.05 Describe procedures to conduct job analysis to create and develop job descriptions and competencies.
	36.06 Identify, review, document, and update examples of essential job functions for positions.
	36.07 Describe criteria for hiring, retraining, retaining, and promoting based on job descriptions.
	36.08 Investigate labor market resources that influence an organization's ability to satisfy workforce requirements.
	36.09 Describe how to assess internal and external workforce skills to determine the availability of qualified candidates including skills testing, inventory, and workforce demographics.
	36.10 Identify and describe internal and external recruitment resources including employee referrals, diversity groups, and social media.
	36.11 Develop performance appraisal processes.
37.0	Explore and discuss how hiring and retention planning are critical to organizational success. The student will be able to:
	37.01 Develop a strategy to select appropriate candidates for a position, including applicant tracking, interviewing, reference, and background checking.
	37.02 Explore interviewing techniques.
	37.03 Practice developing, extending, and negotiating job offers.
	37.04 Describe post offer employment responsibilities, including employment agreements, 109 procedures, coordinating relocation, and immigration.
	37.05 Develop orientation procedures for new and rehires.
	37.06 Develop and implement organizational exit procedures for voluntary and involuntary terminations.
	37.07 Develop and implement an Affirmative Action Plan.
	37.08 Develop a record retention procedure for managing documents and employee files.
	37.09 Describe a coaching process for managers to effectively manage organizational talent.
38.0	Research and develop tools and programs that support employee training and professional development. The student will be able to:
	38.01 Identify steps to ensure human resource development activities meet federal laws and regulations.
	38.02 Describe an effective needs assessment that establishes priorities for HR development.
	38.03 Identify employee training programs including leadership skills, harassment prevention, and IT skills to improve individual and organizational effectiveness.
	38.04 Plan and evaluate performance appraisal processes.

	38.05 Describe coaching to managers and executives regarding the management of organizational talent.
	38.06 Describe career and leadership development theories and their applications, including succession planning and dual career ladders.
39.0	Research and evaluate compensation and benefits programs and their impact on organizational goals, objectives, and values. The student will be able to:
	39.01 Identify federal laws and regulations that govern the organization's compensation and benefits programs including FLSA, ERISA, FMLA, and USERRA.
	39.02 Evaluate compensation policies, including pay structures, performance-based pay, internal and external equity. Investigate related budgeting and accounting practices and related fiduciary responsibilities.
	39.03 Describe how compensation and benefits programs are developed, managed, updated, and evaluated including health and welfare, wellness, retirement, and stock purchase.
40.0	Explore the manner and importance of maintaining relationships and working conditions to balance employer and employee needs and rights in support of organizational goals and objectives. The student will be able to:
	40.01 Discuss federal laws affecting employment in union and non-union environments including laws regarding antidiscrimination policies, sexual harassment, labor relations, and privacy including the WARN, Act, Title VII, and NLRA.
	40.02 Discuss how to analyze organizational climate by surveying employees including focus groups, employee surveys, and staff meetings.
	40.03 Analyze employee relations programs that promote a positive organizational culture through employee recognition, special events, and diversity programs.
	40.04 Evaluate the effectiveness of employee relation programs through metrics using exit interviews, employee surveys, and turnover rates.
	40.05 Discuss employee involvement strategies, including employee management activities.
	40.06 Discuss workplace policies and procedures including employee handbooks, reference guides, operating procedures, individual employment rights and practices, employment at will, negligent hiring, defamation, and unfair labor practices.
	40.07 Research effective discipline policies based on the organizational code of conduct and ethics while considering disparate impact and include a review of workplace behavior issues, such as absenteeism and performance improvement.
	40.08 Create a termination process that addresses, workforce attrition, policy violations, and poor performance with consideration of disparate impact.
	40.09 Evaluate grievance and dispute resolution, and performance improvement policies including legal disciplinary procedures and techniques for investigating unbiased investigations.
	40.10 Discuss how to resolve employee complaints filed with federal agencies regarding employment practices, and working conditions as well as how to work with legal counsel and mediation and arbitration specialists.
	40.11 Discuss how to participate in collective bargaining activities, including contract negotiations, costing, and administration.
41.0	Evaluate how to provide a safe and secure work environment that protects the organization from liability. The student will be able to:

	41.01 Discuss federal laws that ensure workplace health, safety, security, and privacy including OSHA, Drug-free Workplace Act, ADA, HIPAA, and the Sarbanes-Oxley Act.
	41.02 Develop policies and procedures for the appropriate use of electronic media, including email, social media, web access, and use of hardware.
	41.03 Develop internal and external privacy policies that discuss identity theft, data protection, and workplace monitoring.
	41.04 Develop procedures for workplace safety, health, and security enforcement agencies including return to work procedures, workplace safety, and security risks.
	41.05 Identify employer and employee rights regarding substance abuse.
	41.06 Plan for business continuity and disaster recovery plan (e.g., data storage and backup, alternative work conditions).
	41.07 Discuss data integrity techniques and technology, including social media and monitoring software.
42.0	Research the roles and working relationships of a business analyst and project manager and describe key deliverables of the business analysis process. The student will be able to:
	42.01 Prepare a discovery, or elicitation plan to address a data project life cycle.
	42.02 Analyze requirements using data and modeling techniques.
	42.03 Identify project variables and planning time frames.
	42.04 Write specific, step-by-step requirement statements.
	42.05 Develop a test plan that includes verification and validation techniques and case diagrams.
	42.06 Identify project costs and benefits including ROI and break-even analysis.
	42.07 Develop a risk assessment for the project.
43.0	Evaluate business and financial information to support internal decision-making. The student will be able to:
	43.01 Identify and apply fundamentals of managerial accounting.
	43.02 Analyze data to evaluate alternatives in making short-run and capital budget decisions.
	43.03 Calculate and use break-even analysis and other related topics to make unstructured business decisions.
	43.04 Evaluate customer and product/service profitability.
	43.05 Prepare business plans, budgets, and forecasts to support the management process.
	43.06 Evaluate the performance of an organization, its processes, and its people.

44.0	Demonstrate fundamental techniques and methods used in the analysis of computerized business activities, including information requirements, resources, and the impact on business decisions. The student will be able to:
44.01	Describe data warehousing concepts and business applications.
44.02	Model business analysis using online analytical processing (OLAP), where data is interactively analyzed using multidimensional data from multiple perspectives.
44.03	Develop business reports using visualization and predictive analytics.
44.04	Describe data, text, and web mining concepts and their business applications including their benefits and expectations.
44.05	Identify business efforts affected by data mining and the types of benefits they experience including retail and consumer sales, marketing, fraud, health care applications, medical diagnostics, e-commerce, media, accounting, banking, credit, and customer service.
45.0	Describe the implications of professional values, ethics, and attitudes in business. The student will be able to:
45.01	Identify the appropriate use of employer property.
45.02	Describe the role of confidentiality in business.
45.03	Identify the importance of making decisions that are based on ethical reasoning and describe the personal and long-term consequences of unethical choices in the workplace including legal responsibilities.
45.04	Recognize different personality styles and how to interact effectively with them in the workplace.
45.05	Discuss how values and attitudes influence behavior.
46.0	Demonstrate an understanding of business law concepts. The student will be able to:
46.01	Demonstrate an understanding of contractual relationships.
46.02	Identify the elements of an enforceable contract.
46.03	Differentiate among classes of contracts (e.g., bilateral and unilateral, express and implied, oral and written).
46.04	Explain how offer and acceptance can create contractual rights and duties.
46.05	Determine whether an agreement is enforceable as a contract.
46.06	Differentiate among the ways that assent can be disrupted (e.g., fraud, non-disclosure, misrepresentation, mistake, duress, undue influence).
46.07	Define and distinguish among different types of consideration and list the exceptions to the requirements of consideration.
46.08	Identify people who lack contractual capacity.

	46.09	Explain a minor's right to avoid a contract.
	46.10	Describe the rules that apply to the interpretation of contracts.
	46.11	Describe the rules that apply to contracts involving third parties.
	46.12	List the ways a contract can be discharged.
	46.13	Describe breach of contract and the remedies available when a contract is breached.
	46.14	Define an agency relationship and list the ways that agency relationships may be created.
	46.15	Discuss potential problems with signing employment contracts.
	46.16	Determine questions that can and cannot be asked during an employment interview.
	46.17	Determine which employees or applicants may be asked to participate in employee testing (e.g., aptitude, psychological, polygraph, and drug).
	46.18	Identify legislation that regulates employee rights (e.g., Americans with Disabilities Act, Age Discrimination in Employment Act, Family and Medical Leave Act).
	46.19	Identify legislation that regulates employment conditions (e.g., Fair Labor Standards Act, Immigration Reform and Control Act, Occupational Safety and Health Act).
	46.20	Define key terms in computer law.
	46.21	Identify circumstances under which the copyright of a computer program has been violated.
	46.22	Describe the various kinds of federal, state, territory, and province statutes designed to combat computer crime and how regulations can be used to prevent the use of computers to invade privacy.
	46.23	Describe the purposes of various consumer laws and explain their effect on the consumer's well-being.
	46.24	Describe how local businesses can be a source of consumer assistance and identify consumer organizations, businesses, and governmental agencies that provide consumer assistance.
	46.25	Differentiate among the various types of consumer fraud and explain steps that can be taken by victims to gain redress.
	46.26	Distinguish fraudulent, misleading, and legitimate product claims and explain what the consumer should do if such claims lead to the purchase of a faulty product.
47.0	Demonstrate an understanding of different types of insurance. The student will be able to:	
	47.01	Differentiate between requirements for insurable interest for property insurance with those needed for life insurance.
	47.02	Compare and contrast the different types of life insurance (e.g., ordinary, limited payment, endowment, and term).
	47.03	Compare and contrast the different types of other insurance (e.g., property, liability, automobile, homeowners, disability, and marine).

	47.04 Compare and contrast the differences in health insurance coverage.
	47.05 Demonstrate an understanding of professional liability (i.e., malpractice) coverage.
48.0	Practice quality performance in the workplace. The student will be able to:
	48.01 Discuss the impact of one's personal and professional image.
	48.02 Project professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
	48.03 Exhibit a positive attitude and professional behavior.
	48.04 Participate in school, community, and/or volunteer activities.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Future Business Leaders of America (FBLA), Business Professionals of America (BPA), and Florida DECA (DECA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Basic Skills

In Career Certificate programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Computation (Mathematics) and Communications (Reading and Language Arts). These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in Section 1004.02, Florida Statutes, may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01, F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College System Institution must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91, F.S.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as

instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

This program is daggered. Last year to report enrollment is 27-28.
This has been replaced with Accounting Operations (B200100).

Program Title: **Accounting Operations**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Career Certificate Program		
Program Number	B070110	
CIP Number	0552030202	
Grade Level	30, 31	
Program Length	900 hours	
Teacher Certification	Refer to the **Program Structure** section.	
CTSO	PBL, BPA	
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.	
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml	
Basic Skills Level	Computations (Mathematics): 10	Communications (Reading and Language Arts): 10

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers such as an Information Technology Assistant, Accounting Clerk, Accounting Associate, and Accounting Assistant in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupationally-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to double-entry accounting principles; methods of recording business transactions; preparation and analysis of various documents and financial statements; payroll records and tax forms; accounting control systems; account and transaction analysis; inventory methods; the aging process; depreciation; and the application of accounting principles to various entities.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of four occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	OTA0040	Information Technology Assistant	OTA0040 Teacher Certifications	150 hours
B	ACO0040	Accounting Clerk	ACCTING @7 7 G BOOKKEEPIN @4 @7 7 G BUS ED 1 @2 TC COOP ED @7 VOE @7	300 hours
C	ACO0041	Accounting Associate		300 hours
D	ACO0042	Accounting Assistant		150 hours

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

Information Technology Assistant (OTA0040) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 15.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
02.0 Develop an awareness of microcomputers.
03.0 Demonstrate an understanding of networks.
04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
05.0 Use presentation applications to enhance communication skills.
06.0 Use spreadsheet applications to enhance communication skills.
07.0 Use database applications to store and organize data.
08.0 Use electronic mail to enhance communication skills.
09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
12.0 Develop awareness of computer languages, web-based and software applications, and emerging technologies.
13.0 Demonstrate an understanding of basic html by creating a simple web page.
14.0 Demonstrate comprehension and communication skills.
15.0 Use social media to enhance online communication and develop an awareness of a digital footprint.
16.0 Describe management functions and organizational structures as they relate to today's workplace and employer/employee roles.
17.0 Practice quality performance in the learning environment and the workplace.
18.0 Exhibit customer service skills.
19.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring personal and business situations.
20.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
21.0 Demonstrate skills for accounting work-based learning experiences.
22.0 Apply accounting principles and concepts to the performance of accounting activities.
23.0 Apply accounting principles and concepts using appropriate technology.
24.0 Analyze and explain organizational forms as they relate to today's workplace.
25.0 Demonstrate skills for accounting work-based learning experiences.
26.0 Apply accounting principles and concepts to the performance of accounting activities.
27.0 Describe the importance of professional ethics and legal responsibilities.
28.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
29.0 Solve problems using critical thinking skills, creativity and innovation.

30.0 Use information technology tools.
31.0 Describe the importance of professional ethics and legal responsibilities.
32.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
33.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance.
34.0 Participate in work-based learning experiences.
35.0 Apply accounting principles and concepts to the performance of accounting activities.
36.0 Apply accounting principles and concepts using appropriate technology.
37.0 Explain the importance of employability skills and entrepreneurship skills.
38.0 Demonstrate personal money-management concepts, procedures, and strategies.
39.0 Apply the decision-making process to personal and family financial choices.
40.0 Analyze the use of consumer credit.

Florida Department of Education
Student Performance Standards

Program Title: Accounting Operations
Career Certificate Program Number: B070110

Course Number: OTA0040 **Occupational Completion Point: A** **Information Technology Assistant – 150 Hours**
Information Technology Assistant (OTA0040) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit: Information Technology Assistant (OTA0040)

Course Number: ACO0040 **Occupational Completion Point: B** **Accounting Clerk – 300 Hours**	
16.0	Describe management functions and organizational structures as they relate to today's workplace and employer/employee roles. The student will be able to:
16.01	Describe how accounting departments work within and across organizations.
16.02	Describe the roles and responsibilities of employees within the organization of a small, medium, or large accounting department (including the CFO, controller, accounting manager, accounts payable and receivable coordinator, payroll administrator, bookkeeper and credit and collection manager).
17.0	Practice quality performance in the learning environment and the workplace. The student will be able to:
17.01	Apply appropriate organizational skills to manage time and resources.
17.02	Perform tasks accurately, completely, and with attention to detail on a consistent basis.
17.03	Think critically and make informed decisions.
17.04	Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
17.05	Follow accepted rules, regulations, policies and workplace safety.
18.0	Exhibit customer service skills. The student will be able to:
18.01	Listen and identify customer's needs and concerns.

	18.02 Formulate an action plan to resolve customer needs and concerns and respond to customer in a timely manner.
	18.03 Model appropriate ways to problem solve with customers in various situations.
	18.04 Model proper business etiquette (including introductions, phone etiquette, dining, networking, marketing, online services and community service).
	18.05 Develop a personal and work ethic (including punctuality, use of company's technology, and loyalty to company, distinction between personal and business tasks).
	18.06 Develop and articulate a personal and business code of ethical behavior.
19.0	Apply mathematical operations and processes as well as financial planning strategies to commonly occurring personal and business situations. The student will be able to:
	19.01 Develop an awareness of effective credit management.
	19.02 Prepare and analyze a personal budget.
20.0	Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. The student will be able to:
	20.01 Analyze job and career requirements and relate career interests to opportunities in accounting occupations in the global economy.
21.0	Participate in work – based learning experiences. The student will be able to:
	21.01 Apply accounting principles in an accounting environment.
	21.02 Explore the use of technology in an accounting environment.
	21.03 Complete a work-based simulation.
22.0	Apply accounting principles and concepts to the performance of accounting activities. The student will be able to:
	22.01 Demonstrate the application of the full accounting cycle (including chart of accounts, use of t accounts, journalizing business transactions, posting of journal entries, preparation of trial balance, journalizing and posting of adjusting entries, journalizing and posting of post-closing entries, and preparation of an income statement, statement of owner's equity, and balance sheet).
	22.02 Demonstrate proficiency in cash control procedures (including bank deposits, electronic fund transfers, all credit and debit transactions, bank reconciliations, proof of cash, petty cash, and journal entries related to all banking activities).
	22.03 Use source documents to prepare and analyze transactions (including invoices, cash receipts, sales slips, credit memos, vendor statements, purchase orders, and packing slips).
	22.04 Use payroll records to prepare and analyze transactions (including maintaining payroll records to include employee time processing procedures, payroll checks, a payroll register, employee earnings record, employer payroll taxes (to include tax forms and all associated journal entries).
	22.05 Analyze transactions for accuracy and prepare appropriate correcting entries.

	22.06 Understand the purpose of financial accounting and the users of financial information.
23.0	Apply accounting principles and concepts using appropriate technology. The student will be able to:
	23.01 Identify and use communication technology in an accounting environment, such as word processing and email.
	23.02 Demonstrate proficiency in the use of spreadsheet and accounting software to maintain accounting records to include creating and manipulating both data and formulas, formatting data, securing data and presenting results visually (including charts and graphs).

Course Number: ACO0041 Occupational Completion Point: C Accounting Associate – 300 Hours	
24.0	Analyze and explain organizational forms as they relate to today's workplace. The student will be able to:
	24.01 Compare and contrast the various forms of business ownership (e.g., sole proprietorships, partnerships, corporations) and other organizational structures (e.g., nonprofit organizations, government agencies).
	24.02 List the advantages and disadvantages of each form of business ownership, including tax implications.
25.0	Demonstrate skills for accounting work-based learning experiences. The student will be able to:
	25.01 Apply accounting principles in an accounting environment.
	25.02 Use technology in an accounting environment.
	25.03 Complete a work-based simulation.
26.0	Apply accounting principles and concepts to the performance of accounting activities. The student will be able to:
	26.01 Identify and describe generally accepted accounting principles (GAAP), explain how the application of GAAP impacts the recording of financial transactions, and the preparation of financial statements. Discuss the move to International Financial Reporting Standards (IFRS).
	26.02 Identify tax forms (e.g., personal, payroll, sales) necessary for compliance with local, state and federal agencies.
	26.03 Develop a working knowledge of individual income tax procedures and requirements to comply with tax laws and regulations.
	26.04 Describe an internal control system.
	26.05 Apply accounting concepts to corporations and other business entities.
	26.06 Compare and contrast the cost of merchandise inventory using various inventory valuation methods (including LIFO, FIFO, and weighted average).
	26.07 Determine the aging of accounts receivable and a computation of allowance for doubtful accounts using the various methods.

	26.08 Determine the aging of accounts payable.
	26.09 Compute depreciation using Financial Accounting Standards Board (FASB) regulations and record the associated journal entries.
27.0	Describe the importance of professional ethics and legal responsibilities. The student will be able to:
	27.01 Evaluate and justify decisions based on ethical reasoning.
	27.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies.
	27.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace.
	27.04 Interpret and explain written organizational policies and procedures, including discrimination, whistleblowing, and sexual harassment.
28.0	Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. The student will be able to:
	28.01 Employ leadership skills to accomplish organizational goals and objectives.
	28.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks.
	28.03 Conduct and participate in meetings to accomplish work tasks.
	28.04 Employ mentoring skills to inspire and teach others.

Course Number: ACO0042 Occupational Completion Point: D Accounting Assistant – 150 Hours	
29.0	Solve problems using critical thinking skills, creativity and innovation. The student will be able to:
	29.01 Employ critical thinking skills independently and in teams to solve problems and make decisions.
	29.02 Employ critical thinking and interpersonal skills to resolve conflicts.
	29.03 Identify and document workplace performance goals and monitor progress toward those goals.
	29.04 Conduct technical research to gather information necessary for decision-making.
	29.05 Gather information, extract key elements, analyze the impact of the data, and develop an appropriate solution.
30.0	Use information technology tools. The student will be able to:
	30.01 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia

	presentations, electronic calendar, contacts, e-mail, and internet applications.
	30.02 Employ computer operations applications to access, create, manage, integrate, and store information.
	30.03 Employ collaborative/groupware application to facilitate group work.
31.0	Describe the importance of professional ethics and legal responsibilities. The student will be able to:
	31.01 Evaluate and justify decisions based on ethical reasoning.
	31.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies.
	31.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace.
	31.04 Interpret and explain written organizational policies and procedures.
32.0	Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. The student will be able to:
	32.01 Develop and implement a plan for maintaining quality service and production in an accounting environment.
33.0	Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance. The student will be able to:
	33.01 Apply appropriate mathematical processes to accounting applications.
34.0	Participate in work-based learning experiences. The student will be able to:
	34.01 Participate in work-based learning experiences in an accounting environment.
	34.02 Discuss the application of accounting principles in an accounting environment.
	34.03 Compare and contrast the software applications used in an accounting environment.
	34.04 Discuss the management/supervisory skills needed in an accounting environment.
35.0	Apply accounting principles and concepts to the performance of accounting activities. The student will be able to:
	35.01 Analyze financial statement items to make informed business decisions.
	35.02 Develop an awareness of managerial and cost accounting methods (including the job costing process, break - even analysis, budgeting, and internal reporting).
36.0	Apply accounting principles and concepts using appropriate technology. The student will be able to:
	36.01 Select and use appropriate spreadsheet and accounting software to maintain accounting records.

	36.02 Compare and contrast accounting application software.
37.0	Explain the importance of employability skill and entrepreneurship skills. The student will be able to:
	37.01 Identify and demonstrate positive work behaviors needed to be employable (e.g., teamwork, time management, and listening and observation skills).
	37.02 Examine licensing, certification, and industry credentialing requirements.
	37.03 Maintain a career portfolio to document knowledge, skills, and experience.
	37.04 Evaluate and compare employment opportunities that match career goals.
	37.05 Research the benefits of ongoing professional development.
	37.06 Examine and describe entrepreneurship opportunities as a career planning option.
38.0	Demonstrate personal money-management concepts, procedures, and strategies. The student will be able to:
	38.01 Identify and describe the services and legal responsibilities of financial institutions.
	38.02 Describe the effect of money management on personal and career goals.
	38.03 Develop a personal budget and financial goals.
	38.04 Complete financial instruments for making deposits and withdrawals.
	38.05 Maintain financial records.
	38.06 Read and reconcile financial statements.
	38.07 Research, compare and contrast investment opportunities.
39.0	Apply the decision-making process to personal and family financial choices. The student will be able to:
	39.01 Discuss the importance of taking responsibility for personal financial decisions.
	39.02 Apply the decision-making process to making consumer choices.
	39.03 Explain how limited personal financial resources affect the choices people make.
	39.04 Describe how shared decision-making regarding expenditures works in a family setting.
	39.05 Explain the interrelationship of time, energy, and money to achieving personal and family goals.
	39.06 Identify why there are dual income families and the advantages and disadvantages they provide to the family.

	39.07 Describe various ways in which families manage their money.
40.0	Analyze the use of consumer credit. The student will be able to:
	40.01 Explain why consumer credit is important to business and consumers in today's economy.
	40.02 Compare sources of consumer credit.
	40.03 Analyze the benefits and cost of consumer credit.
	40.04 Explain factors that affect credit worthiness and determine one's credit score.
	40.05 Identify ways to avoid or correct credit problems.
	40.06 Locate and understand sources of assistance if one experiences credit problems.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

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Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Program Title: **Medical Administrative Specialist**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Career Certificate Program		
Program Number	B070300	
CIP Number	0551071603	
Grade Level	30, 31	
Standard Length	1050 hours	
Teacher Certification	Refer to the **Program Structure** section.	
CTSO	PBL, BPA	
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.	
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml	
Basic Skills Level	Computation (Mathematics): 10	Communications (Reading and Language Arts): 10

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers as an Information Technology Assistant, Front Desk Specialist, Medical Office Technologist, and Medical Administrative Specialist in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to the use of technology to develop communication skills, higher level thinking skills, and decision-making skills; medical terminology; the performance of office procedures specific to the medical environment; transcription of medical documents from machine dictation; the production of quality work in an efficient manner using advanced features of business software applications; research of job opportunities; and the production of high-quality employment portfolios and job-seeking documents.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of four occupational completion points.

This program is comprised of courses that have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	OTA0040	Information Technology Assistant	OTA0040 Teacher Certifications	150 hours
B	OTA0041	Front Desk Specialist	ADMIN ASST 7 G BUS ED 1 @2 CLERICAL @7 7 G MANAG SUPV 7 G SECRETAR 7 G TC COOP ED @7 VOE @7	300 hours
C	OTA0631	Medical Office Technologist	ADMIN ASST 7 G BUS ED 1 @2 CLERICAL @7 7 G SECRETAR 7 G MANAG SUPV 7 G TC COOP ED @7 VOE @7 LAB TECH @7 G MED ASST @7 G PRAC NURSE @7 G REG NURSE 7G	300 hours
D	OTA0651	Medical Administrative Specialist		300 hours

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

Information Technology Assistant (OTA0040) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 15.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
02.0 Develop an awareness of microcomputers.
03.0 Demonstrate an understanding of networks.
04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
05.0 Use presentation applications to enhance communication skills.
06.0 Use spreadsheet applications to enhance communication skills.
07.0 Use database applications to store and organize data.
08.0 Use electronic mail to enhance communication skills.
09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
12.0 Develop awareness of computer languages, web-based & software applications, and emerging technologies.
13.0 Demonstrate an understanding of basic html by creating a simple web page.
14.0 Demonstrate comprehension and communication skills.
15.0 Use social media to enhance online communication and develop an awareness of a digital footprint.
16.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance by applying ergonomic principles applicable to the configuration of computer workstations.
17.0 Demonstrate language arts knowledge and skills.
18.0 Apply professional oral and written communication skills in a courteous, concise, and correct manner.
19.0 Solve problems using critical thinking skills, creativity, and innovation and by interpreting information and ideas.
20.0 Practice quality performance incorporating customer service strategies in the learning environment and the workplace.
21.0 Apply appropriate supervision techniques, acknowledge the importance of ethics, legal responsibilities, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance.
22.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
23.0 Perform introductory administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance.
24.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance.
25.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
26.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
27.0 Perform intermediate and advanced medical office functions and responsibilities to accomplish job objectives and enhance workplace performance.

28.0 Use technology to increase medical office productivity and enhance workplace performance.
29.0 Participate in simulated medical office work-based learning experiences.
30.0 Explain the importance of employability skills and entrepreneurial skills.
31.0 Demonstrate business management skills.
32.0 Demonstrate positive human relations and leadership skills in the workplace.
33.0 Describe the importance of professional ethics and legal responsibilities in the medical office environment.
34.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
35.0 Understand financial concepts, procedures, and strategies.

Florida Department of Education
Student Performance Standards

Program Title: Medical Administrative Specialist
Career Certificate Program Number: B070300

Course Number: OTA0040
Occupational Completion Point: A
Information Technology Assistant – 150 Hours

Information Technology Assistant (OTA0040) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit: Information Technology Assistant (OTA0040)

Course Number: OTA0041 Occupational Completion Point: B Front Desk Specialist – 300 Hours	
16.0	Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance by applying ergonomic principles applicable to the configuration of computer workstations. The student will be able to:
16.01	Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data.
16.02	Use communications, networking, and cross-team collaboration to perform tasks and solve problems in business environments.
16.03	Apply knowledge of ergonomic principles to the configuration of work areas to enhance workplace performance.
16.04	Perform proofreading skills including electronic reference tools.
16.05	Create documents using intermediate and advanced features in word processing, spreadsheet, presentation, electronic mail, and multimedia software.
16.06	Access, process, and transmit information through all mediums.
16.07	Perform basic care of workstations, computers, and peripherals.
17.0	Demonstrate language arts knowledge and skills. The student will be able to:
17.01	Locate, synthesize, and evaluate key elements of oral and written information.
17.02	Apply knowledge of editing to draft and revise written documents using correct grammar, punctuation, and vocabulary.
18.0	Apply professional oral and written communication skills in a courteous, concise, and correct manner. The student will be able to:

	18.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.
	18.02 Locate, organize, and reference written information from various sources.
	18.03 Design, develop, and deliver information formally and informally for specific purposes using appropriate media to engage and inform diverse audiences.
	18.04 Apply active listening skills to obtain and clarify information.
	18.05 Exhibit public relations skills that aid in achieving stakeholder satisfaction.
	18.06 Integrate all forms of communication.
	18.07 Discuss the need to use professional demeanor in all business communications.
	18.08 Discuss the importance of universally understood methods of verbal communication.
19.0	Solve problems using critical thinking skills, creativity, and innovation and by interpreting information and ideas. The student will be able to:
	19.01 Employ critical thinking skills independently and in teams to solve problems and make decisions.
	19.02 Conduct technical research to gather information necessary for decision-making.
	19.03 Interpret verbal and nonverbal cues/behaviors that enhance communication.
	19.04 Develop and interpret tables, charts, and presentations.
	19.05 Identify the benefits of working as a team for a client.
20.0	Practice quality performance incorporating customer service strategies in the learning environment and the workplace. The student will be able to:
	20.01 Discuss performance evaluation methods and instruments used to assess workplace progress and performance.
	20.02 Identify and document workplace performance goals and monitor progress toward those goals.
	20.03 Analyze the integral value of a customer and/or client and practice skills to provide excellent customer/client service.
	20.04 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.
21.0	Apply appropriate supervision techniques, acknowledge the importance of ethics, legal responsibilities, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance. The student will be able to:
	21.01 Facilitate discussions regarding service, supervision, and ethical considerations that impact the workplace.
	21.02 Identify the main causes of accidents in the office and preventive measures.

	21.03 Discuss the responsibilities organizations have to their employees.
	21.04 Describe the role of confidentiality in business.
	21.05 Identify the importance of making decisions that are based on ethical reasoning.
	21.06 Identify and discuss personal and long-term consequences of unethical choices in the workplace.
	21.07 Understand and explain written organizational policies and procedures.
	21.08 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies.
	21.09 Identify ways companies can help their communities.
22.0	Demonstrate human relations/interpersonal skills appropriate for the workplace. The student will be able to:
	22.01 Develop professional workplace relationship skills both internally and externally to include team building and group dynamics.
	22.02 Understand how individual personalities fit the team.
	22.03 Develop initiative and problem-solving skills to effectively deal with conflict resolution.
23.0	Perform introductory administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
	23.01 Apply the use of information and project management tools to develop and coordinate the distribution of work.
	23.02 Maintain equipment and supplies.
	23.03 Perform financial functions.
	23.04 Determine the most efficient method of sending business documents and materials.
	23.05 Produce a variety of design layouts (e.g., flyers, postcards, brochures, business cards, and letterhead).
	23.06 Incorporate clip art, images, borders, and other special effects into a layout.

Course Number: OTA0631 Occupational Completion Point: C Medical Office Technologist – 300 Hours	
24.0	Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
24.01	Perform medical administrative office tasks including insurance verification, billing and collections, scheduling, and processing referrals.
24.02	Prepare medical documents.
24.03	Utilize medical references.
24.04	Discuss and simulate legal and ethical procedures in the medical office.
24.05	Recognize the usage of specialized medical software.
24.06	Proofread to include mechanics, content, and specialized medical formats.
24.07	Perform specialized records management functions specific to the medical field.
24.08	Discuss and identify medical terminology.
24.09	Identify key standards for privacy and security of health information as mandated in the Health Insurance Portability and Accountability Act (HIPPA).
24.10	Demonstrate the ability to accurately transcribe and format medical records.
24.11	Discuss how to use encryption to support patient confidentiality when sending communication.
25.0	Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. The student will be able to:
25.01	Explain the effect of key organizational systems on performance and quality.
25.02	List and describe quality control systems and/or practices common to the workplace.
26.0	Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. The student will be able to:
26.01	Employ leadership qualities that seek to contribute to the organization’s direction.
26.02	Establish and maintain effective working relationships with others to accomplish objectives and tasks.
26.03	Employ mentoring skills to inspire and teach others.

Course Number: OTA0651 Occupational Completion Point: D Medical Administrative Specialist – 300 Hours	
27.0	Perform intermediate and advanced medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
27.01	Demonstrate professional communication skills in situations with patients and medical contacts.
27.02	Use medical terminology.
27.03	Demonstrate knowledge of medical emergency management procedures.
27.04	Demonstrate an understanding of insurance fraud and abuse.
27.05	Communicate with health organizations to process referrals and verify patient coverage adhering to HIPAA requirements.
27.06	Demonstrate knowledge of OSHA regulations and compliances as they relate to medical offices.
28.0	Use technology to increase medical office productivity and enhance workplace performance. The student will be able to:
28.01	Demonstrate the ability to accurately transcribe and format complex medical records.
28.02	Discuss the use of all available and emerging technology in the medical office environment.
28.03	Perform specialized medical administrative office tasks including insurance verification, billing and collections, scheduling, and processing referrals.
28.04	Key with speed and accuracy to meet industry standards for employment as a secretary or administrative assistant.
28.05	Demonstrate the ability to use integrated medical application software.
29.0	Participate in simulated medical office work-based learning experiences. The student will be able to:
29.01	Participate in simulated work-based learning experiences in a medical office environment.
29.02	Discuss the use of specialized medical office equipment.
29.03	Discuss the management/supervisory skills needed in a medical office environment.
29.04	Discuss the use of technology in a medical office environment.
29.05	Define terms related to medical office careers.
30.0	Explain and demonstrate the importance of employability skills and entrepreneurial skills. The student will be able to:
30.01	Identify and demonstrate positive work behaviors needed to be employable.

	30.02 Develop a personal career plan that includes goals, objectives, and strategies.
	30.03 Examine licensing, certification, and industry credentialing requirements.
	30.04 Demonstrate successful interview techniques
	30.05 Evaluate and compare employment opportunities that match career goals.
	30.06 Identify and exhibit traits for retaining employment.
	30.07 Identify opportunities and research requirements for career advancement.
	30.08 Research the benefits of ongoing professional development.
	30.09 Examine and describe entrepreneurship opportunities as a career planning.
	30.10 Maintain and update a career portfolio.
	30.11 Apply for positions with a letter of application and resume.
31.0	Demonstrate business management skills. The student will be able to:
	31.01 Describe the management supervisory skills needed in a medical office environment.
	31.02 Describe the relationship~~s~~ between levels of management and how the levels of management work together.
32.0	Demonstrate positive human relations and leadership skills in the workplace. The student will be able to:
	32.01 Demonstrate communication strategies necessary and appropriate for effective medical office business relations.
	32.02 Demonstrate skills as a team member and qualities of a leader.
	32.03 Explain the importance of leadership activities in the
	32.04 Explain the importance of community service activities.
33.0	Describe the importance of professional ethics and legal responsibilities in the medical office environment. The student will be able to:
	33.01 Demonstrate ethical medical business behavior.
	33.02 Evaluate and justify decisions based on ethical reasoning.
	33.03 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities and employer policies.
	33.04 Interpret and explain written organizational policies and procedures.

34.0	Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student will be able to:
	34.01 Describe personal and job site safety rules and regulations that maintain safe and healthy work environments.
	34.02 Explain the effect of key organizational systems on performance and quality.
	34.03 Understand the components and value of a disaster and/or emergency response plan.
	34.04 Apply knowledge of ergonomic principles to the configuration of computer workstations to enhance workplace performance.
35.0	Understand financial concepts, procedures, and strategies. The student will be able to:
	35.01 Identify and describe the services and legal responsibilities of financial institutions.
	35.02 Describe the effect of money management on personal and career goals.
	35.03 Complete financial instruments for making deposits and withdrawals.
	35.04 Maintain financial records in a medical office environment.
	35.05 Read and reconcile financial statements.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Basic Skills

In Career Certificate programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Computation (Mathematics) and Communications (Reading and Language Arts). These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in Section 1004.02, Florida Statutes, may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01, F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College System Institution must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91, F.S.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as

instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Program Title: **Administrative Office Specialist**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Career Certificate Program		
Program Number	B070330	
CIP Number	0552040103	
Grade Level	30, 31	
Standard Length	1050 hours	
Teacher Certification	Refer to the **Program Structure** section.	
CTSO	PBL, BPA	
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.	
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml	
Basic Skills Level	Computation (Mathematics): 10	Communications (Reading and Language Arts): 10

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to the use of technology to develop communications skills, higher level thinking skills, and decision-making skills; the performance of office procedures tasks; the production of quality work in an efficient manner using advanced features of business software applications; research of job opportunities; and the production of high-quality employment portfolios and job-seeking documents.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of four occupational completion points.

This program is comprised of courses that have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	OTA0040	Information Technology Assistant	OTA0040 Teacher Certifications	150 hours
B	OTA0041	Front Desk Specialist	ADMIN ASST 7 G BUS ED 1 @2 CLERICAL @7 7 G MANAG SUPV 7 G SECRETAR 7 G TC COOP ED @7 VOE @7	300 hours
C	OTA0033	Administrative Office Professional		300 hours
D	OTA0053	Administrative Office Specialist		300 hours

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

Information Technology Assistant (OTA0040) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 15.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
02.0 Develop an awareness of microcomputers.
03.0 Demonstrate an understanding of networks.
04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
05.0 Use presentation applications to enhance communication skills.
06.0 Use spreadsheet applications to enhance communication skills.
07.0 Use database applications to store and organize data.
08.0 Use electronic mail to enhance communication skills.
09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate competence using computer networks, internet, and online databases to facilitate collaborative or individual learning and communication.
12.0 Develop awareness of computer languages, web-based & software applications, and emerging technologies.
13.0 Demonstrate an understanding of basic html by creating a simple web page.
14.0 Demonstrate comprehension and communication skills.
15.0 Use social media to enhance online communication and develop an awareness of a digital footprint.
16.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance by applying ergonomic principles applicable to the configuration of computer workstations.
17.0 Demonstrate language arts knowledge and skills.
18.0 Apply professional oral and written communication skills in a courteous, concise, and correct manner.
19.0 Solve problems using critical thinking skills, creativity, and innovation and by interpreting information and ideas.
20.0 Practice quality performance incorporating customer service strategies in the learning environment and the workplace.
21.0 Apply appropriate supervision techniques, acknowledge the importance of ethics, legal responsibilities, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance.
22.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
23.0 Perform introductory administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance.
24.0 Use information technology tools.
25.0 Demonstrate proficiency in computer skills.
26.0 Demonstrate knowledge of digital publishing concepts.
27.0 Demonstrate proficiency in using current and emerging digital technologies
28.0 Demonstrate proficiency in the safe and ethical use of the Internet to locate information.

29.0 Demonstrate the ability to set project requirements, engage in project planning, and utilize the design process.
30.0 Perform layout, project design, and measurement activities associated with digital publishing.
31.0 Perform intermediate to advanced administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance
32.0 Use information to accomplish job objectives and enhance employee workplace performance.
33.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels
34.0 Practice appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to enhance job objectives.
35.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
36.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
37.0 Use technology to increase administrative office support productivity and enhance workplace performance
38.0 Explain the importance of employability skills and entrepreneurship skills.
39.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals.
40.0 Demonstrate personal money-management concepts, procedures, and strategies.
41.0 Apply accounting principles and concepts to the performance of accounting activities.
42.0 Participate in work-based learning experiences.

Florida Department of Education
Student Performance Standards

Program Title: Administrative Office Specialist
Career Certificate Program Number: B070330

Course Number: OTA0040 **Occupational Completion Point: A** **Information Technology Assistant – 150 Hours**
Information Technology Assistant (OTA0040) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit: Information Technology Assistant (OTA0040)

Course Number: OTA0041 **Occupational Completion Point: B** **Front Desk Specialist – 300 Hours**	
16.0	Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance by applying ergonomic principles applicable to the configuration of computer workstations. The student will be able to:
16.01	Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data).
16.02	Use communications, networking, and cross-team collaboration to perform tasks and solve problems in business environments.
16.03	Apply knowledge of ergonomic principles to the configuration of work areas to enhance workplace performance.
16.04	Perform proofreading skills including electronic reference tools.
16.05	Create documents using intermediate and advanced features in word processing, spreadsheet, presentation, electronic mail, and multimedia software.
16.06	Access, process, and transmit information through all mediums.
16.07	Perform basic care of workstations, computers, and peripherals.
17.0	Demonstrate language arts knowledge and skills. The student will be able to:
17.01	Locate, synthesize, and evaluate key elements of oral and written information.
17.02	Apply knowledge of editing to draft and revise written documents using correct grammar, punctuation, and vocabulary.
18.0	Apply professional oral and written communication skills in a courteous, concise, and correct manner. The student will be able to:

	18.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.
	18.02 Locate, organize, and reference written information from various sources.
	18.03 Design, develop, and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.
	18.04 Apply active listening skills to obtain and clarify information.
	18.05 Exhibit public relations skills that aid in achieving stakeholder satisfaction.
	18.06 Integrate all forms of communication.
	18.07 Discuss the need to use professional demeanor, tone, and vocabulary in all business communications.
	18.08 Discuss the importance of universally understood methods of verbal communication.
19.0	Solve problems using critical thinking skills, creativity, and innovation and by interpreting information and ideas. The student will be able to:
	19.01 Employ critical thinking skills independently and in teams to solve problems and make informed decisions.
	19.02 Conduct technical research to gather information necessary for decision-making.
	19.03 Interpret verbal and nonverbal cues/behaviors that enhance communication.
	19.04 Develop and interpret tables, charts, and presentations.
	19.05 Identify the benefits of working as a team for a client.
20.0	Practice quality performance incorporating customer service strategies in the learning environment and the workplace. The student will be able to:
	20.01 Discuss performance evaluation methods and instruments used to assess workplace progress and performance.
	20.02 Define, identify, and document key performance indicators and monitor progress towards these goals.
	20.03 Analyze the integral value of a customer and/or client and practice skills to provide excellent stakeholder/client service.
	20.04 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.
21.0	Apply appropriate supervision techniques, acknowledge the importance of ethics, legal responsibilities, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance. The student will be able to:
	21.01 Facilitate discussions regarding service, supervision, and ethical considerations that impact the workplace.
	21.02 Identify the main causes of accidents in the office and their preventive measures

	21.03 Discuss the responsibilities organizations have to their employees.
	21.04 Describe the role of confidentiality in business.
	21.05 Identify the importance of making decisions that are based on ethical reasoning.
	21.06 Identify and discuss personal and long-term consequences of unethical choices in the workplace.
	21.07 Understand and explain written organizational policies and procedures.
	21.08 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies.
	21.09 Identify ways companies can help their communities.
22.0	Demonstrate human relations/interpersonal skills appropriate for the workplace. The student will be able to:
	22.01 Develop professional workplace relationship skills both internally and externally to include team building and group dynamics.
	22.02 Understand how individual personalities fit the team.
	22.03 Develop initiative and problem-solving skills to effectively deal with conflict resolution.
23.0	Perform introductory administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
	23.01 Apply the use of information and project management tools to develop and coordinate the distribution of work.
	23.02 Maintain equipment and supplies.
	23.03 Perform financial functions.
	23.04 Determine the most efficient method of sending business documents and materials.
	23.05 Produce a variety of design layouts (e.g., flyers, postcards, brochures, business cards, and letterhead).
	23.06 Incorporate clip art, images, borders, and other special effects into a layout.

Course Number: OTA0033 **Occupational Completion Point: C** **Administrative Office Professional - 300 hours**	
24.0	Use information technology tools. The student will be able to:
	24.01 Employ digital tools to expedite workflow.

	24.02 Employ computer operations applications to access, create, manage, integrate, and store information.
	24.03 Employ collaborative/groupware applications to facilitate group work.
25.0	Demonstrate proficiency in computer skills. The student will be able to:
	25.01 Utilize appropriate font management techniques.
	25.02 Perform storage management.
26.0	Demonstrate knowledge of digital publishing concepts. The student will be able to:
	26.01 Understand digital publishing terminology.
	26.02 Identify the characteristics of paper.
	26.03 Identify the software used in digital publishing.
	26.04 Compare and contrast emerging digital publishing technologies relative to their role in the workplace.
27.0	Demonstrate proficiency in using current and emerging digital technologies. The student will be able to:
	27.01 Capture digital images.
	27.02 Describe social media as a form of digital design.
	27.03 Explain the use of advanced image sensing devices including Quick Response (QR) codes and other forms of two-dimensional barcod techniques.
	27.04 Compare and contrast emerging technologies relative to their role in the workplace.
28.0	Demonstrate proficiency in the safe and ethical use of the Internet to locate information. The student will be able to:
	28.01 Identify and use web-related terminology.
	28.02 Define Universal Resource Locator (URL) and associated protocols.
	28.03 Compare and contrast the various types of Internet domains.
	28.04 Apply the rules for properly citing works or other information obtained from the Internet.
	28.05 Identify and apply Copyright Fair Use guidelines and copyright law.
	28.06 Evaluate web-based information for credibility and quality using basic guidelines and indicators.
29.0	Demonstrate the ability to set project requirements, engage in project planning, and utilize the design process. The student will be able to:

	29.01 Identify the purpose, audience, and needs of the audience for the preparation of design projects.
	29.02 Research and describe the implications of audience, purpose/message, and time constraints relative to a design project.
	29.03 Make decisions based on specifications.
	29.04 Research current applications and perspectives related to a project.
	29.05 Explain the relationship between design criteria and design constraints.
30.0	Perform layout, project design, and measurement activities associated with digital publishing. The student will be able to:
	30.01 Develop and apply specifications for projects.
	30.02 Produce a variety of designs using digital publishing applications.
	30.03 Incorporate clip art, images, borders, and other special effects into a layout.
	30.04 Select the appropriate color format and resolution for a variety of purposes.
	30.05 Understand and comply with the legalities of using preexisting images.
	30.06 Compare and contrast the techniques of typographic communication relative to appropriateness and effectiveness.
31.0	Perform intermediate to advanced administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
	31.01 Organize and conduct a meeting using parliamentary procedures.
	31.02 Discuss various ways to hold a meeting through web conferencing.
	31.03 Plan and arrange business functions.
	31.04 Analyze equipment specifications to meet required needs and make purchase recommendations.
	31.05 Access and maintain digital resources.
	31.06 Perform specialized office procedures.
	31.07 Apply the use of information management tools to develop and coordinate the distribution of work.
	31.08 Maintain equipment and supplies.
	31.09 Perform specialized records management functions.
	31.10 Develop 10-key calculator skills.

	31.11 Identify and practice various ways to scan, store, and manage electronic documents and understand how to use them.
32.0	Use information to accomplish job objectives and enhance employee workplace performance. The student will be able to:
	32.01 Gather and compile data for supervisors and for company reports.
	32.02 Assemble information to use as a personal or shared resource to enhance workplace performance.

Course Number: OTA0053 Occupational Completion Point: D Administrative Office Specialist – 300 Hours	
33.0	Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels. The student will be able to:
	33.01 Deliver impromptu and planned speeches.
	33.02 Synthesize information from multiple speakers in a group and respond effectively.
	33.03 Communicate in a diverse environment.
	33.04 Discuss various communication methods and explain how to overcome barriers to the communication process.
34.0	Practice appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives. The student will be able to:
	34.01 Serve as an interviewer, interviewee, and liaison in public relations, civic, media, community, and employment situations.
	34.02 Demonstrate leadership behavior to include delegation of duties.
	34.03 Train and assist others in business behavior, procedures, and skills.
35.0	Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. The student will be able to:
	35.01 Describe the nature and types of business organizations.
	35.02 Explain the effect of key organizational systems on performance, quality, and excellent customer service.
	35.03 List and describe quality control systems and/or practices common to the workplace.
	35.04 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.
36.0	Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student will be able to:

	36.01 Describe personal and job site safety rules and regulations that maintain safe and healthy work environments.
	36.02 Explain emergency procedures to follow in response to workplace accidents.
	36.03 Create a disaster and/or emergency response plan.
37.0	Use technology to increase administrative office support productivity and enhance workplace performance. The student will be able to:
	37.01 Key with speed and accuracy to meet industry standards.
	37.02 Create complex documents using advanced features in word processing, database, spreadsheet, presentation, and multimedia software.
	37.03 Perform integrated functions using various software applications.
	37.04 Discuss how to and where access is possible install/ download and update software for current office use.
38.0	Explain the importance of employability skills and entrepreneurship skills. The student will be able to:
	38.01 Identify and demonstrate positive work attitude, appearance, and behaviors needed to be employable.
	38.02 Examine licensing, certification, and industry credentialing requirements.
	38.03 Maintain a digital career portfolio to document knowledge, skills, and experience.
	38.04 Identify and exhibit traits for retaining employment.
	38.05 Identify opportunities and research requirements for career advancement.
	38.06 Research the benefits of ongoing professional development.
	38.07 Practice employability skills using online resources to prepare for interviews in the administrative field.
39.0	Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. The student will be able to:
	39.01 Plan ethical strategies to achieve goals and advance careers.
	39.02 Discuss the role of and understand how to use professional networking resources, including web-based resources.
	39.03 Develop a personal career plan that includes goals, objectives, and strategies.
	39.04 Evaluate and compare employment opportunities that match career goals.
40.0	Demonstrate personal money-management concepts, procedures, and strategies. The student will be able to:

	40.01 Identify and describe the services and legal responsibilities of financial institutions.
	40.02 Describe the effect of money management on career goals.
	40.03 Develop a personal budget and long-term financial goals.
	40.04 Complete financial documents for making deposits and withdrawals.
	40.05 Maintain financial records.
	40.06 Read and reconcile financial statements.
	40.07 Examine and analyze investment opportunities.
	40.08 Discuss the importance of demonstrating ethical conduct in financial matters.
	40.09 Explain factors that affect creditworthiness and determine one's credit score.
	40.10 Identify ways to avoid or correct credit problems.
	40.11 Locate and understand sources of assistance if one experiences credit problems.
	40.12 Develop an awareness of effective credit management.
	40.13 Identify and explain the various types of benefits in compensation packages offered to employees.
	40.14 Identify tax forms (e.g., personal, payroll, sales) necessary for compliance with local, state, and federal agencies.
	40.15 Develop a working knowledge of individual income tax procedures and requirements to comply with tax laws and regulations.
41.0	Apply accounting principles and concepts to the performance of accounting activities. The student will be able to:
	41.01 Demonstrate proficiency in cash control procedures.
	41.02 Use source documents to prepare and analyze transactions.
	41.03 Demonstrate proficiency in the use of spreadsheet and accounting software to maintain accounting records including creating and manipulating both data and formulas, formatting data, securing data, and presenting results visually (including charts and graphs).
	41.04 Analyze financial statements.
42.0	Participate in work-based learning experiences. The student will be able to:
	42.01 Identify the use of technology in an administrative office environment.
	42.02 Compare and contrast the software applications used in an administrative office environment.

42.03	Discuss the changing role of administrative support in today's business environment and the ways to manage stress related to these changes.
42.04	Discuss the management/supervisory skills needed in an administrative office environment.
42.05	Perform specialized records management functions.
42.06	Determine the most efficient method of sending business documents and materials.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem-solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Basic Skills

In Career Certificate programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Computation (Mathematics) and Communications (Reading and Language). These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in Section 1004.02, Florida Statutes, may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01, F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College System Institution must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91, F.S.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary

education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Program Title: **Legal Administrative Specialist**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Career Certificate Program		
Program Number	B072000	
CIP Number	0522030103	
Grade Level	30, 31	
Program Length	1050 hours	
Teacher Certification	Refer to the **Program Structure** section.	
CTSO	PBL, BPA	
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.	
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml	
Basic Skills Level	Computation (Mathematics): 10	Communications (Reading and Language Arts): 10

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers as an Information Technology Assistant, Front Desk Specialist, Administrative Support, and Legal Administrative Specialist in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to the use of technology to develop communications skills, higher level thinking skills, and decision making skills; legal terminology; the performance of office procedures specific to the legal environment; transcription of legal documents from machine dictation; the production of quality work in an efficient manner using advanced features of business software applications; research of job opportunities; and the production of high quality employment portfolios and job-seeking documents.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of four occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	OTA0040	Information Technology Assistant	OTA0040 Teacher Certifications	150 hours
B	OTA0041	Front Desk Specialist	ADMIN ASST 7 G BUS ED 1 @2 CLERICAL @7 7 G MANAG SUPV 7 G SECRETAR 7 G TC COOP ED @7 VOE @7	300 hours
C	OTA0042	Administrative Support	BUS ED 1 @2 CLERICAL @7 7 G MANAG SUPV 7 G SECRETAR 7 G TC COOP ED @7 VOE @7	150 hours
D	OTA0050	Legal Administrative Specialist		450 hours

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

Information Technology Assistant (OTA0040) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 15.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
02.0 Develop an awareness of microcomputers.
03.0 Demonstrate an understanding of networks.
04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
05.0 Use presentation applications to enhance communication skills.
06.0 Use spreadsheet applications to enhance communication skills.
07.0 Use database applications to store and organize data.
08.0 Use electronic mail to enhance communication skills.
09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
12.0 Develop awareness of computer languages, web-based and software applications, and emerging technologies.
13.0 Demonstrate an understanding of basic html by creating a simple web page.
14.0 Demonstrate comprehension and communication skills.
15.0 Use social media to enhance online communication and develop an awareness of a digital footprint.
16.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace of performance in order to apply ergonomic principles applicable to the configuration of computer workstations.
17.0 Demonstrate language arts knowledge and skills.
18.0 Apply professional oral and written communication skills in a courteous, concise, and correct manner.
19.0 Solve problems using critical thinking skills, creativity and innovation and by interpreting information and ideas.
20.0 Practice quality performance incorporating customer service strategies in the learning environment and the workplace.
21.0 Apply appropriate supervision techniques, standards of personal ethics, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance.
22.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals.
23.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
24.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance.
25.0 Describe the importance of professional ethics and legal responsibilities.
26.0 Participate in simulated work-based learning experiences.
27.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing.

28.0 Participate in simulated work-based learning experiences.
29.0 Demonstrate an understanding of business law concepts.
30.0 Demonstrate an understanding of different types of insurance.
31.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
32.0 Practice quality performance in the learning environment and the workplace.
33.0 Apply appropriate supervision techniques, standards of personal ethics, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance.
34.0 Perform legal office functions and responsibilities to accomplish job objectives and enhance workplace performance.
35.0 Use technology to increase legal office support productivity and enhance workplace performance.
36.0 Participate in simulated work-based learning experiences.
37.0 Describe court systems and trial processes.
38.0 Discuss the juvenile justice system.
39.0 Discuss constitutional and criminal laws at the federal, state, and local levels.
40.0 Describe and explain the various steps of the criminal justice process.
41.0 Demonstrate employability skills.
42.0 Demonstrate knowledge of legal operating systems.
43.0 Demonstrate comprehension and communication of legal knowledge skills.

Florida Department of Education
Student Performance Standards

Program Title: Legal Administrative Specialist
Career Certificate Program Number: B070300

Course Number: OTA0040 **Occupational Completion Point: A** **Information Technology Assistant – 150 Hours**
Information Technology Assistant (OTA0040) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit: Information Technology Assistant (OTA0040)

Course Number: OTA0041 **Occupational Completion Point: B** **Front Desk Specialist – 300 Hours**	
16.0	Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace of performance in order to apply ergonomic principles applicable to the configuration of computer workstations. The student will be able to:
16.01	Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data).
16.02	Use communications and networking to perform tasks and solve problems in business environments.
16.03	Apply knowledge of ergonomic principles to the configuration of computer workstations in order to enhance workplace performance.
17.0	Demonstrate language arts knowledge and skills. The student will be able to:
17.01	Locate, comprehend and evaluate key elements of oral and written information.
17.02	Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary.
17.03	Present information formally and informally for specific purposes and audiences.
18.0	Apply professional oral and written communication skills in a courteous, concise, and correct manner. The student will be able to:
18.01	Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.

	18.02 Locate, organize, and reference written information from various sources.
	18.03 Design, develop, and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.
	18.04 Apply active listening skills to obtain and clarify information.
	18.05 Exhibit public relations skills that aid in achieving customer satisfaction.
	18.06 Integrate all forms of communication.
	18.07 Discuss the need to use professional demeanor in business communications.
19.0	Solve problems using critical thinking skills, creativity and innovation and by interpreting information and ideas. The student will be able to:
	19.01 Employ critical thinking skills independently and in teams to solve problems and make decisions.
	19.02 Employ critical thinking and interpersonal skills to resolve conflicts.
	19.03 Identify and document workplace performance goals and monitor progress toward those goals.
	19.04 Conduct technical research to gather information necessary for decision-making.
	19.05 Interpret verbal and nonverbal cues/behaviors that enhance communication.
	19.06 Develop and interpret tables and charts.
20.0	Practice quality performance incorporating customer service strategies in the learning environment and the workplace. The student will be able to:
	20.01 Discuss performance evaluation methods and instruments used to assess employee progress and performance.
	20.02 Develop an understanding of the integral value of a customer and practice skills to provide excellent customer service.
	20.03 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.
21.0	Apply appropriate supervision techniques, standards of personal ethics, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance. The student will be able to:
	21.01 Facilitate discussions regarding service, supervision, and ethical considerations that impact the workplace.
	21.02 Identify the main causes of accidents in the office and preventive measures.

	21.03 Discuss the responsibilities organizations have to their employees.
22.0	Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. The student will be able to:
	22.01 Plan ethical and political strategies to achieve goals and advance careers.
	22.02 Discuss the role of and understand how to use professional networking resources, including web-based resources.
23.0	Demonstrate human relations/interpersonal skills appropriate for the workplace. The student will be able to:
	23.01 Develop professional workplace relationship skills both internally and externally to include team building and group dynamics. Understand how individual personalities fit the team.
	23.02 Develop initiative and problem-solving skills to effectively deal with conflict resolution.
24.0	Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
	24.01 Apply the use of information management tools to develop and coordinate distribution of work.
	24.02 Maintain equipment and supplies.
	24.03 Perform financial functions.
	24.04 Have knowledge of transcription and how to prepare documents using machine dictation.
	24.05 Perform specialized records management functions.
	24.06 Determine the most efficient method of sending business documents and materials.
25.0	Describe the importance of professional ethics and legal responsibilities. The student will be able to:
	25.01 Identify the importance of making decisions that are based on ethical reasoning.
	25.02 Identify and discuss personal and long term consequences of unethical choices in the workplace.
26.0	Participate in simulated work-based learning experiences. The student will be able to:
	26.01 Participate in simulated work-based learning experiences in the administrative field.
	26.02 Discuss the use of technology in the administrative field.

	26.03 Compare and contrast the software applications used in the administrative field.
	26.04 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.

Course Number: OTA0042 **Occupational Completion Point: C** **Administrative Support – 150 Hours**	
27.0	Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. The student will be able to:
	27.01 Demonstrate an understanding of the importance of establishing and maintaining a work-related network through social contacts.
	27.02 Use appropriate etiquette and manners when communicating with people of varying cultures.
28.0	Participate in simulated work-based learning experiences. The student will be able to:
	28.01 Participate in simulated work-based learning experiences in a supervisory, management, or small business environment.
	28.02 Discuss the use of technology in a supervisory, management, or small business environment.
	28.03 Compare and contrast software applications used in a supervisory, management, or small business environment.
29.0	Demonstrate an understanding of business law concepts. The student will be able to:
	29.01 Demonstrate an understanding of contractual relationships.
	29.02 Identify the elements of an enforceable contract.
	29.03 Differentiate among classes of contracts.
	29.04 Identify contractual capacity requirements.
	29.05 Discuss potential problems with signing employment contracts.
	29.06 Explain valid employment interview questions and valid employment testing requirements.
	29.07 Identify legislation that regulates employee rights.
	29.08 Identify legislation that regulates employment conditions.
	29.09 Define key terms in law.

	29.10 Identify key intellectual property requirements and statues relating to unauthorized access to computer resources.
	29.11 Describe the purposes of various consumer laws and explain their effect on the consumer's well-being.
	29.12 Describe how local businesses can be a source of consumer assistance and identify consumer organizations, businesses, and governmental agencies that provide consumer assistance.
	29.13 Differentiate among the various types of consumer fraud and explain steps that can be taken by victims to gain redress.
	29.14 Distinguish fraudulent, misleading, and legitimate product claims and explain what the consumer should do if such claims lead to the purchase of a faulty product.
	29.15 Identify documents and terms related to wills, trusts, and probate.
30.0	Demonstrate an understanding of different types of insurance. The student will be able to:
	30.01 Differentiate between requirements for insurable interest for property insurance with those needed for life insurance.
	30.02 Compare and contrast the different types of life insurance.
	30.03 Compare and contrast the different types of other insurance.
	30.04 Compare and contrast the differences in health insurance coverage.
	30.05 Demonstrate an understanding of professional liability coverage.
31.0	Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. The student will be able to:
	31.01 Compare and contrast the legal procedures and processes for forming and dissolving various forms of business ownership.
32.0	Practice quality performance in the learning environment and the workplace. The student will be able to:
	32.01 Discuss the impact of time management practices on one's personal and professional image.
33.0	Apply appropriate supervision techniques, standards of personal ethics, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance. The student will be able to:
	33.01 Project professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
	33.02 Apply principles of group dynamics in structured activities.
	33.03 Exhibit a positive attitude and professional behavior.
	33.04 Participate in school, community, and/or volunteer activities.

Course Number: OTA0050 Occupational Completion Point: D Legal Administrative Specialist – 450 Hours	
34.0	Perform legal office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to:
34.01	Use legal terminology.
34.02	Perform specialized legal office procedures.
34.03	Prepare legal documents.
34.04	Utilize an electronic legal reference library.
34.05	Use legal and ethical procedures in the legal office.
34.06	Recognize usage of specialized legal software.
34.07	Proofread to include mechanics, content, and specialized legal formats.
34.08	Perform specialized records management functions specific to the legal field.
34.09	Understand various ways to complete electronic filing.
34.10	Demonstrate general knowledge of rules regulating the Florida Bar at www.floridabar.org.
34.11	Identify references for Federal and State rules of civil procedure and a general understanding of their purpose and application.
34.12	Manage time efficiently using organizational skills, prioritization, and managing interruptions.
34.13	Demonstrate knowledge of the rules of lawyer/client confidentiality.
34.14	Demonstrate knowledge of ethical behavior in a legal business environment (e.g., appearance of impropriety, dealing with confidential information and privileged communications, identity of funds and property of clients, confidence and integrity in the legal profession, unauthorized practice of law).
34.15	Demonstrate knowledge of ethical behavior in a business environment (e.g., confidentiality of information, employee right to know, hiring practices, plagiarism, copyright violations, sexual harassment, mission statement, code of ethics).
35.0	Use technology to increase legal office support productivity and enhance workplace performance. The student will be able to:
35.01	Key with speed and accuracy to meet industry standards for employment as a legal secretary.
35.02	Integrate all forms of communication.
35.03	Learn the Do’s and Don’ts of using Social Media in a professional environment.

	35.04 Identify, describe and utilize communications and networking systems required in legal workplace environments (e.g., electronic mail, internet, conflicts check system).
36.0	Participate in simulated work-based learning experiences. The student will be able to:
	36.01 Participate in simulated work-based learning experiences in a legal office environment.
	36.02 Discuss the use of technology in a legal office environment.
	36.03 Compare and contrast the software applications used in a legal office environment.
	36.04 Discuss ways to respond positively to change and reduce stress in a busy legal office.
	36.05 Discuss the management/supervisory skills needed in a legal office environment.
37.0	Describe court systems and trial processes. The student will be able to:
	37.01 Describe the Federal court system.
	37.02 Describe the Florida court system.
	37.03 Describe the Pre-trial, trial, and post-trial processes.
	37.04 Describe the roles and responsibilities of judges, juries, defense attorneys, prosecutors, and plaintiffs in a trial.
38.0	Discuss the juvenile justice system. The student will be able to:
	38.01 Identify the programs and agencies within the juvenile justice system and their roles and responsibilities.
	38.02 Discuss Florida's juvenile court system, including procedures and alternative programs.
39.0	Discuss constitutional and criminal laws at the federal, state, and local levels. The student will be able to:
	39.01 Distinguish between state and federal laws.
	39.02 Differentiate between, and identify elements of, civil and criminal law.
	39.03 Describe criminal law procedures in Florida.
	39.04 Identify an example of a strict liability offense.
	39.05 Explain how a strict liability offense differs from other crimes.
	39.06 Define the different types of crimes against the person.
	39.07 Differentiate between the different types of homicide.

	39.08 Define the different types of crimes against property.
	39.09 Describe the different types of defenses a criminal defendant may use at trial.
40.0	Describe and explain the various steps of the criminal justice process. The student will be able to:
	40.01 Identify the steps of the criminal justice process.
	40.02 List factors that show probable cause.
	40.03 Describe how a search warrant is obtained and what it must specify.
	40.04 Explain the legal principle upon which the protection against self-incrimination is based.
	40.05 Identify circumstances in which a jury trial is not required.
	40.06 List and describe the sentencing options judges may exercise.
41.0	Demonstrate employability skills. The student will be able to:
	41.01 Identify sources of information regarding employment opportunities in the legal profession.
	41.02 Identify advanced career options and training opportunities in the legal profession.
	41.03 Conduct a job search and identify the training, experience, and other qualifications required for different positions.
	41.04 Identify the interpersonal skills, work habits, and ethics necessary for ongoing employment in an environment of human diversity.
	41.05 Secure information about a particular job.
	41.06 Complete a job resume.
	41.07 Complete a job application.
	41.08 Apply effective job interview techniques.
42.0	Demonstrate knowledge of legal operating systems. The student will be able to:
	42.01 Identify and utilize basic legal operating system file naming conventions (e.g., basic principles, business names, governmental names, organizational names and personal names).
	42.02 Use appropriate legal office procedures for letters, envelopes, interoffice memoranda, processing mail, proof reading and, delivery services.
	42.03 Know and understand the duties performed by a notary public.

	42.04 Understand and use appropriate telephone etiquette (e.g., courtesy, first impressions, telephone use etc.)
43.0	Demonstrate comprehension and communication of legal knowledge skills. The student will be able to:
	43.01 Read and comprehend technical and non-technical legal terminology utilized in reading assignments related to course content including trade journals, books, magazines and electronic libraries.
	43.02 Write clear and well-organized documents, integrating a variety of information from a range of law areas.
	43.03 Take notes, organize, summarize, and paraphrase ideas and details.
	43.04 Accurately follow written and oral instructions.
	43.05 Interpret data on graphs, charts, diagrams, and tables commonly used in the legal profession.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Basic Skills

In Career Certificate programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Computation (Mathematics) and Communications (Reading and Language Arts). These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in Section 1004.02, Florida Statutes, may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01, F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College System Institution must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91, F.S.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as

instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Program Title: **Accounting Operations**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Career Certificate Program		
Program Number	B200100	
CIP Number	0552030207	
Grade Level	30, 31	
Standard Length	1050 hours	
Teacher Certification	Refer to the **Program Structure** section.	
CTSO	FBLA-PBL, BPA	
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.	
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml	
Basic Skills Level	Computations (Mathematics): 10	Communications (Reading and Language Arts): 10

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers such as an Information Technology Assistant, Accounting Clerk, Accounting Associate, and Accounting Assistant in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupationally-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to double-entry accounting principles; methods of recording business transactions; preparation and analysis of various documents and financial statements; payroll records and tax forms; accounting control systems; account and transaction analysis; inventory methods; the aging process; depreciation; and the application of accounting principles to various entities.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of four occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	OTA0040	Information Technology Assistant	OTA0040 Teacher Certifications	150 hours
B	ACO0040	Accounting Clerk	ACCTING @7 7 G BOOKKEEPIN @4 @7 7 G BUS ED 1 @2 TC COOP ED @7 VOE @7	300 hours
C	ACO0041	Accounting Assistant		300 hours
D	ACO0043	Accounting Associate		300 hours

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

Information Technology Assistant (OTA0040) is the first course in this and other programs within the Business Management & Administration Career Cluster. Standards 01.0 – 15.0 are associated with this course.

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance.
02.0 Develop an awareness of microcomputers.
03.0 Demonstrate an understanding of networks.
04.0 Use word processing applications to enhance the effectiveness of various types of documents and communication.
05.0 Use presentation applications to enhance communication skills.
06.0 Use spreadsheet applications to enhance communication skills.
07.0 Use database applications to store and organize data.
08.0 Use electronic mail to enhance communication skills.
09.0 Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals.
10.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
11.0 Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
12.0 Develop awareness of computer languages, web-based & software applications, and emerging technologies.
13.0 Demonstrate an understanding of basic html by creating a simple web page.
14.0 Demonstrate comprehension and communication skills.
15.0 Use social media to enhance online communication and develop an awareness of a digital footprint.
16.0 Describe management functions and organizational structures as they relate to today's workplace and employer/employee roles.
17.0 Practice quality performance in the learning environment and the workplace.
18.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring personal and business situations.
19.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
20.0 Apply accounting principles and concepts to the performance of accounting activities.
21.0 Participate in work-based learning experiences in class or online.
22.0 Describe financial accounting.
23.0 Demonstrate the use of accounting principles for purchases and cash payments.
24.0 Demonstrate the use of accounting for sales and cash receipts.
25.0 Demonstrate the use of accounting for transactions using a general journal.
26.0 Demonstrate the use of accounting for payroll and payroll taxes.
27.0 Use payroll records to prepare employee and employer payroll taxes and all associated journal and ledger entries.
28.0 Analyze and explain organizational forms as they relate to today's workplace.
29.0 Apply accounting principles and concepts to the performance of accounting activities

30.0 Participate in a project-based or lab activity in class or virtually
31.0 Demonstrate leadership and teamwork skills needed to accomplish goals and objectives.
32.0 Solve problems using critical thinking skills, creativity, and innovation.
33.0 Use information technology tools.
34.0 Describe the importance of professional ethics and legal responsibilities in the field of accounting/bookkeeping.
35.0 Participate in advanced work-based learning experiences in class or online.
36.0 Apply an understanding of accounting cost methods and financial statements, financial accounting principles, and concepts to the performance of accounting activities.
37.0 Apply principles and concepts using appropriate accounting software.
38.0 Explain the importance of employability and entrepreneurship skills.
39.0 Demonstrate personal/family money-management concepts, procedures, and strategies
40.0 Analyze the use of consumer credit.
41.0 Prepare for employment opportunities.
42.0 Exhibit professional skills.

Florida Department of Education
Student Performance Standards

Program Title: Accounting Operations
Career Certificate Program Number: B200100

Course Number: OTA0040 **Occupational Completion Point: A** **Information Technology Assistant – 150 Hours**
Information Technology Assistant (OTA0040) is part of several programs across the various CTE career clusters. To ensure consistency, the standards and benchmarks for this course (01.0 – 15.0) have been placed in a separate document. To access this document, visit: Information Technology Assistant (OTA0040)

Course Number: ACO0040 **Occupational Completion Point: B** **Accounting Clerk – 300 Hours**	
16.0	Describe management functions and organizational structures as they relate to today's workplace and employer/employee roles. The student will be able to:
16.01	Describe how accounting departments work within and across organizations.
16.02	Describe the roles and responsibilities of employees within the organization of a small, medium, or large accounting department including the CFO, controller, accounting manager, accounts payable and receivable coordinator, payroll administrator, bookkeeper, and credit and collection manager.
16.03	Compare and contrast the various forms of business ownership (e.g., sole proprietorships, partnerships corporations) and other organizational structures (e.g., nonprofit organizations, government agencies).
16.04	List the advantages and disadvantages of each form of business ownership.
17.0	Practice quality performance in the learning environment and the workplace. The student will be able to:
17.01	Perform tasks accurately, completely, and with attention to detail consistently.
17.02	Think critically and make informed decisions.
18.0	Apply mathematical operations and processes as well as financial planning strategies to commonly occurring personal and business situations. The student will be able to:
18.01	Develop an awareness of effective credit management.
18.02	Prepare and analyze a personal budget.
19.0	Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. The student will be able to:

	19.01 Analyze job and career requirements and relate career interests to opportunities in accounting occupations in the global economy.
20.0	Apply accounting principles and concepts to the performance of accounting activities. The student will be able to:
	20.01 Demonstrate the application of the full accounting cycle (including chart of accounts, use of t accounts, journalizing business transactions, posting of journal entries, preparation of trial balance, journalizing and posting of adjusting entries, journalizing and posting of post-closing entries, and preparation of an income statement, statement of owner's equity, and balance sheet).
21.0	Participate in work-based learning experiences in class or online. The student will be able to:
	21.01 Apply accounting principles in an accounting environment.
	21.02 Explore the use of technology in an accounting environment.
	21.03 Complete a work-based simulation.
22.0	Describe financial accounting. The student will be able to:
	22.01 Understand the purpose of financial accounting and the users of financial information.
	22.02 Understand the departmentalization of larger organizations and their financial accounting/bookkeeping departments.
23.0	Demonstrate the use of accounting principles for purchases and cash payments. The student will be able to:
	23.01 Use source documents to prepare and analyze purchase and cash payment transactions including invoices, cash receipts, sales slips, credit memos, vendor statements, purchase orders, and packing slips.
	23.02 Use purchase and cash payments journals to appropriately allocate entries.
	23.03 Understand the relationship between accounts payable, cash payments, and purchase journals.
	23.04 Post purchase and cash payments journal entries to ledgers.
	23.05 Analyze transactions for accuracy and prepare appropriate correcting entries.
24.0	Demonstrate the use of accounting for sales and cash receipts. The students will be able to:
	24.01 Use source documents to prepare and analyze sales and cash transactions including receipts, sales slips, memos, invoices, and purchase orders.
	24.02 Use sales and cash receipts journals to appropriately allocate entries.
	24.03 Understand the relationship between accounts receivable/cash receipts and sales/cash receipts journals.
	24.04 Post sales and cash receipts to ledgers.
25.0	Demonstrate the use of accounting for transactions using a general journal. The student will be able to:

	25.01 Apply specific transactions to the general journal through source documents and analysis.
	25.02 Post general journal transactions to appropriate ledgers.
26.0	Demonstrate the use of accounting for payroll and payroll taxes. The students will be able to:
	26.01 Explain the difference between hourly, salary, and commission wages.
	26.02 Calculate hourly and commission wages.
	26.03 Differentiate between W2, W3, and W4 forms and their purposes (e.g., exemptions, overtime, commission rates).
	26.04 Complete payroll registers (individual and company).
27.0	Use payroll records to prepare employee and employer payroll taxes and all associated journal and ledger entries. The student will be able to:
	27.01 Calculate Federal, Social Security, and Medicare taxes.
	27.02 Journalize tax payables as they relate to employee taxes.
	27.03 Complete quarterly tax payable records for the employer.
	27.04 Journalize payroll tax payable salary expense in appropriate journals.
	27.05 Journalize tax payments in appropriate journals.
	27.06 Post tax payable tax payments to appropriate ledgers.

Course Number: ACO0041 Occupational Completion Point: C Accounting Assistant – 300 Hours	
28.0	Analyze and explain organizational forms as they relate to today's workplace. The student will be able to:
	28.01 List the advantages and disadvantages of each form of business ownership, including tax implications.
29.0	Apply accounting principles and concepts to the performance of accounting activities. The student will be able to:
	29.01 Identify and describe generally accepted accounting principles (GAAP) and explain how the application of GAAP impacts the recording of financial transactions and the preparation of financial statements.
	29.02 Discuss the move to International Financial Reporting Standards (IFRS) to prepare for a global business environment.
	29.03 Identify tax forms (e.g., personal, payroll, sales) necessary for compliance with local, state, and federal agencies.

	29.04 Develop a working knowledge of individual income tax procedures and requirements to comply with tax laws and regulations.
	29.05 Describe an internal control system.
	29.06 Apply accounting concepts to corporations and other business entities.
	29.07 Compare and contrast the cost of merchandise inventory using various valuation methods (e.g., LIFO, FIFO, weighted average).
	29.08 Determine the aging of accounts receivable and computation of allowance for doubtful accounts.
	29.09 Determine the aging of accounts payable.
	29.10 Compute depreciation using Financial Accounting Standards Board (FASB) regulations and record the associated journal entries.
30.0	Participate in a project-based or lab activity in class or virtually. The student will be able to:
	30.01 Apply accounting principles to demonstrate mastery of accounting concepts.
31.0	Demonstrate leadership and teamwork skills needed to accomplish goals and objectives. The student will be able to:
	31.01 Employ leadership skills to accomplish organizational goals and objectives (e.g., communication, conflict resolution, decision-making).
	31.02 Establish and maintain effective working relationships with others to accomplish objectives and tasks.
	31.03 Conduct and participate in meetings to accomplish work tasks.
	31.04 Employ mentoring skills to inspire and teach others.

Course Number: ACO0043 **Occupational Completion Point: D** **Accounting Associate – 300 Hours**	
32.0	Solve problems using critical thinking skills, creativity, and innovation. The student will be able to:
	32.01 Employ critical thinking skills independently and in teams to solve problems and make decisions.
	32.02 Employ critical thinking and interpersonal skills to resolve conflicts.
33.0	Use information technology tools. The student will be able to:
	33.01 Employ technological tools to expedite workflow including office equipment, software, and devices.
	33.02 Employ computer operations applications to access, create, manage, integrate, and store information.

	33.03 Employ collaborative/groupware applications to facilitate group work.
34.0	Describe the importance of professional ethics and legal responsibilities in the field of accounting/bookkeeping. The student will be able to:
	34.01 Identify and explain the personal and long-term consequences of unethical or illegal behaviors in the field.
	34.02 Interpret and explain written organizational policies and procedures (e.g., NDAs, employer contracts, confidentiality agreements).
35.0	Participate in advanced work-based learning experiences in class or online. The student will be able to:
	35.01 Participate in work-based learning experiences in an accounting environment.
	35.02 Compare and contrast the software applications used in an accounting environment.
36.0	Apply an understanding of accounting cost methods and financial statements, financial accounting principles, and concepts to the performance of accounting activities. The student will be able to:
	36.01 Analyze financial statement items to make informed business decisions.
	36.02 Develop an awareness of managerial and cost accounting including the job costing process, break-even analysis, budgeting, and internal reporting.
37.0	Apply principles and concepts using appropriate accounting software. The student will be able to:
	37.01 Select and use appropriate accounting software to maintain accounting records.
	37.02 Compare and contrast accounting application software.
38.0	Explain the importance of employability and entrepreneurship skills. The student will be able to:
	38.01 Identify and demonstrate positive work behaviors needed to be employable (e.g., teamwork, time management, listening, and observation skills.
	38.02 Examine licensing, certification, and industry credentialing requirements.
	38.03 Maintain a career portfolio to document knowledge, skills, and experiences.
	38.04 Evaluate and compare employment opportunities that match career goals.
	38.05 Research the benefits of ongoing professional development.
	38.06 Examine and describe entrepreneurship opportunities as a career planning option.
39.0	Demonstrate personal/family money-management concepts, procedures, and strategies. The student will be able to:
	39.01 Identify and describe the services and legal responsibilities of financial institutions.

	39.02 Describe the effect of money management on personal and career goals.
	39.03 Research, compare and contrast investment opportunities.
	39.04 Apply the decision-making process to making consumer choices.
	39.05 Discuss the importance of taking responsibility for personal financial decisions.
40.0	Analyze the use of consumer credit. The student will be able to:
	40.01 Explain why consumer credit is important to businesses and consumers in today's economy.
	40.02 Compare sources of consumer credit.
	40.03 Analyze the benefits and costs of consumer credit.
	40.04 Explain factors that affect creditworthiness and determine one's credit score.
	40.05 Identify ways to avoid or correct credit problems.
	40.06 Locate and understand sources of assistance if one experiences credit problems.
41.0	Prepare for employment opportunities. The student will be able to:
	41.01 Create an effective resume and cover letter.
	41.02 Research appropriate job opportunities based on skills, abilities, and market needs.
	41.03 Apply effective interview skills (e.g., in-person, virtual, and on the phone).
	41.04 Describe effective interview follow-up skills.
42.0	Exhibit professional skills. The student will be able to:
	42.01 Listen and identify the needs and concerns of customers and coworkers.
	42.02 Model appropriate ways to problem solve with customers in various situations.
	42.03 Model proper business etiquette including introductions, phone, virtual, dining, networking, marketing, online services, and community services.
	42.04 Project a professional image through appropriate business attire, ethical behavior, personal responsibility, and respect for confidentiality.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem-solving, emerging technologies, tools, and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate, and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Florida Future Business Leaders of America-Phi Beta Lambda (FBLA-PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Basic Skills

In Career Certificate programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Computation (Mathematics) and Communications (Reading and Language Arts). These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in Section 1004.02, Florida Statutes, may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01, F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College System Institution must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91, F.S.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as

instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Program Title: **Court Reporting Technology**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Career Certificate Program		
Program Number	B600100	
CIP Number	0522030311	
Grade Level	30, 31	
Program Length	750 hours	
Teacher Certification	Refer to the **Program Structure** section.	
CTSO	PBL, BPA	
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.	
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml	
Basic Skills Level	Computation (Mathematics): 10	Communications (Reading and Language Arts): 12

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers such as court reporters, scopists, and transcriptionists in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to using the steno writer to record examination proceedings, testimony, judicial opinion, judge's charge to jury, judgment or sentence of court, or other proceedings. Instruction includes specialized terminology and procedures used in the legal, medical, industry, insurance, and governmental fields as well as skills for recording multiple-voice. The content prepares persons to use stenographic skills to record speakers in addition to the preparation of transcripts. Concepts of legal, medical, and related industries are included in this program so that students may function effectively.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of one occupational completion point.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	OTA0039	Court Reporting Fundamentals	BUS ED 1 @2 SECRETAR 7 G TC COOP ED @7 G VOE @7	150 hours
	OTA0044	Court Reporting Technology I		150 hours
	OTA0045	Court Reporting Technology II		300 hours
	OTA0046	Court Reporting Technology III		150 hours

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Perform e-mail activities.
02.0 Use computer networks, internet and online databases to facilitate collaborative or individual learning and communication.
03.0 Demonstrate knowledge of legal principles and terminology.
04.0 Demonstrate employability skills.
05.0 Demonstrate mathematics knowledge and skills.
06.0 Demonstrate language arts knowledge and skills.
07.0 Demonstrate comprehension and communication skills.
08.0 Perform stenographic skills.
09.0 Demonstrate knowledge of computer/information systems.
10.0 Perform stenographic skills.
11.0 Perform oral and written communication activities.
12.0 Demonstrate knowledge of computer/information systems.
13.0 Perform stenographic skills.
14.0 Perform oral and written communication activities.
15.0 Demonstrate knowledge of computer/information systems.
16.0 Participate in work-based learning activities.

Florida Department of Education
Student Performance Standards

Program Title: Court Reporting Technology
Career Certificate Program Number: B600100

Course Number: OTA0039 **Occupational Completion Point: A** **Court Reporting Fundamentals – 150 Hours**	
01.0	Perform e-mail activities. The student will be able to:
01.01	Describe and perform e-mail capabilities and functions. Create and send messages, manage signature and automated messages. Save, send, schedule, and manage junk mail, e-mail and spam. Configure message sensitivity, security and delivery options.
01.02	Use the Internet to perform e-mail activities, including: attaching external files, saving e-mail attachments, viewing mailbox details, establishing appointments, creating contact groups, and sending a meeting to a contact group to communicate in the workplace.
01.03	Adhere to cyber safety practices regarding Internet searches, email, chat rooms, and other social network websites.
02.0	Use computer networks, internet and online databases to facilitate collaborative or individual learning and communication. The student will be able to:
02.01	Demonstrate how to connect to the Internet and use appropriate Internet protocol.
02.02	Demonstrate proficiency using basic features of GUI browsers, including: bookmarks, basic configurations, e-mail configurations, and address books.
02.03	Configure appropriate browser security configurations.
02.04	Demonstrate proficiency using search engines and search tools.
03.0	Demonstrate knowledge of legal principles and terminology. The student will be able to:
03.01	Research basic legal terms.
03.02	Identify and define legal and Latin terminologies.
03.03	Identify basic legal concepts including civil and criminal law.
03.04	Explain the various court systems.
03.05	Explain the judicial system, including discovery, trial, hearings, administrative, and appellate processes.
03.06	Explain the legislative, executive, and governmental processes.
03.07	Demonstrate knowledge of various methods of researching legal citations including the use of current technology.

04.0	Demonstrate employability skills. The student will be able to:
04.01	Complete application forms.
04.02	Compose and create resumes.
04.03	Compose and create application letters.
04.04	Demonstrate appropriate job interview skills.
04.05	Demonstrate appropriate dress and grooming.
04.06	Conduct a job search.
04.07	Identify or demonstrate appropriate responses to criticism from employer, supervisor, or other employees.
04.08	Identify and demonstrate acceptable work habits.
04.09	Demonstrate knowledge of how to make job changes appropriately.
04.10	Demonstrate knowledge of the "Florida Right-To-Know Law" as recorded in Florida Statutes Chapter 442.
05.0	Demonstrate mathematics knowledge and skills. The student will be able to:
05.01	Demonstrate knowledge of arithmetic operations.
05.02	Perform mathematical calculations on the calculator and/or computer.
06.0	Demonstrate language arts knowledge and skills. The student will be able to:
06.01	Locate, comprehend and evaluate key elements of oral and written information.
06.02	Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary.
06.03	Apply basic and advanced rules of English grammar, spelling, punctuation and capitalization to sentences, paragraphs, compositions and transcripts.
Course Number: OTA0044 Occupational Completion Point: A Court Reporting Technology I – 150 Hours	
07.0	Demonstrate comprehension and communication skills. The student will be able to:
07.01	Read and comprehend technical and non-technical reading assignments related to course content, including, books, magazines and electronic sources.

	07.02 Use appropriate vocabulary.
08.0	Perform stenographic skills. The student will be able to:
	09.01 Write the spoken word contained for the assigned real-time translation of theory lessons with punctuation, speed and accuracy on a steno writer.
	09.02 Read back from steno notes, computer screens, or steno writers distinctly and with authority.
	09.03 Use proper spelling in all transcriptions.
	09.04 Analyze stenographic notes and transcription techniques.
	09.05 Continue development of speed and accuracy writing real-time translation theory on a steno writer.
09.0	Demonstrate knowledge of computer/information systems. The student will be able to:
	09.01 Perform care and maintenance of basic computer hardware.
	09.02 Install and remove software from a computer.
	09.03 Setup a real-time system.

Course Number: OTA0045 Occupational Completion Point: A Court Reporting Technology II – 300 Hours	
10.0	Perform stenographic skills. The student will be able to:
	10.01 Write the spoken word contained for the assigned real-time translation of theory lessons with punctuation, speed and accuracy on a steno writer.
	10.02 Read back from plated and student's own steno notes, computer screens, or steno writers distinctly and with authority.
	10.03 Use proper spelling in all transcriptions.
	10.04 Analyze stenographic notes and transcription techniques.
	10.05 Continue development of speed and accuracy writing real-time translation theory on a steno writer.
11.0	Perform oral and written communication activities. The student will be able to:
	11.01 Apply rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts.
	11.02 Use appropriate vocabulary.

12.0	Demonstrate knowledge of computer/information systems. The student will be able to:
	12.01 Demonstrate proficiency of a computer-aided transcription (CAT) system.
	12.02 Perform data and dictionary archival.

Course Number: OTA0046 Occupational Completion Point: A Court Reporting Technology III – 150 Hours	
13.0	Perform stenographic skills. The student will be able to:
	13.01 Write the spoken word contained for the assigned real-time translation of theory lessons with punctuation, speed and accuracy on a steno writer.
	13.02 Read back from plated and student's own steno notes, computer screens, or steno writers distinctly and with authority.
	13.03 Analyze stenographic notes and transcription techniques.
	13.04 Continue development of speed and accuracy writing real-time translation theory on a steno writer.
14.0	Perform oral and written communication activities. The student will be able to:
	14.01 Apply rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts.
	14.02 Use appropriate vocabulary.
15.0	Demonstrate knowledge of computer/information systems. The student will be able to:
	15.01 Assume the role of the Court Reporting Technologist in the production of documents.
	15.02 Demonstrate basic proficiency of a computer-aided transcription (CAT) system.
	15.03 Perform data and dictionary archival.
16.0	Participate in work-based learning activities. The student will be able to:
	16.01 Participate in work-based learning experiences as a Court Reporting Technologist.
	16.02 Identify appropriate reference sources used in transcript preparation including the Internet and the CR forum.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Basic Skills

In Career Certificate programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Computation (Mathematics) and Communications (Reading and Language Arts). These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in Section 1004.02, Florida Statutes, may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01, F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College System Institution must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91, F.S.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as

instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Program Title: **Court Reporting 2**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Career Certificate Program		
Program Number	B700600	
CIP Number	0522030305	
Grade Level	30, 31	
Program Length	600 hours	
Teacher Certification	Refer to the **Program Structure** section.	
CTSO	PBL, BPA	
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.	
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml	
Basic Skills Level	Computation (Mathematics): 10	Communication (Reading and Language Arts): 12

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers such as court reporters, scopists, and transcriptionists in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to using the stenowriter to record examination proceedings, testimony, judicial opinion, judge's charge to jury, judgment or sentence of court, or other proceedings. Instruction includes specialized terminology and procedures used in the legal, medical, industry, insurance, and governmental fields as well as skills for recording multiple-voice. The content prepares persons to use stenographic skills to record speakers in addition to the preparation of transcripts. Concepts of legal, medical, and related industries are included in this program so that students may function effectively.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of one occupational completion point.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	OTA0047	Court Reporting Scopist I	BUS ED 1 @2 SECRETAR 7 G TC COOP ED @ 7 G VOE @7	600 hours

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Perform stenographic skills.
02.0 Demonstrate knowledge of computer operating systems.
03.0 Demonstrate proficiency of a computer-aided transcription (CAT) system.
04.0 Demonstrate knowledge of legal principles and terminology.

Florida Department of Education
Student Performance Standards

Program Title: Court Reporting 2
Career Certificate Program Number: B700600

Course Number: OTA0047 **Occupational Completion Point: A** **Court Reporting Scopist I – 600 Hours**	
01.0	Perform stenographic skills. The student will be able to:
01.01	Write and transcribe tests at incremental speeds on unfamiliar material in literary, jury charge, and 2-voice testimony.
01.02	Write punctuation on the steno writer by means of a real-time translation theory to punctuate and format transcriptions correctly.
01.03	Read distinctly and with authority dictated material from steno notes or from real-time screens, quickly locating portions to be read.
01.04	Analyze stenographic notes and transcription techniques.
01.05	Continue development of speed and accuracy.
02.0	Demonstrate knowledge of computer operating systems. The student will be able to:
02.01	Perform care and maintenance of basic computer hardware and setup of a real-time system.
02.02	Create files in various formats such as ASCII or RTF, and transfer to other media, e.g., CD, disk, jump, zip drive, or other state-of-the-art media format.
02.03	Use appropriate computer terminology.
03.0	Demonstrate proficiency of a computer-aided transcription (CAT) system. The student will be able to:
03.01	Demonstrate understanding of computer-aided transcription terminology.
03.02	Correctly format two-voice testimony.
03.03	Correctly write colloquy symbols on the steno writer and correctly format three- and four-voice testimony.
03.04	Proofread transcripts and documents.
03.05	Produce a transcript, which includes reading, translating, editing, printing, and using parentheticals and template/layout files.
03.06	Dictionary management to include creating job dictionaries, loading job dictionaries in proper sequence, editing of dictionary entries, adding new entries, and archival of dictionary files.

	03.07 Produce a complete and accurate transcript of at least ten pages on a computer-aided transcription (CAT) system from the student's own stenographic notes, which includes: title page, index, jury charge (if applicable), direct and cross-examination, parentheticals, colloquy, and signature page(s).
04.0	Demonstrate knowledge of legal principles and terminology. The student will be able to:
	04.01 Use appropriate legal terminology.
	04.02 Transcribe legal material dictated live or from audio and/or video recordings.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Basic Skills

In Career Certificate programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Computation (Mathematics) and Communications (Reading and Language Arts). These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in Section 1004.02, Florida Statutes, may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01, F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College System Institution must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91, F.S.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as

instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Program Title: **Court Reporting 3**
Program Type: **Career Preparatory**
Career Cluster: **Business Management and Administration**

Career Certificate Program		
Program Number	B700700	
CIP Number	0522030306	
Grade Level	30, 31	
Program Length	1500 hours	
Teacher Certification	Refer to the **Program Structure** section.	
CTSO	PBL, BPA	
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.	
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml	
Basic Skills Level	Computation (Mathematics): 10	Communications (Reading and Language Arts): 12

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers such as court reporters, scopists, and transcriptionists in the Business Management and Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business Management and Administration career cluster.

The content includes but is not limited to using the stenowriter to record examination proceedings, testimony, judicial opinion, judge's charge to jury, judgment or sentence of court, or other proceedings. Instruction includes specialized terminology and procedures used in the legal, medical, industry, insurance, and governmental fields as well as skills for recording multiple-voice. The content prepares persons to use the steno writer to record speakers in addition to the preparation of transcripts. Concepts of legal, medical, and related industries are included in this program so that students may function effectively.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of two occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	OTA0048	Court Reporter 1	BUS ED 1 @2 SECRETAR 7 G TC COOP ED @ 7 G VOE @7	375 hours
	OTA0049	Court Reporter 2		375 hours
	OTA0051	Court Reporter 3		375 hours
B	OTA0052	Court Reporter 4		375 hours

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Perform steno writer skills.
02.0 Perform oral and written communication activities.
03.0 Demonstrate knowledge of medical terminology.
04.0 Demonstrate proficiency of a computer-aided transcription (CAT) system.
05.0 Participate in work-based learning activities.
06.0 Perform steno writer skills.
07.0 Perform oral and written communication activities.
08.0 Demonstrate knowledge of legal principles and terminology.
09.0 Demonstrate proficiency of a computer-aided transcription (CAT) system.
10.0 Participate in work-based learning activities.
11.0 Perform steno writer skills.
12.0 Perform oral and written communication activities.
13.0 Demonstrate proficiency of a computer-aided transcription (CAT) system.
14.0 Demonstrate knowledge of court reporting procedures.
15.0 Demonstrate employability and entrepreneurship skills.
16.0 Demonstrate personal money-management concepts, procedures, and strategies.
17.0 Participate in work-based learning activities.
18.0 Perform steno writer skills.
19.0 Participate in work-based learning activities.
20.0 Demonstrate professional ethics and legal responsibilities.
21.0 Prepare for court reporter certification.

Florida Department of Education
Student Performance Standards

Program Title: Court Reporting 3
Career Certificate Program Number: B700700

Prior to enrolling in this course, it is recommended that students complete Court Reporting 2 (B700600) or demonstrate mastery of the appropriate competencies. After completing the following additional competencies and those listed in courses OTA0049 and OTA0051, the student will have achieved Occupational Completion Point A. After completing the additional competencies in OTA0052, the student will have achieved Occupational Completion Point B, Court Reporter and the student will be able to:

Course Number: OTA0048 **Occupational Completion Point: A** **Court Reporter 1 – 375 Hours**	
01.0	Perform steno writer skills. The student will be able to:
01.01	Pass at least one five-minute steno writer evaluation with at least 95% accuracy dictated at a minimum of 120 wpm on literary material.
01.02	Pass at least one five-minute steno writer evaluation with at least 95 percent accuracy dictated at a minimum of 120 wpm on two-voice testimony material.
01.03	Pass at least one five-minute steno writer evaluation with at least 95 percent accuracy dictated at a minimum of 120 wpm on jury charge material.
01.04	Develop the ability to write punctuation on the steno writer and to punctuate and format transcriptions correctly.
01.05	Develop speed and proficiency in two-voice testimony and correctly format two-voice testimony.
01.06	Correctly write colloquy symbols on the steno writer and correctly format three- and four-voice testimony.
01.07	Develop skill, speed, and proficiency on legal opinion and jury charge material.
01.08	Develop and apply legal vocabulary.
01.09	Continue building speed on literary material, including topics in current events.
01.10	Use proper spelling in all transcriptions.
01.11	Read back distinctly and with authority dictated material from steno notes or from real-time screens, quickly locating portions to be read back.
01.12	Analyze stenographic notes and transcription techniques.

02.0	Perform oral and written communication activities. The student will be able to:
02.01	Apply rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts.
03.0	Demonstrate knowledge of medical terminology. The student will be able to:
03.01	Identify the musculoskeletal system and the other body systems and functions.
03.02	Identify and spell medical terms including prefixes, root words, and suffixes.
03.03	Identify and spell mental and physical diseases, psychological terms, and drugs.
03.04	Use appropriate medical reference sources.
03.05	Transcribe medical material dictated live or from audio and/or video recordings.
04.0	Demonstrate proficiency of a computer-aided transcription (CAT) system. The student will be able to:
04.01	Create files in various formats such as ASCII or RTF, and transfer to other media, e.g., CD, disk, jump, zip drive, or other state-of-the-art media format.
04.02	Perform dictionary management to include creating job dictionaries, loading job dictionaries in proper sequence, editing of dictionary entries, adding new entries, and archival of jobs and dictionary files.
05.0	Participate in work-based learning activities. The student will be able to:
05.01	Participate in work-based learning experiences as a Court Reporter.

Course Number: OTA0049 **Occupational Completion Point: A** **Court Reporter 2 – 375 Hours**	
06.0	Perform steno writer skills. The student will be able to:
06.01	Pass at least one five-minute steno writer evaluation with at least 95% accuracy dictated at a minimum of 160 wpm on literary material.
06.02	Pass at least one five-minute steno writer evaluation with at least 95 percent accuracy dictated at a minimum of 160 wpm on two-voice testimony material.
06.03	Pass at least one five-minute steno writer evaluation with at least 95 percent accuracy dictated at a minimum of 160 wpm on jury charge material.
06.04	Develop the ability to write punctuation on the steno writer and to correctly punctuate and format transcriptions.
06.05	Develop skill, speed and proficiency in two-voice testimony, and correctly format two-voice testimony.

	06.06 Correctly write colloquy symbols on the steno writer and correctly format three- and four-voice testimony.
	06.07 Develop speed and proficiency on jury charge material and correctly format transcriptions.
	06.08 Develop speed and proficiency on literary material including legal opinions and current events, and correctly format transcriptions.
	06.09 Read back distinctly and with authority dictated material from steno notes or from real-time screens, quickly locating portions to be read back.
	06.10 Analyze stenographic notes and transcription techniques.
07.0	Perform oral and written communication activities. The student will be able to:
	07.01 Apply rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts.
08.0	Demonstrate knowledge of legal principles and terminology. The student will be able to:
	08.01 Develop and apply legal vocabulary.
09.0	Demonstrate proficiency of a computer-aided transcription (CAT) system. The student will be able to:
	09.01 Create and archive files in various formats such as ASCII or RTF, and transfer to other media, e.g., CD, disk, jump, zip drive, or other state-of-the-art media format.
	09.02 Perform dictionary management to include creating job dictionaries, loading job dictionaries in proper sequence, editing of dictionary entries, adding new entries, and archival of jobs and dictionary files.
10.0	Participate in work-based learning activities. The student will be able to:
	10.01 Participate in work-based learning experiences as a Court Reporter.

Course Number: OTA0051 Occupational Completion Point: A Court Reporter 3 – 375 Hours	
11.0	Perform steno writer skills. The student will be able to:
	11.01 Pass at least one five-minute steno writer evaluation with at least 95 percent accuracy dictated at a minimum of 180 wpm on literary material.
	11.02 Pass at least one five-minute steno writer evaluation with at least 95 percent accuracy dictated at a minimum of 200 wpm on two-voice testimony material.
	11.03 Pass at least one five-minute steno writer evaluation with at least 95 percent accuracy dictated at a minimum of 200 wpm on jury charge material.
	11.04 Develop the ability to write punctuation on the steno writer and to correctly punctuate and format transcriptions.

	11.05 Develop speed and proficiency in two-voice testimony and correctly format two-voice testimony.
	11.06 Correctly write colloquy symbols on the steno writer and correctly format three and four-voice testimony.
	11.07 Develop speed and proficiency in jury charge and literary material including legal opinions and topics on local, national, and international current events.
	11.08 Read back distinctly and with authority dictated material from steno notes or from real-time screens, quickly locating portions to be read back.
	11.09 Analyze stenographic notes and transcription techniques.
12.0	Perform oral and written communication activities. The student will be able to:
	12.01 Apply rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts.
13.0	Demonstrate proficiency of a computer-aided transcription (CAT) system. The student will be able to:
	13.01 Produce a five-page, first pass transcript with a goal of 95% translation rate.
14.0	Demonstrate knowledge of court reporting procedures. The student will be able to:
	14.01 Assume the role of the real-time reporter through simulated trials, hearings, and depositions by performing the following functions: administering an oath/affirmation; marking and handling exhibits; exercising responsibility for reporting the proceeding; indexing and archiving steno notes/CAT files, interrupting a speaker; obtaining spellings of proper names; identifying speakers in a multi-speaker situation; handling discussions off the record; indicating non-verbal actions; certifying questions; reporting interpreted proceedings; handling reading and signing of depositions..
	14.02 Report and transcribe voir dire of the jury and witnesses and the polling of the jury.
	14.03 Prepare a salable transcript of an actual or simulated court proceeding by producing at least 10 pages of transcript in two hours or less including title page, index, direct and cross examination, jury charge/opening and/or closing statements, and certification page.
	14.04 Demonstrate knowledge of the FCRA Code of Ethics.
	14.05 Demonstrate knowledge of the NCRA Code of Professional Ethics.
	14.06 Distinguish among four general work categories: freelance, official, Communications Access Real-time Translation, and broadcast captioning.
	14.07 Demonstrate knowledge of the use of video equipment in trials and depositions and of NCRA's CLVS program.
15.0	Demonstrate employability and entrepreneurship skills. The student will be able to:
	15.01 Identify and demonstrate positive work behaviors needed to be employable.
	15.02 Develop personal career plan that includes goals, objectives, and strategies.

	15.03 Examine licensing, certification, and industry credentialing requirements.
	15.04 Maintain a career portfolio to document knowledge, skills, and experience.
	15.05 Evaluate and compare employment opportunities that match career goals.
	15.06 Identify and exhibit traits for retaining employment.
	15.07 Identify opportunities and research requirements or career advancement.
	15.08 Research the benefits of ongoing professional development.
	15.09 Examine and describe entrepreneurship opportunities as a career planning option.
16.0	Demonstrate personal money-management concepts, procedures, and strategies. The student will be able to:
	16.01 Describe the effect of money management on personal and career goals.
	16.02 Develop a personal budget and financial goals.
	16.03 Maintain financial records.
	16.04 Research, compare and contrast investment opportunities.
17.0	Participate in work-based learning activities. The student will be able to:
	17.01 Participate in work-based learning experiences as a Court Reporter.

Course Number: OTA0052 **Occupational Completion Point: B** **Court Reporter 4 – 375 Hours**	
18.0	Perform steno writer skills. The student will be able to:
	18.01 Pass three five-minute steno writer evaluations with at least 95 percent accuracy dictated at a minimum of 225 wpm on two-voice testimony material as specified by the National Court Reporters Association.
	18.02 Pass three five-minute steno writer evaluations with at least 95 percent accuracy dictated at a minimum of 200 wpm on jury charge material as specified by the National Court Reporters Association.
	18.03 Pass three five-minute steno writer evaluations with at least 95 percent accuracy dictated at a minimum of 180 wpm on literary material as specified by the National Court Reporters Association.
19.0	Participate in work-based learning activities. The student will be able to:

	19.01 Participate in a court reporting internship for a minimum of 40 hours.
	19.02 Prepare a 40-page salable transcript taken from the freelance, the official, or the real-time reporting internship.
	19.03 Prepare a written or oral narrative summarizing the internship experience.
20.0	Demonstrate professional ethics and legal responsibilities. The student will be able to:
	20.01 Evaluate and justify decisions based on ethical reasoning.
	20.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies.
	20.03 Identify and explain personal and long-term consequences unethical or illegal behaviors in the workplace.
	20.04 Interpret and explain written organizational policies and procedures.
21.0	Prepare for court reporter certification. The student will be able to:
	21.01 Review court reporting terminology and procedures with a goal of passing the state or national written knowledge tests.
	21.02 Transcribe a simulated Registered Professional Reporter (RPR) skills test at the following speeds: 225 wpm testimony (2-voice), 200 wpm jury charge, and 180 wpm literary with no more than 3.75 hours of transcription time.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Phi Beta Lambda (PBL) and Business Professionals of America (BPA) are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Basic Skills

In Career Certificate programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Computation (Mathematics) and Communications (Reading and Language Arts). These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in Section 1004.02, Florida Statutes, may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01, F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College System Institution must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91, F.S.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as

instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Student Performance Standards

Course Title: **Digital Information Technology**
Course Number: **8207310**
Course Credit: **1**

Course Description:

This core course is designed to provide a basic overview of current business and information systems and trends, and to introduce students to fundamental skills required for today's business and academic environments. Emphasis is placed on developing fundamental computer skills. The intention of this course is to prepare students to be successful both personally and professionally in an information-based society. Digital Information Technology includes the exploration and use of: databases, the internet, social media, spreadsheets, presentation applications, management of personal information and email, word processing and document manipulation, HTML, web page design, and the integration of these programs using software that meets industry standards.

To teach the Digital Information Technology (8207310) course, instructors must hold at least one of the teacher certifications listed below. It is recommended that teachers hold the most appropriate certification based on the CTE program in which they are assigned.

Course Number	Course Title	Teacher Certification	Length	Level	Graduation Requirement
8207310	Digital Information Technology	ACCTING @7 7 G BANK FINC @7 7 G BUS ED 1 @2 COMM ART @7 7 G COMP PROG 7 G COMPU SCI 6 CYBER TECH 7 G INFO TECH 7 G MANAG SUPV 7 G MKTG 1 @2 MKTG MGMT 7 G WEB DEV 7 G	1 credit	2	CT

(Graduation Requirement Codes: CT= Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA= Mathematics, PL= Personal Financial Literacy)

Course Title: **Digital Information Technology**
Course Number: **8207310**

CTE Standards and Benchmarks	
01.0	Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance. The student will be able to:
01.01	Develop keyboarding skills to enter and manipulate text and data.
01.02	Describe and use current computer technology and software to perform personal and business related tasks in the workplace (e.g., e-mail, digital calendars, meetings, appointments).
01.03	Differentiate between types of file systems and classify common file extensions based on software application programs used in the workplace environment.
01.04	Utilize the Internet to find reliable resources and reference materials (e.g., on-line help, tutorials, manuals).
01.05	Apply research strategies to use and evaluate electronic research technologies for valid and reliable information.
01.06	Demonstrate basic computer file management skills (e.g., naming, saving, retrieving, and organizing).
01.07	Analyze the process of troubleshooting problems with computer hardware peripherals, including input and output devices.
01.08	Describe ethical issues and problems associated with computers and information technology (e.g., fair use, privacy, public domain, copyright, piracy, plagiarism).
01.09	Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
02.0	Develop an awareness of microcomputers. The student will be able to:
02.01	Explain the general architecture of a microcomputer system.
02.02	Explain the need for and demonstrate proficiency using common peripherals (e.g., printers, mouse, keyboard, external hard drive, flash drive).
02.03	Examine the concepts of computer maintenance and upgrades.
03.0	Demonstrate an understanding of networks. The student will be able to:
03.01	Differentiate between types of networks and how they work (e.g., clients, servers, Wi-Fi, teleconference)
03.02	Identify security needs within a network environment (e.g., antivirus software, passwords).

CTE Standards and Benchmarks	
	03.03 Distinguish between intranets, extranets and how they relate to the Internet.
	03.04 Demonstrate basic understanding of cloud computing.
04.0	Use word processing applications to enhance the effectiveness of various types of documents and communication. The student will be able to:
	04.01 Select and use word processing software and accompanying features to create and enhance various written business communications (e.g., memos, reports, block business letters).
	04.02 Save and export documents in various formats (e.g., pdf, html, blog, hyperlinks).
	04.03 Format text content in a document (e.g., font, paragraph attributes, spacing, text styles, text boxes).
	04.04 Manipulate page layout and reusable content (e.g., page setup, themes, templates, page backgrounds, headers and footers).
	04.05 Perform various image-editing tasks using word-processing software to create and format images, illustrations, shapes, etc.
	04.06 Proofread and revise documents by validating content through the use of word processing tools (e.g. spell check, thesaurus, find/replace, autocorrect settings).
	04.07 Insert citations and hyperlinks, create end and footnotes, and create a table of contents in a document.
	04.08 Perform various mail merge options, macros and tracking revisions.
	04.09 Demonstrate an understanding of fonts (serif and sans serif) and font styles (bold, italic, etc.)
05.0	Use presentation applications to enhance communication skills. The student will be able to:
	05.01 Manage and configure the presentation software environment (e.g., adjusting views, manipulating slide settings, configuring toolbar and file options).
	05.02 Use presentation software to format and edit slides (e.g., adding and removing slides, slide layouts, format slide design, insert or format placeholders).
	05.03 Locate, create and incorporate graphical and multimedia elements, including: shapes, graphics, images, bullets, hyperlinks, video, and audio into a slide presentation.
	05.04 Enhance overall visual presentation by applying font selection, design themes, color schemes, templates, etc.
	05.05 Create and manipulate graphical and multimedia elements using additional styles and effects (e.g., color selections, tone, contrast, shadows, picture styles).

CTE Standards and Benchmarks	
	05.06 Demonstrate various business-related elements that can be created, embedded and manipulated in a slide presentation, including: charts, graphs, tables, media, spreadsheets, and illustrations.
	05.07 Customize presentation settings by using appropriate slide transitions and animations (e.g., on click, rehearsed timings)
	05.08 Demonstrate different delivery methods for slide presentations, including: online delivery and sharing, video projection, printing options.
06.0	Use spreadsheet applications to enhance communication skills. The student will be able to:
	06.01 Manipulate the worksheet by using the ribbon tabs, group settings, importing data/database, manipulating properties, files and folders.
	06.02 Create cell data and apply auto fill.
	06.03 Format cells and worksheets (e.g., by applying and manipulating cell formats, styles, merging and splitting cells, create row and column titles, hide and unhide column titles, rows and columns, page setup options, and manipulating views/themes).
	06.04 Create and analyze formulas and functions (e.g., apply conditional formula logic, name and cell ranges).
	06.05 Create and modify charts and images. (e.g., pivot tables)
	06.06 Share worksheet data through various system (e.g., email, external media, cloud storage, mail merge).
	06.07 Analyze and organize data through filters, sorting and applying conditional formatting. (e.g., macros)
	06.08 Interpret data on line graphs, pie charts, diagrams, and tables.
07.0	Use database applications to store and organize data. The student will be able to:
	07.01 Create different forms for inputting data into a database application.
	07.02 Interpret queries for specialized reports using a database application.
	07.03 Create and modify a database by importing data from other sources
	07.04 Create and manage database tables by hiding fields, importing data, adding total rows
	07.05 Modify queries by renaming, adding/removing fields, sorting, formatting, and adding calculated fields

CTE Standards and Benchmarks	
	07.06 Create and format reports with multiple columns, calculated fields and images.
08.0	Use electronic mail to enhance communication skills. The student will be able to:
	08.01 Describe and perform e-mail capabilities and functions (e.g., create, send, & forward messages, organize email folders, manage signature and automated messages, configure message sensitivity, security and delivery options).
	08.02 Perform e-mail activities (e.g., attach external files, save e-mail attachments, view mailbox details, schedule appointments, create contact groups).
	08.03 Demonstrate an understanding of the ethical issues associated with electronic correspondences (e.g., employer's ownership of email, public access of government email, appropriate uses in the workplace, phishing attacks, permanence of electronic communications on the internet).
	08.04 Describe the need for and appropriate use of electronic mailing list software applications (e.g., listserv)
09.0	Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals. The student will be able to:
	09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options. (i.e., hard and soft skills)
	09.02 Use career resources to develop and analyze occupations and opportunities for internships, continuing education and on-the-job training.
	09.03 Exhibit job-seeking skills required for entry-level employment, including resume, online job search, cover letter, online/hard copy application, mock interview, interview thank you letter, and follow-up call.
	09.04 Design, implement, and evaluate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
	09.05 Demonstrate an awareness of specific job requirements and career paths (e.g., education, certifications, skills, previous experience) in business environments.
	09.06 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
	09.07 Describe the importance of building community and mentor relationships in a variety of professional and workplace situations.
	09.08 Simulate work-based projects in an information technology environment
10.0	Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. The student will be able to:
	10.01 Demonstrate awareness of the following workplace essentials: quality customer service; business ethics; confidentiality of information; copyright violations; accepted workplace rules, regulations, policies, procedures, processes, and workplace safety, and

CTE Standards and Benchmarks	
	appropriate attire and grooming.
10.02	Demonstrate ways of accepting and providing constructive criticism to enhance team projects.
10.03	Apply appropriate strategies to manage and resolve conflicts in work situations.
10.04	Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, and professional dress).
11.0	Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication. The student will be able to:
11.01	Demonstrate how to connect to the Internet and identify and describe web terminology, addresses and how browsers work.
11.02	Demonstrate proficiency using basic features of GUI (Graphical User Interface) browsers, including: bookmarks, basic configurations, e-mail configurations, and address books.
11.03	Describe appropriate browser security configurations
11.04	Describe information technology terminology, including Internet, intranet, ethics, copyright laws, and regulatory control.
11.05	Demonstrate proficiency using search engines and search tools (e.g., Boolean search strategies)
11.06	Use various web tools, including: downloading files, transfer of files, extensions, PDF, plug-ins, and data compression.
11.07	Differentiate between different domain extensions (e.g., .com, .org, .gov, .edu, etc.)
12.0	Develop awareness of computer languages, web-based and software applications, and emerging technologies. The student will be able to:
12.01	Compare and contrast the appropriate use of various software applications. (e.g., word processing, desktop publishing, graphic design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music)
12.02	Explain and describe the need for web-based applications (e.g., sharing photos and video clips, messaging, chatting and collaborating.
12.03	Express an understanding of basic terminology used in programming (e.g., algorithm, binary, code, block-based, objects, functions)
12.04	Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless network, tablets, cell phones, satellite technology, nanotechnology, smart devices, home networks).
13.0	Demonstrate an understanding of basic html by creating a simple web page. The student will be able to:

CTE Standards and Benchmarks	
	13.01 Create a basic web page.
	13.02 Use basic storyboarding techniques.
	13.03 Use basic functions of WYSIWYG editors.
	13.04 Use basic functions of HTML, DHTML, and XML editors and converters.
	13.05 Enhance web pages through the addition of images and graphics.
14.0	Demonstrate comprehension and communication skills. The student will be able to:
	14.01 Read and comprehend technical and non-technical reading assignments related to course content (e.g., manuals, books, magazines, electronic sources).
	14.02 Use verbal and nonverbal skills to communicate effectively with supervisors, co-workers, and customers.
	14.03 Demonstrate an understanding of the writing process to create business documents (e.g., research methods, paper formatting (MLA/APA))
	14.04 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration).
15.0	Use social media to enhance online communication and develop an awareness of a digital footprint. The student will be able to:
	15.01 Create and develop a professional social media presence (e.g., LinkedIn) to connect with potential employers, follower influencers, enhance networking opportunities, develop soft skills through written communication, and establish a professional business image.
	15.02 Cultivate and manage awareness of digital identity and reputation.
	15.03 Develop awareness of the permanence of actions and social awareness in the digital world.
	15.04 Develop awareness of data-collection technology contributing to their digital footprint.

Florida Department of Education
Student Performance Standards

To teach the Information Technology Assistant (OTA0040) course, instructors must hold at least one of the teacher certifications listed below. It is recommended that teachers hold the most appropriate certification based on the CTE program in which they are assigned.

Course Number	Course Title	Teacher Certification	Length
OTA0040	Information Technology Assistant	ACCTING @7 7 G ADMIN ASST 7 G BUS ED 1 @2 COMM ART @7 7 G COMP PROG 7 G COMPU SCI 6 INFO TECH 7 G MANAG SUPV 7 G	150 Hours

Course Number: OTA0040 **Occupational Completion Point: A** **Information Technology Assistant – 150 Hours**	
01.0	Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance. The student will be able to:
01.01	Develop keyboarding skills to enter and manipulate text and data.
01.02	Describe and use current computer technology and software to perform personal and business related tasks in the workplace (e.g., e-mail, digital calendars, meetings, appointments).
01.03	Differentiate between types of file systems and classify common file extensions based on software application programs used in the workplace environment.
01.04	Utilize the Internet to find reliable resources and reference materials (e.g., on-line help, tutorials, manuals).
01.05	Apply research strategies to use and evaluate electronic research technologies for valid and reliable information.
01.06	Demonstrate basic computer file management skills (e.g., naming, saving, retrieving, and organizing).
01.07	Analyze the process of troubleshooting problems with computer hardware peripherals, including input and output devices.
01.08	Describe ethical issues and problems associated with computers and information technology (e.g., fair use, privacy, public domain, copyright, piracy, plagiarism).
01.09	Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
02.0	Develop an awareness of microcomputers. The student will be able to:
02.01	Explain the general architecture of a microcomputer system.
02.02	Explain the need for and demonstrate proficiency using common peripherals (e.g., printers, mouse, keyboard, external hard drive, flash drive).
02.03	Examine the concepts of computer maintenance and upgrades.
03.0	Demonstrate an understanding of networks. The student will be able to:
03.01	Differentiate between types of networks and how they work (e.g., clients, servers, Wi-Fi, teleconference)
03.02	Identify security needs within a network environment (e.g., antivirus software, passwords).
03.03	Distinguish between intranets, extranets and how they relate to the Internet.
03.04	Demonstrate basic understanding of cloud computing.

04.0	Use word processing applications to enhance the effectiveness of various types of documents and communication. The student will be able to:	
	04.01	Select and use word processing software and accompanying features to create and enhance various written business communications (e.g., memos, reports, block business letters).
	04.02	Save and export documents in various formats (e.g., pdf, html, blog, hyperlinks).
	04.03	Format text content in a document (e.g., font, paragraph attributes, spacing, text styles, text boxes).
	04.04	Manipulate page layout and reusable content (e.g., page setup, themes, templates, page backgrounds, headers and footers).
	04.05	Perform various image-editing tasks using word-processing software to create and format images, illustrations, shapes, etc.
	04.06	Proofread and revise documents by validating content through the use of word processing tools (e.g., spell check, thesaurus, find/replace, autocorrect settings).
	04.07	Insert citations and hyperlinks, create end and footnotes, and create a table of contents in a document.
	04.08	Perform various mail merge options, macros and tracking revisions.
	04.09	Demonstrate an understanding of fonts (serif and sans serif) and font styles (bold, italic, etc.)
05.0	Use presentation applications to enhance communication skills. The student will be able to:	
	05.01	Manage and configure the presentation software environment (e.g., adjusting views, manipulating slide settings, configuring toolbar and file options).
	05.02	Use presentation software to format and edit slides (e.g., adding and removing slides, slide layouts, format slide design, insert or format placeholders).
	05.03	Locate, create and incorporate graphical and multimedia elements, including: shapes, graphics, images, bullets, hyperlinks, video, and audio into a slide presentation.
	05.04	Enhance overall visual presentation by applying font selection, design themes, color schemes, templates, etc.
	05.05	Create and manipulate graphical and multimedia elements using additional styles and effects (e.g., color selections, tone, contrast, shadows, picture styles).
	05.06	Demonstrate various business-related elements that can be created, embedded and manipulated in a slide presentation, including: charts, graphs, tables, media, spreadsheets, and illustrations.
	05.07	Customize presentation settings by using appropriate slide transitions and animations (e.g., on click, rehearsed timings)
	05.08	Demonstrate different delivery methods for slide presentations, including: online delivery and sharing, video projection, printing options.
06.0	Use spreadsheet applications to enhance communication skills. The student will be able to:	

	06.01	Manipulate the worksheet by using the ribbon tabs, group settings, importing data/database, manipulating properties, files and folders.
	06.02	Create cell data and apply auto fill.
	06.03	Format cells and worksheets (e.g., by applying and manipulating cell formats, styles, merging and splitting cells, create row and column titles, hide and unhide column titles, rows and columns, page setup options, and manipulating views/themes).
	06.04	Create and analyze formulas and functions (e.g., apply conditional formula logic, name and cell ranges).
	06.05	Create and modify charts and images. (e.g., pivot tables)
	06.06	Share worksheet data through various system (e.g., email, external media, cloud storage, mail merge).
	06.07	Analyze and organize data through filters, sorting and applying conditional formatting. (e.g., macros)
	06.08	Interpret data on line graphs, pie charts, diagrams, and tables.
07.0	Use database applications to store and organize data. The student will be able to:	
	07.01	Create different forms for inputting data into a database application.
	07.02	Interpret queries for specialized reports using a database application.
	07.03	Create and modify a database by importing data from other sources
	07.04	Create and manage database tables by hiding fields, importing data, adding total rows
	07.05	Modify queries by renaming, adding/removing fields, sorting, formatting, and adding calculated fields
	07.06	Create and format reports with multiple columns, calculated fields and images.
08.0	Use electronic mail to enhance communication skills. The student will be able to:	
	08.01	Describe and perform e-mail capabilities and functions (e.g., create, send, & forward messages, organize email folders, manage signature and automated messages, configure message sensitivity, security and delivery options).
	08.02	Perform e-mail activities (e.g., attach external files, save e-mail attachments, view mailbox details, schedule appointments, create contact groups).
	08.03	Demonstrate an understanding of the ethical issues associated with electronic correspondences (e.g., employer's ownership of email, public access of government email, appropriate uses in the workplace, phishing attacks, permanence of electronic communications on the internet).
	08.04	Describe the need for and appropriate use of electronic mailing list software applications (e.g., listserv)

09.0	Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals. The student will be able to:
09.01	Analyze personal skills and aptitudes in comparison with various business related job and career options. (i.e., hard and soft skills)
09.02	Use career resources to develop and analyze occupations and opportunities for internships, continuing education and on-the-job training.
09.03	Exhibit job-seeking skills required for entry-level employment, including resume, online job search, cover letter, online/hard copy application, mock interview, interview thank you letter, and follow-up call.
09.04	Design, implement, and evaluate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
09.05	Demonstrate an awareness of specific job requirements and career paths (e.g., education, certifications, skills, previous experience) in business environments.
09.06	Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
09.07	Describe the importance of building community and mentor relationships in a variety of professional and workplace situations.
09.08	Simulate work-based projects in an information technology environment
10.0	Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. The student will be able to:
10.01	Demonstrate awareness of the following workplace essentials: quality customer service; business ethics; confidentiality of information; copyright violations; accepted workplace rules, regulations, policies, procedures, processes, and workplace safety, and appropriate attire and grooming.
10.02	Demonstrate ways of accepting and providing constructive criticism to enhance team projects.
10.03	Apply appropriate strategies to manage and resolve conflicts in work situations.
10.04	Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, and professional dress).
11.0	Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication. The student will be able to:
11.01	Demonstrate how to connect to the Internet and identify and describe web terminology, addresses and how browsers work.
11.02	Demonstrate proficiency using basic features of GUI (Graphical User Interface) browsers, including: bookmarks, basic configurations, e-mail configurations, and address books.
11.03	Describe appropriate browser security configurations
11.04	Describe information technology terminology, including Internet, intranet, ethics, copyright laws, and regulatory control.

	11.05 Demonstrate proficiency using search engines and search tools (e.g., Boolean search strategies)
	11.06 Use various web tools, including: downloading files, transfer of files, extensions, PDF, plug-ins, and data compression.
	11.07 Differentiate between different domain extensions (e.g., .com, .org, .gov, .edu, etc.)
12.0	Develop awareness of computer languages, web-based and software applications, and emerging technologies. The student will be able to:
	12.01 Compare and contrast the appropriate use of various software applications. (e.g., word processing, desktop publishing, graphic design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music)
	12.02 Explain and describe the need for web-based applications (e.g., sharing photos and video clips, messaging, chatting and collaborating.
	12.03 Express an understanding of basic terminology used in programming (e.g., algorithm, binary, code, block-based, objects, functions)
	12.04 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless network, tablets, cell phones, satellite technology, nanotechnology, smart devices, home networks).
13.0	Demonstrate an understanding of basic html by creating a simple web page. The student will be able to:
	13.01 Create a basic web page.
	13.02 Use basic storyboarding techniques.
	13.03 Use basic functions of WYSIWYG editors.
	13.04 Use basic functions of HTML, DHTML, and XML editors and converters.
	13.05 Enhance web pages through the addition of images and graphics.
14.0	Demonstrate comprehension and communication skills. The student will be able to:
	14.01 Read and comprehend technical and non-technical reading assignments related to course content (e.g., manuals, books, magazines, electronic sources).
	14.02 Use verbal and nonverbal skills to communicate effectively with supervisors, co-workers, and customers.
	14.03 Demonstrate an understanding of the writing process to create business documents (e.g., research methods, paper formatting (MLA/APA))
	14.04 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration).
15.0	Use social media to enhance online communication and develop an awareness of a digital footprint. The student will be able to:
	15.01 Create and develop a professional social media presence (e.g., LinkedIn) to connect with potential employers, follower influencers,

	enhance networking opportunities, develop soft skills through written communication, and establish a professional business image.
15.02	Cultivate and manage awareness of digital identity and reputation.
15.03	Develop awareness of the permanence of actions and social awareness in the digital world.

Florida Department of Education
Curriculum Framework

Program Title: **Esports Management Operations**
Career Cluster: **Business, Management & Administration**

CCC	
CIP Number	0531050401
Program Type	College Credit Certificate (CCC)
Program Length	18 credit hours
CTSO	N/A
SOC Codes (all applicable)	Please see the Master Credential List for this program's assigned SOC codes. https://careersourceflorida.com/boardroom/florida-credentials-review-committee-draft/master-credentials-list/
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Sports Management AS degree program (1531050400).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Business, Management & Administration career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Business, Management & Administration career cluster.

The content includes but is not limited to Esports Management, Esports Marketing and Promotion, Esports Event Planning and Management, Esports Business and Entrepreneurship, Esports Legal and Ethical Considerations, Esports Analytics and Data Management, Esports Sponsorship and Partnership Management, and Esports Project Management and Leadership. Overall, a College Credit Certificate in Esports Management provides students with a comprehensive understanding of the esports industry and prepares them for entry-level roles in esports organizations, event management, and marketing.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 18 credit hours.

When developing the course sequence for the local implementation of this program, select courses that:

- Meet the skill development requirements of the standards and benchmarks of this program.
- Where reasonable and practicable, align with programs offered by your institution or other postsecondary institutions in Florida, including:
    - Related AS and AAS degrees.
    - Baccalaureate degrees within the same career pathway and/or Federal CIP code.

Visit FloridaShines' Discover Programs website to identify other institutions that offer similar programs to review their course sequencing. Where appropriate, course alignment between institutions offering related programs can facilitate interagency student articulation.

Visit FloridaShines' Common Prerequisites Manual to identify courses that are prerequisites for admission into an upper division program. When sub-baccalaureate courses are aligned to the course admissions requirements of baccalaureate programs with the same career pathway, students can enter upper division coursework seamlessly.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate knowledge of principles and practices of the sport management field.
02.0 Demonstrate effective communication skills to support decision-making.
03.0 Demonstrate knowledge of event and sport management.
04.0 Demonstrate employability skills.

Florida Department of Education
Student Performance Standards

Program Title: **Esports Management Operations**
CIP Number: **0531050401**
Program Length: **18 credit hours**

This certificate program is part of the Sport Management AS degree program (1531050400). At the completion of this program, the student will be able to:	
01.0	Demonstrate knowledge of principles and practices of the sport management field. The student will be able to:
01.01	Explain the history and evolution of the sport management field, including key events, figures, and organizations.
01.02	Discuss the various subfields within sport management, including sport marketing, event management, facility management, and athlete management.
01.03	Analyze current trends, issues, and challenges facing the sport management industry, such as globalization, technology, and sustainability.
01.04	Apply principles and theories from related disciplines, such as business, law, and psychology, to various sport management scenarios and case studies.
02.0	Demonstrate effective communication skills to support decision-making. The student will be able to:
02.01	Identify and explain the key components of effective communication.
02.02	Apply communication strategies to facilitate productive and respectful discussions among stakeholders.
02.03	Evaluate the effectiveness of different communication channels and technologies in various decision-making contexts.
02.04	Use communication skills to present and explain complex information and data in a clear, concise, and persuasive manner to support evidence-based decision-making.
03.0	Demonstrate knowledge of event and sport management. The student will be able to:
03.01	Explain the fundamental principles and practices of event and sport management.
03.02	Analyze the roles and functions of event and sport managers and leaders, and apply effective leadership strategies to manage teams, athletes, and staff.
03.03	Develop and evaluate event and sport management plans and strategies for different types of events and organizations, such as amateur sports, professional teams, and global competitions.
03.04	Apply principles of effective communication, motivation, and teamwork to promote positive team dynamics and performance in esports or related areas, and evaluate the impact of leadership styles on athlete well-being and organizational outcomes.
04.0	Demonstrate employability skills. The student will be able to:
04.01	Identify key employability skills, such as communication, teamwork, problem-solving, and time management.
04.02	Develop strategies for enhancing employability skills through formal education, work experience, and other forms of professional development.

04.03	Assess personal strengths and weaknesses in relation to employability skills.
04.04	Evaluate the impact of technological advances, demographic changes, and global trends on the demand for different employability skills,and identify strategies for adapting to changing market conditions.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.