

2011-2012

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Business Administration  
**Career Cluster:** Business, Management, and Administration

	AS	AAS
CIP Number	1506040102	0506040102
Program Type	College Credit	College Credit
Standard Length	64 credit hours	64 credit hours
CTSO	Phi Beta Lambda BPA	Phi Beta Lambda BPA
SOC Codes (all applicable)	11-1021	11-1021
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>	
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>	

### 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 core learning outcomes, students will complete the outcomes in one of the following specializations:

Accounting/Budgeting Operations Management, SOC Code: 11-3061 (Purchasing Managers)  
Business Development and Entrepreneurship, SOC Code: 11-1021 (General Manager)  
Banking, SOC Code: 11-3031 (Financial Managers)  
Customer Service, SOC Code: 11-2031 (Public Relations Managers)  
E-Business, SOC Code: 11-3021 (Computer and Information Systems Manager)  
Finance, SOC Code: 11-3031 (Financial Managers)

Health Care Administration, SOC Code : 31-9099 (Health Care Support)  
Human Resources, SOC Code: 11-3042 (Training and Development Manager)  
Insurance, SOC Code: 11-3041 (Compensation and Benefits Managers)  
International Business, SOC Code: 11-2011 (Advertising and Promotion Managers)  
Management, SOC Code: 11-9199 (Managers, All other)  
Marketing, SOC Code: 11-2021 (Marketing Managers)  
Non-Profit Management, SOC Code: 11-9151 (Social and Community Service Managers)  
Postal Service Management, SOC Code: 11-9131 (Postmasters and Mail Superintendents)  
Real Estate, SOC Code: 11-9141  
Retail Management, SOC Code: 11-2022 (Sales Managers)  
Small Business Management, SOC Code: 11-3011 (Administrative Services Managers)  
Sports Management, SOC Code: 11-9199 (Managers, All other)

### **Program Structure**

This program is a planned sequence of instruction consisting of 64 credit hours.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

#### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

#### **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 AAS degree requires the inclusion of a minimum of 15 credits of general education coursework according to SACS. The standard length of this program is 64 credit hours according to Rule 6A-14.030, F.A.C.

### **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/AAS degree program includes the following College Credit Certificates:

- Business Development and Entrepreneurship (0506040106) – 25 hours
- Business Management (0506180101) – 24 credit hours
- Business Operations (0506040104) – 18 credit hours
- Business Specialist (0506040103) – 12 credit hours
- Human Resources Administrator (0506040105) – 21 credit hours

Standards for the above certificate programs are contained in separate curriculum frameworks.

### **Standards**

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

#### **General (Core) Skills**

- 01.0 Perform math computations.
- 02.0 Demonstrate basic computer skills.
- 03.0 Perform accounting activities.
- 04.0 Perform communication activities.
- 05.0 Develop human relations skills.
- 06.0 Demonstrate employability skills.
- 07.0 Develop leadership skills.
- 08.0 Perform decision making activities.
- 09.0 Identify, classify, and demonstrate management activities.
- 10.0 Demonstrate a basic understanding of legal and ethical issues in a business environment.

#### **Accounting/Budgeting Operations Specialization**

This specialization may be applied toward the AAS/AS degree in Business Administration and/or Accounting Technology.

- 11.0 Demonstrate knowledge of accounting/budgeting operations.

#### **Banking Specialization**

This specialization may be applied toward the AAS/AS degree in Business Administration and/or Financial Services-Banking.

- 11.0 Understand terminology unique to the banking industry.
- 12.0 Demonstrate knowledge of basic functions of banking institutions.
- 13.0 Utilize effective cross selling techniques and procedures for financial services.
- 14.0 Demonstrate knowledge of the history, growth and structure of the banking industry.
- 15.0 Demonstrate basic skills for performing functions of entry level positions in banking institutions.
- 16.0 Demonstrate security procedures and detection of fraud.
- 17.0 Demonstrate proficiency in money and banking.
- 18.0 Demonstrate proficiency in banking management principles.
- 19.0 Demonstrate proficiency in economic principles.

### **Business Development and Entrepreneurship Specialization**

- 11.0 Demonstrate knowledge of basic marketing principles.
- 12.0 Demonstrate knowledge of small business management functions.
- 13.0 Plan the marketing strategy and promote the business.
- 14.0 Utilize effective selling techniques and procedures.
- 15.0 Demonstrate knowledge of effective business communication strategies.
- 16.0 Demonstrate an understanding of the foundational principles associated with business development.
- 17.0 Demonstrate knowledge of international/global business practices.

### **Customer Service Specialization**

This specialization may be applied toward the AAS/AS degree in Business Administration and/or Customer Relationship Management.

- 11.0 Manage customer interactions.
- 12.0 Participate in learning.
- 13.0 Manage human resources.
- 14.0 Operate computers and other equipment appropriate to customer relationship management.

### **E-Business Specialization**

This specialization may be applied toward the AAS/AS degree in Business Administration and/or E-Business Technology.

- 11.0 Use Web browsers to access Internet services.
- 12.0 Create local area networks.
- 13.0 Demonstrate proficiency in microcomputer operating systems and software.
- 14.0 Identify and explain various communication hardware devices.
- 15.0 Compare and contrast e-Business with traditional business.
- 16.0 Identify legal and ethical issues for e-Business.

### **Finance**

- 11.0 Utilize effective cross selling techniques and procedures for financial services.
- 12.0 Demonstrate knowledge of the history, growth and structure of the financial industry.
- 13.0 Understand terminology unique to the finance and credit industry.

- 14.0 Demonstrate basic skills for performing loan processing functions of entry level positions in financial institutions.
- 15.0 Demonstrate security procedures and detection of fraud.
- 16.0 Demonstrate proficiency in business law.
- 17.0 Demonstrate proficiency in money and finance.
- 18.0 Demonstrate proficiency in financial management principles.

### **Health Care Administration Specialization**

- 11.0 Demonstrate knowledge of healthcare administration functions.

### **Human Resources Specialization**

- 11.0 Demonstrate knowledge of principles of human resources.

### **Insurance Specialization**

- 11.0 Demonstrate knowledge and application of insurance product and service technology.
- 12.0 Maintain appropriate business records for an insurance agency.
- 13.0 Demonstrate knowledge of employee compensation and benefits plan.
- 14.0 Develop a successful promotion plan for an insurance agency

### **International Business Specialization**

- 11.0 Demonstrate knowledge of international marketing and distribution activities.
- 12.0 Demonstrate knowledge of international banking and finance activities.
- 13.0 Demonstrate knowledge of international social and cultural business practices.
- 14.0 Demonstrate knowledge of international law and economic activities.

### **Management Specialization**

- 11.0 Demonstrate knowledge of the principles and practices of management.
- 12.0 Demonstrate knowledge of essential human relations skills.
- 13.0 Demonstrate knowledge of the supervisory responsibilities of management.
- 14.0 Demonstrate knowledge of human resources management.

### **Marketing Specialization**

- 11.0 Utilize effective selling techniques and procedures.
- 12.0 Demonstrate knowledge and application of product and service technology.
- 13.0 Plan the marketing strategy and promote the business.
- 14.0 Demonstrate knowledge of basic marketing principles.

### **Non-Profit Management Specialization**

- 11.0 Demonstrate knowledge of financial management for non-profit organizations.
- 12.0 Demonstrate knowledge of management for non-profit organizations.
- 13.0 Demonstrate knowledge of strategic and policy issues in non-profit organizations.

### **Postal Service Management Specialization**

11.0 Demonstrate knowledge of postal management functions.

**Real Estate Specialization**

11.0 Demonstrate knowledge of basic economic principles.

**Retail Management Specialization**

- 11.0 Identify economic and marketing concepts.
- 12.0 Identify the organization and function of the retail industry.
- 13.0 Demonstrate knowledge of sales promotion concepts.
- 14.0 Demonstrate an understanding of entrepreneurship.
- 15.0 Utilize effective selling techniques and procedures.
- 16.0 Demonstrate an understanding of retail buying.
- 17.0 Demonstrate an understanding of the importance of retail operations
- 18.0 Demonstrate knowledge and application of product service and technology.

**Small Business Management Specialization**

11.0 Demonstrate knowledge of small business management functions.

**Sports Management Specialization**

11.0 Demonstrate knowledge of sport, recreation and entertainment management and marketing industries.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title:** Business Administration  
**CIP Numbers:** 1506040102 AS, 0506040102 AAS  
**Program Length:** 64 credit hours  
**SOC Code(s):** 11-1021

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 AAS degree requires the inclusion of a minimum of 15 credits of general education coursework according to SACS. At the completion of this program, the student will be able to:

**General (Core) Skills**

01.0 Perform math computations. – The student will be able to:

- 01.01 Perform basic computational operations manually and with a calculator.
- 01.02 Interpret graphs and tables.
- 01.03 Solve and interpret financial problems such as sales, purchases, markups, markdowns, simple and compound interest, future value, present value, and time value of money using a calculator.
- 01.04 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
- 01.05 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
- 01.06 Solve problems related to measurement and space allocation.

02.0 Demonstrate basic computer skills. – The student will be able to:

- 02.01 Demonstrate keyboarding techniques.
- 02.02 Demonstrate basic proficiency in spreadsheet, word processing, database, and presentation software and e-mail communication.
- 02.03 Perform research using the internet and intranet.

03.0 Perform accounting activities. – The student will be able to:

- 03.01 Record transactions in a general journal.
- 03.02 Post entries from a general journal to a general ledger.
- 03.03 Prepare a worksheet.
- 03.04 Prepare an income statement.
- 03.05 Prepare an owner's equity statement.
- 03.06 Prepare a balance sheet.
- 03.07 Prepare a cash flow statement.
- 03.08 Journalize and post adjusting entries.
- 03.09 Journalize and post closing entries.
- 03.10 Prepare a post-closing trial balance.
- 03.11 Demonstrate knowledge of petty cash records.
- 03.12 Demonstrate knowledge of checking account records and bank reconciliation.
- 03.13 Record transactions in special journals.

- 03.14 Post journal entries to subsidiary ledgers.
- 03.15 Prepare payroll records.
- 03.16 Interpret financial statements.
- 03.17 Demonstrate knowledge of the accounting cycle.
- 03.18 Demonstrate knowledge of budget principles and interpret budgets.
- 03.19 Demonstrate accounting operations on a computer.

04.0 Perform communication activities. – The student will be able to:

- 04.01 Demonstrate effective telephone usage and courtesy.
- 04.02 Demonstrate effective listening skills.
- 04.03 Give, follow, and interpret oral and written communications.
- 04.04 Demonstrate knowledge of e-mail etiquette and ethics.
- 04.05 Compose business correspondence and related documents and demonstrate correct spelling, grammar, punctuation and word choice.
- 04.06 Prepare, outline, and deliver an effective short oral presentation.
- 04.07 Participate in a group discussion as a member and as a leader.
- 04.08 Obtain appropriate information from graphics and other visual media.
- 04.09 Research and interpret information retrieved from print and electronic resources.
- 04.10 Annotate letters, reports, and/or news articles.
- 04.11 Proofread and edit documents.
- 04.12 Research and compose a document containing statistical information.
- 04.13 Prepare visual material, including electronic media, to support an oral presentation.
- 04.14 Demonstrate ability to communicate effectively with diverse populations.

05.0 Develop human relations skills. – The student will be able to:

- 05.01 Analyze and develop written solutions to behavior problems affecting job performance.
- 05.02 Demonstrate ability to work effectively as part of a team.
- 05.03 Demonstrate conflict resolution skills.
- 05.04 Demonstrate punctuality, initiative, courtesy, dependability, flexibility and honesty.
- 05.05 Develop and demonstrate the unique human relations skills needed for success in the business sector.
- 05.06 Recognize different personality styles and how to interact effectively with them in the workplace.
- 05.07 Differentiate between an acceptable and unacceptable code of ethical conduct in business.
- 05.08 Discuss how values and attitudes influence behavior.
- 05.09 Explain how understanding of self-concept and self-esteem impacts human relations skills.

06.0 Demonstrate employability skills. – The student will be able to:

- 06.01 Demonstrate understanding of acceptable hygiene and grooming habits.
- 06.02 Identify sources of employment opportunities.
- 06.03 Identify appropriate attire and grooming for a business office.
- 06.04 Identify documents that may be required when applying for a job.
- 06.05 Complete a résumé and a cover letter.



- 06.06 Complete a job application form correctly.
- 06.07 Prepare a plain-text résumé for electronic distribution.
- 06.08 Demonstrate effective job interview techniques.
- 06.09 Demonstrate understanding of different types of interviews.
- 06.10 Prepare a thank you letter for an interview.
- 06.11 Identify and demonstrate appropriate responses to feedback from supervisors.
- 06.12 Identify and demonstrate acceptable work habits.
- 06.13 Demonstrate knowledge of how to make job and career changes appropriately.
- 06.14 Demonstrate basic knowledge of employment law.
- 06.15 Demonstrate ability to adapt to change.
- 06.16 Demonstrate effective time management skills.
- 06.17 Prepare a letter of resignation.
- 06.18 Identify methods for securing an employment reference.

07.0 Develop leadership skills. – The student will be able to:

- 07.01 Demonstrate an understanding of how to plan and lead an effective meeting.
- 07.02 Define effective leadership.
- 07.03 Identify and explain key leadership behaviors.
- 07.04 Compare different styles of leadership.
- 07.05 Relate leadership to other management and communication skills.
- 07.06 Examine ways effective leaders develop, coach, and motivate.
- 07.07 Define organization vision and mission.
- 07.08 Identify characteristics of effective goals.
- 07.09 Describe personal leadership style.
- 07.10 Explain how effective leaders identify problems and make decisions.
- 07.11 Compare different styles of managing conflict.

08.0 Perform decision making activities. – The student will be able to:

- 08.01 Choose appropriate action in situations requiring application of business ethics.
- 08.02 Identify ways to assign work to others.
- 08.03 Apply steps in a rational decision making process to a business and/or personal situation.

09.0 Identify, classify, and demonstrate management activities. – The student will be able to:

- 09.01 Compare management styles.
- 09.02 Identify the major functions of management.
- 09.03 Demonstrate understanding of basic management concepts such as authority, responsibility, delegation, empowerment, and hiring and firing.
- 09.04 Demonstrate knowledge of the relationship between authority and responsibility to task accomplishment.
- 09.05 Select the most effective communication systems.
- 09.06 Identify problems and make an appropriate decision.
- 09.07 Demonstrate understanding of organizational culture and its impact on communication.
- 09.08 Identify and discuss current management issues in business and other organizations.
- 09.09 Describe activities associated with the management functions of planning, organizing, staffing, leading, and controlling.

- 10.0 Demonstrate a basic understanding of legal and ethical issues in a business environment. – The student will be able to:
- 10.01 Demonstrate basic understanding of contracts.
  - 10.02 Demonstrate basic understanding of human resource issues.
  - 10.03 Demonstrate basic understanding of negotiable instruments.
  - 10.04 Demonstrate basic understanding of intellectual property rights.
  - 10.05 Demonstrate basic understanding of appropriate use of employer property.
  - 10.06 Demonstrate basic understanding of confidentiality.
  - 10.07 Demonstrate basic understanding of role of ethical decision making in dealings with stakeholders.
  - 10.08 Demonstrate knowledge of social responsibilities.
  - 10.09 Demonstrate knowledge of legal and privacy issues regarding e-mail, voice mail, internet, telephone, and other communication methods.

**In addition to the core learning outcomes, students will complete the objectives in one of the following specializations:**

### **Accounting/Budgeting Operations Specialization**

- 11.0 Demonstrate knowledge of accounting/budgeting operations. – The student will be able to:
- 11.01 Demonstrate an understanding of profit vs. not-for-profit accounting.
  - 11.02 Demonstrate an understanding of available and appropriate technology for accounting applications.
  - 11.03 Interpret and analyze income statement, owner's equity statement, and cash flow statement.
  - 11.04 Understand significant and specific problems in the area of accounts receivable.
  - 11.05 Prepare a profit analysis.
  - 11.06 Interpret profit analysis and its impact on an organization.
  - 11.07 Describe differences in planning for operating expenditures and capital expenditures.
  - 11.08 Describe the principles related to pricing decisions.
  - 11.09 Demonstrate the application of pricing decisions.
  - 11.10 Demonstrate an understanding of tax implications.

### **Banking Specialization**

- 11.0 Understand terminology unique to the banking industry. – The student will be able to:
- 11.01 Understand and use terminology as it applies to the banking industry.
  - 11.02 Know how to communicate with a customer in layman's language.
- 12.0 Demonstrate knowledge of basic functions of banking institutions. – The student will be able to:
- 12.01 Name the three basic functions of a financial institution.

- 12.02 Explain the most important function of the three and why they are co-dependent.
- 12.03 Discuss which departments and employees are responsible for the different functions.
- 13.0 Utilize effective cross selling techniques and procedures for financial services. --The student will be able to:
  - 13.01 Identify opportunities for cross selling.
  - 13.02 Demonstrate how to sell other financial services.
  - 13.03 Demonstrate knowledge of all services offered by financial institutions.
  - 13.04 Explain the importance and demonstrate the procedures of cross selling.
- 14.0 Demonstrate knowledge of the history, growth and structure of the banking industry. – The student will be able to:
  - 14.01 Demonstrate knowledge of the evolution of American banking institutions.
  - 14.02 Identify major acts and important regulations resulting from the growth and changes in banking institutions.
  - 14.03 Explain the similarities and differences in the banking institutions and other businesses that offer banking services.
  - 14.04 Explain the effects of deregulation.
- 15.0 Demonstrate basic skills for performing functions of entry level positions in banking institutions. – The student will be able to:
  - 15.01 Demonstrate counting and strapping of coin and currency.
  - 15.02 Demonstrate use of a teller machine.
  - 15.03 Explain the types of endorsements and why they are important.
  - 15.04 Explain basic teller functions--cashing checks, accepting straight deposits and split deposits, and handling of cash.
  - 15.05 Demonstrate knowledge of balancing a cash drawer.
  - 15.06 Know how to detect counterfeit currency and the procedure for reporting it.
  - 15.07 Explain other special services such as issue Cashier's Checks, issuing and redeeming Savings Bonds, Money Orders, Traveler's Checks, Bank Drafts, payments and cash advances on charge cards.
  - 15.08 Balance a customer's checkbook, detecting customer and/or bank errors.
  - 15.09 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.
  - 15.10 Explain the routing system for payment of a check.
  - 15.11 Explain the functions and purpose of the Federal Reserve System.
  - 15.12 Demonstrate how to place a stop payment and hold on customer's account.
  - 15.13 Demonstrate procedure for opening new accounts.
  - 15.14 Demonstrate procedure for closing accounts.
  - 15.15 Perform the steps necessary for issuing a safe deposit box.
  - 15.16 State bank policies and state regulations regarding safe deposit boxes.
  - 15.17 Explain procedures for granting access to a safe deposit box.
  - 15.18 Explain proof functions.
  - 15.19 Identify and process documentation required on different types of loans.
  - 15.20 Demonstrate how to properly complete a credit application and a financial statement.

- 15.21 Explain how to establish credit and the importance of having a good credit rating.
  - 15.22 Demonstrate the types of interest and how they are computed.
  - 15.23 Explain the importance of the lending function.
- 16.0 Demonstrate security procedures and detection of fraud. --The student will be able to:
- 16.01 Demonstrate procedures bank employees would use during and after a robbery.
  - 16.02 Demonstrate security procedures.
  - 16.03 Explain the Currency Transaction Report (CTR).
  - 16.04 Demonstrate security precautions and methods used to deter bank fraud.
- 17.0 Demonstrate proficiency in money and banking. – The student will be able to:
- 17.01 Compare banks and thrifts.
  - 17.02 Demonstrate knowledge of commercial banking.
  - 17.03 Explain current trends in financial services deregulation and diversified financial services.
  - 17.04 Differentiate among corporation and other forms of business.
  - 17.05 Understand the details of a corporate charter and bylaws.
  - 17.06 Comprehend the financial details of means of acquiring capital and subsequent equity and debt functions.
  - 17.07 Exhibit knowledge of securities markets and SEC regulations.
  - 17.08 Demonstrate knowledge about business failure, reorganization, dissolutions, and liquidation.
  - 17.09 Explain the purpose of statement analysis.
  - 17.10 Define and explain items in a financial statement.
  - 17.11 Demonstrate the ability to analyze financial statement.
- 18.0 Demonstrate proficiency in banking management principles. – The student will be able to:
- 18.01 Explain line of credit, compensating balance, interest rates.
  - 18.02 Enumerate sources of credit information.
  - 18.03 Demonstrate knowledge of different types of loans.
- 19.0 Demonstrate proficiency in economic principles. – The student will be able to:
- 19.01 Demonstrate knowledge of how the Federal Reserve System operates.
  - 19.02 Comprehend the documents and language of financial institutions.
  - 19.03 Explain production, consumption, GNP and business cycles.
  - 19.04 Understand the Federal Reserve System and commercial bank interrelationships.

### **Business and Entrepreneurship Specialization**

- 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 List and compare the three major types of economic systems.
  - 11.03 Describe the channels of distribution and storage.
  - 11.04 Identify and discuss economic resources.
  - 11.05 Discuss the role of the consumer in the free enterprise system.
  - 11.06 Define the concept "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 Name current trends that have developed in retailing and merchandising.
- 12.0 Demonstrate knowledge of small business management functions. – The student will be able to:
- 12.01 Demonstrate an understanding of principles of small business management concerning business entities, planning, and ethics.
  - 12.02 Demonstrate an understanding of the principles and systems of accounting in a small business.
  - 12.03 Demonstrate an understanding of the principles of budgeting and break-even analysis as they apply to the financial management of the small business.
  - 12.04 Demonstrate an understanding of principles of financing and cash management in the small business.
  - 12.05 Demonstrate an understanding of the fundamentals of advertising and marketing products and services in the small business.
  - 12.06 Demonstrate an understanding of the purchasing and management of needed inventories, materials, supplies, services, and equipment of the right quality, in the proper quantity, for reasonable prices, at the appropriate time, from the right vendor or supplier.
  - 12.07 Demonstrate an understanding of basic management functions of leadership, organizing, staffing, and motivating the small business work team.
  - 12.08 Conduct basic market research and develop a marketing plan for a small business.
  - 12.09 Demonstrate an understanding of the components of monitoring costs, job order cost cycle, purchasing materials, inventory, and payroll in job order cost accounting.
  - 12.10 Demonstrate an understanding of fundamental legal and government regulation issues facing small business owners.
  - 12.11 Identify issues and sources of assistance regarding risk management, insurance, taxation, and business law.
  - 12.12 Demonstrate an understanding of the process of creating and managing a labor relations program in a small business.
  - 12.13 Demonstrate an understanding of e-Business.
  - 12.14 Evaluate the advantages and disadvantages of the three major forms of business ownership (sole proprietorship, partnership, and corporation).
- 13.0 Plan the marketing strategy and promote the business. – The student will be able to:
- 13.01 Create a promotional plan.
  - 13.02 Describe the techniques for sales and promotion.
  - 13.03 Analyze competitive promotional activities.
  - 13.04 Evaluate promotional effectiveness.
  - 13.05 Develop and modify marketing mixes for a business.
  - 13.06 Identify target markets.
  - 13.07 Evaluate marketing activities.

- 13.08 Demonstrate knowledge of push/pull strategies.
  - 13.09 Demonstrate knowledge of direct marketing, including e-Business.
  - 13.10 Demonstrate knowledge of advertising media and the advantages and disadvantages of each.
- 14.0 Utilize effective selling techniques and procedures. – The student will be able to:
- 14.01 Understand your product and market.
  - 14.02 Identify the steps of the selling process.
  - 14.03 Recognize consumer buying motives and buying criteria.
  - 14.04 Identify various types of customers: consumer and industrial.
  - 14.05 Demonstrate an effective sales presentation.
  - 14.06 Observe, evaluate, and critique a sales demonstration.
  - 14.07 Create and maintain a client database.
  - 14.08 Demonstrate an understanding of various types of prospecting tools.
  - 14.09 Develop a written features/benefits analysis sheet for a product.
  - 14.10 Demonstrate an understanding of closing techniques, including trial closes
- 15.0 Demonstrate knowledge of effective business communication strategies. – The student will be able to:
- 15.01 Define communication and describe the main purposes of communications in business.
  - 15.02 Discover and describe the various communications theories.
  - 15.03 Distinguish between internal and external communications with an awareness of the importance and consequences for each audience.
  - 15.04 Identify the organizational needs for each of the forms of communication.
  - 15.05 Plan and prepare an oral presentation using technological enhancements.
  - 15.06 Draft various written documents with an emphasis on spelling, organization, grammar, content, style, format, layout, and meaning.
  - 15.07 Use successful career building skills such as collaborative teamwork, ethical conduct, business etiquette, and resolution of conflict in the work environment.
  - 15.08 Effectively communicate by phone in different situations and under different stress factors.
  - 15.09 Participate in a simulated employment interview using a prepared resume, cover letter, and the follow-up written documentation.
- 16.0 Demonstrate an understanding of the foundational principles associated with business development. – The student will be able to:
- 16.01 Define entrepreneurship.
  - 16.02 Describe the importance of entrepreneurship to the American economy.
  - 16.03 Analyze the advantages and disadvantages of business ownership.
  - 16.04 Identify the necessary personal characteristics of a successful entrepreneur.
  - 16.05 Explain the nature of entrepreneurship as a method of business ownership.
  - 16.06 Recognize the management, financial, marketing and legal skills necessary to successfully operate and grow an entrepreneurial venture.
  - 16.07 Discuss the global aspects of an entrepreneurial business.
  - 16.08 Explain the concept of, and applications for, social entrepreneurship.
  - 16.09 Identify the forms of business ownership.

- 16.10 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.
  - 16.11 Discuss the key elements of a business plan.
  - 16.12 Explore the creative process and describe the protection of intellectual property.
  - 16.13 Differentiate between a “good idea” and a viable business opportunity.
  - 16.14 Analyze the current environment for potential business opportunities.
  - 16.15 Conduct a preliminary market analysis of a business opportunity.
  - 16.16 Discuss the challenges of strategic management and develop a strategic plan for a small business.
- 17.0 Demonstrate knowledge of international/global business practices. – The student will be able to:
- 17.01 Understand U.S. and International Business practice theory in an interdisciplinary environment.
  - 17.02 Evaluate and revise an existing business plan for adherence to international business practices.
  - 17.03 Conduct business using state-of-the-art technology including business equipment, computers, and telecommunication devices.
  - 17.04 Conduct business in a global environment including importing and exporting issues as well as foreign issues.
  - 17.05 Develop the concept of teamwork in completing daily business tasks as well as team discussions relating to the overall operation and growth of the business.
  - 17.06 Demonstrate critical thinking and problem solving skills within an international business environment.
  - 17.07 Develop the skills necessary to effectively participate in four functions of business, including Marketing/Sales, Purchasing, Human Resources, and Accounting.

### **Customer Service Specialization**

- 11.0 Manage customer interactions. – The student will be able to:
- 11.01 Listen reflectively.
  - 11.02 Review customer history.
  - 11.03 Ask questions.
  - 11.04 Collect information.
  - 11.05 Assess the customer’s needs.
  - 11.06 Research solutions.
  - 11.07 Develop a plan of action.
  - 11.08 Refer to appropriate authority (if needed).
  - 11.09 Execute data capture.
  - 11.10 Communicate actions.
  - 11.11 Resolve customer issues.
  - 11.12 Offer additional services.
  - 11.13 Perform follow-up as needed.

- 12.0 Participate in learning. – The student will be able to:
- 12.01 Attend scheduled training.

- 12.02 Utilize available resources.
- 12.03 Review job critical information.
- 12.04 Seek feedback on performance.
- 12.05 Apply acquired skills.

13.0 Manage human resources. – The student will be able to:

- 13.01 Write a job description for a position in customer services.
- 13.02 Develop a training program for customer service employees.
- 13.03 Demonstrate how to effectively train individuals and groups of employees.
- 13.04 Develop personnel policies for employees in a marketing business.
- 13.05 Develop a system for evaluating employees.
- 13.06 Plan and demonstrate a corrective interview with an employee concerning a selected problem.
- 13.07 Develop a recruitment, selection and retention program for employees.
- 13.08 Develop an effective compensation plan for employees in customer services.

14.0 Operate computers and other equipment appropriate to customer relationship management. – The student will be able to:

- 14.01 Obtain and transmit credit information.
- 14.02 Obtain information, schedule, place orders, and route using phone, fax, computer, cash register, and other communications and calculating devices.
- 14.03 Demonstrate merchandising and operations data entry procedures such as prices, sales, inventory changes, costs, and reductions.

### **E-Business Specialization**

11.0 Use web browsers to access internet services. – The student will be able to:

- 11.01 Connect to the Internet via a personal computer.
- 11.02 Send electronic messages.
- 11.03 Explain communication issues specific to e-mail.
- 11.04 Set up an e-mail account.
- 11.05 Participate in an e-mail discussion group.
- 11.06 Explain and use proper Usenet etiquette.
- 11.07 Use a Web browser to navigate the Web.
- 11.08 Explain the guidelines for evaluating information needs before beginning a search.
- 11.09 Explain issues associated with pornography, free speech, censorship, filtering, and copyright on the Web.
- 11.10 Describe how to critically evaluate information content.
- 11.11 Use bookmarks to create a bibliography.
- 11.12 Capture images, text, sound, and data from Web pages.
- 11.13 Work with FTP clients.
- 11.14 Design and publish a simple Web page.

12.0 Create local area networks. – The student will be able to:

- 12.01 Differentiate between the OSI reference model and the TCP/IP protocol architecture.



- 12.02 Explain components that are part of the Physical Layer.
  - 12.03 Differentiate between analog and digital signals.
  - 12.04 Describe various transmission media and how a modem works.
  - 12.05 Describe the functions of the data link layer.
  - 12.06 Explain collision occurrences and detection.
  - 12.07 Describe the function of a bridge and explain how bridges work.
  - 12.08 Identify various network layer devices and the function of each.
  - 12.09 Explain the factors and techniques for data transportation.
  - 12.10 Explain the purpose of the upper layers of the OSI model.
- 13.0 Demonstrate proficiency in microcomputer operating systems and software. – The student will be able to:
- 13.01 Describe the historical development of computer operating systems.
  - 13.02 Describe the major hardware and related software of microcomputers.
  - 13.03 Describe various disk formats.
  - 13.04 Describe the various operating systems, including: Windows, Unix, Novell, etc.
  - 13.05 Explain system and application architectures.
  - 13.06 Use various software applications.
  - 13.07 Describe the file system functions.
  - 13.08 Demonstrate knowledge of data processing concepts.
  - 13.09 Identify the major programming languages used in business data processing.
  - 13.10 Locate requested information on a computer printout.
  - 13.11 Locate errors on a computer printout.
  - 13.12 Use appropriate software.
- 14.0 Identify and explain various communication hardware devices. – The student will be able to:
- 14.01 Identify and explain the main purpose of various communication hardware devices, communication media, and protocols.
  - 14.02 Explain transaction processing.
  - 14.03 Describe various network topologies.
  - 14.04 Explain the difference between intranet and extranet.
  - 14.05 Explain the history, purpose and use of the World Wide Web.
  - 14.06 Explain the purpose and use of browsers and search engines.
  - 14.07 Describe the rise of information and content models, broadcast/content aggregations models, interactive models, and content provider models.
  - 14.08 Explain security issues related to electronic payment.
  - 14.09 Explain issues of advertising, marketing and solicitation activities affecting e-Business.
  - 14.10 Describe proper Internet behavior.
- 15.0 Compare and contrast e-business with traditional business. --The student will be able to:
- 15.01 Explain the evolution to e-Business, how it has changed the market place, and the benefits to society.
  - 15.02 Define e-Business and its categories.
  - 15.03 Describe how business operations have changed due to e-Business.
  - 15.04 Explain the basic business models of electronic marketing.
  - 15.05 Identify critical success factors for electronic marketing.

- 15.06 Explain the impact of the Internet on customers and markets for businesses.
  - 15.07 Describe consumer buying behavior and organizational buying behavior.
  - 15.08 Explain how service industries conduct business electronically.
  - 15.09 Describe several innovative applications in the service sector.
  - 15.10 Explain how business-to-business commerce is conducted.
  - 15.11 Describe the application and key technologies for business-to-business commerce e- models.
  - 15.12 Describe the relationship between the Internet, Intranet and Extranet.
  - 15.13 Describe the typical electronic payment system.
  - 15.14 Identify the various payment options in e-commerce.
  - 15.15 Explain the strategic planning issues for e-Business.
  - 15.16 Identify the critical success factors of an e-Business project/venture.
  - 15.17 Discuss contractual issues and copyright infringement on the Web.
  - 15.18 Explain the global economics and its impact e-Business.
  - 15.19 Describe the major components and impact of Web-based economics.
- 16.0 Identify legal and ethical issues for e-business. --The student will be able to:
- 16.01 Discuss the types of works that are protected by copyright, patents, trademark and trade secret law.
  - 16.02 Describe the procedure to obtaining protection under each intellectual property law.
  - 16.03 Discuss the basic elements of a contract.
  - 16.04 Describe and recognize material that is defamatory.
  - 16.05 Explain the right of publicity and the right of privacy.
  - 16.06 Explain copyright assignment and the Visual Artists Rights Act.
  - 16.07 Discuss licensing text, photos, films, television clips, characters, and games, Domain name registration, cybersquatting, and anti-cybersquatting regulations.
  - 16.08 Describe the importance in choosing a strong trademark.
  - 16.09 Understand basic laws that apply to e-commerce.
  - 16.10 Explain how Article Two of the UCC applies to the sale of goods involved in e-Business.
  - 16.11 Discuss current US laws that regulate e-Business, such as the Uniform Computer Information Transactions Act, clickwraps, sales tax, and advertising.
  - 16.12 Explain the meaning of linking, framing and caching.
  - 16.13 Discuss the permission required for linking, revenue-sharing agreements, and liability issues pertaining to linking.
  - 16.14 Discuss e-mail litigation, including anti-spam laws.
  - 16.15 Describe licensing music for use.
  - 16.16 Discuss copyright issues important to ISPs.
  - 16.17 Explain other liability issues for ISPs, such as, defamation, privacy, trademark and patent.
  - 16.18 Discuss when to use trademark protection and trade secret protection for their property.

### **Finance Specialization**

- 11.0 Utilize effective cross selling techniques and procedures for financial services. – The student will be able to:
- 11.01 Identify opportunities for cross selling.

- 11.02 Demonstrate how to sell other financial services.
  - 11.03 Demonstrate knowledge of all services offered by financial institutions.
  - 11.04 Explain the importance and demonstrate the procedures of cross selling.
- 12.0 Demonstrate knowledge of the history, growth and structure of the financial industry. – The student will be able to:
- 12.01 Demonstrate knowledge of the evolution of American financial institutions.
  - 12.02 Identify major acts and important regulations resulting from the growth and changes in financial institutions.
  - 12.03 Explain the similarities and differences in the financial institutions and other businesses that offer financial services.
  - 12.04 Explain the effects of deregulation.
- 13.0 Understand terminology unique to the finance and credit industry. --The student will be able to:
- 13.01 Understand and use terminology as it applies to the finance and credit industry.
  - 13.02 Know how to communicate with a customer without using confusing terminology.
- 14.0 Demonstrate basic skills for performing loan processing functions of entry level positions in financial institutions. – The student will be able to:
- 14.01 Identify and process documentation required on different types of loans.
  - 14.02 Demonstrate how to properly complete a credit application and a financial statement.
  - 14.03 Explain how to establish credit and the importance of having a good credit rating.
  - 14.04 Demonstrate the types of interest and how they are computed.
  - 14.05 Explain the importance of the lending function.
- 15.0 Demonstrate security procedures and detection of fraud. --The student will be able to:
- 15.01 Demonstrate procedures bank employees would use during and after a robbery.
  - 15.02 Demonstrate security procedures.
  - 15.03 Explain the Currency Transaction Report (CTR).
  - 15.04 Demonstrate security precautions and methods used to deter bank fraud.
- 16.0 Demonstrate proficiency in business law. --The student will be able to:
- 16.01 Understand federal and state regulations and examination of financial institutions.
- 17.0 Demonstrate proficiency in money and finance. – The student will be able to:
- 17.01 Explain production, consumption, GNP and business cycles.
  - 17.02 Define money and its function and describe measures of money.
  - 17.03 Explain current trends in financial services deregulation and diversified financial services.
  - 17.04 Differentiate among corporation and other forms of business.
  - 17.05 Understand the details of a corporate charter and bylaws.
  - 17.06 Comprehend the financial details of means of acquiring capital and subsequent equity and debt functions.

- 17.07 Exhibit knowledge of securities markets and SEC regulations.
- 17.08 Demonstrate knowledge about business failure, reorganization, dissolutions, and liquidation.
- 17.09 Explain the purpose of statement analysis.
- 17.10 Define and explain items in a financial statement.
- 17.11 Demonstrate the ability to interpret and analyze financial statement.

18.0 Demonstrate proficiency in financial management principles. – The student will be able to:

- 18.01 Explain line of credit, compensating balance, interest rates.
- 18.02 Enumerate sources of credit information.
- 18.03 Demonstrate knowledge of different types of loans.

### **Health Care Administration Specialization**

11.0 Demonstrate knowledge of health care administration functions. The student will be able to:

- 11.01 Use terminology unique to the healthcare industry correctly.
- 11.02 Explain the role of local, state, and federal government in healthcare delivery.
- 11.03 Examine the role of accreditation standards and payment systems on healthcare delivery.
- 11.04 Explain the importance of data analysis, quality assurance processes, and assessment methodologies in healthcare administration.
- 11.05 Recognize administrative and business functions in a healthcare setting.
- 11.06 Discuss legal and ethical issues in healthcare administration.

### **Human Resources Specialization**

11.0 Demonstrate knowledge of principles of human resources. – The student will be able to:

- 11.01 Demonstrate knowledge of the functions of human resources.
- 11.02 Demonstrate knowledge of the employer's relationship with the Human Resources Department.
- 11.03 Demonstrate knowledge of the business concepts used in Human Resources.
- 11.04 Demonstrate knowledge of recruitment of employees.
- 11.05 Describe recruitment process.
- 11.06 Analyze job descriptions and position requirements.
- 11.07 Identify potential employees as candidates in reviewing applicant materials.
- 11.08 Demonstrate knowledge of interviewing skills.
- 11.09 Describe methods of orientation for new employees.
- 11.10 Describe methods to train new employees.
- 11.11 Demonstrate ability to interview candidates.
- 11.12 Describe process for hiring new employees.
- 11.13 Describe compensation and benefit plans.
- 11.14 Develop compensation and benefit plans.
- 11.15 Describe the legal issues associated with compensation and benefit plans.
- 11.16 Apply legal concepts to compensation and benefit plans.
- 11.17 Identify the components of the administration of compensation and benefit plans.

- 11.18 Describe the functions of the administration of compensation and benefit plans.
- 11.19 Describe principles, concepts and legal considerations for realistic decision situations and confrontations between employees and management.
- 11.20 Apply principles, concepts and legal considerations to realistic decision situations and confrontations between employees and management.
- 11.21 Recognize a company with potential human resource problems.
- 11.22 Take the necessary actions to prevent a potential employee problem from developing.
- 11.23 Be familiar with laws as they relate to human resource functions.
- 11.24 Demonstrate knowledge of the provisions of the Civil Rights Acts, EEOC legislation, OSHA, Rights of Women, Elderly, and the Handicapped, as they apply to human resource functions.
- 11.25 Demonstrate an awareness of Federal and State administrative agencies, their duties and how they affect human resource managers.
- 11.26 Identify methods to protect the human resource department and company from potential lawsuits.
- 11.27 Explain how perceptions of compensation differ among society, stockholders, managers and employees.
- 11.28 Formulate and implement a compensation strategy.
- 11.29 Examine pay relationships within a single organization.
- 11.30 Examine external competitiveness.
- 11.31 Examine amount of pay for each employee, how much and how often should pay be increased and on what basis.
- 11.32 Demonstrate an understanding of employee benefits and services.
- 11.33 Demonstrate an understanding of systems that may be tailored for special groups, sales representatives, executives, contract workers, and unions.
- 11.34 Demonstrate an understanding of global compensation systems.
- 11.35 Demonstrate an understanding of the government's role in compensation.
- 11.36 Examine and analyze case studies in Human Resources.
- 11.37 Examine the effect of current events on Human Resources.
- 11.38 Recommend resolutions to Human Resource challenges.
- 11.39 Demonstrate an understanding of the interface between Human Resource managers and their support staff.
- 11.40 Demonstrate an understanding of the nature of a Human Resource manager's job.
- 11.41 Demonstrate an understanding of the legal implications of the challenges facing Human Resources.
- 11.42 Demonstrate knowledge of the legal environment including equal employment opportunity and safety.
- 11.43 Demonstrate knowledge of the human resource planning process including acquisition and training of human resources.
- 11.44 Identify criteria for effective performance management systems.

### **Insurance Specialization**

- 11.0 Demonstrate knowledge and application of product and service technology. – The student will be able to:
  - 11.01 Explain the terms, conditions, and coverage found in the standard fire policy.
  - 11.02 List and explain the purposes of the forms that can be added to the standard fire policy.

- 11.03 Understand and discuss the standard clauses found in various fire and allied forms.
- 11.04 List and explain the various dwelling coverage forms available.
- 11.05 List and explain the various commercial coverage forms available.
- 11.06 Understand and discuss the different types of insurance contracts available to cover consequential and contingent losses.
- 11.07 Understand the procedure followed in the rating of fire and allied lines insurance contracts, and demonstrate this understanding.
- 11.08 Explain the purpose and scope of the special flood and windstorm programs.
- 11.09 Discuss the origin of inland marine insurance and its development up to the present time.
- 11.10 Understand and discuss the basic inland marine policy.
- 11.11 List the major personal inland marine coverage and explain the uses and differences.
- 11.12 List the major commercial inland marine coverage and explain the use and purpose.
- 11.13 Understand the procedure followed in the rating of inland marine insurance contracts and demonstrate this understanding.
- 11.14 Discuss the origin of ocean marine insurance.
- 11.15 List and discuss the divisions of ocean marine insurance.
- 11.16 List and define the implied warranties in ocean marine insurance.
- 11.17 Explain the liability of an ocean carrier for the property of others.
- 11.18 List and explain the nature of the insurable interests in an ocean marine venture.
- 11.19 Define the common ocean marine terms associated with the settlement of losses.
- 11.20 List and understand the ocean marine perils.
- 11.21 Explain the purpose of the basic ocean marine clauses.
- 11.22 Discuss the coverage afforded by the ocean marine policies.
- 11.23 Understand the procedure followed in the rating of ocean marine contracts and demonstrate this understanding.
- 11.24 Discuss the principles and application of the law of negligence.
- 11.25 List and discuss the broad division of general liability insurance.
- 11.26 Discuss the different personal liability coverage and explain the differences among them.
- 11.27 Discuss the different commercial liability coverage and explain the application to practical situations.
- 11.28 Understand the procedure followed in the rating of general liability insurance and demonstrate this understanding.
- 11.29 Discuss the negligence liability of automobile owners and operators.
- 11.30 Explain the various automobile liability insurance plans.
- 11.31 Discuss the different automobile insurance policies and explain the differences among them.
- 11.32 List and explain the different types of automobile coverage.
- 11.33 Understand the procedure followed in the rating of automobile insurance and demonstrate this understanding.
- 11.34 Discuss the purpose and operation of the Florida Joint Underwriters Association (FJUA).
- 11.35 Explain the Florida Automobile Reparation Reform Act (Personal Injury Protection-PIP).
- 11.36 Discuss the negligence liability of employers.
- 11.37 Discuss the origin of Worker's Compensation and its development up to the present time.

- 11.38 Discuss the coverage, endorsements, conditions and exclusions found in Worker's Compensation policies.
- 11.39 Understand the workings of the various Worker's Compensation retrospective rating plans and demonstrate this understanding.
- 11.40 Understand the procedure followed in the rating of Worker's Compensation insurance and demonstrate this understanding.
- 11.41 Discuss the purpose and operation of the assigned risk plan.
- 11.42 Discuss the nature of the boiler and machinery hazard.
- 11.43 List and explain the basic coverage found in boiler and machinery policies.
- 11.44 Explain the use and purpose of the various boiler and machinery endorsements.
- 11.45 Discuss the various policy provisions found in boiler and machinery policies.
- 11.46 Understand the procedure followed in the rating of boiler and machinery insurance and demonstrate this understanding.
- 11.47 Define the basic crime terms.
- 11.48 Discuss the different personal crime policies.
- 11.49 List and discuss the basic and miscellaneous commercial crime coverage forms.
- 11.50 Explain the purposes, advantages and disadvantages of crime deductibles.
- 11.51 Demonstrate an understanding of the procedure followed in the rating of crime insurance.
- 11.52 Discuss the comprehensive glass policy.
- 11.53 Demonstrate an understanding of the procedure followed in the rating of plate glass insurance.
- 11.54 Explain the purposes of fidelity bonds.
- 11.55 Define certain basic terms used in the fidelity field.
- 11.56 List and discuss the different types of fidelity bonds.
- 11.57 Demonstrate an understanding of the procedure followed in the rating of fidelity bonds.
- 11.58 Explain the differences between suretyship and insurance.
- 11.59 List and identify the parties to a surety bond.
- 11.60 List and discuss the different types of surety bonds.
- 11.61 Demonstrate an understanding of the procedure followed in the rating of surety bonds.
- 11.62 Discuss the development of the Homeowners policy.
- 11.63 Determine the types of risks that are eligible for the Homeowners program.
- 11.64 State the limits of liability required under the various Homeowners forms.
- 11.65 List and discuss the basic Homeowners coverage forms.
- 11.66 Discuss the various optional Homeowners coverage forms.
- 11.67 Explain the application of the mandatory Homeowners deductibles and discuss the optional deductibles available.
- 11.68 Demonstrate an understanding of the procedure followed in the rating of Homeowners contracts.
- 11.69 Discuss the history and concept of commercial multiple line insurance.
- 11.70 Define the above coverage risk and explain how this is reflected in the rate.
- 11.71 List and discuss the advantages of packaging.
- 11.72 List and discuss the various commercial multiple line programs.
- 11.73 Understand the procedure followed in the rating of commercial multiple line programs and demonstrate this understanding.
- 11.74 Explain the requirements necessary to underwrite and sell aviation insurance.
- 11.75 Discuss the origin of life insurance.
- 11.76 Explain why life insurance is needed by our society.
- 11.77 Define the terms used in life insurance.

- 11.78 Identify and explain the various types of life insurance.
  - 11.79 Explain the basic life insurance policy and its provisions.
  - 11.80 Identify and explain the payment procedures and options for life insurance.
  - 11.81 Explain Florida's rules and regulations relative to life insurance.
  - 11.82 Define health insurance.
  - 11.83 Explain the importance of the health insurance application form.
  - 11.84 Identify and explain the difference between individual and group health insurance.
  - 11.85 Discuss the importance of uniform provisions in a health insurance policy.
- 12.0 Appropriate business records for an insurance agency. – The student will be able to:
- 12.01 Discuss why business firms need good record systems.
  - 12.02 Identify appropriate business records for an insurance agency.
  - 12.03 List reasons why business records should be protected.
  - 12.04 Describe how budgets are used to run business firms efficiently.
  - 12.05 Complete identified business records accurately.
- 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.

### **International Business Specialization**

- 11.0 Demonstrate knowledge of international marketing and distribution activities. – The student will be able to:
- 11.01 Explain the international business relationships among countries and regions.
  - 11.02 Identify international resources.
  - 11.03 Prepare international sales and purchase agreements.
  - 11.04 Demonstrate decision making abilities that generate marketing strategies using products, prices, places, and promotions related to international business.
  - 11.05 Determine appropriate means of transportation.



- 11.06 Determine the cost of transportation.
  - 11.07 Develop procedures for the processing of international documentation.
  - 11.08 Identify the types of international business organizations and their structures.
  - 11.09 Describe the appropriate use of international promotional tools.
  - 11.10 Identify potential customers.
  - 11.11 Identify international business opportunities.
  - 11.12 Demonstrate an understanding of Free Trade Zones as a distribution option.
- 12.0 Demonstrate knowledge of international banking and finance activities. – The student will be able to:
- 12.01 Determine the appropriate method of payment.
  - 12.02 Describe the process of preparing instruments of international payment.
  - 12.03 Identify sources of financing.
  - 12.04 Prepare a financial application.
  - 12.05 Convert current rates of exchange.
  - 12.06 Describe the nature of barter and counter trade in international transactions.
- 13.0 Demonstrate knowledge of international social and cultural business practices. – The student will be able to:
- 13.01 Describe international business customs and practices.
  - 13.02 Compare cultural differences.
  - 13.03 Demonstrate an understanding of global geography.
- 14.0 Demonstrate knowledge of international law and economic activities. – The student will be able to:
- 14.01 Identify requirements necessary to comply with international contracts.
  - 14.02 Identify requirements necessary to comply with international laws and treaties.
  - 14.03 Debate the reasons for and against free trade.
  - 14.04 State the types of trade barriers.
  - 14.05 Explain the trend toward greater mobility of world resources.
  - 14.06 Describe the role of the International Monetary Fund in the International Monetary System.
  - 14.07 Describe the role of United States government agencies in international business.
  - 14.08 Explain the functions of the WTO.

### **Management Specialization**

- 11.0 Demonstrate knowledge of principles and practices of management. – The student will be able to:
- 11.01 Understand the need for management skills in all kinds of organizations.
  - 11.02 Describe the three basic levels of management and types of positions associated with each.
  - 11.03 Discuss management as both an art and a science.
  - 11.04 Discuss different views and examples of the social responsibilities of business.

- 11.05 Define business ethics, distinguish between ethical and legal problems, and describe common types of ethical issues managers may confront.
  - 11.06 Describe the four basic management functions of planning, organizing, leading, and controlling.
  - 11.07 Identify and distinguish among different types of plans: strategic, operational, and tactical.
  - 11.08 Define an organization's vision and mission.
  - 11.09 Identify and describe various planning activities, including goal setting, budgeting, establishing policies and procedures, etc.
  - 11.10 Describe and give applications of the process of rational decision making.
  - 11.11 Define the organizing function of management and identify various activities associated with this function.
  - 11.12 Define and give examples of coordination, authority, power, responsibility, and accountability, and span of management.
  - 11.13 Describe different types of organizational departmentation.
  - 11.14 Define leadership and distinguish between leadership and management.
  - 11.15 Describe different theories of leadership and key findings from research on leadership styles.
  - 11.16 Discuss different theories of motivation, including Maslow, McClelland, Herzberg, and others.
  - 11.17 Define the process of managerial control.
  - 11.18 Describe various types of control techniques used in the workplace.
- 12.0 Demonstrate knowledge of essential human relations skills. – The student will be able to:
- 12.01 Discuss the importance of effective human relations skills in organizations.
  - 12.02 Relate concepts including self-esteem, perception, values to job performance.
  - 12.03 Identify and discuss various barriers to communication and specific ways to improve interpersonal and organizational communication.
  - 12.04 Define group dynamics and demonstrate understanding of group issues that affect employee performance.
  - 12.05 Discuss the effects of stress on employees and the organization and ways to effectively manage stress.
- 13.0 Demonstrate knowledge of the supervisory responsibilities of management. – The student will be able to:
- 13.01 Identify and discuss the unique responsibilities of the first-level supervisor.
  - 13.02 Discuss the issues involved in making the transition from employee to supervisor.
  - 13.03 Identify key supervisory responsibilities, including communicating, leading, motivating, counseling and disciplinary action, budgeting, managing time, union relations, performance evaluation, safety, EEO compliance, etc.
- 14.0 Demonstrate knowledge of human resources management. – The student will be able to:
- 14.01 Identify typical responsibilities of an organization's human resources department.
  - 14.02 Explain how managers and the human resources function share responsibility.
  - 14.03 Identify important laws regarding discrimination, safety, etc. that are critical to organizations.

## **Marketing Specialization**

- 11.0 Utilize effective selling techniques and procedures. – The student will be able to:
- 11.01 Understand your product and market.
  - 11.02 Explain the difference between personal and non-personal selling.
  - 11.03 Identify the steps of the selling process.
  - 11.04 Recognize consumer buying motives and buying criteria.
  - 11.05 Identify various types of customers: consumer and industrial.
  - 11.06 Demonstrate an effective sales presentation.
  - 11.07 Observe, evaluate, and critique a sales demonstration.
  - 11.08 Create and maintain a client database.
  - 11.09 Demonstrate an understanding of various types of prospecting tools.
  - 11.10 Demonstrate an understanding of techniques for handling different customer types: the casual looker, the decided customer, and the undecided customer.
  - 11.11 Develop a written features/benefits analysis sheet for a product.
  - 11.12 Demonstrate an effective sales presentation.
  - 11.13 Demonstrate an understanding of closing techniques, including trial closes.
- 12.0 Demonstrate knowledge and application of product and service technology. – The student will be able to:
- 12.01 Understand the importance of product safety.
  - 12.02 Understand the importance of product and service technology.
  - 12.03 Utilize available sources to obtain product knowledge and perform market research utilizing the internet.
  - 12.04 Demonstrate product and service technology.
- 13.0 Plan the marketing strategy and promote the business. – The student will be able to:
- 13.01 Create a promotional plan.
  - 13.02 Describe the techniques for sales and promotion.
  - 13.03 Analyze competitive promotional activities.
  - 13.04 Evaluate promotional effectiveness.
  - 13.05 Explain the use of goods classification and life cycle analyses as planning tools for marketing.
  - 13.06 Develop and modify marketing mixes for a business.
  - 13.07 Identify target markets.
  - 13.08 Evaluate marketing activities.
  - 13.09 Demonstrate knowledge of push/pull strategies.
  - 13.10 Demonstrate knowledge of direct marketing, including e-Business.
  - 13.11 Demonstrate knowledge of advertising media and the advantages and disadvantages of each.
  - 13.12 Discuss the role of public relations in the marketing mix.
- 14.0 Demonstrate a knowledge of basic marketing principles. – The student will be able to:
- 14.01 Explain the role of marketing in the free enterprise system.
  - 14.02 List and compare the three major types of economic systems.
  - 14.03 Describe the channels of distribution and storage.

- 14.04 Identify and discuss economic resources.
- 14.05 Discuss the role of the consumer in the free enterprise system.
- 14.06 Define the concept "supply and demand."
- 14.07 Identify and define the functions of marketing.
- 14.08 Identify and define the four types of product utility.
- 14.09 Identify and explain the elements in the marketing mix (price, product, promotion, and place).
- 14.10 Differentiate between the basic categories of consumer goods (i.e. convenience goods, shopping goods, and specialty goods).
- 14.11 Name current trends that have developed in retailing and merchandising.

### **Non-Profit Specialization**

- 11.0 Demonstrate knowledge of financial management for non-profit organizations. – The student will be able to:
  - 11.01 Demonstrate an understanding of tax exempt status for a non-profit organization.
  - 11.02 Identify the benefits of creating the right legal structure for a non-profit.
  - 11.03 Able to summarize the vital role of financial management.
  - 11.04 Demonstrate accounting literacy.
  - 11.05 Demonstrate the ability to design/choose a management information system.
  - 11.06 Examine the methods to keep the books.
  - 11.07 Demonstrate an understanding of financial reports for outside accountability.
  - 11.08 Demonstrate a recognition of tax reporting obligations.
  
- 12.0 Demonstrate knowledge of management for non-profit organizations. – The student will be able to:
  - 12.01 Demonstrate an understanding of the defining characteristics of the non-profit sector.
  - 12.02 Complete an overview of the different types of organizations that make up the non-profit sector.
  - 12.03 Examine business and governmental roles in fields where non-profits are active.
  - 12.04 Examine the current realities and put them into historical perspective with the for-profit sector.
  - 12.05 Compare the scale and role of the major subcomponents of non-profit organizations.
  - 12.06 Examine the key trends and challenges that non-profit organizations face.
  - 12.07 Demonstrate an understanding of the current issues in non-profit organizations.
  - 12.08 Outline the merits of organizational planning and organization building in non-profits.
  
- 13.0 Demonstrate knowledge of strategic and policy issues in non-profit organizations. – The student will be able to:
  - 13.01 Demonstrate an understanding of the case study method.
  - 13.02 Demonstrate an understanding of the issues relevant to resource development, financial management, technology, and capacity building for non-profits.
  - 13.03 Conduct a formal presentation to non-profit professionals.

### **Postal Service Management Specialization**

- 11.0 Demonstrate knowledge of postal management functions. – The student will be able to:
- 11.01 Demonstrate knowledge of customer services and delivery services as they relate to daily operations of stations, branches, and associate offices.
  - 11.02 Demonstrate knowledge of delivery services such as regulations, star routes, safety and postal operations, mail counts and inspections, mail classifications and rates.
  - 11.03 Demonstrate knowledge of postal related customer services such as retail operations, sales and consumer services.
  - 11.04 Demonstrate an understanding of procedures required in mail processing.
  - 11.05 Demonstrate an understanding of the finance procedures for postal operations.
  - 11.06 Demonstrate an understanding of the Postmaster General report generation and analysis.
  - 11.07 Demonstrate an understanding of revenue generation and protection.

### **Real Estate Specialization**

- 11.0 Demonstrate knowledge of real estate. – The student will be able to:
- 11.01 Describe a real estate market under the price system.
  - 11.02 Explain the major submarkets of real estate.
  - 11.03 Explain the principles of highest and best use of land.
  - 11.04 List and explain at least three factors that influence demand in the real estate market.
  - 11.05 Describe how real estate market indicators assist in interpreting the current trends and conditions of the local market.
  - 11.06 Understand different types of loans and financial resources.
  - 11.07 Demonstrate understanding of how land and real estate are appraised.
  - 11.08 Demonstrate understanding of different types of insurance.
  - 11.09 Demonstrate understanding of legal issues in real estate.
  - 11.10 Demonstrate understanding of importance of self-marketing.

### **Retail Management Specialization**

- 11.0 Identify economic and marketing concepts. – The student will be able to:
- 11.01 Explain the role of marketing in the free enterprise system.
  - 11.02 Describe the channels of distribution.
  - 11.03 Discuss the role of the consumer in the free enterprise system.
  - 11.04 Apply basic marketing concepts.
- 12.0 Identify the organization and function of the retail industry. – The student will be able to:
- 12.01 Analyze the organizational structure of the retail industry.
  - 12.02 Analyze the trends in the retail industry.

- 12.03 Identify economic and social characteristics of the market as part of a merchandising program.
- 12.04 Interpret demographic studies as part of a merchandising program.
- 12.05 Discuss government regulations and trends affecting merchandising.
  
- 13.0 Demonstrate knowledge of sales promotion concepts. – The student will be able to:
  - 13.01 Create a promotional plan.
  - 13.02 Describe the techniques used to prepare advertising and promotion.
  - 13.03 Analyze competitive promotional activities.
  - 13.04 Evaluate promotional effectiveness.
  - 13.05 Demonstrate an understanding of sales promotion objectives and what types of promotions are used to stimulate sales in various markets.
  - 13.06 Explain the advantages and disadvantages of various types of displays.
  - 13.07 Demonstrate an understanding of the importance of merchandising stock.
  
- 14.0 Demonstrate an understanding of entrepreneurship. – The student will be able to:
  - 14.01 Define entrepreneurship.
  - 14.02 Describe the importance of entrepreneurship to the American economy.
  - 14.03 Analyze the advantages and disadvantages of business ownership.
  - 14.04 Identify the necessary personal characteristics of a successful entrepreneur.
  
- 15.0 Utilize effective selling techniques and procedures. – The student will be able to:
  - 15.01 Explain the differences between personal and non-personal selling.
  - 15.02 Demonstrate the steps of a sale.
  - 15.03 Recognize customer buying motives.
  - 15.04 Demonstrate an understanding of customer buying motives.
  - 15.05 Demonstrate an understanding of various types of customer approaches.
  - 15.06 Determine the proper time to approach a customer to open a sale.
  - 15.07 Demonstrate an understanding of techniques for handling different customer types: the casual looker, the decided customer, and undecided customer.
  - 15.08 Develop a written benefits analysis sheet for a product.
  - 15.09 Demonstrate an effective sales presentation.
  - 15.10 Observe, evaluate, and critique a sales presentation.
  - 15.11 Demonstrate an understanding of when to close a sale and various techniques for closing a sale.
  
- 16.0 Demonstrate an understanding of retail buying. – The student will be able to:
  - 16.01 Demonstrate an understanding of the buying-selling function.
  - 16.02 Analyze customer demand.
  - 16.03 Explain the criteria for selection of resources and steps involved in the selection process.
  - 16.04 Demonstrate an understanding of stock planning and control.
  - 16.05 Demonstrate knowledge of vendor services available to the retailer.
  - 16.06 Analyze factors involved in contract negotiation.
  - 16.07 Analyze factors affecting foreign market buying.
  - 16.08 Analyze the importance of and calculate stock turnover.
  - 16.09 Demonstrate knowledge of pricing policies.

- 16.10 Calculate markup and markdown.
  - 16.11 Calculate discount date, due date, trade discounts, and amount of payment on an invoice.
  - 16.12 Calculate minimum stock, maximum stock, and reorder quantities on strong sellers.
  - 16.13 Calculate open-to-buy.
- 17.0 Demonstrate an understanding of the importance of retail operations. – The student will be able to:
- 17.01 Understand the importance of marketing operations, including store safety, marking and receiving, security, credit, store maintenance and housekeeping, and distribution of goods.
- 18.0 Demonstrate knowledge and application of product service and technology. – The student will be able to:
- 18.01 Understand the importance of product and service technology knowledge.
  - 18.02 Utilize available sources to obtain product information.
  - 18.03 Demonstrate product and service technology knowledge.

### **Small Business Management Specialization**

- 11.0 Demonstrate knowledge of small business management functions. – The student will be able to:
- 11.01 Demonstrate an understanding of principles of small business management concerning business entities, planning, and ethics.
  - 11.02 Demonstrate an understanding of the principles and systems of accounting in a small business.
  - 11.03 Demonstrate an understanding of the principles of budgeting and break-even analysis as they apply to the financial management of the small business.
  - 11.04 Demonstrate an understanding of principles of financing and cash management in the small business.
  - 11.05 Demonstrate an understanding of the fundamentals of advertising and marketing products and services in the small business.
  - 11.06 Demonstrate an understanding of the purchasing and management of needed inventories, materials, supplies, services, and equipment of the right quality, in the proper quantity, for reasonable prices, at the appropriate time, from the right vendor or supplier.
  - 11.07 Demonstrate an understanding of trends in business communications and electronic technology.
  - 11.08 Demonstrate an understanding of basic management functions of leadership, organizing, staffing, and motivating the small business work team.
  - 11.09 Demonstrate an understanding of the decision-making, evaluation, importance and mechanics of writing a business plan.
  - 11.10 Demonstrate an understanding of the components of monitoring costs, job order cost cycle, purchasing materials, inventory, and payroll in job order cost accounting.

- 11.11 Demonstrate an understanding of fundamental legal and government regulation issues facing small business owners.
- 11.12 Demonstrate an understanding of the process of creating and managing a labor relations program in a small business.
- 11.13 Demonstrate an understanding of e-Business.
- 11.14 Demonstrate an understanding of productivity management.
- 11.15 Evaluate the advantages and disadvantages of the three major forms of business ownership (sole proprietorship, partnership, and corporation).
- 11.16 Understand the issues of family or home-based businesses.

### **Sports Management Specialization**

- 11.0 Demonstrate knowledge of sport, recreation, and entertainment management and marketing industries. – The student will be able to:
  - 11.01 Discuss the history of sport, recreation, and entertainment marketing.
  - 11.02 Discuss sport, recreation, and entertainment as an industry.
  - 11.03 Demonstrate applications of financing for sport, recreation, and entertainment industry.
  - 11.04 Demonstrate applications of product/service planning to the sport, recreation, and entertainment marketing industry.
  - 11.05 Demonstrate pricing applications for the sport, recreation, and entertainment industry.
  - 11.06 Demonstrate purchasing applications to the sport, recreation, and entertainment industry.
  - 11.07 Demonstrate applications of safety and risk-management to the sport, recreation, and entertainment industry.
  - 11.08 Demonstrate selling applications to the sport, recreation, and entertainment industry.
  - 11.09 Demonstrate understanding of licensing, sponsorships, and endorsements in sport, recreation, and entertainment industries.
  - 11.10 Demonstrate an understanding of the impact of the media on sport, recreation, and entertainment.
  - 11.11 Discuss the importance of public relations and publicity to sport, recreation, and entertainment.



**2011-2012**

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Business Specialist  
**Career Cluster:** Business, Management, and Administration

<b>CCC</b>	
CIP Number	0506.040103
Program Type	College Credit Certificate (CCC)
Program Length	12 credit hours
CTSO	Phi Beta Lambda, BPA
SOC Codes (all applicable)	43-1011
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>

### **Purpose**

This certificate program is part of the Business Administration AS/AAS degree program (0506040102/1506040102).

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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

## **Standards**

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

### **General (Core) Skills**

- 01.0 Perform math computations.
- 02.0 Demonstrate basic computer skills.
- 03.0 Perform accounting activities.
- 04.0 Perform communication activities.
- 05.0 Develop human relations skills.
- 06.0 Demonstrate employability skills.
- 07.0 Perform decision making activities.
- 08.0 Demonstrate a basic understanding of legal and ethical issues in a business environment.

**In addition, students will complete the objectives in one of the following specializations:**

- Accounting/Budgeting Operations Management
- Banking
- Customer Service
- e-Business
- Finance
- Human Resources
- Insurance
- International Business

- Management
- Marketing
- Non-Profit Management
- Postal Service Management
- Real Estate
- Retail Management
- Small Business Management
- Sports Management

### **Accounting/Budgeting Operations Specialization**

09.0 Demonstrate knowledge of accounting/budgeting operations.

### **Banking Specialization**

- 09.0 Understand terminology unique to the finance and credit industry.
- 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 basic skills for performing functions of entry level positions in banking institutions.
- 13.0 Demonstrate security procedures and detection of fraud.

### **Customer Service Specialization**

- 09.0 Manage customer interactions.
- 10.0 Participate in learning.

### **E-Business Specialization**

- 09.0 Use Web browsers to access Internet services.
- 10.0 Demonstrate proficiency in microcomputer operating systems and software.
- 11.0 Compare and contrast e-Business with traditional business.

### **Finance**

- 09.0 Utilize effective cross selling techniques and procedures for financial services.
- 10.0 Demonstrate knowledge of the history, growth and structure of the financial industry.
- 11.0 Understand terminology unique to the finance and credit industry.
- 12.0 Demonstrate security procedures and detection of fraud.

### **Human Resources Specialization**

09.0 Demonstrate knowledge of principles of human resources.

### **Insurance Specialization**

- 09.0 Demonstrate knowledge and application of insurance product and service technology.
- 10.0 Maintain appropriate business records for an insurance agency.
- 11.0 Demonstrate knowledge of employee compensation and benefits plan.
- 12.0 Develop a successful promotion plan for an insurance agency

### **International Business Specialization**

- 09.0 Demonstrate knowledge of international marketing and distribution activities.
- 10.0 Demonstrate knowledge of international social and cultural business practices.

### **Management Specialization**

- 09.0 Demonstrate knowledge of the principles and practices of management.
- 10.0 Demonstrate knowledge of essential human relations skills.
- 11.0 Demonstrate knowledge of human resources management.

### **Marketing Specialization**

- 09.0 Demonstrate knowledge and application of product and service technology.
- 10.0 Demonstrate knowledge of basic marketing principles.

### **Non-Profit Management Specialization**

- 09.0 Demonstrate knowledge of management for non-profit organizations.

### **Postal Service Management Specialization**

- 09.0 Demonstrate knowledge of postal management functions.

### **Real Estate Specialization**

- 09.0 Demonstrate knowledge of basic economic principles.

### **Retail Management Specialization**

- 09.0 Identify the organization and function of the retail industry.
- 10.0 Utilize effective selling techniques and procedures.
- 11.0 Demonstrate an understanding of retail buying.
- 12.0 Demonstrate an understanding of the importance of retail operations
- 13.0 Demonstrate knowledge and application of product service and technology.

### **Small Business Management Specialization**

- 09.0 Demonstrate knowledge of small business management functions.

### **Sports Management Specialization**

- 09.0 Demonstrate knowledge of sport, recreation and entertainment management and marketing industries.

The 12 Credit Technical Certificate title may be **Business Specialist**, or one of the following specialized titles may be used:

### **Example 12 Credit Technical Certificate Titles:**

Option 1: Technical Certificate in Business Specialist with Specialization in Human Resources.

Option 2: Technical Certificate in Human Resources Specialist.

Specialization	Alternative 12 Credit Technical Certificate (CCC) Title
Accounting/Budgeting Operations*	Accounting/Budgeting Operations Specialist*
Banking**	Banking Specialist**
Customer Service <sup>⊥</sup>	Customer Service Specialist <sup>⊥</sup>
E-Business <sup>⊥⊥</sup>	E-Business Specialist <sup>⊥⊥</sup>
Finance	Finance Specialist
Human Resources	Human Resources Specialist
Insurance	Insurance Specialist
International Business	International Business Specialist
Management	Business Specialist
Marketing	Marketing Specialist
Non-Profit Management	Non-Profit Specialist
Postal Service Management	Postal Service Specialist
Real Estate	Real Estate Specialist
Retail Management	Retail Specialist
Small Business Management	Small Business Specialist
Sports Management	Sports Management Specialist

\* This Technical Certificate may apply to either the Business Administration or Accounting Technology AAS/AS degree programs.

\*\* This Technical Certificate may apply to either the Business Administration or Banking AAS/AS degree programs.

⊥ This Technical Certificate could apply to either the Business Administration or Customer Relationship Management AAS/AS degree programs.

⊥⊥ This Technical Certificate could apply to either the Business Administration or E-Business Technology AAS/AS degree programs.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title:** Business Specialist  
**CIP Number:** 0506.040103  
**Program Length:** 12 credit hours  
**SOC Code(s):** 43-1011

This certificate program is part of the Business Administration AS/AAS degree program (0506040102 / 1506040102). At the completion of this program, the student will be able to:

**General (Core) Skills**

01.0 Perform math computations. – The student will be able to:

- 01.01 Perform basic computational operations manually and with a calculator.
- 01.02 Interpret graphs and tables.
- 01.03 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
- 01.04 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.

02.0 Demonstrate basic computer skills. – The student will be able to:

- 02.01 Demonstrate basic proficiency in e-mail communication and spreadsheet, word processing, database, and/or presentation software.

03.0 Perform accounting activities. – The student will be able to:

- 03.01 Interpret financial statements.
- 03.02 Demonstrate knowledge of budget principles and interpret budgets.

04.0 Perform communication activities. – The student will be able to:

- 04.01 Demonstrate effective telephone usage and courtesy.
- 04.02 Demonstrate effective listening skills.
- 04.03 Give, follow and interpret oral and written communications.
- 04.04 Demonstrate knowledge of e-mail etiquette and ethics.
- 04.05 Compose business correspondence and related documents and demonstrate correct spelling, grammar, punctuation and word choice.
- 04.06 Prepare, outline, and deliver an effective short oral presentation.
- 04.07 Participate in a group discussion as a member and as a leader.
- 04.08 Obtain appropriate information from graphics and other visual media.
- 04.09 Proofread and edit documents.
- 04.10 Demonstrate ability to communicate effectively with diverse populations.

05.0 Develop human relations skills. – The student will be able to:

- 05.01 Demonstrate ability to work effectively as part of a team.

- 05.02 Demonstrate conflict resolution skills.
- 05.03 Demonstrate punctuality, initiative, courtesy, dependability, flexibility and honesty.
- 05.04 Develop and demonstrate the unique human relations skills needed for success in the business sector.
- 05.05 Recognize different personality styles and how to interact effectively with them in the workplace.
- 05.06 Differentiate between an acceptable and unacceptable code of ethical conduct in business.
- 05.07 Discuss how values and attitudes influence behavior.
- 05.08 Explain how understanding of self-concept and self-esteem impacts human relations skills.

06.0 Demonstrate employability skills. – The student will be able to:

- 06.01 Demonstrate understanding of acceptable hygiene and grooming habits.
- 06.02 Identify sources of employment opportunities.
- 06.03 Identify appropriate attire and grooming for a business office.
- 06.04 Identify documents that may be required when applying for a job.
- 06.05 Complete a résumé and a cover letter.
- 06.06 Complete a job application form correctly.
- 06.07 Prepare a plain-text résumé for electronic distribution.
- 06.08 Demonstrate effective job interview techniques.
- 06.09 Demonstrate understanding of different types of interviews.
- 06.10 Prepare a thank you letter for an interview.
- 06.11 Identify and demonstrate appropriate responses to feedback from supervisors.
- 06.12 Identify and demonstrate acceptable work habits.
- 06.13 Demonstrate knowledge of how to make job and career changes appropriately.
- 06.14 Demonstrate basic knowledge of employment law.
- 06.15 Demonstrate ability to adapt to change.
- 06.16 Demonstrate effective time management skills.
- 06.17 Prepare a letter of resignation.
- 06.18 Identify methods for securing an employment reference.

07.0 Perform decision making activities. – The student will be able to:

- 07.01 Choose appropriate action in situations requiring application of business ethics.
- 07.02 Apply steps in a rational decision making process to a business and/or personal situation.

08.0 Demonstrate a basic understanding of legal and ethical issues in a business environment. – The student will be able to:

- 08.01 Demonstrate basic understanding of appropriate use of employer property.
- 08.02 Demonstrate basic understanding of confidentiality.
- 08.03 Demonstrate basic understanding of role of ethical decision making in dealings with stakeholders.
- 08.04 Demonstrate knowledge of social responsibilities.
- 08.05 Demonstrate knowledge of legal and privacy issues regarding e-mail, voice mail, internet, telephone, and other communication methods.

**In addition, students will complete the objectives in one of the following specializations:**

**Accounting/Budgeting Operations Specialization**

09.0 Demonstrate knowledge of accounting/budgeting operations. – The student will be able to:

- 09.01 Demonstrate an understanding of profit vs. not-for-profit accounting.
- 09.02 Demonstrate an understanding of available and appropriate technology for accounting applications
- 09.03 Interpret and analyze income statement, owner's equity statement, and cash flow statement.
- 09.04 Describe the principles related to pricing decisions.

**Banking Specialization**

09.0 Understand terminology unique to the banking industry. – The student will be able to:

- 09.01 Understand and use terminology as it applies to the finance and credit industry.
- 09.02 Know how to communicate with a customer in layman's language.

10.0 Utilize effective cross selling techniques and procedures for financial services. – The student will be able to:

- 10.01 Identify opportunities for cross selling.
- 10.02 Demonstrate how to sell other financial services.
- 10.03 Demonstrate knowledge of all services offered by financial institutions.
- 10.04 Explain the importance and demonstrate the procedures of cross selling.

11.0 Demonstrate knowledge of the history, growth and structure of the banking industry. – The student will be able to:

- 11.01 Demonstrate knowledge of the evolution of American banking institutions.
- 11.02 Identify major acts and important regulations resulting from the growth and changes in banking institutions.
- 11.03 Explain the similarities and differences in the banking institutions and other businesses that offer banking services.
- 11.04 Explain the effects of deregulation.

12.0 Demonstrate basic skills for performing functions of entry level positions in banking institutions. – The student will be able to:

- 12.01 Demonstrate counting and strapping of coin and currency.
- 12.02 Demonstrate use of a teller machine.
- 12.03 Explain the types of endorsements and why they are important.
- 12.04 Explain basic teller functions--cashing checks, accepting straight deposits and split deposits, and handling of cash.
- 12.05 Demonstrate knowledge of balancing a cash drawer.
- 12.06 Know how to detect counterfeit currency and the procedure for reporting it.



12.07 Explain other special services such as issue Cashier's Checks, issuing and redeeming Savings Bonds, Money Orders, Traveler's Checks, Bank Drafts, payments and cash advances on charge cards.

13.0 Demonstrate security procedures and detection of fraud. – The student will be able to:

13.01 Demonstrate procedures bank employees would use during and after a robbery.

13.02 Demonstrate security procedures.

13.03 Explain the Currency Transaction Report (CTR).

13.04 Demonstrate security precautions and methods used to deter bank fraud.

### **Customer Service Specialization**

09.0 Manage customer interactions. – The student will be able to:

09.01 Listen reflectively.

09.02 Review customer history.

09.03 Ask questions.

09.04 Collect information.

09.05 Assess the customer's needs.

09.06 Research solutions.

09.07 Develop a plan of action.

09.08 Refer to appropriate authority (if needed).

09.09 Execute data capture.

09.10 Communicate actions.

09.11 Resolve customer issues.

09.12 Offer additional services.

09.13 Perform follow-up as needed.

10.0 Participate in learning. – The student will be able to:

10.01 Attend scheduled training.

10.02 Utilize available resources.

10.03 Review job critical information.

10.04 Seek feedback on performance.

10.05 Apply acquired skills.

### **e-Business Specialization**

09.0 Use web browsers to access internet services. – The student will be able to:

09.01 Explain how to connect to the Internet.

09.02 Send electronic messages.

09.03 Set up an e-mail account.

09.04 Participate in an e-mail discussion group.

09.05 Use a Web browser to navigate the Web.

10.0 Demonstrate proficiency in microcomputer operating systems and software. – The student will be able to:

- 10.01 Describe the major hardware and related software of microcomputers.
- 10.02 Demonstrate knowledge of data processing concepts.
- 10.03 Use appropriate software.

11.0 Compare and contrast e-business with traditional business. – The student will be able to:

- 11.01 Describe consumer buying behavior and organizational buying behavior.

### **Finance Specialization**

09.0 Utilize effective cross selling techniques and procedures for financial services. – The student will be able to:

- 09.01 Identify opportunities for cross selling.
- 09.02 Demonstrate how to sell other financial services.
- 09.03 Demonstrate knowledge of all services offered by financial institutions.
- 09.04 Explain the importance and demonstrate the procedures of cross selling.

10.0 Demonstrate knowledge of the history, growth and structure of the financial industry. – The student will be able to:

- 10.01 Demonstrate knowledge of the evolution of American financial institutions.
- 10.02 Identify major acts and important regulations resulting from the growth and changes in financial institutions.
- 10.03 Explain the similarities and differences in the financial institutions and other businesses that offer financial services.
- 10.04 Explain the effects of deregulation.

11.0 Understand terminology unique to the finance and credit industry. – The student will be able to:

- 11.01 Understand and use terminology as it applies to the finance and credit industry.
- 11.02 Know how to communicate with a customer without using confusing terminology.

12.0 Demonstrate security procedures and detection of fraud. – The student will be able to:

- 12.01 Demonstrate procedures bank employees would use during and after a robbery.
- 12.02 Demonstrate security procedures.
- 12.03 Explain the Currency Transaction Report (CTR).
- 12.04 Demonstrate security precautions and methods used to deter bank fraud.

### **Human Resources Specialization**

09.0 Demonstrate knowledge of principles of human resources. – The student will be able to:

- 09.01 Demonstrate knowledge of the functions of human resources.
- 09.02 Demonstrate knowledge of the employer's relationship with the Human Resources Department.

- 09.03 Demonstrate knowledge of the business concepts used in Human Resources.
- 09.04 Demonstrate knowledge of recruitment of employees.
- 09.05 Describe recruitment process.
- 09.06 Analyze job descriptions and position requirements.
- 09.07 Identify potential employees as candidates in reviewing applicant materials.
- 09.08 Demonstrate knowledge of interviewing skills.
- 09.09 Describe methods of orientation for new employees.
- 09.10 Describe methods to train new employees.
- 09.11 Describe process for hiring new employees.
- 09.12 Describe compensation and benefit plans.
- 09.13 Develop compensation and benefit plans.
- 09.14 Describe the legal issues associated with compensation and benefit plans.
- 09.15 Describe the functions of the administration of compensation and benefit plans.
- 09.16 Describe principles, concepts and legal considerations for realistic decision situations and confrontations between employees and management.
- 09.17 Demonstrate an understanding of employee benefits and services.

### **Insurance Specialization**

- 09.0 Demonstrate knowledge and application of product and service technology. – The student will be able to:
  - 09.01 Explain the terms, conditions, and coverage found in the standard fire policy.
  - 09.02 Understand and discuss the standard clauses found in various fire and allied forms.
  - 09.03 List and explain the various dwelling coverage forms available.
  - 09.04 List and explain the various commercial coverage forms available.
  - 09.05 Understand and discuss the basic inland marine policy.
  - 09.06 Discuss the origin of ocean marine insurance.
  - 09.07 List and understand the ocean marine perils.
  - 09.08 Discuss the principles and application of the law of negligence.
  - 09.09 List and discuss the broad division of general liability insurance.
  - 09.10 Discuss the negligence liability of automobile owners and operators.
  - 09.11 Explain the various automobile liability insurance plans.
  - 09.12 Discuss the negligence liability of employers.
  - 09.13 Discuss the origin of Worker's Compensation and its development up to the present time.
  - 09.14 Discuss the nature of the boiler and machinery hazard.
  - 09.15 Define the basic crime terms.
  - 09.16 Explain the purposes of fidelity bonds.
  - 09.17 Define certain basic terms used in the fidelity field.
  - 09.18 Explain the differences between suretyship and insurance.
  - 09.19 List and identify the parties to a surety bond.
  - 09.20 List and discuss the different types of surety bonds.
  - 09.21 Discuss the development of the Homeowners policy.
  - 09.22 List and discuss the basic Homeowners coverage forms.
  - 09.23 List and discuss the advantages of packaging.
  - 09.24 Explain the requirements necessary to underwrite and sell aviation insurance.
  - 09.25 Discuss the origin of life insurance.
  - 09.26 Explain why life insurance is needed by our society.

- 09.27 Define the terms used in life insurance.
  - 09.28 Explain the basic life insurance policy and its provisions.
  - 09.29 Identify and explain the payment procedures and options for life insurance.
  - 09.30 Define health insurance.
  - 09.31 Explain the importance of the health insurance application form.
  - 09.32 Identify and explain the difference between individual and group health insurance.
- 10.0 Maintain appropriate business records for an insurance agency. – The student will be able to:
- 10.01 Discuss why business firms need good record systems.
  - 10.02 Identify appropriate business records for an insurance agency.
  - 10.03 List reasons why business records should be protected.
  - 10.04 Describe how budgets are used to run business firms efficiently.
- 11.0 Demonstrate knowledge of employee compensation and benefits plan. – The student will be able to:
- 11.01 Distinguish between the various types of wage and salary plans.
  - 11.02 Identify reasons why different wages and salaries are paid for different jobs.
  - 11.03 Describe the most common kinds of fringe benefits.
  - 11.04 Explain major provisions of both the Occupational Safety and Health Act and the Social Security Act.
- 12.0 Develop a successful promotion plan for an insurance agency. – The student will be able to:
- 12.01 Identify the major methods of promotion.
  - 12.02 List the sources of advertising.
  - 12.03 Identify information sources for planning an advertising program.
  - 12.04 Explain how understanding the customer can improve personal selling.
  - 12.05 Show how a salesperson can use product knowledge.

### **International Business Specialization**

- 09.0 Demonstrate knowledge of international marketing and distribution activities. – The student will be able to:
- 09.01 Explain the international business relationships among countries and regions.
  - 09.02 Identify international resources.
  - 09.03 Identify the types of international business organizations and their structures.
- 10.0 Demonstrate knowledge of international social and cultural business practices. – The student will be able to:
- 10.01 Describe international business customs and practices.
  - 10.02 Compare cultural differences.

### **Management Specialization**

- 09.0 Demonstrate knowledge of principles and practices of management. – The student will be able to:
- 09.01 Understand the need for management skills in all kinds of organizations.
  - 09.02 Describe the three basic levels of management and types of positions associated with each.
  - 09.03 Describe the four basic management functions of planning, organizing, leading, and controlling.
  - 09.04 Describe and give applications of the process of rational decision making.
- 10.0 Demonstrate knowledge of essential human relations skills. – The student will be able to:
- 10.01 Discuss the importance of effective human relations skills in organizations.
  - 10.02 Relate concepts including self-esteem, perception, values to job performance.
  - 10.03 Identify and discuss various barriers to communication and specific ways to improve interpersonal and organizational communication.
- 11.0 Demonstrate knowledge of human resources management. – The student will be able to:
- 11.01 Identify typical responsibilities of an organization's human resources department.

### **Marketing Specialization**

- 09.0 Demonstrate knowledge and application of product and service technology. – The student will be able to:
- 09.01 Understand the importance of product safety.
  - 09.02 Understand the importance of product and service technology.
- 10.0 Demonstrate a knowledge of basic marketing principles. – The student will be able to:
- 10.01 Discuss the role of marketing in the free enterprise system.
  - 10.02 Discuss the functions of marketing.

### **Non-Profit Specialization**

- 09.0 Demonstrate knowledge of management for non-profit organizations. – The student will be able to:
- 09.01 Demonstrate an understanding of the defining characteristics of the non-profit sector.
  - 09.02 Complete an overview of the different types of organizations that make up the non-profit sector.
  - 09.03 Examine business and governmental roles in fields where non-profits are active.
  - 09.04 Examine the current realities and put them into historical perspective with the for-profit sector.

- 09.05 Compare the scale and role of the major subcomponents of non-profit organizations.
- 09.06 Examine the key trends and challenges that non-profit organizations face.
- 09.07 Demonstrate an understanding of the current issues in non-profit organizations.
- 09.08 Outline the merits of organizational planning and organization building in non-profits.

### **Postal Service Management Specialization**

- 09.0 Demonstrate knowledge of postal management functions. – The student will be able to:
  - 09.01 Demonstrate knowledge of customer services and delivery services as they relate to daily operations of stations, branches, and associate offices.
  - 09.02 Demonstrate knowledge of delivery services such as regulations, star routes, safety and postal operations, mail counts and inspections, mail classifications and rates.
  - 09.03 Demonstrate knowledge of postal related customer services such as retail operations, sales and consumer services.
  - 09.04 Demonstrate an understanding of procedures required in mail processing.
  - 09.05 Demonstrate an understanding of the finance procedures for postal operations.

### **Real Estate Specialization**

- 09.0 Demonstrate knowledge of real estate. – The student will be able to:
  - 09.01 Describe a real estate market under the price system.
  - 09.02 Explain the major submarkets of real estate.
  - 09.03 Explain the principles of highest and best use of land.
  - 09.04 List and explain at least three factors that influence demand in the real estate market.

### **Retail Management Specialization**

- 09.0 Identify the organization and function of the retail industry. – The student will be able to:
  - 09.01 Analyze the organizational structure of the retail industry.
  - 09.02 Analyze the trends in the retail industry.
- 10.0 Utilize effective selling techniques and procedures. – The student will be able to:
  - 10.01 Explain the differences between personal and non-personal selling.
  - 10.02 Demonstrate the steps of a sale.
  - 10.03 Recognize customer buying motives.
  - 10.04 Demonstrate an understanding of customer buying motives.
  - 10.05 Demonstrate an understanding of various types of customer approaches.
  - 10.06 Determine the proper time to approach a customer to open a sale.
  - 10.07 Demonstrate an understanding of techniques for handling different customer types: the casual looker, the decided customer, and undecided customer.

- 10.08 Develop a written benefits analysis sheet for a product.
- 10.09 Demonstrate an effective sales presentation.
- 10.10 Observe, evaluate, and critique a sales presentation.
- 10.11 Demonstrate an understanding of when to close a sale and various techniques for closing a sale.

11.0 Demonstrate an understanding of retail buying. – The student will be able to:

- 11.01 Demonstrate an understanding of the buying-selling function.
- 11.02 Analyze the importance of and calculate stock turnover.
- 11.03 Calculate markup and markdown.
- 11.04 Calculate discount date, due date, trade discounts, and amount of payment on an invoice.

12.0 Demonstrate an understanding of the importance of retail operations. – The student will be able to:

- 12.01 Understand the importance of marketing operations, including store safety, marking and receiving, security, credit, store maintenance and housekeeping, and distribution of goods.

13.0 Demonstrate knowledge and application of product service and technology. – The student will be able to:

- 13.01 Understand the importance of product and service technology knowledge.
- 13.02 Utilize available sources to obtain product information.
- 13.03 Demonstrate product and service technology knowledge.

### **Small Business Management Specialization**

09.0 Demonstrate knowledge of small business management functions. – The student will be able to:

- 09.01 Demonstrate an understanding of principles of small business management concerning business entities, planning, and ethics.
- 09.02 Demonstrate an understanding of basic management functions of leadership, organizing, staffing, and motivating the small business work team.
- 09.03 Demonstrate an understanding of the decision-making, evaluation, importance and mechanics of writing a business plan.
- 09.04 Evaluate the advantages and disadvantages of the three major forms of business ownership (sole proprietorship, partnership, and corporation).
- 09.05 Understand the issues of family or home-based businesses.
- 09.06 Demonstrate an understanding of e-Business.

### **Sports Management Specialization**

09.0 Demonstrate knowledge of sport, recreation, and entertainment management and marketing industries. – The student will be able to:

- 09.01 Discuss the history of sport, recreation, and entertainment marketing.
- 09.02 Discuss sport, recreation, and entertainment as an industry.
- 09.03 Demonstrate applications of financing for sport, recreation, and entertainment industry.
- 09.04 Demonstrate applications of product/service planning to the sport, recreation, and entertainment marketing industry.
- 09.05 Demonstrate pricing applications for the sport, recreation, and entertainment industry.
- 09.06 Demonstrate an understanding of the impact of the media on sport, recreation, and entertainment.
- 09.07 Discuss the importance of public relations and publicity to sport, recreation, and entertainment.



**2011-2012**

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Business Operations  
**Career Cluster:** Business, Management, and Administration

<b>CCC</b>	
CIP Number	0506.040104
Program Type	College Credit Certificate (CCC)
Program Length	18 credit hours
CTSO	Phi Beta Lambda, BPA
SOC Codes (all applicable)	41-1011
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>

### **Purpose**

This certificate program is part of the Business Administration AS/AAS degree program (0506040102 / 1506040102).

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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

## **Standards**

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

### **General (Core) Skills**

- 01.0 Perform math computations.
- 02.0 Demonstrate basic computer skills.
- 03.0 Perform accounting activities.
- 04.0 Perform communication activities.
- 05.0 Develop human relations skills.
- 06.0 Demonstrate employability skills.
- 07.0 Perform decision making activities.
- 08.0 Demonstrate a basic understanding of legal and ethical issues in a business environment.

**In addition, students will complete the outcomes in one of the following specializations:**

- Accounting/Budgeting Operations Management
- Banking
- Customer Service
- e-Business
- Finance
- Human Resources
- Insurance

- International Business
- Management
- Marketing
- Non-Profit Management
- Postal Service Management
- Real Estate
- Retail Management
- Small Business Management
- Sports Management

### **Accounting/Budgeting Operations Specialization**

09.0 Demonstrate knowledge of accounting/budgeting operations.

### **Banking Specialization**

- 09.0 Understand terminology unique to the finance and credit industry.
- 10.0 Demonstrate knowledge of basic functions of financial institutions.
- 11.0 Utilize effective cross selling techniques and procedures for financial services.
- 12.0 Demonstrate knowledge of the history, growth and structure of the banking industry.
- 13.0 Demonstrate basic skills for performing functions of entry level positions in banking institutions.
- 14.0 Demonstrate security procedures and detection of fraud.

### **Customer Service Specialization**

- 09.0 Manage customer interactions.
- 10.0 Participate in learning.
- 11.0 Operate computers and other equipment appropriate to customer relationship management.

### **e-Business Specialization**

- 09.0 Use Web browsers to access Internet services.
- 10.0 Demonstrate proficiency in microcomputer operating systems and software.
- 11.0 Identify and explain various communication hardware devices.
- 12.0 Compare and contrast e-Business with traditional business.
- 13.0 Identify legal and ethical issues for e-Business.

### **Finance**

- 09.0 Utilize effective cross selling techniques and procedures for financial services.
- 10.0 Demonstrate knowledge of the history, growth and structure of the financial industry.
- 11.0 Understand terminology unique to the finance and credit industry.
- 12.0 Demonstrate basic skills for performing loan processing functions of entry level positions in financial institutions.
- 13.0 Demonstrate security procedures and detection of fraud.
- 14.0 Demonstrate proficiency in business law.

### **Human Resources Specialization**

09.0 Demonstrate knowledge of principles of human resources.

### **Insurance Specialization**

- 09.0 Demonstrate knowledge and application of insurance product and service technology.
- 10.0 Maintain appropriate business records for an insurance agency.
- 11.0 Demonstrate knowledge of employee compensation and benefits plan.
- 12.0 Develop a successful promotion plan for an insurance agency

### **International Business Specialization**

- 09.0 Demonstrate knowledge of international marketing and distribution activities.
- 10.0 Demonstrate knowledge of international social and cultural business practices.
- 11.0 Demonstrate knowledge of international law and economic activities.

### **Management Specialization**

- 09.0 Demonstrate knowledge of the principles and practices of management.
- 10.0 Demonstrate knowledge of essential human relations skills.
- 11.0 Demonstrate knowledge of the supervisory responsibilities of management.
- 12.0 Demonstrate knowledge of human resources management.

### **Marketing Specialization**

- 09.0 Utilize effective selling techniques and procedures.
- 10.0 Demonstrate knowledge and application of product and service technology.
- 11.0 Plan the marketing strategy and promote the business.
- 12.0 Demonstrate knowledge of basic marketing principles.

### **Non-Profit Management Specialization**

- 09.0 Demonstrate knowledge of financial management for non-profit organizations.
- 10.0 Demonstrate knowledge of management for non-profit organizations.

### **Postal Service Management Specialization**

09.0 Demonstrate knowledge of postal management functions.

### **Real Estate Specialization**

09.0 Demonstrate knowledge of basic economic principles.

### **Retail Management Specialization**

- 09.0 Identify economic and marketing concepts.
- 10.0 Identify the organization and function of the retail industry.
- 11.0 Demonstrate knowledge of sales promotion concepts.
- 12.0 Utilize effective selling techniques and procedures.
- 13.0 Demonstrate an understanding of retail buying.
- 14.0 Demonstrate an understanding of the importance of retail operations

15.0 Demonstrate knowledge and application of product service and technology.

### **Small Business Management Specialization**

09.0 Demonstrate knowledge of small business management functions.

### **Sports Management Specialization**

09.0 Demonstrate knowledge of sport, recreation and entertainment management and marketing industries.

The 18 Credit Technical Certificate title may be **Business Operations**, or one of the following specialized titles may be used:

#### **Example 18 Credit Technical Certificate Titles:**

Option 1: Technical Certificate in Business Operations with Specialization in Finance.

Option 2: Technical Certificate in Finance Operations.

Specialization	Alternative 18 Credit Technical Certificate (CCC) Title
Accounting/Budgeting Operations*	Accounting/Budgeting Operations Specialist*
Banking**	Banking Specialist**
Customer Service <sup>⊥</sup>	Customer Service Specialist <sup>⊥</sup>
E-Business <sup>⊥⊥</sup>	E-Business Specialist <sup>⊥⊥</sup>
Finance	Finance Operations
Human Resources	Human Resources Operations
Insurance	Insurance Operations
International Business	International Business Operations
Management	Business Operations
Marketing	Marketing Operations
Non-Profit Management	Non-Profit Operations
Postal Service Management	Postal Service Operations
Real Estate	Real Estate Operations
Retail Management	Retail Operations
Small Business Management	Small Business Operations
Sports Management	Sports Management Operations

\* This Technical Certificate may apply to either the Business Administration or Accounting Technology AAS/AS degree programs.

\*\* This Technical Certificate may apply to either the Business Administration or Banking AAS/AS degree programs.

⊥ This Technical Certificate could apply to either the Business Administration or Customer Relationship Management AAS/AS degree programs.

⌞ This Technical Certificate could apply to either the Business Administration or E-Business Technology AAS/AS degree programs.

**2011-2012**

**Florida Department of Education  
Student Performance Standards**

**Program Title:** Business Operations  
**CIP Number:** 0506.040104  
**Program Length:** 18 credit hours  
**SOC Code(s):** 41-1011

This certificate program is part of the Business Administration AS/AAS degree program (0506040102 / 1506040102). At the completion of this program, the student will be able to:

**General (Core) Skills**

01.0 Perform math computations. – The student will be able to:

- 01.01 Perform basic computational operations manually and with a calculator.
- 01.02 Interpret graphs and tables.
- 01.03 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
- 01.04 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.

02.0 Demonstrate basic computer skills. – The student will be able to:

- 02.01 Demonstrate basic proficiency in e-mail communication and spreadsheet, word processing, database, and/or presentation software.
- 02.02 Perform research using the internet and intranet.

03.0 Perform accounting activities. – The student will be able to:

- 03.01 Interpret financial statements.
- 03.02 Demonstrate knowledge of budget principles and interpret budgets.

04.0 Perform communication activities. – The student will be able to:

- 04.01 Demonstrate effective telephone usage and courtesy.
- 04.02 Demonstrate effective listening skills.
- 04.03 Give, follow, and interpret oral and written communications.
- 04.04 Demonstrate knowledge of e-mail etiquette and ethics.
- 04.05 Compose business correspondence and related documents and demonstrate correct spelling, grammar, punctuation and word choice.
- 04.06 Prepare, outline, and deliver an effective short oral presentation.
- 04.07 Participate in a group discussion as a member and as a leader.
- 04.08 Obtain appropriate information from graphics and other visual media.
- 04.09 Research and interpret information retrieved from print and electronic resources.
- 04.10 Annotate letters, reports, and/or news articles.
- 04.11 Proofread and edit documents.
- 04.12 Research and compose a document containing statistical information.

- 04.13 Prepare visual material, including electronic media, to support an oral presentation.
- 04.14 Demonstrate ability to communicate effectively with diverse populations.
- 05.0 Develop human relations skills. – The student will be able to:
  - 05.01 Demonstrate ability to work effectively as part of a team.
  - 05.02 Demonstrate conflict resolution skills.
  - 05.03 Demonstrate punctuality, initiative, courtesy, dependability, flexibility and honesty.
  - 05.04 Develop and demonstrate the unique human relations skills needed for success in the business sector.
  - 05.05 Recognize different personality styles and how to interact effectively with them in the workplace.
  - 05.06 Differentiate between an acceptable and unacceptable code of ethical conduct in business.
  - 05.07 Discuss how values and attitudes influence behavior.
  - 05.08 Explain how understanding of self-concept and self-esteem impacts human relations skills.
- 06.0 Demonstrate employability skills. – The student will be able to:
  - 06.01 Demonstrate understanding of acceptable hygiene and grooming habits.
  - 06.02 Identify sources of employment opportunities.
  - 06.03 Identify appropriate attire and grooming for a business office.
  - 06.04 Identify documents that may be required when applying for a job.
  - 06.05 Complete a résumé and a cover letter.
  - 06.06 Complete a job application form correctly.
  - 06.07 Prepare a plain-text résumé for electronic distribution.
  - 06.08 Demonstrate effective job interview techniques.
  - 06.09 Demonstrate understanding of different types of interviews.
  - 06.10 Prepare a thank you letter for an interview.
  - 06.11 Identify and demonstrate appropriate responses to feedback from supervisors.
  - 06.12 Identify and demonstrate acceptable work habits.
  - 06.13 Demonstrate knowledge of how to make job and career changes appropriately.
  - 06.14 Demonstrate basic knowledge of employment law.
  - 06.15 Demonstrate ability to adapt to change.
  - 06.16 Demonstrate effective time management skills.
  - 06.17 Prepare a letter of resignation.
  - 06.18 Identify methods for securing an employment reference.
- 07.0 Perform decision making activities. – The student will be able to:
  - 07.01 Choose appropriate action in situations requiring application of business ethics.
  - 07.02 Identify ways to assign work to others.
  - 07.03 Apply steps in a rational decision making process to a business and/or personal situation.
- 08.0 Demonstrate a basic understanding of legal and ethical issues in a business environment. – The student will be able to:



- 08.01 Demonstrate basic understanding of appropriate use of employer property.
- 08.02 Demonstrate basic understanding of confidentiality.
- 08.03 Demonstrate basic understanding of role of ethical decision making in dealings with stakeholders.
- 08.04 Demonstrate knowledge of social responsibilities.
- 08.05 Demonstrate knowledge of legal and privacy issues regarding e-mail, voice mail, internet, telephone, and other communication methods.

**In addition, students will complete the outcomes in one of the following specializations:**

**Accounting/Budgeting Operations Specialization**

- 09.0 Demonstrate knowledge of accounting/budgeting operations. – The student will be able to:
  - 09.01 Demonstrate an understanding of profit vs. not-for-profit accounting.
  - 09.02 Demonstrate an understanding of available and appropriate technology for accounting applications.
  - 09.03 Interpret and analyze income statement, owner’s equity statement, and cash flow statement.
  - 09.04 Understand significant and specific problems in the area of accounts receivable.
  - 09.05 Prepare a profit analysis.
  - 09.06 Interpret profit analysis and its impact on an organization.
  - 09.07 Describe differences in planning for operating expenditures and capital expenditures.
  - 09.08 Describe the principles related to pricing decisions.
  - 09.09 Demonstrate the application of pricing decisions.
  - 09.10 Demonstrate an understanding of tax implications.

**Banking Specialization**

- 09.0 Understand terminology unique to the banking industry. – The student will be able to:
  - 09.01 Understand and use terminology as it applies to the banking industry.
  - 09.02 Know how to communicate with a customer in layman’s language.
- 10.0 Demonstrate knowledge of basic functions of banking institutions. – The student will be able to:
  - 10.01 Name the three basic functions of a financial institution.
  - 10.02 Explain the most important function of the three and why they are co-dependent.
  - 10.03 Discuss which departments and employees are responsible for the different functions.
- 11.0 Utilize effective cross selling techniques and procedures for financial services. --The student will be able to:
  - 11.01 Identify opportunities for cross selling.
  - 11.02 Demonstrate how to sell other financial services.
  - 11.03 Demonstrate knowledge of all services offered by financial institutions.

- 11.04 Explain the importance and demonstrate the procedures of cross selling.
- 12.0 Demonstrate knowledge of the history, growth and structure of the banking industry. – The student will be able to:
  - 12.01 Demonstrate knowledge of the evolution of American banking institutions.
  - 12.02 Identify major acts and important regulations resulting from the growth and changes in banking institutions.
  - 12.03 Explain the similarities and differences in the banking institutions and other businesses that offer banking services.
  - 12.04 Explain the effects of deregulation.
- 13.0 Demonstrate basic skills for performing functions of entry level positions in banking institutions. – The student will be able to:
  - 13.01 Demonstrate counting and strapping of coin and currency.
  - 13.02 Demonstrate use of a teller machine.
  - 13.03 Explain the types of endorsements and why they are important.
  - 13.04 Explain basic teller functions--cashing checks, accepting straight deposits and split deposits, and handling of cash.
  - 13.05 Demonstrate knowledge of balancing a cash drawer.
  - 13.06 Know how to detect counterfeit currency and the procedure for reporting it.
  - 13.07 Explain other special services such as issue Cashier's Checks, issuing and redeeming Savings Bonds, Money Orders, Traveler's Checks, Bank Drafts, payments and cash advances on charge cards.
  - 13.08 Balance a customer's checkbook, detecting customer and/or bank errors.
  - 13.09 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.
  - 13.10 Explain the routing system for payment of a check.
  - 13.11 Explain the functions and purpose of the Federal Reserve System.
  - 13.12 Demonstrate how to place a stop payment and hold on customer's account.
  - 13.13 Demonstrate procedure for opening new accounts.
  - 13.14 Demonstrate procedure for closing accounts.
  - 13.15 Perform the steps necessary for issuing a safe deposit box.
  - 13.16 State bank policies and state regulations regarding safe deposit boxes.
  - 13.17 Explain procedures for granting access to a safe deposit box.
  - 13.18 Explain proof functions.
  - 13.19 Identify and process documentation required on different types of loans.
  - 13.20 Demonstrate how to properly complete a credit application and a financial statement.
  - 13.21 Explain how to establish credit and the importance of having a good credit rating.
  - 13.22 Demonstrate the types of interest and how they are computed.
  - 13.23 Explain the importance of the lending function.
- 14.0 Demonstrate security procedures and detection of fraud. --The student will be able to:
  - 14.01 Demonstrate procedures bank employees would use during and after a robbery.
  - 14.02 Demonstrate security procedures.
  - 14.03 Explain the Currency Transaction Report (CTR).
  - 14.04 Demonstrate security precautions and methods used to deter bank fraud.

## **Customer Service Specialization**

09.0 Manage customer interactions. – The student will be able to:

- 09.01 Listen reflectively.
- 09.02 Review customer history.
- 09.03 Ask questions.
- 09.04 Collect information.
- 09.05 Assess the customer's needs.
- 09.06 Research solutions.
- 09.07 Develop a plan of action.
- 09.08 Refer to appropriate authority (if needed).
- 09.09 Execute data capture.
- 09.10 Communicate actions.
- 09.11 Resolve customer issues.
- 09.12 Offer additional services.
- 09.13 Perform follow-up as needed.

10.0 Participate in learning. – The student will be able to:

- 10.01 Attend scheduled training.
- 10.02 Utilize available resources.
- 10.03 Review job critical information.
- 10.04 Seek feedback on performance.
- 10.05 Apply acquired skills.

11.0 Operate computers and other equipment appropriate to customer relationship management. – The student will be able to:

- 11.01 Obtain and transmit credit information.
- 11.02 Obtain information, schedule, place orders, and route using phone, fax, computer, cash register, and other communications and calculating devices.
- 11.03 Demonstrate merchandising and operations data entry procedures such as prices, sales, inventory changes, costs, and reductions.

## **E-Business Specialization**

09.0 Use web browsers to access internet services. – The student will be able to:

- 09.01 Explain how to connect to the Internet.
- 09.02 Send electronic messages.
- 09.03 Explain communication issues specific to e-mail.
- 09.04 Set up an e-mail account.
- 09.05 Participate in an e-mail discussion group.
- 09.06 Explain and use proper Usenet etiquette.
- 09.07 Use a Web browser to navigate the Web.
- 09.08 Explain the guidelines for evaluating information needs before beginning a search.
- 09.09 Explain issues associated with pornography, free speech, censorship, filtering, and copyright on the Web.
- 09.10 Describe how to critically evaluate information content.

- 09.11 Use bookmarks to create a bibliography.
- 10.0 Demonstrate proficiency in microcomputer operating systems and software. – The student will be able to:
- 10.01 Describe the historical development of computer operating systems.
  - 10.02 Describe the major hardware and related software of microcomputers.
  - 10.03 Describe various disk formats.
  - 10.04 Describe the various operating systems, including: Windows, Unix, Novell, etc.
  - 10.05 Use various software applications.
  - 10.06 Demonstrate knowledge of data processing concepts.
  - 10.07 Identify the major programming languages used in business data processing.
  - 10.08 Locate requested information on a computer printout.
  - 10.09 Locate errors on a computer printout.
  - 10.10 Use appropriate software.
- 11.0 Identify and explain various communication hardware devices. – The student will be able to:
- 11.01 Explain the difference between intranet and extranet.
  - 11.02 Explain the history, purpose and use of the World Wide Web.
  - 11.03 Explain the purpose and use of browsers and search engines.
  - 11.04 Explain issues of advertising, marketing and solicitation activities affecting e-Business.
  - 11.05 Describe proper Internet behavior.
- 12.0 Compare and contrast e-business with traditional business. -- The student will be able to:
- 12.01 Explain the evolution to e-Business, how it has changed the market place, and the benefits to society.
  - 12.02 Define e-Business and its categories.
  - 12.03 Describe how business operations have changed due to e-Business.
  - 12.04 Explain the basic business models of electronic marketing.
  - 12.05 Identify critical success factors for electronic marketing.
  - 12.06 Explain the impact of the Internet on customers and markets for businesses.
  - 12.07 Describe consumer buying behavior and organizational buying behavior.
  - 12.08 Explain how service industries conduct business electronically.
  - 12.09 Describe several innovative applications in the service sector.
  - 12.10 Explain how business-to-business commerce is conducted.
  - 12.11 Describe the application and key technologies for business-to-business commerce E- models.
  - 12.12 Describe the relationship between the Internet, Intranet and Extranet.
  - 12.13 Describe the typical electronic payment system.
- 13.0 Identify legal and ethical issues for e-business. -- The student will be able to:
- 13.01 Discuss the basic elements of a contract.
  - 13.02 Understand basic laws that apply to e-commerce.

## **Finance Specialization**

- 09.0 Utilize effective cross selling techniques and procedures for financial services. – The student will be able to:
- 09.01 Identify opportunities for cross selling.
  - 09.02 Demonstrate how to sell other financial services.
  - 09.03 Demonstrate knowledge of all services offered by financial institutions.
  - 09.04 Explain the importance and demonstrate the procedures of cross selling.
- 10.0 Demonstrate knowledge of the history, growth and structure of the financial industry. – The student will be able to:
- 10.01 Demonstrate knowledge of the evolution of American financial institutions.
  - 10.02 Identify major acts and important regulations resulting from the growth and changes in financial institutions.
  - 10.03 Explain the similarities and differences in the financial institutions and other businesses that offer financial services.
  - 10.04 Explain the effects of deregulation.
- 11.0 Understand terminology unique to the finance and credit industry. -- The student will be able to:
- 11.01 Understand and use terminology as it applies to the finance and credit industry.
  - 11.02 Know how to communicate with a customer without using confusing terminology.
- 12.0 Demonstrate basic skills for performing loan processing functions of entry level positions in financial institutions. – The student will be able to:
- 12.01 Identify and process documentation required on different types of loans.
  - 12.02 Demonstrate how to properly complete a credit application and a financial statement.
  - 12.03 Explain how to establish credit and the importance of having a good credit rating.
  - 12.04 Demonstrate the types of interest and how they are computed.
  - 12.05 Explain the importance of the lending function.
- 13.0 Demonstrate security procedures and detection of fraud. – The student will be able to:
- 13.01 Demonstrate procedures bank employees would use during and after a robbery.
  - 13.02 Demonstrate security procedures.
  - 13.03 Explain the Currency Transaction Report (CTR).
- 14.0 Demonstrate security precautions and methods used to deter bank fraud. – The student will be able to:
- 14.01 Understand federal and state regulations and examination of financial institutions.

### **Human Resources Specialization**

- 09.0 Demonstrate knowledge of principles of human resources. – The student will be able to:

- 09.01 Demonstrate knowledge of the functions of human resources.
- 09.02 Demonstrate knowledge of the employer's relationship with the Human Resources Department.
- 09.03 Demonstrate knowledge of the business concepts used in Human Resources.
- 09.04 Demonstrate knowledge of recruitment of employees.
- 09.05 Describe recruitment process.
- 09.06 Analyze job descriptions and position requirements.
- 09.07 Identify potential employees as candidates in reviewing applicant materials.
- 09.08 Demonstrate knowledge of interviewing skills.
- 09.09 Describe methods of orientation for new employees.
- 09.10 Describe methods to train new employees.
- 09.11 Demonstrate ability to interview candidates.
- 09.12 Describe process for hiring new employees.
- 09.13 Describe compensation and benefit plans.
- 09.14 Develop compensation and benefit plans.
- 09.15 Describe the legal issues associated with compensation and benefit plans.
- 09.16 Identify the components of the administration of compensation and benefit plans.
- 09.17 Describe the functions of the administration of compensation and benefit plans.
- 09.18 Describe principles, concepts and legal considerations for realistic decision situations and confrontations between employees and management.
- 09.19 Take the necessary actions to prevent a potential employee problem from developing.
- 09.20 Explain how perceptions of compensation differ among society, stockholders, managers and employees.
- 09.21 Demonstrate an understanding of employee benefits and services.
- 09.22 Demonstrate an understanding of the government's role in compensation.

### **Insurance Specialization**

- 09.0 Demonstrate knowledge and application of product and service technology. – The student will be able to:
  - 09.01 Explain the terms, conditions, and coverage found in the standard fire policy.
  - 09.02 List and explain the purposes of the forms that can be added to the standard fire policy.
  - 09.03 Understand and discuss the standard clauses found in various fire and allied forms.
  - 09.04 List and explain the various dwelling coverage forms available.
  - 09.05 List and explain the various commercial coverage forms available.
  - 09.06 Understand and discuss the different types of insurance contracts available to cover consequential and contingent losses.
  - 09.07 Understand the procedure followed in the rating of fire and allied lines insurance contracts, and demonstrate this understanding.
  - 09.08 Explain the purpose and scope of the special flood and windstorm programs.
  - 09.09 Discuss the origin of inland marine insurance and its development up to the present time.
  - 09.10 Understand and discuss the basic inland marine policy.
  - 09.11 List the major personal inland marine coverage and explain the uses and differences.

- 09.12 List the major commercial inland marine coverage and explain the use and purpose.
- 09.13 Understand the procedure followed in the rating of inland marine insurance contracts and demonstrate this understanding.
- 09.14 Discuss the origin of ocean marine insurance.
- 09.15 List and discuss the divisions of ocean marine insurance.
- 09.16 List and define the implied warranties in ocean marine insurance.
- 09.17 Explain the liability of an ocean carrier for the property of others.
- 09.18 List and explain the nature of the insurable interests in an ocean marine venture.
- 09.19 Define the common ocean marine terms associated with the settlement of losses.
- 09.20 List and understand the ocean marine perils.
- 09.21 Explain the purpose of the basic ocean marine clauses.
- 09.22 Discuss the coverage afforded by the ocean marine policies.
- 09.23 Understand the procedure followed in the rating of ocean marine contracts and demonstrate this understanding.
- 09.24 Discuss the principles and application of the law of negligence.
- 09.25 List and discuss the broad division of general liability insurance.
- 09.26 Discuss the different personal liability coverage and explain the differences among them.
- 09.27 Discuss the different commercial liability coverage and explain the application to practical situations.
- 09.28 Understand the procedure followed in the rating of general liability insurance and demonstrate this understanding.
- 09.29 Discuss the negligence liability of automobile owners and operators.
- 09.30 Explain the various automobile liability insurance plans.
- 09.31 Discuss the different automobile insurance policies and explain the differences among them.
- 09.32 List and explain the different types of automobile coverage.
- 09.33 Understand the procedure followed in the rating of automobile insurance and demonstrate this understanding.
- 09.34 Explain the Florida Automobile Reparation Reform Act (Personal Injury Protection-PIP).
- 09.35 Discuss the negligence liability of employers.
- 09.36 Discuss the origin of Worker's Compensation and its development up to the present time.
- 09.37 Discuss the coverage, endorsements, conditions and exclusions found in Worker's Compensation policies.
- 09.38 Discuss the purpose and operation of the assigned risk plan.
- 09.39 Discuss the nature of the boiler and machinery hazard.
- 09.40 List and explain the basic coverage found in boiler and machinery policies.
- 09.41 Explain the use and purpose of the various boiler and machinery endorsements.
- 09.42 Discuss the various policy provisions found in boiler and machinery policies.
- 09.43 Understand the procedure followed in the rating of boiler and machinery insurance and demonstrate this understanding.
- 09.44 Define the basic crime terms.
- 09.45 Discuss the different personal crime policies.
- 09.46 List and discuss the basic and miscellaneous commercial crime coverage forms.
- 09.47 Explain the purposes, advantages and disadvantages of crime deductibles.
- 09.48 Demonstrate an understanding of the procedure followed in the rating of crime insurance.
- 09.49 Discuss the comprehensive glass policy.

- 09.50 Demonstrate an understanding of the procedure followed in the rating of plate glass insurance.
  - 09.51 Explain the purposes of fidelity bonds.
  - 09.52 Define certain basic terms used in the fidelity field.
  - 09.53 List and discuss the different types of fidelity bonds.
  - 09.54 Demonstrate an understanding of the procedure followed in the rating of fidelity bonds.
  - 09.55 Explain the differences between suretyship and insurance.
  - 09.56 List and identify the parties to a surety bond.
  - 09.57 List and discuss the different types of surety bonds.
  - 09.58 Demonstrate an understanding of the procedure followed in the rating of surety bonds.
  - 09.59 Discuss the development of the Homeowners policy.
  - 09.60 Determine the types of risks that are eligible for the Homeowners program.
  - 09.61 State the limits of liability required under the various Homeowners forms.
  - 09.62 List and discuss the basic Homeowners coverage forms.
  - 09.63 Discuss the various optional Homeowners coverage forms.
  - 09.64 Explain the application of the mandatory Homeowners deductibles and discuss the optional deductibles available.
  - 09.65 Discuss the history and concept of commercial multiple line insurance.
  - 09.66 Define the above coverage risk and explain how this is reflected in the rate.
  - 09.67 List and discuss the advantages of packaging.
  - 09.68 List and discuss the various commercial multiple line programs.
  - 09.69 Understand the procedure followed in the rating of commercial multiple line programs and demonstrate this understanding.
  - 09.70 Explain the requirements necessary to underwrite and sell aviation insurance.
  - 09.71 Discuss the origin of life insurance.
  - 09.72 Explain why life insurance is needed by our society.
  - 09.73 Define the terms used in life insurance.
  - 09.74 Identify and explain the various types of life insurance.
  - 09.75 Explain the basic life insurance policy and its provisions.
  - 09.76 Identify and explain the payment procedures and options for life insurance.
  - 09.77 Explain Florida's rules and regulations relative to life insurance.
  - 09.78 Define health insurance.
  - 09.79 Explain the importance of the health insurance application form.
  - 09.80 Identify and explain the difference between individual and group health insurance.
  - 09.81 Discuss the importance of uniform provisions in a health insurance policy.
- 11.0 Maintain appropriate business records for an insurance agency. – The student will be able to:
- 10.01 Discuss why business firms need good record systems.
  - 10.02 Identify appropriate business records for an insurance agency.
  - 10.03 List reasons why business records should be protected.
  - 10.04 Describe how budgets are used to run business firms efficiently.
  - 10.05 Complete identified business records accurately.
- 11.0 Demonstrate knowledge of employee compensation and benefits plan. – The student will be able to:



- 11.01 Distinguish between the various types of wage and salary plans.
- 11.02 Identify reasons why different wages and salaries are paid for different jobs.
- 11.03 Describe the most common kinds of fringe benefits.
- 11.04 Explain major provisions of both the Occupational Safety and Health Act and the Social Security Act.

12.0 Develop a successful promotion plan for an insurance agency. – The student will be able to:

- 12.01 Identify the major methods of promotion.
- 12.02 List the sources of advertising.
- 12.03 Identify information sources for planning an advertising program.
- 12.04 Discuss factors involved in managing promotion including cost, timeliness, and legality.
- 12.05 Explain how understanding the customer can improve personal selling.
- 12.06 Show how a salesperson can use product knowledge.
- 12.07 Instruct employees in effective sales techniques.

### **International Business Specialization**

09.0 Demonstrate knowledge of international marketing and distribution activities. – The student will be able to:

- 09.01 Explain the international business relationships among countries and regions.
- 09.02 Identify international resources.
- 09.03 Demonstrate decision making abilities that generate marketing strategies using products, prices, places, and promotions related to international business.
- 09.04 Identify the types of international business organizations and their structures.
- 09.05 Describe the appropriate use of international promotional tools.

10.0 Demonstrate knowledge of international social and cultural business practices. – The student will be able to:

- 10.01 Describe international business customs and practices.
- 10.02 Compare cultural differences.

11.0 Demonstrate knowledge of international law and economic activities. – The student will be able to:

- 11.01 Identify requirements necessary to comply with international contracts.

### **Management Specialization**

09.0 Demonstrate knowledge of principles and practices of management. – The student will be able to:

- 09.01 Understand the need for management skills in all kinds of organizations.
- 09.02 Describe the three basic levels of management and types of positions associated with each.

- 09.03 Describe the four basic management functions of planning, organizing, leading, and controlling.
  - 09.04 Identify and distinguish among different types of plans: strategic, operational, and tactical.
  - 09.05 Identify and describe various planning activities, including goal setting, budgeting, establishing policies and procedures, etc.
  - 09.06 Describe and give applications of the process of rational decision making.
  - 09.07 Define the organizing function of management and identify various activities associated with this function.
  - 09.08 Define and give examples of coordination, authority, power, responsibility, and accountability, and span of management.
  - 09.09 Describe different types of organizational departmentation.
  - 09.10 Define leadership and distinguish between leadership and management.
  - 09.11 Define the process of managerial control.
  - 09.12 Describe various types of control techniques used in the workplace.
- 10.0 Demonstrate knowledge of essential human relations skills. – The student will be able to:
- 10.01 Discuss the importance of effective human relations skills in organizations.
  - 10.02 Relate concepts including self-esteem, perception, values to job performance.
  - 10.03 Identify and discuss various barriers to communication and specific ways to improve interpersonal and organizational communication.
  - 10.04 Define group dynamics and demonstrate understanding of group issues that affect employee performance.
  - 10.05 Discuss the effects of stress on employees and the organization and ways to effectively manage stress.
- 11.0 Demonstrate knowledge of the supervisory responsibilities of management. – The student will be able to:
- 11.01 Identify and discuss the unique responsibilities of the first-level supervisor.
  - 11.02 Discuss the issues involved in making the transition from employee to supervisor.
  - 11.03 Identify key supervisory responsibilities, including communicating, leading, motivating, counseling and disciplinary action, budgeting, managing time, union relations, performance evaluation, safety, EEO compliance, etc.
- 12.0 Demonstrate knowledge of human resources management. – The student will be able to:
- 12.01 Identify typical responsibilities of an organization's human resources department.
  - 12.02 Explain how managers and the human resources function share responsibility.
  - 12.03 Identify important laws regarding discrimination, safety, etc. that are critical to organizations.

### **Marketing Specialization**

- 09.0 Utilize effective selling techniques and procedures. – The student will be able to:
- 09.01 Understand your product and market.
  - 09.02 Explain the difference between personal and non personal selling.

- 09.03 Identify the steps of the selling process.
  - 09.04 Recognize consumer buying motives and buying criteria.
  - 09.05 Identify various types of customers: consumer and industrial.
  - 09.06 Demonstrate an effective sales presentation.
  - 09.07 Observe, evaluate, and critique a sales demonstration.
  - 09.08 Create and maintain a client database.
  - 09.09 Demonstrate an understanding of various types of prospecting tools.
  - 09.10 Demonstrate an understanding of techniques for handling different customer types: the casual looker, the decided customer, and the undecided customer.
  - 09.11 Develop a written features/benefits analysis sheet for a product.
  - 09.12 Demonstrate an effective sales presentation.
  - 09.13 Demonstrate an understanding of closing techniques, including trial closes.
- 10.0 Demonstrate knowledge and application of product and service technology. – The student will be able to:
- 10.01 Understand the importance of product safety.
  - 10.02 Understand the importance of product and service technology.
  - 10.03 Utilize available sources to obtain product knowledge and perform market research utilizing the internet.
  - 10.04 Demonstrate product and service technology.
- 11.0 Plan the marketing strategy and promote the business. – The student will be able to:
- 11.01 Create a promotional plan.
  - 11.02 Describe the techniques for sales and promotion.
  - 11.03 Analyze competitive promotional activities.
  - 11.04 Evaluate promotional effectiveness.
  - 11.05 Explain the use of goods classification and life cycle analyses as planning tools for marketing.
  - 11.06 Develop and modify marketing mixes for a business.
  - 11.07 Identify target markets.
  - 11.08 Evaluate marketing activities.
  - 11.09 Demonstrate knowledge of push/pull strategies.
  - 11.10 Demonstrate knowledge of direct marketing, including e-Business.
  - 11.11 Demonstrate knowledge of advertising media and the advantages and disadvantages of each.
  - 11.12 Discuss the role of public relations in the marketing mix.
- 12.0 Demonstrate a knowledge of basic marketing principles. – The student will be able to:
- 12.01 Explain the role of marketing in the free enterprise system.
  - 12.02 List and compare the three major types of economic systems.
  - 12.03 Describe the channels of distribution and storage.
  - 12.04 Identify and discuss economic resources.
  - 12.05 Discuss the role of the consumer in the free enterprise system.
  - 12.06 Define the concept "supply and demand."
  - 12.07 Identify and define the functions of marketing.
  - 12.08 Identify and define the four types of product utility.
  - 12.09 Identify and explain the elements in the marketing mix (price, product, promotion, and place).

- 12.10 Differentiate between the basic categories of consumer goods (i.e. convenience goods, shopping goods, and specialty goods).
- 12.11 Name current trends that have developed in retailing and merchandising.

### **Non-Profit Specialization**

- 09.0 Demonstrate knowledge of financial management for non-profit organizations. – The student will be able to:
  - 09.01 Demonstrate an understanding of tax exempt status for a non-profit organization.
  - 09.02 Identify the benefits of creating the right legal structure for a non-profit.
  - 09.03 Able to summarize the vital role of financial management.
  - 09.04 Demonstrate accounting literacy.
  - 09.05 Demonstrate the ability to design/choose a management information system.
  - 09.06 Examine the methods to keep the books.
  - 09.07 Demonstrate an understanding of financial reports for outside accountability.
  - 09.08 Demonstrate a recognition of tax reporting obligations.
  
- 10.0 Demonstrate knowledge of management for non-profit organizations. – The student will be able to:
  - 10.01 Demonstrate an understanding of the defining characteristics of the non-profit sector.
  - 10.02 Complete an overview of the different types of organizations that make up the non-profit sector.
  - 10.03 Examine business and governmental roles in fields where non-profits are active.
  - 10.04 Examine the current realities and put them into historical perspective with the for-profit sector.
  - 10.05 Compare the scale and role of the major subcomponents of non-profit organizations.
  - 10.06 Examine the key trends and challenges that non-profit organizations face.
  - 10.07 Demonstrate an understanding of the current issues in non-profit organizations.
  - 10.08 Outline the merits of organizational planning and organization building in non-profits.

### **Postal Service Management Specialization**

- 09.0 Demonstrate knowledge of postal management functions. – The student will be able to:
  - 09.01 Demonstrate knowledge of customer services and delivery services as they relate to daily operations of stations, branches, and associate offices.
  - 09.02 Demonstrate knowledge of delivery services such as regulations, star routes, safety and postal operations, mail counts and inspections, mail classifications and rates.
  - 09.03 Demonstrate knowledge of postal related customer services such as retail operations, sales and consumer services.
  - 09.04 Demonstrate an understanding of procedures required in mail processing.
  - 09.05 Demonstrate an understanding of the finance procedures for postal operations.

- 09.06 Demonstrate an understanding of the Postmaster General report generation and analysis.
- 09.07 Demonstrate an understanding of revenue generation and protection.

### **Real Estate Specialization**

- 09.0 Demonstrate knowledge of real estate. – The student will be able to:
  - 09.01 Describe a real estate market under the price system.
  - 09.02 Explain the major submarkets of real estate.
  - 09.03 Explain the principles of highest and best use of land.
  - 09.04 List and explain at least three factors that influence demand in the real estate market.
  - 09.05 Describe how real estate market indicators assist in interpreting the current trends and conditions of the local market.
  - 09.06 Understand different types of loans and financial resources.
  - 09.07 Demonstrate understanding of how land and real estate are appraised.
  - 09.08 Demonstrate understanding of different types of insurance.
  - 09.09 Demonstrate understanding of legal issues in real estate.
  - 09.10 Demonstrate understanding of importance of self-marketing.

### **Retail Management Specialization**

- 09.0 Identify economic and marketing concepts. – The student will be able to:
  - 09.01 Explain the role of marketing in the free enterprise system.
  - 09.02 Describe the channels of distribution.
  - 09.03 Discuss the role of the consumer in the free enterprise system.
  - 09.04 Apply basic marketing concepts.
- 10.0 Identify the organization and function of the retail industry. – The student will be able to:
  - 10.01 Analyze the organizational structure of the retail industry.
  - 10.02 Analyze the trends in the retail industry.
- 11.0 Demonstrate knowledge of sales promotion concepts. – The student will be able to:
  - 11.01 Create a promotional plan.
  - 11.02 Describe the techniques used to prepare advertising and promotion.
  - 11.03 Analyze competitive promotional activities.
  - 11.04 Evaluate promotional effectiveness.
  - 11.05 Demonstrate an understanding of sales promotion objectives and what types of promotions are used to stimulate sales in various markets.
  - 11.06 Explain the advantages and disadvantages of various types of displays.
  - 11.07 Demonstrate an understanding of the importance of merchandising stock.
- 12.0 Utilize effective selling techniques and procedures. – The student will be able to:
  - 12.01 Explain the differences between personal and nonpersonal selling.

- 12.02 Demonstrate the steps of a sale.
- 12.03 Recognize customer buying motives.
- 12.04 Demonstrate an understanding of customer buying motives.
- 12.05 Demonstrate an understanding of various types of customer approaches.
- 12.06 Determine the proper time to approach a customer to open a sale.
- 12.07 Demonstrate an understanding of techniques for handling different customer types: the casual looker, the decided customer, and undecided customer.
- 12.08 Develop a written benefits analysis sheet for a product.
- 12.09 Demonstrate an effective sales presentation.
- 12.10 Observe, evaluate, and critique a sales presentation.
- 12.11 Demonstrate an understanding of when to close a sale and various techniques for closing a sale.

13.0 Demonstrate an understanding of retail buying. – The student will be able to:

- 13.01 Demonstrate an understanding of the buying-selling function.
- 13.02 Analyze the importance of and calculate stock turnover.
- 13.03 Calculate markup and markdown.
- 13.04 Calculate discount date, due date, trade discounts, and amount of payment on an invoice.

14.0 Demonstrate an understanding of the importance of retail operations. – The student will be able to:

- 14.01 Understand the importance of marketing operations, including store safety, marking and receiving, security, credit, store maintenance and housekeeping, and distribution of goods.

15.0 Demonstrate knowledge and application of product service and technology. – The student will be able to:

- 15.01 Understand the importance of product and service technology knowledge.
- 15.02 Utilize available sources to obtain product information.
- 15.03 Demonstrate product and service technology knowledge.

### **Small Business Management Specialization**

09.0 Demonstrate knowledge of small business management functions. – The student will be able to:

- 09.01 Demonstrate an understanding of principles of small business management concerning business entities, planning, and ethics.
- 09.02 Demonstrate an understanding of the principles and systems of accounting in a small business.
- 09.03 Demonstrate an understanding of the principles of budgeting and break-even analysis as they apply to the financial management of the small business.
- 09.04 Demonstrate an understanding of principles of financing and cash management in the small business.
- 09.05 Demonstrate an understanding of the fundamentals of advertising and marketing products and services in the small business.

- 09.06 Demonstrate an understanding of the purchasing and management of needed inventories, materials, supplies, services, and equipment of the right quality, in the proper quantity, for reasonable prices, at the appropriate time, from the right vendor or supplier.
- 09.07 Demonstrate an understanding of trends in business communications and electronic technology.
- 09.08 Demonstrate an understanding of basic management functions of leadership, organizing, staffing, and motivating the small business work team.
- 09.09 Demonstrate an understanding of the decision-making, evaluation, importance and mechanics of writing a business plan.
- 09.10 Demonstrate an understanding of the components of monitoring costs, job order cost cycle, purchasing materials, inventory, and payroll in job order cost accounting.
- 09.11 Evaluate the advantages and disadvantages of the three major forms of business ownership (sole proprietorship, partnership, and corporation).
- 09.12 Understand the issues of family or home-based businesses.
- 09.13 Demonstrate an understanding of e-Business.

### **Sports Management Specialization**

- 09.0 **Demonstrate knowledge of sport, recreation, and entertainment management and marketing industries.** – The student will be able to:
  - 09.01 Discuss the history of sport, recreation, and entertainment marketing.
  - 09.02 Discuss sport, recreation, and entertainment as an industry.
  - 09.03 Demonstrate applications of financing for sport, recreation, and entertainment industry.
  - 09.04 Demonstrate applications of product/service planning to the sport, recreation, and entertainment marketing industry.
  - 09.05 Demonstrate pricing applications for the sport, recreation, and entertainment industry.
  - 09.06 Demonstrate purchasing applications to the sport, recreation, and entertainment industry.
  - 09.07 Demonstrate applications of safety and risk-management to the sport, recreation, and entertainment industry.
  - 09.08 Demonstrate selling applications to the sport, recreation, and entertainment industry.
  - 09.09 Demonstrate understanding of licensing, sponsorships, and endorsements in sport, recreation, and entertainment industries.
  - 09.10 Demonstrate an understanding of the impact of the media on sport, recreation, and entertainment.
  - 09.11 Discuss the importance of public relations and publicity to sport, recreation, and entertainment.

**2011-2012**

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Human Resources Administrator  
**Career Cluster:** Business, Management, and Administration

<b>CCC</b>	
CIP Number	0506.040105
Program Type	College Credit Certificate (CCC)
Program Length	21 credit hours
CTSO	Phi Beta Lambda, BPA
SOC Codes (all applicable)	11-3042
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>

### **Purpose**

This certificate program is part of the Business Administration AS/AAS degree program (1506040102 / 0506040102).

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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**



### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

### **Standards**

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

#### **General (Core) Skills**

- 1.0 Demonstrate basic business communications skills.
- 2.0 Demonstrate an understanding of basic business operations.
- 3.0 Demonstrate an understanding of the principles of human resources management.
- 4.0 Demonstrate an understanding of records management.
- 5.0 Identify recruitment and staffing concepts and techniques.
- 6.0 Demonstrate an understanding of compensation and benefits administration.
- 7.0 Demonstrate an understanding of basic employment law.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title:** Human Resources Administrator  
**CIP Number:** 0506.040105  
**Program Length:** 21 credit hours  
**SOC Code(s):** 11-3042

This certificate program is part of the Business Administration AS/AAS degree program (1506040102 / 0506040102). At the completion of this program, the student will be able to:

**General (Core) Skills**

- 01.0 Demonstrate basic business communications skills. – The student will be able to:
- 01.01 Demonstrate proficiency in oral and written business communication.
  - 01.02 Demonstrate proficiency in business grammar, proofreading, editing and business composition.
- 02.0 Demonstrate an understanding of basic business operations. – The student will be able to:
- 02.01 Identify basic business terminology.
  - 02.02 Identify forms of business ownership.
  - 02.03 Demonstrate an understanding of basic economics.
  - 02.04 Demonstrate an understanding of business marketing, finance, and management.
- 03.0 Demonstrate an understanding of the principles of human resources management – The student will be able to:
- 03.01 Identify the role of human resources in the business environment.
  - 03.02 Demonstrate an understanding of theories, practices and functions of human resources management.
  - 03.03 Identify the principles of job analysis.
- 04.0 Demonstrate an understanding of records management – The student will be able to:
- 04.01 Identify principles of records and information management.
  - 04.02 Explain the objectives of an organized records management program.
  - 04.03 Explain how databases are used in managing records.
  - 04.04 Identify laws that regulate the retention and accessibility of records.
- 05.0 Identify recruitment and staffing concepts and techniques. – The student will be able to:
- 05.01 Identify the principles and functions of recruitment and staffing.
  - 05.02 Identify the role of recruitment and staffing in human resources administration.
  - 05.03 Demonstrate an understanding of the recruitment and staffing processes.
  - 05.04 Describe interview methods.

- 05.05 Describe methods of orientation and training of new employees.
- 06.0 Demonstrate an understanding of compensation and benefits administration. – The student will be able to:
- 06.01 Identify the principles of compensation and benefits plans.
- 06.02 Describe the legal issues associated with compensation and benefits plans.
- 06.03 Demonstrate an understanding of the administration of compensation and benefits plans in the business environment.
- 07.0 Demonstrate an understanding of basic employment law. – The student will be able to:
- 07.01 Identify legal terminology related to human resources.
- 07.02 Demonstrate an understanding of the provisions of the Civil Rights Acts, EEOC legislation, OSHA, Rights of Women, Elderly and Handicapped, as they apply to human resources functions.
- 07.03 Demonstrate an awareness of Federal and State administrative agencies, their duties, and how they affect human resources managers.
- 07.04 Identify methods to protect the human resources department and company from potential lawsuits.

**Sample Program:**

HUMAN RESOURCES ADMINISTRATOR: COLLEGE CREDIT CERTIFICATE		
<i>Major Courses</i>		
OST2335C	Business Communications	3 credits
GEB 1011	Intro to Business	3 credits
MAN 2300	Human Resources Management	3 credits
<i>Support Courses</i>		
OST 1355C	Record Mgmt/ Legal Implications	3 credits
MNA 2320	HR Recruitment and Staffing	3 credits
MNA 2325	HR Compensation and Benefits Admin	3 credits
PLA 2470 or	Introduction to HR Management Law/Regulations	3 credits
Total:		21 credits

**2011-2012**

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Business Development and Entrepreneurship  
**Career Cluster:** Business, Management, and Administration

<b>CCC</b>	
CIP Number	0506.040106
Program Type	College Credit Certificate (CCC)
Program Length	25
CTSO	Phi Beta Lambda and BPA
SOC Codes (all applicable)	11-1021
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>

### **Purpose**

This certificate program is part of the Business Administration AS/AAS degree program (0506040102/1506040102).

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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

## **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

## **Standards**

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

### **General (Core) Skills**

- 01.0 Perform math computations.
- 02.0 Demonstrate basic computer skills.
- 03.0 Perform accounting activities.
- 04.0 Perform communication activities.
- 05.0 Develop human relations skills.
- 06.0 Demonstrate employability skills.
- 07.0 Develop leadership skills.
- 08.0 Perform decision-making activities.
- 09.0 Identify, classify, and demonstrate management activities.
- 10.0 Demonstrate a basic understanding of legal and ethical issues in a business environment.

### **Program Level Skills**

- 11.0 Demonstrate knowledge of basic marketing principles.
- 12.0 Demonstrate knowledge of small business management functions.
- 13.0 Plan the marketing strategy and promote the business.
- 14.0 Utilize effective selling techniques and procedures.
- 15.0 Demonstrate knowledge of effective business communication strategies.
- 16.0 Demonstrate an understanding of the foundational principles associated with business development.
- 17.0 Demonstrate knowledge of international/global business practices.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title:** Business Development and Entrepreneurship  
**CIP Number:** 0506.040106  
**Program Length:** 25 Credits  
**SOC Code(s):** 11-1021

This certificate program is part of the Business Administration AS/AAS degree program (0506040102/1506040102). At the completion of this program, the student will be able to:

**General (Core) Skills**

01.0 Perform math computations. – The student will be able to:

- 01.01 Perform basic computational operations manually and with a calculator.
- 01.02 Interpret graphs and tables.
- 01.03 Solve and interpret financial problems such as sales, purchases, markups, markdowns, simple and compound interest, future value, present value, and time value of money using a calculator.

02.0 Demonstrate basic computer skills. – The student will be able to:

- 02.01 Demonstrate keyboarding techniques.
- 02.02 Demonstrate basic proficiency in spreadsheet, word processing, database, and presentation software and e-mail communication.
- 02.03 Perform research using the internet and intranet.

03.0 Perform accounting activities. – The student will be able to:

- 03.01 Record transactions in a general journal.
- 03.02 Post entries from a general journal to a general ledger.
- 03.03 Prepare a worksheet.
- 03.04 Prepare an income statement.
- 03.05 Prepare an owner's equity statement.
- 03.06 Prepare a balance sheet.
- 03.07 Prepare a cash flow statement.
- 03.08 Journalize and post adjusting entries.
- 03.09 Journalize and post closing entries.
- 03.10 Prepare a post-closing trial balance.
- 03.11 Demonstrate knowledge of petty cash records.
- 03.12 Demonstrate knowledge of checking account records and bank reconciliation.
- 03.13 Record transactions in special journals.
- 03.14 Post journal entries to subsidiary ledgers.
- 03.15 Prepare payroll records.
- 03.16 Interpret financial statements.
- 03.17 Demonstrate knowledge of the accounting cycle.
- 03.18 Demonstrate knowledge of budget principles and interpret budgets.
- 03.19 Demonstrate accounting operations on a computer.

04.0 Perform communication activities. – The student will be able to:

- 04.01 Demonstrate effective listening skills.
- 04.02 Give, follow, and interpret oral and written communications.
- 04.03 Demonstrate knowledge of e-mail etiquette and ethics.
- 04.04 Obtain appropriate information from graphics and other visual media.
- 04.05 Proofread and edit documents.
- 04.06 Research and compose a document containing statistical information.
- 04.07 Demonstrate ability to communicate effectively with diverse populations.

05.0 Develop human relations skills. – The student will be able to:

- 05.01 Analyze and develop written solutions to behavior problems affecting job performance.
- 05.02 Demonstrate ability to work effectively as part of a team.
- 05.03 Demonstrate conflict resolution skills.
- 05.04 Demonstrate punctuality, initiative, courtesy, dependability, flexibility and honesty.
- 05.05 Develop and demonstrate the unique human relations skills needed for success in the business sector.
- 05.06 Recognize different personality styles and how to interact effectively with them in the workplace.
- 05.07 Differentiate between an acceptable and unacceptable code of ethical conduct in business.
- 05.08 Discuss how values and attitudes influence behavior.
- 05.09 Explain how understanding of self-concept and self-esteem impacts human relations skills.

06.0 Demonstrate employability skills. – The student will be able to:

- 06.01 Demonstrate understanding of acceptable hygiene and grooming habits.
- 06.02 Identify appropriate attire and grooming for a business office.
- 06.03 Complete a resume and cover letter.
- 06.04 Demonstrate effective job interview techniques.
- 06.05 Identify and demonstrate acceptable work habits.
- 06.06 Demonstrate ability to adapt to change.
- 06.07 Demonstrate effective time management skills.

07.0 Develop leadership skills. – The student will be able to:

- 07.01 Demonstrate an understanding of how to plan and lead an effective meeting.
- 07.02 Define effective leadership.
- 07.03 Identify and explain key leadership behaviors.
- 07.04 Compare different styles of leadership.
- 07.05 Relate leadership to other management and communication skills.
- 07.06 Examine ways effective leaders develop, coach, and motivate.
- 07.07 Define organization vision and mission.
- 07.08 Identify characteristics of effective goals.
- 07.09 Describe personal leadership style.
- 07.10 Explain how effective leaders identify problems and make decisions.

- 07.11 Compare different styles of managing conflict.
- 08.0 Perform decision-making activities. – The student will be able to:
  - 08.01 Choose appropriate action in situations requiring application of business ethics.
  - 08.02 Identify ways to assign work to others.
  - 08.03 Apply steps in a rational decision making process to a business and/or personal situation.
- 09.0 Identify, classify, and demonstrate management activities. – The student will be able to:
  - 09.01 Compare management styles.
  - 09.02 Identify the major functions of management.
  - 09.03 Demonstrate understanding of basic management concepts such as authority, responsibility, delegation, empowerment, and hiring and firing.
  - 09.04 Demonstrate knowledge of the relationship between authority and responsibility to task accomplishment.
  - 09.05 Select the most effective communication systems.
  - 09.06 Identify problems and make an appropriate decision.
  - 09.07 Demonstrate understanding of organizational culture and its impact on communication.
  - 09.08 Identify and discuss current management issues in business and other organizations.
  - 09.09 Describe activities associated with the management functions of planning, organizing, staffing, leading, and controlling.
- 10.0 Demonstrate a basic understanding of legal and ethical issues in a business environment. – The student will be able to:
  - 10.01 Demonstrate basic understanding of contracts.
  - 10.02 Demonstrate basic understanding of human resource issues.
  - 10.03 Demonstrate basic understanding of negotiable instruments.
  - 10.04 Demonstrate basic understanding of intellectual property rights.
  - 10.05 Demonstrate basic understanding of appropriate use of employer property.
  - 10.06 Demonstrate basic understanding of confidentiality.
  - 10.07 Demonstrate basic understanding of role of ethical decision making in dealings with stakeholders.
  - 10.08 Demonstrate knowledge of social responsibilities.
  - 10.09 Demonstrate knowledge of legal and privacy issues regarding e-mail, voice mail, internet, telephone, and other communication methods.

### **Program Level Skills**

- 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 List and compare the three major types of economic systems.
  - 11.03 Describe the channels of distribution and storage.
  - 11.04 Identify and discuss economic resources.
  - 11.05 Discuss the role of the consumer in the free enterprise system.
  - 11.06 Define the concept "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 Name current trends that have developed in retailing and merchandising.
- 12.0 Demonstrate knowledge of small business management functions. – The student will be able to:
- 12.01 Demonstrate an understanding of principles of small business management concerning business entities, planning, and ethics.
  - 12.02 Demonstrate an understanding of the principles and systems of accounting in a small business.
  - 12.03 Demonstrate an understanding of the principles of budgeting and break-even analysis as they apply to the financial management of the small business.
  - 12.04 Demonstrate an understanding of principles of financing and cash management in the small business.
  - 12.05 Demonstrate an understanding of the fundamentals of advertising and marketing products and services in the small business.
  - 12.06 Demonstrate an understanding of the purchasing and management of needed inventories, materials, supplies, services, and equipment of the right quality, in the proper quantity, for reasonable prices, at the appropriate time, from the right vendor or supplier.
  - 12.07 Demonstrate an understanding of basic management functions of leadership, organizing, staffing, and motivating the small business work team.
  - 12.08 Conduct basic market research and develop a marketing plan for a small business.
  - 12.09 Demonstrate an understanding of the components of monitoring costs, job order cost cycle, purchasing materials, inventory, and payroll in job order cost accounting.
  - 12.10 Demonstrate an understanding of fundamental legal and government regulation issues facing small business owners.
  - 12.11 Identify issues and sources of assistance regarding risk management, insurance, taxation, and business law.
  - 12.12 Demonstrate an understanding of the process of creating and managing a labor relations program in a small business.
  - 12.13 Demonstrate an understanding of e-Business.
  - 12.14 Evaluate the advantages and disadvantages of the three major forms of business ownership (sole proprietorship, partnership, and corporation).
- 13.0 Plan the marketing strategy and promote the business. – The student will be able to:
- 13.01 Create a promotional plan.
  - 13.02 Describe the techniques for sales and promotion.
  - 13.03 Analyze competitive promotional activities.
  - 13.04 Evaluate promotional effectiveness.
  - 13.05 Develop and modify marketing mixes for a business.
  - 13.06 Identify target markets.
  - 13.07 Evaluate marketing activities.

- 13.08 Demonstrate knowledge of push/pull strategies.
  - 13.09 Demonstrate knowledge of direct marketing, including e-Business.
  - 13.10 Demonstrate knowledge of advertising media and the advantages and disadvantages of each.
- 14.0 Utilize effective selling techniques and procedures. – The student will be able to:
- 14.01 Understand your product and market.
  - 14.02 Identify the steps of the selling process.
  - 14.03 Recognize consumer buying motives and buying criteria.
  - 14.04 Identify various types of customers: consumer and industrial.
  - 14.05 Demonstrate an effective sales presentation.
  - 14.06 Observe, evaluate, and critique a sales demonstration.
  - 14.07 Create and maintain a client database.
  - 14.08 Demonstrate an understanding of various types of prospecting tools.
  - 14.09 Develop a written features/benefits analysis sheet for a product.
  - 14.10 Demonstrate an understanding of closing techniques, including trial closes
- 15.0 Demonstrate knowledge of effective business communication strategies. – The student will be able to:
- 15.01 Define communication and describe the main purposes of communications in business.
  - 15.02 Discover and describe the various communications theories.
  - 15.03 Distinguish between internal and external communications with an awareness of the importance and consequences for each audience.
  - 15.04 Identify the organizational needs for each of the forms of communication.
  - 15.05 Plan and prepare an oral presentation using technological enhancements.
  - 15.06 Draft various written documents with an emphasis on spelling, organization, grammar, content, style, format, layout, and meaning.
  - 15.07 Use successful career building skills such as collaborative teamwork, ethical conduct, business etiquette, and resolution of conflict in the work environment.
  - 15.08 Effectively communicate by phone in different situations and under different stress factors.
  - 15.09 Participate in a simulated employment interview using a prepared resume, cover letter, and the follow-up written documentation.
- 16.0 Demonstrate an understanding of the foundational principles associated with business development. – The student will be able to:
- 16.01 Define entrepreneurship.
  - 16.02 Describe the importance of entrepreneurship to the American economy.
  - 16.03 Analyze the advantages and disadvantages of business ownership.
  - 16.04 Identify the necessary personal characteristics of a successful entrepreneur.
  - 16.05 Explain the nature of entrepreneurship as a method of business ownership.
  - 16.06 Recognize the management, financial, marketing and legal skills necessary to successfully operate and grow an entrepreneurial venture.
  - 16.07 Discuss the global aspects of an entrepreneurial business.
  - 16.08 Explain the concept of, and applications for, social entrepreneurship.
  - 16.09 Identify the forms of business ownership.

- 16.10 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.
  - 16.11 Discuss the key elements of a business plan.
  - 16.12 Explore the creative process and describe the protection of intellectual property.
  - 16.13 Differentiate between a “good idea” and a viable business opportunity.
  - 16.14 Analyze the current environment for potential business opportunities.
  - 16.15 Conduct a preliminary market analysis of a business opportunity.
  - 16.16 Discuss the challenges of strategic management and develop a strategic plan for a small business.
- 17.0 Demonstrate knowledge of international/global business practices. – The student will be able to:
- 17.01 Understand U.S. and International Business practice theory in an interdisciplinary environment.
  - 17.02 Evaluate and revise an existing business plan for adherence to international business practices.
  - 17.03 Conduct business using state-of-the-art technology including business equipment, computers, and telecommunication devices.
  - 17.04 Conduct business in a global environment including importing and exporting issues as well as foreign issues.
  - 17.05 Develop the concept of teamwork in completing daily business tasks as well as team discussions relating to the overall operation and growth of the business.
  - 17.06 Demonstrate critical thinking and problem solving skills within an international business environment.
  - 17.07 Develop the skills necessary to effectively participate in four functions of business, including Marketing/Sales, Purchasing, Human Resources, and Accounting.

**2011-2012**

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Business Management  
**Career Cluster:** Business, Management, and Administration

<b>CCC</b>	
CIP Number	0506180101
Program Type	College Credit Certificate (CCC)
Program Length	24 credit hours
CTSO	Phi Beta Lambda, BPA
SOC Codes (all applicable)	11-1020
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>

### **Purpose**

This certificate program is part of the Business Administration AS/AAS degree program (0506040102 / 1506040102).

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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## Special Notes

### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

## Standards

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

### **General (Core) Skills**

- 01.0 Perform math computations.
- 02.0 Demonstrate basic computer skills.
- 03.0 Perform accounting activities.
- 04.0 Perform communication activities.
- 05.0 Develop human relations skills.
- 06.0 Demonstrate employability skills.
- 07.0 Develop leadership skills.
- 08.0 Perform decision making activities.
- 09.0 Identify, classify, and demonstrate management activities.
- 10.0 Demonstrate a basic understanding of legal and ethical issues in a business environment.

**In addition, students will complete the outcomes in one of the following specializations:**

- Banking SOC Code: 11-3031
- Customer Service SOC Code: 11-2031
- e-Business SOC Code: 11-3021
- Finance SOC Code: 11-3031
- Human Resources SOC Code: 11-3042
- Insurance SOC Code: 11-3041

- International Business SOC Code: 11-2011
- Management SOC Code: 11-9199
- Marketing SOC Code: 11-2021
- Non-Profit Management SOC Code: 11-9151
- Postal Service Management SOC Code: 11-9131
- Retail Management SOC Code: 11-2022
- Small Business Management SOC Code: 11-3011
- Sports Management SOC Code: 11-9199

### **Banking Specialization**

- 11.0 Understand terminology unique to the finance and credit industry.
- 12.0 Demonstrate knowledge of basic functions of financial institutions.
- 13.0 Utilize effective cross selling techniques and procedures for financial services.
- 14.0 Demonstrate knowledge of the history, growth and structure of the banking industry.
- 15.0 Demonstrate basic skills for performing functions of entry level positions in banking institutions.
- 16.0 Demonstrate security procedures and detection of fraud.
- 17.0 Demonstrate proficiency in money and banking.
- 18.0 Demonstrate proficiency in economic principles.

### **Customer Service Specialization**

- 11.0 Manage customer interactions.
- 12.0 Participate in learning.
- 13.0 Manage human resources.
- 14.0 Operate computers and other equipment appropriate to customer relationship management.

### **E-Business Specialization**

- 11.0 Use Web browsers to access Internet services.
- 12.0 Create local area networks.
- 13.0 Demonstrate proficiency in microcomputer operating systems and software.
- 14.0 Identify and explain various communication hardware devices.
- 15.0 Compare and contrast e-Business with traditional business.
- 16.0 Identify legal and ethical issues for e-Business.

### **Finance**

- 11.0 Utilize effective cross selling techniques and procedures for financial services.
- 12.0 Demonstrate knowledge of the history, growth and structure of the financial industry.
- 13.0 Understand terminology unique to the finance and credit industry.
- 14.0 Demonstrate basic skills for performing loan processing functions of entry level positions in financial institutions.
- 15.0 Demonstrate security procedures and detection of fraud.
- 16.0 Demonstrate proficiency in business law.
- 17.0 Demonstrate proficiency in money and finance.

### **Human Resources Specialization**

11.0 Demonstrate knowledge of principles of human resources.

### **Insurance Specialization**

11.0 Demonstrate knowledge and application of insurance product and service technology.

12.0 Maintain appropriate business records for an insurance agency.

13.0 Demonstrate knowledge of employee compensation and benefits plan.

14.0 Develop a successful promotion plan for an insurance agency

### **International Business Specialization**

11.0 Demonstrate knowledge of international marketing and distribution activities.

12.0 Demonstrate knowledge of international banking and finance activities.

13.0 Demonstrate knowledge of international social and cultural business practices.

14.0 Demonstrate knowledge of international law and economic activities.

### **Management Specialization**

11.0 Demonstrate knowledge of the principles and practices of management.

12.0 Demonstrate knowledge of essential human relations skills.

13.0 Demonstrate knowledge of the supervisory responsibilities of management.

14.0 Demonstrate knowledge of human resources management.

### **Marketing Specialization**

11.0 Utilize effective selling techniques and procedures.

12.0 Demonstrate knowledge and application of product and service technology.

13.0 Plan the marketing strategy and promote the business.

14.0 Demonstrate knowledge of basic marketing principles.

### **Non-Profit Management Specialization**

11.0 Demonstrate knowledge of financial management for non-profit organizations.

12.0 Demonstrate knowledge of management for non-profit organizations.

13.0 Demonstrate knowledge of strategic and policy issues in non-profit organizations.

### **Postal Service Management Specialization**

11.0 Demonstrate knowledge of postal management functions.

### **Retail Management Specialization**

11.0 Identify economic and marketing concepts.

12.0 Identify the organization and function of the retail industry.

13.0 Demonstrate knowledge of sales promotion concepts.

14.0 Demonstrate an understanding of entrepreneurship.

15.0 Utilize effective selling techniques and procedures.

16.0 Demonstrate an understanding of retail buying.

17.0 Demonstrate an understanding of the importance of retail operations

18.0 Demonstrate knowledge and application of product service and technology.

**Small Business Management Specialization**

11.0 Demonstrate knowledge of small business management functions.

**Sports Management Specialization**

11.0 Demonstrate knowledge of sport, recreation and entertainment management and marketing industries.

The 24 Credit Technical Certificate title may be **Business Management**, or one of the following specialized titles may be used:

**Example 24 Credit Technical Certificate Titles:**

Option 1: Technical Certificate in Business Management with Specialization in Banking.

Option 2: Technical Certificate in Banking Management.

Specialization	Alternative 24 Credit Technical Certificate (CCC) Title
Accounting/Budgeting Operations	N/A
Banking**	Banking Specialist**
Customer Service <sup>⊥</sup>	Customer Service Specialist <sup>⊥</sup>
E-Business <sup>⊥⊥</sup>	E-Business Specialist <sup>⊥⊥</sup>
Finance	Finance Management
Human Resources	Human Resources Management
Insurance	Insurance Management
International Business	International Business Management
Management	Business Management
Marketing	Marketing Management
Non-Profit Management	Non-Profit Management
Postal Service Management	Postal Service Management
Real Estate	N/A
Retail Management	Retail Management
Small Business Management	Small Business Management
Sports Management	Sports Management

\*\* This Technical Certificate may apply to either the Business Administration or Banking AAS/AS degree programs.

⊥ This Technical Certificate could apply to either the Business Administration or Customer Relationship Management AAS/AS degree programs.

⊥⊥ This Technical Certificate could apply to either the Business Administration or E-Business Technology AAS/AS degree programs.



**2011-2012**

**Florida Department of Education  
Student Performance Standards**

**Program Title:** Business Management  
**CIP Number:** 0506180101  
**Program Length:** 24 credit hours  
**SOC Code(s):** 11-1020

This certificate program is part of the Business Administration AS/AAS degree program ((0506040102 / 1506040102). At the completion of this program, the student will be able to:

**General (Core) Skills**

01.0 Perform math computations. – The student will be able to:

- 01.01 Perform basic computational operations manually and with a calculator.
- 01.02 Interpret graphs and tables.
- 01.03 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
- 01.04 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.

02.0 Demonstrate basic computer skills. – The student will be able to:

- 02.01 Demonstrate basic proficiency in spreadsheet, word processing, database, and presentation software and e-mail communication.
- 02.02 Perform research using the internet and intranet.

03.0 Perform accounting activities. – The student will be able to:

- 03.01 Interpret financial statements.
- 03.02 Demonstrate knowledge of budget principles and interpret budgets.

04.0 Perform communication activities. – The student will be able to:

- 04.01 Demonstrate effective telephone usage and courtesy.
- 04.02 Demonstrate effective listening skills.
- 04.03 Give, follow, and interpret oral and written communications.
- 04.04 Demonstrate knowledge of e-mail etiquette and ethics.
- 04.05 Compose business correspondence and related documents and demonstrate correct spelling, grammar, punctuation and word choice.
- 04.06 Prepare, outline, and deliver an effective short oral presentation.
- 04.07 Participate in a group discussion as a member and as a leader.
- 04.08 Obtain appropriate information from graphics and other visual media.
- 04.09 Research and interpret information retrieved from print and electronic resources.
- 04.10 Annotate letters, reports, and/or news articles.
- 04.11 Proofread and edit documents.
- 04.12 Research and compose a document containing statistical information.

- 04.13 Prepare visual material, including electronic media, to support an oral presentation.
- 04.14 Demonstrate ability to communicate effectively with diverse populations.
- 05.0 Develop human relations skills. – The student will be able to:
  - 05.01 Demonstrate ability to work effectively as part of a team.
  - 05.02 Demonstrate conflict resolution skills.
  - 05.03 Demonstrate punctuality, initiative, courtesy, dependability, flexibility and honesty.
  - 05.04 Develop and demonstrate the unique human relations skills needed for success in the business sector.
  - 05.05 Recognize different personality styles and how to interact effectively with them in the workplace.
  - 05.06 Differentiate between an acceptable and unacceptable code of ethical conduct in business.
  - 05.07 Discuss how values and attitudes influence behavior.
  - 05.08 Explain how understanding of self-concept and self-esteem impacts human relations skills.
- 06.0 Demonstrate employability skills. – The student will be able to:
  - 06.01 Demonstrate understanding of acceptable hygiene and grooming habits.
  - 06.02 Identify sources of employment opportunities.
  - 06.03 Identify appropriate attire and grooming for a business office.
  - 06.04 Identify documents that may be required when applying for a job.
  - 06.05 Complete a résumé and a cover letter.
  - 06.06 Complete a job application form correctly.
  - 06.07 Prepare a plain-text résumé for electronic distribution.
  - 06.08 Demonstrate effective job interview techniques.
  - 06.09 Demonstrate understanding of different types of interviews.
  - 06.10 Prepare a thank you letter for an interview.
  - 06.11 Identify and demonstrate appropriate responses to feedback from supervisors.
  - 06.12 Identify and demonstrate acceptable work habits.
  - 06.13 Demonstrate knowledge of how to make job and career changes appropriately.
  - 06.14 Demonstrate basic knowledge of employment law.
  - 06.15 Demonstrate ability to adapt to change.
  - 06.16 Demonstrate effective time management skills.
  - 06.17 Prepare a letter of resignation.
  - 06.18 Identify methods for securing an employment reference.
- 07.0 Develop leadership skills. – The student will be able to:
  - 07.01 Demonstrate an understanding of how to plan and lead an effective meeting.
  - 07.02 Define effective leadership.
  - 07.03 Identify and explain key leadership behaviors.
  - 07.04 Compare different styles of leadership.
  - 07.05 Relate leadership to other management and communication skills.
  - 07.06 Examine ways effective leaders develop, coach, and motivate.
  - 07.07 Define organization vision and mission.
  - 07.08 Identify characteristics of effective goals.

- 07.09 Describe personal leadership style.
- 07.10 Explain how effective leaders identify problems and make decisions.
- 07.11 Compare different styles of managing conflict.
  
- 08.0 Perform decision making activities. – The student will be able to:
  - 08.01 Choose appropriate action in situations requiring application of business ethics.
  - 08.02 Identify ways to assign work to others.
  - 08.03 Apply steps in a rational decision making process to a business and/or personal situation.
  
- 09.0 Identify, classify, and demonstrate management activities. – The student will be able to:
  - 09.01 Compare management styles.
  - 09.02 Identify the major functions of management.
  - 09.03 Demonstrate understanding of basic management concepts such as authority, responsibility, delegation, empowerment, and hiring and firing.
  - 09.04 Demonstrate knowledge of the relationship between authority and responsibility to task accomplishment.
  - 09.05 Select the most effective communication systems.
  - 09.06 Identify problems and make an appropriate decision.
  - 09.07 Demonstrate understanding of organizational culture and its impact on communication.
  - 09.08 Identify and discuss current management issues in business and other organizations.
  - 09.09 Describe activities associated with the management functions of planning, organizing, staffing, leading, and controlling.
  
- 10.0 Demonstrate a basic understanding of legal and ethical issues in a business environment. – The student will be able to:
  - 10.01 Demonstrate basic understanding of contracts.
  - 10.02 Demonstrate basic understanding of human resource issues.
  - 10.03 Demonstrate basic understanding of negotiable instruments.
  - 10.04 Demonstrate basic understanding of intellectual property rights.
  - 10.05 Demonstrate basic understanding of appropriate use of employer property.
  - 10.06 Demonstrate basic understanding of confidentiality.
  - 10.07 Demonstrate basic understanding of role of ethical decision making in dealings with stakeholders.
  - 10.08 Demonstrate knowledge of social responsibilities.
  - 10.09 Demonstrate knowledge of legal and privacy issues regarding e-mail, voice mail, internet, telephone, and other communication methods.

**In addition, students will complete the outcomes in one of the following specializations:**

**Banking Specialization**

- 11.0 Understand terminology unique to the banking industry. – The student will be able to:
  - 11.01 Understand and use terminology as it applies to the banking industry.

- 11.02 Know how to communicate with a customer in layman's language.
- 12.0 Demonstrate knowledge of basic functions of banking institutions. – The student will be able to:
- 12.01 Name the three basic functions of a financial institution.
  - 12.02 Explain the most important function of the three and why they are co-dependent.
  - 12.03 Discuss which departments and employees are responsible for the different functions.
- 13.0 Utilize effective cross selling techniques and procedures for financial services. --The student will be able to:
- 13.01 Identify opportunities for cross selling.
  - 13.02 Demonstrate how to sell other financial services.
  - 13.03 Demonstrate knowledge of all services offered by financial institutions.
  - 13.04 Explain the importance and demonstrate the procedures of cross selling.
- 14.0 Demonstrate knowledge of the history, growth and structure of the banking industry. – The student will be able to:
- 14.01 Demonstrate knowledge of the evolution of American banking institutions.
  - 14.02 Identify major acts and important regulations resulting from the growth and changes in banking institutions.
  - 14.03 Explain the similarities and differences in the banking institutions and other businesses that offer banking services.
  - 14.04 Explain the effects of deregulation.
- 15.0 Demonstrate basic skills for performing functions of entry level positions in banking institutions. – The student will be able to:
- 15.01 Demonstrate counting and strapping of coin and currency.
  - 15.02 Demonstrate use of a teller machine.
  - 15.03 Explain the types of endorsements and why they are important.
  - 15.04 Explain basic teller functions--cashing checks, accepting straight deposits and split deposits, and handling of cash.
  - 15.05 Demonstrate knowledge of balancing a cash drawer.
  - 15.06 Know how to detect counterfeit currency and the procedure for reporting it.
  - 15.07 Explain other special services such as issue Cashier's Checks, issuing and redeeming Savings Bonds, Money Orders, Traveler's Checks, Bank Drafts, payments and cash advances on charge cards.
  - 15.08 Balance a customer's checkbook, detecting customer and/or bank errors.
  - 15.09 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.
  - 15.10 Explain the routing system for payment of a check.
  - 15.11 Explain the functions and purpose of the Federal Reserve System.
  - 15.12 Demonstrate how to place a stop payment and hold on customer's account.
  - 15.13 Demonstrate procedure for opening new accounts.
  - 15.14 Demonstrate procedure for closing accounts.
  - 15.15 Perform the steps necessary for issuing a safe deposit box.

- 15.16 State bank policies and state regulations regarding safe deposit boxes.
  - 15.17 Explain procedures for granting access to a safe deposit box.
  - 15.18 Explain proof functions.
  - 15.19 Identify and process documentation required on different types of loans.
  - 15.20 Demonstrate how to properly complete a credit application and a financial statement.
  - 15.21 Explain how to establish credit and the importance of having a good credit rating.
  - 15.22 Demonstrate the types of interest and how they are computed.
  - 15.23 Explain the importance of the lending function.
- 16.0 Demonstrate security procedures and detection of fraud. --The student will be able to:
- 16.01 Demonstrate procedures bank employees would use during and after a robbery.
  - 16.02 Demonstrate security procedures.
  - 16.03 Explain the Currency Transaction Report (CTR).
  - 16.04 Demonstrate security precautions and methods used to deter bank fraud.
- 17.0 Demonstrate proficiency in money and banking. – The student will be able to:
- 17.01 Compare banks and thrifts.
  - 17.02 Demonstrate knowledge of commercial banking.
  - 17.03 Explain current trends in financial services deregulation and diversified financial services.
  - 17.04 Differentiate among corporation and other forms of business.
  - 17.05 Understand the details of a corporate charter and bylaws.
  - 17.06 Comprehend the financial details of means of acquiring capital and subsequent equity and debt functions.
  - 17.07 Exhibit knowledge of securities markets and SEC regulations.
  - 17.08 Demonstrate knowledge about business failure, reorganization, dissolutions, and liquidation.
  - 17.09 Explain the purpose of statement analysis.
  - 17.10 Define and explain items in a financial statement.
- 18.0 Demonstrate proficiency in economic principles. – The student will be able to:
- 18.01 Demonstrate knowledge of how the Federal Reserve System operates.
  - 18.02 Comprehend the documents and language of financial institutions.
  - 18.03 Explain production, consumption, GNP and business cycles.
  - 18.04 Understand the Federal Reserve System and commercial bank interrelationships.

### **Customer Service Specialization**

- 11.0 Manage customer interactions. – The student will be able to:
- 11.01 Listen reflectively.
  - 11.02 Review customer history.
  - 11.03 Ask questions.
  - 11.04 Collect information.
  - 11.05 Assess the customer's needs.
  - 11.06 Research solutions.

- 11.07 Develop a plan of action.
- 11.08 Refer to appropriate authority (if needed).
- 11.09 Execute data capture.
- 11.10 Communicate actions.
- 11.11 Resolve customer issues.
- 11.12 Offer additional services.
- 11.13 Perform follow-up as needed.

12.0 Participate in learning. – The student will be able to:

- 12.01 Attend scheduled training.
- 12.02 Utilize available resources.
- 12.03 Review job critical information.
- 12.04 Seek feedback on performance.
- 12.05 Apply acquired skills.

13.0 Manage human resources. – The student will be able to:

- 13.01 Write a job description for a position in customer services.
- 13.02 Develop a training program for customer service employees.
- 13.03 Demonstrate how to effectively train individuals and groups of employees.
- 13.04 Develop personnel policies for employees in a marketing business.
- 13.05 Develop a system for evaluating employees.
- 13.06 Plan and demonstrate a corrective interview with an employee concerning a selected problem.
- 13.07 Develop a recruitment, selection and retention program for employees.
- 13.08 Develop an effective compensation plan for employees in customer services.

14.0 Operate computers and other equipment appropriate to customer relationship management--The student will be able to:

- 14.01 Obtain and transmit credit information.
- 14.02 Obtain information, schedule, place orders, and route using phone, fax, computer, cash register, and other communications and calculating devices.
- 14.03 Demonstrate merchandising and operations data entry procedures such as prices, sales, inventory changes, costs, and reductions.

**e-Business Specialization**

11.0 Use web browsers to access internet services. – The student will be able to:

- 11.01 Explain how to connect to the Internet.
- 11.02 Send electronic messages.
- 11.03 Explain communication issues specific to e-mail.
- 11.04 Set up an e-mail account.
- 11.05 Participate in an e-mail discussion group.
- 11.06 Explain and use proper Usenet etiquette.
- 11.07 Use a Web browser to navigate the Web.
- 11.08 Explain the guidelines for evaluating information needs before beginning a search.

- 11.09 Explain issues associated with pornography, free speech, censorship, filtering, and copyright on the Web.
  - 11.10 Describe how to critically evaluate information content.
  - 11.11 Use bookmarks to create a bibliography.
  - 11.12 Capture images, text, sound, and data from Web pages.
  - 11.13 Work with FTP clients.
  - 11.14 Design and publish a simple Web page.
- 12.0 Create local area networks. – The student will be able to:
- 12.01 Describe various transmission media and how a modem works.
  - 12.02 Describe the function of a bridge and explain how bridges work.
- 13.0 Demonstrate proficiency in microcomputer operating systems and software. – The student will be able to:
- 13.01 Describe the historical development of computer operating systems.
  - 13.02 Describe the major hardware and related software of microcomputers.
  - 13.03 Describe various disk formats.
  - 13.04 Describe the various operating systems, including: Windows, Unix, Novell, etc.
  - 13.05 Explain system and application architectures.
  - 13.06 Use various software applications.
  - 13.07 Describe the file system functions.
  - 13.08 Demonstrate knowledge of data processing concepts.
  - 13.09 Identify the major programming languages used in business data processing.
  - 13.10 Locate requested information on a computer printout.
  - 13.11 Locate errors on a computer printout.
  - 13.12 Use appropriate software.
- 14.0 Identify and explain various communication hardware devices. – The student will be able to:
- 14.01 Identify and explain the main purpose of various communication hardware devices, communication media, and protocols.
  - 14.02 Explain transaction processing.
  - 14.03 Explain the difference between intranet and extranet.
  - 14.04 Explain the history, purpose and use of the World Wide Web.
  - 14.05 Explain the purpose and use of browsers and search engines.
  - 14.06 Explain issues of advertising, marketing and solicitation activities affecting e-Business.
  - 14.07 Describe proper Internet behavior.
- 15.0 Compare and contrast e-business with traditional business. -- The student will be able to:
- 15.01 Explain the evolution to e-Business, how it has changed the market place, and the benefits to society.
  - 15.02 Define e-Business and its categories.
  - 15.03 Describe how business operations have changed due to e-Business.
  - 15.04 Explain the basic business models of electronic marketing.
  - 15.05 Identify critical success factors for electronic marketing.
  - 15.06 Explain the impact of the Internet on customers and markets for businesses.

- 15.07 Describe consumer buying behavior and organizational buying behavior.
  - 15.08 Explain how service industries conduct business electronically.
  - 15.09 Describe several innovative applications in the service sector.
  - 15.10 Explain how business-to-business commerce is conducted.
  - 15.11 Describe the application and key technologies for business-to-business commerce e- models.
  - 15.12 Describe the relationship between the Internet, Intranet and Extranet.
  - 15.13 Describe the typical electronic payment system.
  - 15.14 Identify the various payment options in e-commerce.
  - 15.15 Identify the critical success factors of an e-Business project/venture.
  - 15.16 Explain the global economics and its impact e-Business.
  - 15.17 Describe the major components and impact of Web-based economics
- 16.0 Identify legal and ethical issues for e-business. -- The student will be able to:
- 16.01 Discuss the types of works that are protected by copyright, patents, trademark and trade secret law.
  - 16.02 Discuss the basic elements of a contract.
  - 16.03 Describe and recognize material that is defamatory.
  - 16.04 Describe the importance in choosing a strong trademark.
  - 16.05 Understand basic laws that apply to e-commerce.

### **Finance Specialization**

- 11.0 Utilize effective cross selling techniques and procedures for financial services. – The student will be able to:
- 11.01 Identify opportunities for cross selling.
  - 11.02 Demonstrate how to sell other financial services.
  - 11.03 Demonstrate knowledge of all services offered by financial institutions.
  - 11.04 Explain the importance and demonstrate the procedures of cross selling.
- 12.0 Demonstrate knowledge of the history, growth and structure of the financial industry. – The student will be able to:
- 12.01 Demonstrate knowledge of the evolution of American financial institutions.
  - 12.02 Identify major acts and important regulations resulting from the growth and changes in financial institutions.
  - 12.03 Explain the similarities and differences in the financial institutions and other businesses that offer financial services.
  - 12.04 Explain the effects of deregulation.
- 13.0 Understand terminology unique to the finance and credit industry. – The student will be able to:
- 13.01 Understand and use terminology as it applies to the finance and credit industry.
  - 13.02 Know how to communicate with a customer without using confusing terminology.
- 14.0 Demonstrate basic skills for performing loan processing functions of entry level positions in financial institutions. – The student will be able to:



- 14.01 Identify and process documentation required on different types of loans.
  - 14.02 Demonstrate how to properly complete a credit application and a financial statement.
  - 14.03 Explain how to establish credit and the importance of having a good credit rating.
  - 14.04 Demonstrate the types of interest and how they are computed.
  - 14.05 Explain the importance of the lending function.
- 15.0 Demonstrate security procedures and detection of fraud. -- The student will be able to:
- 15.01 Demonstrate procedures bank employees would use during and after a robbery.
  - 15.02 Demonstrate security procedures.
  - 15.03 Explain the Currency Transaction Report (CTR).
  - 15.04 Demonstrate security precautions and methods used to deter bank fraud.
- 16.0 Demonstrate proficiency in business law. -- The student will be able to:
- 16.01 Understand federal and state regulations and examination of financial institutions.
- 17.0 Demonstrate proficiency in money and finance. – The student will be able to:
- 17.01 Explain production, consumption, GNP and business cycles.
  - 17.02 Define money and its function and describe measures of money.
  - 17.03 Explain current trends in financial services deregulation and diversified financial services.
  - 17.04 Differentiate among corporation and other forms of business.
  - 17.05 Understand the details of a corporate charter and bylaws.
  - 17.06 Comprehend the financial details of means of acquiring capital and subsequent equity and debt functions.
  - 17.07 Exhibit knowledge of securities markets and SEC regulations.
  - 17.08 Demonstrate knowledge about business failure, reorganization, dissolutions, and liquidation.
  - 17.09 Explain the purpose of statement analysis.
  - 17.10 Define and explain items in a financial statement.

### **Human Resources Specialization**

- 11.0 Demonstrate knowledge of principles of human resources. – The student will be able to:
- 11.01 Demonstrate knowledge of the functions of human resources.
  - 11.02 Demonstrate knowledge of the employer's relationship with the Human Resources Department.
  - 11.03 Demonstrate knowledge of the business concepts used in Human Resources.
  - 11.04 Demonstrate knowledge of recruitment of employees.
  - 11.05 Describe recruitment process.
  - 11.06 Analyze job descriptions and position requirements.
  - 11.07 Identify potential employees as candidates in reviewing applicant materials.
  - 11.08 Demonstrate knowledge of interviewing skills.
  - 11.09 Describe methods of orientation for new employees.
  - 11.10 Describe methods to train new employees.

- 11.11 Demonstrate ability to interview candidates.
- 11.12 Describe process for hiring new employees.
- 11.13 Describe compensation and benefit plans.
- 11.14 Develop compensation of benefit plans.
- 11.15 Describe the legal issues associated with compensation and benefit plans.
- 11.16 Apply legal concepts to compensation and benefit plans.
- 11.17 Identify the components of the administration of compensation and benefit plans.
- 11.18 Describe the functions of the administration of compensation and benefit plans.
- 11.19 Describe principles, concepts and legal considerations for realistic decision situations and confrontations between employees and management.
- 11.20 Apply principles, concepts and legal considerations to realistic decision situations and confrontations between employees and management.
- 11.21 Recognize a company with potential human resource problems.
- 11.22 Take the necessary actions to prevent a potential employee problem from developing.
- 11.23 Be familiar with laws as they relate to human resource functions.
- 11.24 Demonstrate knowledge of the provisions of the Civil Rights Acts, EEOC legislation, OSHA, Rights of Women, Elderly, and the Handicapped, as they apply to human resource functions.
- 11.25 Demonstrate an awareness of Federal and State administrative agencies, their duties and how they affect human resource managers.
- 11.26 Identify methods to protect the human resource department and company from potential lawsuits.
- 11.27 Explain how perceptions of compensation differ among society, stockholders, managers and employees.
- 11.28 Formulate and implement a compensation strategy.
- 11.29 Examine pay relationships within a single organization.
- 11.30 Examine external competitiveness.
- 11.31 Examine amount of pay for each employee, how much and how often should pay be increased and on what basis.
- 11.32 Demonstrate an understanding of employee benefits and services.
- 11.33 Demonstrate an understanding of systems that may be tailored for special groups, sales representatives, executives, contract workers, and unions.
- 11.34 Demonstrate an understanding of global compensation systems.
- 11.35 Demonstrate an understanding of the government's role in compensation.
- 11.36 Recommend resolutions to Human Resource challenges.
- 11.37 Demonstrate an understanding of the interface between Human Resource managers and their support staff.
- 11.38 Demonstrate knowledge of the legal environment including equal employment opportunity and safety.
- 11.39 Demonstrate knowledge of the human resource planning process including acquisition and training of human resources.

### **Insurance Specialization**

- 11.0 Demonstrate knowledge and application of product and service technology. – The student will be able to:
  - 11.01 Explain the terms, conditions, and coverage found in the standard fire policy.

- 11.02 List and explain the purposes of the forms that can be added to the standard fire policy.
- 11.03 Understand and discuss the standard clauses found in various fire and allied forms.
- 11.04 List and explain the various dwelling coverage forms available.
- 11.05 List and explain the various commercial coverage forms available.
- 11.06 Understand and discuss the different types of insurance contracts available to cover consequential and contingent losses.
- 11.07 Understand the procedure followed in the rating of fire and allied lines insurance contracts, and demonstrate this understanding.
- 11.08 Explain the purpose and scope of the special flood and windstorm programs.
- 11.09 Discuss the origin of inland marine insurance and its development up to the present time.
- 11.10 Understand and discuss the basic inland marine policy.
- 11.11 List the major personal inland marine coverage and explain the uses and differences.
- 11.12 List the major commercial inland marine coverage and explain the use and purpose.
- 11.13 Understand the procedure followed in the rating of inland marine insurance contracts and demonstrate this understanding.
- 11.14 Discuss the origin of ocean marine insurance.
- 11.15 List and discuss the divisions of ocean marine insurance.
- 11.16 List and define the implied warranties in ocean marine insurance.
- 11.17 Explain the liability of an ocean carrier for the property of others.
- 11.18 List and explain the nature of the insurable interests in an ocean marine venture.
- 11.19 Define the common ocean marine terms associated with the settlement of losses.
- 11.20 List and understand the ocean marine perils.
- 11.21 Explain the purpose of the basic ocean marine clauses.
- 11.22 Discuss the coverage afforded by the ocean marine policies.
- 11.23 Understand the procedure followed in the rating of ocean marine contracts and demonstrate this understanding.
- 11.24 Discuss the principles and application of the law of negligence.
- 11.25 List and discuss the broad division of general liability insurance.
- 11.26 Discuss the different personal liability coverage and explain the differences among them.
- 11.27 Discuss the different commercial liability coverage and explain the application to practical situations.
- 11.28 Understand the procedure followed in the rating of general liability insurance and demonstrate this understanding.
- 11.29 Discuss the negligence liability of automobile owners and operators.
- 11.30 Explain the various automobile liability insurance plans.
- 11.31 Discuss the different automobile insurance policies and explain the differences among them.
- 11.32 List and explain the different types of automobile coverage.
- 11.33 Understand the procedure followed in the rating of automobile insurance and demonstrate this understanding.
- 11.34 Discuss the purpose and operation of the Florida Joint Underwriters Association (FJUA).
- 11.35 Explain the Florida Automobile Reparation Reform Act (Personal Injury Protection-PIP).
- 11.36 Discuss the negligence liability of employers.

- 11.37 Discuss the origin of Worker's Compensation and its development up to the present time.
- 11.38 Discuss the coverage, endorsements, conditions and exclusions found in Worker's Compensation policies.
- 11.39 Understand the workings of the various Worker's Compensation retrospective rating plans and demonstrate this understanding.
- 11.40 Understand the procedure followed in the rating of Worker's Compensation insurance and demonstrate this understanding.
- 11.41 Discuss the purpose and operation of the assigned risk plan.
- 11.42 Discuss the nature of the boiler and machinery hazard.
- 11.43 List and explain the basic coverage found in boiler and machinery policies.
- 11.44 Explain the use and purpose of the various boiler and machinery endorsements.
- 11.45 Discuss the various policy provisions found in boiler and machinery policies.
- 11.46 Understand the procedure followed in the rating of boiler and machinery insurance and demonstrate this understanding.
- 11.47 Define the basic crime terms.
- 11.48 Discuss the different personal crime policies.
- 11.49 List and discuss the basic and miscellaneous commercial crime coverage forms.
- 11.50 Explain the purposes, advantages and disadvantages of crime deductibles.
- 11.51 Demonstrate an understanding of the procedure followed in the rating of crime insurance.
- 11.52 Discuss the comprehensive glass policy.
- 11.53 Demonstrate an understanding of the procedure followed in the rating of plate glass insurance.
- 11.54 Explain the purposes of fidelity bonds.
- 11.55 Define certain basic terms used in the fidelity field.
- 11.56 List and discuss the different types of fidelity bonds.
- 11.57 Demonstrate an understanding of the procedure followed in the rating of fidelity bonds.
- 11.58 Explain the differences between suretyship and insurance.
- 11.59 List and identify the parties to a surety bond.
- 11.60 List and discuss the different types of surety bonds.
- 11.61 Demonstrate an understanding of the procedure followed in the rating of surety bonds.
- 11.62 Discuss the development of the Homeowners policy.
- 11.63 Determine the types of risks that are eligible for the Homeowners program.
- 11.64 State the limits of liability required under the various Homeowners forms.
- 11.65 List and discuss the basic Homeowners coverage forms.
- 11.66 Discuss the various optional Homeowners coverage forms.
- 11.67 Explain the application of the mandatory Homeowners deductibles and discuss the optional deductibles available.
- 11.68 Demonstrate an understanding of the procedure followed in the rating of Homeowners contracts.
- 11.69 Discuss the history and concept of commercial multiple line insurance.
- 11.70 Define the above coverage risk and explain how this is reflected in the rate.
- 11.71 List and discuss the advantages of packaging.
- 11.72 List and discuss the various commercial multiple line programs.
- 11.73 Understand the procedure followed in the rating of commercial multiple line programs and demonstrate this understanding.
- 11.74 Explain the requirements necessary to underwrite and sell aviation insurance.
- 11.75 Discuss the origin of life insurance.

- 11.76 Explain why life insurance is needed by our society.
  - 11.77 Define the terms used in life insurance.
  - 11.78 Identify and explain the various types of life insurance.
  - 11.79 Explain the basic life insurance policy and its provisions.
  - 11.80 Identify and explain the payment procedures and options for life insurance.
  - 11.81 Explain Florida's rules and regulations relative to life insurance.
  - 11.82 Define health insurance.
  - 11.83 Explain the importance of the health insurance application form.
  - 11.84 Identify and explain the difference between individual and group health insurance.
  - 11.85 Discuss the importance of uniform provisions in a health insurance policy.
- 12.0 Maintain appropriate business records for an insurance agency. --The student will be able to:
- 12.01 Discuss why business firms need good record systems.
  - 12.02 Identify appropriate business records for an insurance agency.
  - 12.03 List reasons why business records should be protected.
  - 12.04 Describe how budgets are used to run business firms efficiently.
  - 12.05 Complete identified business records accurately.
- 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.

### **International Business Specialization**

- 11.0 Demonstrate knowledge of international marketing and distribution activities. – The student will be able to:
- 11.01 Explain the international business relationships among countries and regions.
  - 11.02 Identify international resources.
  - 11.03 Prepare international sales and purchase agreements.

- 11.04 Demonstrate decision making abilities that generate marketing strategies using products, prices, places, and promotions related to international business.
  - 11.05 Determine appropriate means of transportation.
  - 11.06 Determine the cost of transportation.
  - 11.07 Develop procedures for the processing of international documentation.
  - 11.08 Identify the types of international business organizations and their structures.
  - 11.09 Describe the appropriate use of international promotional tools.
  - 11.10 Demonstrate an understanding of Free Trade Zones as a distribution option.
- 12.0 Demonstrate knowledge of international banking and finance activities. – The student will be able to:
- 12.01 Determine the appropriate method of payment.
  - 12.02 Describe the process of preparing instruments of international payment.
  - 12.03 Identify sources of financing.
  - 12.04 Prepare a financial application.
  - 12.05 Describe the nature of barter and counter trade in international transactions.
- 13.0 Demonstrate knowledge of international social and cultural business practices. – The student will be able to:
- 13.01 Describe international business customs and practices.
  - 13.02 Compare cultural differences.
- 14.0 Demonstrate knowledge of international law and economic activities. – The student will be able to:
- 14.01 Identify requirements necessary to comply with international contracts.
  - 14.02 Identify requirements necessary to comply with international laws and treaties.
  - 14.03 Describe the role of the International Monetary Fund in the International Monetary System.
  - 14.04 Describe the role of United States government agencies in international business.

### **Management Specialization**

- 11.0 Demonstrate knowledge of principles and practices of management. – The student will be able to:
- 11.01 Understand the need for management skills in all kinds of organizations.
  - 11.02 Describe the three basic levels of management and types of positions associated with each.
  - 11.03 Discuss management as both an art and a science.
  - 11.04 Discuss different views and examples of the social responsibilities of business.
  - 11.05 Define business ethics, distinguish between ethical and legal problems, and describe common types of ethical issues managers may confront.
  - 11.06 Describe the four basic management functions of planning, organizing, leading, and controlling.
  - 11.07 Identify and distinguish among different types of plans: strategic, operational, and tactical.

- 11.08 Define an organization's vision and mission.
  - 11.09 Identify and describe various planning activities, including goal setting, budgeting, establishing policies and procedures, etc.
  - 11.10 Describe and give applications of the process of rational decision making.
  - 11.11 Define the organizing function of management and identify various activities associated with this function.
  - 11.12 Define and give examples of coordination, authority, power, responsibility, and accountability, and span of management.
  - 11.13 Describe different types of organizational departmentalization.
  - 11.14 Define leadership and distinguish between leadership and management.
  - 11.15 Describe different theories of leadership and key findings from research on leadership styles.
  - 11.16 Discuss different theories of motivation, including Maslow, McClelland, Herzberg, and others.
  - 11.17 Define the process of managerial control.
  - 11.18 Describe various types of control techniques used in the workplace.
- 12.0 Demonstrate knowledge of essential human relations skills. – The student will be able to:
- 12.01 Discuss the importance of effective human relations skills in organizations.
  - 12.02 Relate concepts including self-esteem, perception, values to job performance.
  - 12.03 Identify and discuss various barriers to communication and specific ways to improve interpersonal and organizational communication.
  - 12.04 Define group dynamics and demonstrate understanding of group issues that affect employee performance.
  - 12.05 Discuss the effects of stress on employees and the organization and ways to effectively manage stress.
- 13.0 Demonstrate knowledge of the supervisory responsibilities of management. – The student will be able to:
- 13.01 Identify and discuss the unique responsibilities of the first-level supervisor.
  - 13.02 Discuss the issues involved in making the transition from employee to supervisor.
  - 13.03 Identify key supervisory responsibilities, including communicating, leading, motivating, counseling and disciplinary action, budgeting, managing time, union relations, performance evaluation, safety, EEO compliance, etc.
- 14.0 Demonstrate knowledge of human resources management. – The student will be able to:
- 14.01 Identify typical responsibilities of an organization's human resources department.
  - 14.02 Explain how managers and the human resources function share responsibility.
  - 14.03 Identify important laws regarding discrimination, safety, etc. that are critical to organizations.

### **Marketing Specialization**

- 11.0 Utilize effective selling techniques and procedures. – The student will be able to:
- 11.01 Understand your product and market.

- 11.02 Explain the difference between personal and non-personal selling.
  - 11.03 Identify the steps of the selling process.
  - 11.04 Recognize consumer buying motives and buying criteria.
  - 11.05 Identify various types of customers: consumer and industrial.
  - 11.06 Demonstrate an effective sales presentation.
  - 11.07 Observe, evaluate, and critique a sales demonstration.
  - 11.08 Create and maintain a client database.
  - 11.09 Demonstrate an understanding of various types of prospecting tools.
  - 11.10 Demonstrate an understanding of techniques for handling different customer types: the casual looker, the decided customer, and the undecided customer.
  - 11.11 Develop a written features/benefits analysis sheet for a product.
  - 11.12 Demonstrate an effective sales presentation.
  - 11.13 Demonstrate an understanding of closing techniques, including trial closes.
- 12.0 Demonstrate knowledge and application of product and service technology. – The student will be able to:
- 12.01 Understand the importance of product safety.
  - 12.02 Understand the importance of product and service technology.
  - 12.03 Utilize available sources to obtain product knowledge and perform market research utilizing the internet.
  - 12.04 Demonstrate product and service technology.
- 13.0 Plan the marketing strategy and promote the business. – The student will be able to:
- 13.01 Create a promotional plan.
  - 13.02 Describe the techniques for sales and promotion.
  - 13.03 Analyze competitive promotional activities.
  - 13.04 Evaluate promotional effectiveness.
  - 13.05 Explain the use of goods classification and life cycle analyses as planning tools for marketing.
  - 13.06 Develop and modify marketing mixes for a business.
  - 13.07 Identify target markets.
  - 13.08 Evaluate marketing activities.
  - 13.09 Demonstrate knowledge of push/pull strategies.
  - 13.10 Demonstrate knowledge of direct marketing, including e-Business.
  - 13.11 Demonstrate knowledge of advertising media and the advantages and disadvantages of each.
  - 13.12 Discuss the role of public relations in the marketing mix.
- 14.0 Demonstrate a knowledge of basic economic principles. – The student will be able to:
- 14.01 Explain the role of marketing in the free enterprise system.
  - 14.02 List and compare the three major types of economic systems.
  - 14.03 Describe the channels of distribution and storage.
  - 14.04 Identify and discuss economic resources.
  - 14.05 Discuss the role of the consumer in the free enterprise system.
  - 14.06 Define the concept "supply and demand."
  - 14.07 Identify and define the functions of marketing.
  - 14.08 Identify and define the four types of product utility.



- 14.09 Identify and explain the elements in the marketing mix (price, product, promotion, and place).
- 14.10 Differentiate between the basic categories of consumer goods (i.e. convenience goods, shopping goods, and specialty goods).
- 14.11 Name current trends that have developed in retailing and merchandising.

### **Non-Profit Specialization**

- 11.0 Demonstrate knowledge of financial management for non-profit organizations. – The student will be able to:
  - 11.01 Demonstrate an understanding of tax exempt status for a non-profit organization.
  - 11.02 Identify the benefits of creating the right legal structure for a non-profit.
  - 11.03 Able to summarize the vital role of financial management.
  - 11.04 Demonstrate accounting literacy.
  - 11.05 Demonstrate the ability to design/choose a management information system.
  - 11.06 Examine the methods to keep the books.
  - 11.07 Demonstrate an understanding of financial reports for outside accountability.
  - 11.08 Demonstrate a recognition of tax reporting obligations.
  
- 12.0 Demonstrate knowledge of management for non-profit organizations. – The student will be able to:
  - 12.01 Demonstrate an understanding of the defining characteristics of the non-profit sector.
  - 12.02 Complete an overview of the different types of organizations that make up the non-profit sector.
  - 12.03 Examine business and governmental roles in fields where non-profits are active.
  - 12.04 Examine the current realities and put them into historical perspective with the for-profit sector.
  - 12.05 Compare the scale and role of the major subcomponents of non-profit organizations.
  - 12.06 Examine the key trends and challenges that non-profit organizations face.
  - 12.07 Demonstrate an understanding of the current issues in non-profit organizations.
  - 12.08 Outline the merits of organizational planning and organization building in non-profits.
  
- 13.0 Demonstrate knowledge of strategic and policy issues in non-profit organizations. – The student will be able to:
  - 13.01 Demonstrate an understanding of the case study method.
  - 13.02 Demonstrate an understanding of the issues relevant to resource development, financial management, technology, and capacity building for non-profits.
  - 13.03 Conduct a formal presentation to non-profit professionals.

### **Postal Service Management Specialization**

- 11.0 Demonstrate knowledge of postal management functions. – The student will be able to:

- 11.01 Demonstrate knowledge of customer services and delivery services as they relate to daily operations of stations, branches, and associate offices.
- 11.02 Demonstrate knowledge of delivery services such as regulations, star routes, safety and postal operations, mail counts and inspections, mail classifications and rates.
- 11.03 Demonstrate knowledge of postal related customer services such as retail operations, sales and consumer services.
- 11.04 Demonstrate an understanding of procedures required in mail processing.
- 11.05 Demonstrate an understanding of the finance procedures for postal operations.
- 11.06 Demonstrate an understanding of the Postmaster General report generation and analysis.
- 11.07 Demonstrate an understanding of revenue generation and protection.

### **Retail Management Specialization**

- 11.0 Identify economic and marketing concepts. – The student will be able to:
  - 11.01 Explain the role of marketing in the free enterprise system.
  - 11.02 Describe the channels of distribution.
  - 11.03 Discuss the role of the consumer in the free enterprise system.
  - 11.04 Apply basic marketing concepts.
- 12.0 Identify the organization and function of the retail industry. – The student will be able to:
  - 12.01 Analyze the organizational structure of the retail industry.
  - 12.02 Analyze the trends in the retail industry.
- 13.0 Demonstrate knowledge of sales promotion concepts. – The student will be able to:
  - 13.01 Create a promotional plan.
  - 13.02 Describe the techniques used to prepare advertising and promotion.
  - 13.03 Analyze competitive promotional activities.
  - 13.04 Evaluate promotional effectiveness.
  - 13.05 Demonstrate an understanding of sales promotion objectives and what types of promotions are used to stimulate sales in various markets.
  - 13.06 Explain the advantages and disadvantages of various types of displays.
  - 13.07 Demonstrate an understanding of the importance of merchandising stock.
- 14.0 Demonstrate an understanding of entrepreneurship. – The student will be able to:
  - 14.01 Define entrepreneurship.
  - 14.02 Describe the importance of entrepreneurship to the American economy.
  - 14.03 Analyze the advantages and disadvantages of business ownership.
  - 14.04 Identify the necessary personal characteristics of a successful entrepreneur.
- 15.0 Utilize effective selling techniques and procedures. – The student will be able to:
  - 15.01 Explain the differences between personal and non-personal selling.
  - 15.02 Demonstrate the steps of a sale.
  - 15.03 Recognize customer buying motives.

- 15.04 Demonstrate an understanding of customer buying motives.
  - 15.05 Demonstrate an understanding of various types of customer approaches.
  - 15.06 Determine the proper time to approach a customer to open a sale.
  - 15.07 Demonstrate an understanding of techniques for handling different customer types: the casual looker, the decided customer, and undecided customer.
  - 15.08 Develop a written benefits analysis sheet for a product.
  - 15.09 Demonstrate an effective sales presentation.
  - 15.10 Observe, evaluate, and critique a sales presentation.
  - 15.11 Demonstrate an understanding of when to close a sale and various techniques for closing a sale.
- 16.0 Demonstrate an understanding of retail buying. – The student will be able to:
- 16.01 Demonstrate an understanding of the buying-selling function.
  - 16.02 Explain the criteria for selection of resources and steps involved in the selection process.
  - 16.03 Demonstrate an understanding of stock planning and control.
  - 16.04 Demonstrate knowledge of vendor services available to the retailer.
  - 16.05 Analyze factors involved in contract negotiation.
  - 16.06 Analyze factors affecting foreign market buying.
  - 16.07 Analyze the importance of and calculate stock turnover.
  - 16.08 Demonstrate knowledge of pricing policies.
  - 16.09 Calculate markup and markdown.
  - 16.10 Calculate discount date, due date, trade discounts, and amount of payment on an invoice.
  - 16.11 Calculate minimum stock, maximum stock, and reorder quantities on strong sellers.
  - 16.12 Calculate open-to-buy.
- 17.0 Demonstrate an understanding of the importance of retail operations. – The student will be able to:
- 17.01 Understand the importance of marketing operations, including store safety, marking and receiving, security, credit, store maintenance and housekeeping, and distribution of goods.
- 18.0 Demonstrate knowledge and application of product service and technology. – The student will be able to:
- 18.01 Understand the importance of product and service technology knowledge.
  - 18.02 Utilize available sources to obtain product information.
  - 18.03 Demonstrate product and service technology knowledge.

### **Small Business Management Specialization**

- 11.0 Demonstrate knowledge of small business management functions. – The student will be able to:
- 11.01 Demonstrate an understanding of principles of small business management concerning business entities, planning, and ethics.

- 11.02 Demonstrate an understanding of the principles and systems of accounting in a small business.
- 11.03 Demonstrate an understanding of the principles of budgeting and break-even analysis as they apply to the financial management of the small business.
- 11.04 Demonstrate an understanding of principles of financing and cash management in the small business.
- 11.05 Demonstrate an understanding of the fundamentals of advertising and marketing products and services in the small business.
- 11.06 Demonstrate an understanding of the purchasing and management of needed inventories, materials, supplies, services, and equipment of the right quality, in the proper quantity, for reasonable prices, at the appropriate time, from the right vendor or supplier.
- 11.07 Demonstrate an understanding of trends in business communications and electronic technology.
- 11.08 Demonstrate an understanding of basic management functions of leadership, organizing, staffing, and motivating the small business work team.
- 11.09 Demonstrate an understanding of the decision-making, evaluation, importance and mechanics of writing a business plan.
- 11.10 Demonstrate an understanding of the components of monitoring costs, job order cost cycle, purchasing materials, inventory, and payroll in job order cost accounting.
- 11.11 Demonstrate an understanding of fundamental legal and government regulation issues facing small business owners.
- 11.12 Demonstrate an understanding of the process of creating and managing a labor relations program in a small business.
- 11.13 Evaluate the advantages and disadvantages of the three major forms of business ownership (sole proprietorship, partnership, and corporation).
- 11.14 Understand the issues of family or home-based businesses.
- 11.15 Demonstrate an understanding of e-Business.
- 11.16 Demonstrate an understanding of productivity management.

### **Sports Management Specialization**

- 11.0 Demonstrate knowledge of sport, recreation, and entertainment management and marketing industries. – The student will be able to:
  - 11.01 Discuss the history of sport, recreation, and entertainment marketing.
  - 11.02 Discuss sport, recreation, and entertainment as an industry.
  - 11.03 Demonstrate applications of financing for sport, recreation, and entertainment industry.
  - 11.04 Demonstrate applications of product/service planning to the sport, recreation, and entertainment marketing industry.
  - 11.05 Demonstrate pricing applications for the sport, recreation, and entertainment industry.
  - 11.06 Demonstrate purchasing applications to the sport, recreation, and entertainment industry.
  - 11.07 Demonstrate applications of safety and risk-management to the sport, recreation, and entertainment industry.
  - 11.08 Demonstrate selling applications to the sport, recreation, and entertainment industry.

- 11.09 Demonstrate understanding of licensing, sponsorships, and endorsements in sport, recreation, and entertainment industries.
- 11.10 Demonstrate an understanding of the impact of the media on sport, recreation, and entertainment.
- 11.11 Discuss the importance of public relations and publicity to sport, recreation, and entertainment.

2011-2012

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Accounting Technology  
**Career Cluster:** Business, Management, and Administration

	<b>AS</b>	<b>AAS</b>
CIP Number	1507.010100	0507.010100
Program Type	College Credit	College Credit
Standard Length	64 credit hours	64 credit hours
CTSO	Phi Beta Lambda BPA	Phi Beta Lambda BPA
SOC Codes (all applicable)	43-3031	43-3031
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>	
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>	

### **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 accountants, auditors, and 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.

### **Program Structure**

This program is a planned sequence of instruction consisting of 64 credit hours.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda (Postsecondary) and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

### **Articulation**

To be transferable statewide between institutions, this program must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific articulation agreements with each other.

For details on existing articulation agreements, refer to [http://www.fldoe.org/workforce/dwdframe/artic\\_frame.asp](http://www.fldoe.org/workforce/dwdframe/artic_frame.asp).

### **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 AAS degree requires the inclusion of a minimum of 15 credits of general education coursework according to SACS. The standard length of this program is 64 credit hours according to Rule 6A-14.030, F.A.C.

### **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/AAS degree program includes the following College Credit Certificates:

Accounting Technology Management (0507.019903) – 27 credit hours

Accounting Technology Operations (0507.010103 – 18 credit hours  
Accounting Technology Specialist (0507.010104) – 12 credit hours

Standards for the above certificate programs are contained in separate curriculum frameworks.

### **Standards**

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

- 01.0 Perform math computations.
- 02.0 Perform keyboarding/typewriting activities.
- 03.0 Perform accounting activities.
- 04.0 Perform communication activities.
- 05.0 Develop human relations skills.
- 06.0 Demonstrate appropriate grooming habits.
- 07.0 Perform job application activities.
- 08.0 Develop leadership skills.
- 09.0 Perform consumer economic activities.
- 10.0 Perform decision making activities.
- 11.0 Perform information processing activities.
- 12.0 Demonstrate managerial skills and techniques in accounting.



**2011-2012**

**Florida Department of Education  
Student Performance Standards**

**Program Title:** Accounting Technology  
**CIP Numbers:** 1507.010100 AS, 0507.010100 AAS  
**Program Length:** 64 credit hours  
**SOC Code(s):** 43-3031

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 AAS degree requires the inclusion of a minimum of 15 credits of general education coursework according to SACS. At the completion of this program, the student will be able to:

01.0 Perform math computations. – The student will be able to:

- 01.01 Solve addition, subtraction, multiplication, and division problems manually.
- 01.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
- 01.03 Solve problems involving decimals and fractions.
- 01.04 Solve problems involving percentages and discounts using a calculator.
- 01.05 Solve problems involving comparison shopping using a calculator.
- 01.06 Interpret graphs and tables.
- 01.07 Solve finance charge and annual percentage rate problems using a calculator.
- 01.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
- 01.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
- 01.10 Solve problems involving perimeter or area of a rectangular region.
- 01.11 Solve problems involving length, width, or height.
- 01.12 Solve problems involving capacity.
- 01.13 Perform basic algebraic computations.
- 01.14 Prepare checks and stubs.
- 01.15 Endorse checks using special endorsements.
- 01.16 Prepare deposit slip and adjust checkbook.

02.0 Perform keyboarding/typewriting activities. – The student will be able to:

- 02.01 Demonstrate keyboarding/typewriting techniques.
- 02.02 Identify operative parts of keyboarding equipment.
- 02.03 Identify formatting principles.
- 02.04 Demonstrate speed and accuracy in typing straight-copy material.

03.0 Perform accounting activities. – The student will be able to:

- 03.01 Define accounting terms.
- 03.02 Classify accounts.
- 03.03 Analyze and journalize transactions for proprietorships, partnerships, and corporations.
- 03.04 Post transactions.
- 03.05 Prepare trial balance.

- 03.06 Prepare a worksheet.
  - 03.07 Analyze and/or calculate and journalize correcting, adjusting, closing, and reversing entries.
  - 03.08 Prepare financial statements: Income Statement, Owner's Equity, Balance Sheet, and Changes in Financial Position.
  - 03.09 Prepare a payroll and earnings records for employees.
  - 03.10 Record and verify cash receipts and cash reimbursements.
  - 03.11 Compute dividend distributions.
  - 03.12 Compute financial ratios.
  - 03.13 Classify cost behavior patterns as fixed or variable.
  - 03.14 Prepare a Cost of Goods Manufactured Statement.
  - 03.15 Determine methods of inventory evaluation.
  - 03.16 Identify income tax terms and forms.
  - 03.17 Calculate depreciation under Internal Revenue Service (IRS) codes and Financial Accounting Standards Board (FASB) regulations.
  - 03.18 Define and apply generally accepted accounting principles.
  - 03.19 Calculate amortization of bond premiums and discounts.
  - 03.20 Prepare a bank reconciliation.
  - 03.21 Maintain petty cash records.
  - 03.22 Interpret financial statements.
- 04.0 Perform communication activities. – The student will be able to:
- 04.01 Follow oral and written instructions.
  - 04.02 Compose business correspondence and related documents.
  - 04.03 Prepare, outline, and deliver a short oral presentation.
  - 04.04 Participate in a group discussion as a member and as a leader.
  - 04.05 Obtain appropriate information from graphics, maps, or signs.
  - 04.06 Locate and record information retrieved from written resources including current business periodicals.
  - 04.07 Annotate letters, reports, and/or news articles.
  - 04.08 Edit documents using proofreading symbols.
  - 04.09 Research and compose a document containing statistical information.
  - 04.10 Spell and define words, including business terminology.
  - 04.11 Prepare visual material to support an oral presentation.
- 05.0 Develop human relations skills. – The student will be able to:
- 05.01 Demonstrate appropriate work habits.
  - 05.02 Identify traits that promote good human relations and increase job performance.
  - 05.03 Analyze and develop written solutions to behavior problems affecting job performance.
- 06.0 Demonstrate appropriate grooming habits. – The student will be able to:
- 06.01 Identify appropriate attire and grooming for a business office.
- 07.0 Perform job application activities. – The student will be able to:
- 07.01 Identify sources of employment opportunities.
  - 07.02 Complete employment forms.

- 07.03 Classify behaviors considered to be appropriate or inappropriate in a job interview situation.
  - 07.04 Compose and type a follow-up letter.
  - 07.05 Compose and type a letter of application and a resume.
  - 07.06 Compose and type a letter of resignation.
  - 07.07 Demonstrate job interview skills.
  - 07.08 Identify methods for securing an employment reference.
- 08.0 Develop leadership skills. – The student will be able to:
- 08.01 Prepare an agenda.
  - 08.02 Demonstrate the ability to conduct an orderly meeting.
  - 08.03 Greet and introduce individuals.
- 09.0 Perform consumer economic activities. – The student will be able to:
- 09.01 Identify basic concepts of the American economic system.
  - 09.02 Identify basic types and sources of consumer credit.
- 10.0 Perform decision making activities. – The student will be able to:
- 10.01 List the steps in problem solving.
  - 10.02 Demonstrate the ability to determine the proper priority of work.
  - 10.03 Choose appropriate action in situations requiring application of business ethics.
  - 10.04 Choose appropriate action in situations requiring following a chain of command.
  - 10.05 Choose appropriate action in situations requiring effective time management.
  - 10.06 Identify ways to assign work to others.
- 11.0 Perform information processing activities. – The student will be able to:
- 11.01 Locate requested information on a computer printout.
  - 11.02 Identify accounting applications of computers in modern business.
  - 11.03 Enter accounting data into computer systems.
  - 11.04 Analyze computer output.
- 12.0 Demonstrate managerial skills and techniques in accounting. – The student will be able to:
- 12.01 Identify and apply fundamentals of management.
  - 12.02 Collect, record, and analyze accounting data to evaluate alternatives in decision making processes.
  - 12.03 Calculate and understand break-even analysis and other related topics.
  - 12.04 Identify, record, and evaluate various cost accounting systems.

2011-2012

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Accounting Technology Operations  
**Career Cluster:** Business, Management, and Administration

<b>CCC</b>	
CIP Number	0507.010103
Program Type	College Credit Certificate (CCC)
Program Length	18 credit hours
CTSO	Phi Beta Lambda, BPA
SOC Codes (all applicable)	43-3031
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>

### **Purpose**

This certificate program is part of the Accounting Technology AS/AAS degree program (0507010100 / 1507010100).

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 bookkeeping, accounting, auditing clerks, tax preparers, billing, cost, rate clerks, posting, calculating machine operators and accounting paraprofessionals in 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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

## **Standards**

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

- 01.0 Demonstrate comprehension and communication skills.
- 02.0 Demonstrate effective customer service skills.
- 03.0 Demonstrate human relations skills necessary for workplace success.
- 04.0 Demonstrate proficiency in using microcomputer and electronic skills to perform job functions.
- 05.0 Perform general organizational workplace competencies.
- 06.0 Demonstrate sales and marketing fundamentals.
- 07.0 Demonstrate employability skills.
- 08.0 Manage career development.
- 09.0 Perform math computations.
- 10.0 Perform accounting activities.
- 11.0 Understanding the legal and business environment.
- 12.0 Perform information processing activities.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title:** Accounting Technology Operations  
**CIP Number:** 0507.010103  
**Program Length:** 18 credit hours  
**SOC Code(s):** 43-3031

This certificate program is part of the Accounting Technology AS/AAS degree program (0507010100 / 1507010100). At the completion of this program, the student will be able to:

01.0 Demonstrate comprehension and communication skills. — The student will be able to:

- 01.01 Follow written and oral technical instructions.
- 01.02 Take notes, organize, summarize, and paraphrase ideas and details.
- 01.03 Apply active listening and observation skills to obtain and clarify information transmitted through verbal and non-verbal behaviors.
- 01.04 Gather, read, discuss, evaluate and critique work from professional journals related to the course content.
- 01.05 Read trade journals and magazines to stay current in the industry.
- 01.06 Reflect on what has been learned through reading, recognizing assumptions and implications, and formulating ideas, opinions, and personal responses.
- 01.07 Use reference sources such as books, magazines, and electronic databases to gather and critically evaluate materials.
- 01.08 Submit final drafts using correct grammar, punctuation, and spelling.
- 01.09 Read and comprehend both technical and non technical text accurately.

02.0 Demonstrate effective customer service skills. — The student will be able to:

- 02.01 Use appropriate communication skills, telephone etiquette, courtesy, and manners when dealing with customers.
- 02.02 Identify and evaluate customer needs.
- 02.03 Respond to client inquiries in a timely matter.
- 02.04 Access and maintain client records.
- 02.05 Provide timely accurate information to meet customer needs.
- 02.06 Utilize available techniques to effectively serve customers.
- 02.07 Utilize a process to assist clients, including difficult customers, with problem resolution.

03.0 Demonstrate human relations skills necessary for workplace success. – The student will be able to:

- 03.01 Exhibit interest and enthusiasm.
- 03.02 Demonstrate a positive mental attitude.
- 03.03 Demonstrate traits of being industrious and cooperative.
- 03.04 Demonstrate sincerity, patience, courtesy, and tact.
- 03.05 Exhibit punctuality, attendance and dependability.
- 03.06 Willingness to receive and accept feedback and use it constructively.
- 03.07 Demonstrate willingness to assume job responsibilities.
- 03.08 Develop ability to handle difficult customer/co-worker situations.

- 03.09 Develop ability to exhibit friendliness, combined with a professional businesslike approach.
- 04.0 Demonstrate proficiency in using microcomputer and electronic skills to perform job functions. — The student will be able to:
  - 04.01 Apply the following tools to increase work efficiency: telephone systems, word processing, database, spreadsheet programs, presentation programs, email systems and the internet.
  - 04.02 Utilize computer technology to access, analyze and interpret business information.
  - 04.03 Cite Internet-based resources correctly using proper format.
  - 04.04 Research industry trends on the Internet.
- 05.0 Perform general organizational workplace competencies. — The student will be able to:
  - 05.01 Demonstrate self-motivation and responsibility to complete an assigned task.
  - 05.02 Identify problem solving techniques.
  - 05.03 Choose appropriate action in situations requiring effective time management.
  - 05.04 Apply techniques for organizing and planning time and resources to complete an assigned task.
  - 05.05 Apply principles and techniques for being a productive, contributing member of a team.
  - 05.06 Communicate effectively with individuals lacking a technical background.
  - 05.07 Evaluate detailed technical oral instructions for clarity.
- 06.0 Demonstrate sales and marketing fundamentals. — The student will be able to:
  - 06.01 Demonstrate knowledge of services and/or products offered.
  - 06.02 Recognize consumer motivation, including demographic, geographic and socioeconomic data in buying behaviors.
  - 06.03 Explain the importance of and demonstrate the procedures of cross selling.
  - 06.04 Identify the opportunities for cross selling.
- 07.0 Demonstrate employability skills. — The student will be able to:
  - 07.01 Identify personal interest and aptitudes; skills, knowledge; strength and weaknesses.
  - 07.02 Identify and apply sources of job search including networking, internet, job fairs, employment agencies and others.
  - 07.03 Conduct a job search.
  - 07.04 Research information about specific job.
  - 07.05 Identify documents that may be required when applying for a job.
  - 07.06 Create an appropriate application portfolio including letter of applications, resumes, thank you letters and available references.
  - 07.07 Identify methods for requesting and obtaining employment references.
  - 07.08 Complete a job application and employment form correctly.
  - 07.09 Identify, understand and demonstrate the job interview process.
  - 07.10 Demonstrate verbal and non-verbal communication skills, appropriate business attire and hygiene.

- 07.11 Discuss employer expectations regarding attendance, punctuality, initiative, teamwork, etc.
- 07.12 Understand and apply the process of accepting and declining job offers.
- 07.13 Apply personal skills and talents to enhance work performance.
- 07.14 Apply skills to meet and exceed employer expectations.
- 07.15 Demonstrate appropriate responses to feedback from employer, supervisor, co-workers and customers.
- 07.16 Apply principles and techniques for working productively with people of diverse cultures and backgrounds.
- 07.17 Identify and use acceptable strategies for resolving conflict in the workplace.

08.0 Manage career development. — The student will be able to:

- 08.01 Enhance personal business skills.
- 08.02 Formulate a career plan for post-graduation.
- 08.03 Comply with continuing education needs/requirements.
- 08.04 Attend seminars, workshops, and tradeshow.
- 08.05 Respond to changing business environment.
- 08.06 Identify updated industry information.
- 08.07 Explain the importance of having a written job description.
- 08.08 Pursue industry designations/licensing/degrees.

09.0 Perform math computations. – The student will be able to:

- 09.01 Solve addition, subtraction, multiplication, and division problems manually.
- 09.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
- 09.03 Solve problems involving decimals and fractions.
- 09.04 Solve problems involving percentages and discounts using a calculator.
- 09.05 Solve problems involving comparison shopping using a calculator.
- 09.06 Interpret graphs and tables.
- 09.07 Solve finance charge and annual percentage rate problems using a calculator.
- 09.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
- 09.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
- 09.10 Solve problems involving perimeter or area of a rectangular region.
- 09.11 Solve problems involving length, width, or height.
- 09.12 Solve problems involving capacity.
- 09.13 Perform basic algebraic computations.
- 09.14 Prepare checks and stubs.
- 09.15 Endorse checks using special endorsements.
- 09.16 Prepare deposit slip and adjust checkbook.

10.0 Perform accounting activities. – The student will be able to:

- 10.01 Define accounting terms.
- 10.02 Classify accounts.
- 10.03 Analyze and journalize transactions for proprietorships, partnerships, and corporations.
- 10.04 Post transactions.



- 10.05 Prepare trial balance.
  - 10.06 Prepare a worksheet.
  - 10.07 Analyze and/or calculate and journalize correcting, adjusting, closing, and reversing entries.
  - 10.08 Prepare financial statements: Income Statement, Owner's Equity, Balance Sheet, and Changes in Financial Position.
  - 10.09 Prepare a payroll and earnings records for employees.
  - 10.10 Record and verify cash receipts and cash reimbursements.
  - 10.11 Compute dividend distributions.
  - 10.12 Compute financial ratios.
  - 10.13 Determine methods of inventory evaluation.
  - 10.14 Calculate depreciation under Internal Revenue Service (IRS) codes and Financial Accounting Standards Board (FASB) regulations.
  - 10.15 Define and apply generally accepted accounting principles.
  - 10.16 Prepare a bank reconciliation.
  - 10.17 Maintain petty cash records.
- 11.0 Understanding the legal and business environment. – The student will be able to:
- 11.01 Identify basic types and sources of financing.
- 12.0 Perform information processing activities. – The student will be able to:
- 12.01 Apply technology tools to increase work efficiency.
  - 12.02 Utilize computer technology to access, analyze and interpret business information.
  - 12.03 Demonstrate proficiency in using computerize accounting applications.
  - 12.04 Collect, record, and analyze accounting data to evaluate alternatives in decision making process.
  - 12.05 Demonstrate proficiency in applying mathematical skills to business transactions, including interest, markup, markdown, fractions, decimals, percentages and profitability.

2011-2012

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Accounting Technology Specialist  
**Career Cluster:** Business, Management, and Administration

<b>CCC</b>	
CIP Number	0507.010104
Program Type	College Credit Certificate (CCC)
Program Length	12 credit hours
CTSO	Phi Beta Lambda, BPA
SOC Codes (all applicable)	43-3031
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>

### **Purpose**

This certificate program is part of the Accounting Technology AS/AAS degree program (0507010100 / 1507010100).

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 billing, cost, rate clerks, posting, calculating machine operators, and accounting paraprofessionals in 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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

## **Standards**

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

- 01.0 Demonstrate comprehension and communication skills.
- 02.0 Demonstrate effective customer service skills.
- 03.0 Demonstrate human relations skills necessary for workplace success.
- 04.0 Demonstrate proficiency in using microcomputer and electronic skills to perform job functions.
- 05.0 Perform general organizational workplace competencies.
- 06.0 Demonstrate sales and marketing fundamentals.
- 07.0 Demonstrate employability skills.
- 08.0 Manage career development.
- 09.0 Perform math computations.
- 10.0 Perform accounting activities.
- 11.0 Understanding the legal and business environment.
- 12.0 Perform information processing activities.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title:** Accounting Technology Specialist  
**CIP Number:** 0507.010104  
**Program Length:** 12 credit hours  
**SOC Code(s):** 43-3031

This certificate program is part of the Accounting Technology AS/AAS degree program (0507010100 / 1507010100). At the completion of this program, the student will be able to:

- 01.0 Demonstrate comprehension and communication skills. – The student will be able to:
- 01.01 Follow written and oral technical instructions.
  - 01.02 Take notes, organize, summarize, and paraphrase ideas and details.
  - 01.03 Apply active listening and observation skills to obtain and clarify information transmitted through verbal and non-verbal behaviors.
  - 01.04 Gather, read, discuss, evaluate and critique work from professional journals related to the course content.
- 02.0 Demonstrate effective customer service skills. – The student will be able to:
- 02.01 Use appropriate communication skills, telephone etiquette, courtesy, and manners when dealing with customers.
  - 02.02 Identify and evaluate customer needs.
  - 02.03 Respond to client inquiries in a timely matter.
  - 02.04 Access and maintain client records.
  - 02.05 Provide timely accurate information to meet customer needs.
  - 02.06 Utilize available techniques to effectively serve customers.
  - 02.07 Utilize a process to assist clients, including difficult customers, with problem resolution.
- 03.0 Demonstrate human relations skills necessary for workplace success. – The student will be able to:
- 03.01 Exhibit interest and enthusiasm.
  - 03.02 Demonstrate a positive mental attitude.
  - 03.03 Demonstrate traits of being industrious and cooperative.
  - 03.04 Demonstrate sincerity, patience, courtesy, and tact.
  - 03.05 Exhibit punctuality, attendance and dependability.
- 04.0 Demonstrate proficiency in using microcomputer and electronic skills to perform job functions. – The student will be able to:
- 04.01 Apply the following tools to increase work efficiency: telephone systems, word processing, database, spreadsheet programs, presentation programs, email systems and the internet.
  - 04.02 Utilize computer technology to access, analyze and interpret business information.

05.0 Perform general organizational workplace competencies. – The student will be able to:

- 05.01 Demonstrate self-motivation and responsibility to complete an assigned task.
- 05.02 Identify problem solving techniques.

06.0 Demonstrate sales and marketing fundamentals. – The student will be able to:

- 06.01 Demonstrate knowledge of services and/or products offered.

07.0 Demonstrate employability skills. – The student will be able to:

- 07.01 Identify personal interest and aptitudes; skills, knowledge; strength and weaknesses.
- 07.02 Identify and apply sources of job search including networking, internet, job fairs, employment agencies and others.
- 07.03 Conduct a job search.
- 07.04 Research information about specific job.
- 07.05 Identify documents that may be required when applying for a job.
- 07.06 Create an appropriate application portfolio including letter of applications, resumes, thank you letters and available references.
- 07.07 Identify methods for requesting and obtaining employment references.
- 07.08 Complete a job application and employment form correctly.
- 07.09 Identify, understand and demonstrate the job interview process.
- 07.10 Demonstrate verbal and non-verbal communication skills, appropriate business attire and hygiene.
- 07.11 Discuss employer expectations regarding attendance, punctuality, initiative, teamwork, etc.
- 07.12 Understand and apply the process of accepting and declining job offers.

08.0 Manage career development. – The student will be able to:

- 08.01 Enhance personal business skills.
- 08.02 Formulate a career plan for post-graduation.
- 08.03 Comply with continuing education needs/requirements.

09.0 Perform math computations. – The student will be able to:

- 09.01 Solve addition, subtraction, multiplication, and division problems manually.
- 09.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
- 09.03 Solve problems involving decimals and fractions.
- 09.04 Solve problems involving percentages and discounts using a calculator.
- 09.05 Solve problems involving comparison shopping using a calculator.
- 09.06 Interpret graphs and tables.
- 09.07 Solve finance charge and annual percentage rate problems using a calculator.
- 09.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
- 09.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
- 09.10 Solve problems involving perimeter or area of a rectangular region.

- 09.11 Solve problems involving length, width, or height.
- 09.12 Solve problems involving capacity.
- 09.13 Perform basic algebraic computations.
- 09.14 Prepare checks and stubs.
- 09.15 Endorse checks using special endorsements.
- 09.16 Prepare deposit slip and adjust checkbook.

10.0 Perform accounting activities. – The student will be able to:

- 10.01 Define accounting terms.
- 10.02 Classify accounts.
- 10.03 Analyze and journalize transactions for proprietorships, partnerships, and corporations.
- 10.04 Post transactions.
- 10.05 Prepare trial balance.
- 10.06 Prepare a worksheet.
- 10.07 Analyze and/or calculate and journalize correcting, adjusting, closing, and reversing entries.
- 10.08 Prepare financial statements: Income Statement, Owner's Equity, Balance Sheet, and Changes in Financial Position.
- 10.09 Prepare a payroll and earnings records for employees.
- 10.10 Record and verify cash receipts and cash reimbursements.
- 10.11 Compute dividend distributions.
- 10.12 Compute financial ratios.
- 10.13 Determine methods of inventory evaluation.
- 10.14 Calculate depreciation under Internal Revenue Service (IRS) codes and Financial Accounting Standards Board (FASB) regulations.
- 10.15 Define and apply generally accepted accounting principles.
- 10.16 Prepare a bank reconciliation.
- 10.17 Maintain petty cash records.

11.0 Understanding the legal and business environments. – The student will be able to:

- 11.01 Identify basic types and sources of finance.

12.0 Perform information processing activities. – The student will be able to:

- 12.01 Apply technology tools to increase work efficiency.
- 12.02 Utilize computer technology to access, analyze and interpret business information.
- 12.03 Demonstrate proficiency in using computerize accounting applications.

2011-2012

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Accounting Technology Management  
**Career Cluster:** Business, Management, and Administration

<b>CCC</b>	
CIP Number	0507019903
Program Type	College Credit Certificate (CCC)
Program Length	27 credit hours
CTSO	Phi Beta Lambda, BPA
SOC Codes (all applicable)	43-3031
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>

### **Purpose**

This certificate program is part of the Accounting Technology AS/AAS degree program (0507010100/1507010100).

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 accountants, bookkeeping, auditing clerks, tax preparers, and accounting paraprofessionals in 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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

## **Standards**

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

- 01.0 Demonstrate comprehension and communication skills.
- 02.0 Demonstrate effective customer service skills.
- 03.0 Demonstrate human relations skills necessary for workplace success.
- 04.0 Demonstrate proficiency in using microcomputer and electronic skills to perform job functions.
- 05.0 Perform general organizational workplace competencies.
- 06.0 Demonstrate sales and marketing fundamentals.
- 07.0 Demonstrate employability skills.
- 08.0 Manage career development.
- 09.0 Perform math computations.
- 10.0 Perform accounting activities.
- 11.0 Understand the legal and business environment.
- 12.0 Perform information processing activities.
- 13.0 Demonstrate managerial skills and techniques in accounting.



2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title:** Accounting Technology Management  
**CIP Number:** 0507019903  
**Program Length:** 27 credit hours  
**SOC Code(s):** 43-3031

This certificate program is part of the Accounting Technology AS/AAS degree program (0507010100/1507010100). At the completion of this program, the student will be able to:

01.0 Demonstrate comprehension and communication skills. — The student will be able to:

- 01.01 Follow written and oral technical instructions.
- 01.02 Take notes, organize, summarize, and paraphrase ideas and details.
- 01.03 Apply active listening and observation skills to obtain and clarify information transmitted through verbal and non-verbal behaviors.
- 01.04 Gather, read, discuss, evaluate and critique work from professional journals related to the course content.
- 01.05 Read trade journals and magazines to stay current in the industry.
- 01.06 Reflect on what has been learned through reading, recognizing assumptions and implications, and formulating ideas, opinions, and personal responses.
- 01.07 Use reference sources such as books, magazines, and electronic databases to gather and critically evaluate materials.
- 01.08 Submit final drafts using correct grammar, punctuation, and spelling.
- 01.09 Read and comprehend both technical and non technical text accurately.
- 01.10 Write reports, summaries, and descriptive essays.
- 01.11 Write clear and well-organized research papers, integrating a variety of information.
- 01.12 Correctly cite or attribute sources.
- 01.13 Read and understand graphs, charts, diagrams and tables commonly used in this industry/occupation.
- 01.14 Organize, prepare and deliver formal and informal effective presentations.
- 01.15 Participate in group discussions both as a member and as a leader.

02.0 Demonstrate effective customer service skills. — The student will be able to:

- 02.01 Use appropriate communication skills, telephone etiquette, courtesy, and manners when dealing with customers.
- 02.02 Identify and evaluate customer needs.
- 02.03 Respond to client inquiries in a timely matter.
- 02.04 Access and maintain client records.
- 02.05 Provide timely accurate information to meet customer needs.
- 02.06 Utilize available techniques to effectively serve customers.
- 02.07 Utilize a process to assist clients, including difficult customers, with problem resolution.
- 02.08 Operate within grant of authority to provide service to customers.
- 02.09 Build client relationships

03.0 Demonstrate human relations skills necessary for workplace success. — The student will

be able to:

- 03.01 Exhibit interest and enthusiasm.
- 03.02 Demonstrate a positive mental attitude.
- 03.03 Demonstrate traits of being industrious and cooperative.
- 03.04 Demonstrate sincerity, patience, courtesy, and tact.
- 03.05 Exhibit punctuality, attendance and dependability.
- 03.06 Willingness to receive and accept feedback and use it constructively.
- 03.07 Demonstrate willingness to assume job responsibilities.
- 03.08 Develop ability to handle difficult customer/co-worker situations.
- 03.09 Develop ability to exhibit friendliness, combined with a professional businesslike approach.
- 03.10 Demonstrate willingness to assume the responsibility for one's actions.
- 03.11 Demonstrate problem solving and critical thinking skills.
- 03.12 Foster teamwork to improve quality of work.
- 03.13 Use group consensus strategies.

04.0 Demonstrate proficiency in using microcomputer and electronic skills to perform job functions. — The student will be able to:

- 04.01 Apply the following tools to increase work efficiency: telephone systems, word processing, database, spreadsheet programs, presentation programs, email systems and the internet.
- 04.02 Utilize computer technology to access, analyze and interpret business information.
- 04.03 Cite Internet-based resources correctly using proper format.
- 04.04 Research industry trends on the Internet.

05.0 Perform general organizational workplace competencies. – The student will be able to:

- 05.01 Demonstrate self-motivation and responsibility to complete an assigned task.
- 05.02 Identify problem solving techniques.
- 05.03 Choose appropriate action in situations requiring effective time management.
- 05.04 Apply techniques for organizing and planning time and resources to complete an assigned task.
- 05.05 Apply principles and techniques for being a productive, contributing member of a team.
- 05.06 Communicate effectively with individuals lacking a technical background.
- 05.07 Evaluate detailed technical oral instructions for clarity.
- 05.08 Participate in group discussion as both a member and a leader.
- 05.09 Encourage and build mutual trust, respect, and cooperation among team members.
- 05.10 Assimilate new knowledge into project solutions and decisions.
- 05.11 Employ techniques such as brainstorming to generate ideas and suggestions to achieve a task.
- 05.12 Evaluate alternatives, costs and benefits in determining the best solution.
- 05.13 Identify strategies to improve and maximize productivity in the workplace.

06.0 Demonstrate sales and marketing fundamentals. — The student will be able to:

- 06.01 Demonstrate knowledge of services and/or products offered.

- 06.02 Recognize consumer motivation, including demographic, geographic and socioeconomic data in buying behaviors.
- 06.03 Explain the importance of and demonstrate the procedures of cross selling.
- 06.04 Identify the opportunities for cross selling.
- 06.05 Follow effective procedures for closing a sale.
- 06.06 Demonstrate the ability to sell a variety of services and/or products.

07.0 Demonstrate employability skills. — The student will be able to:

- 07.01 Identify personal interest and aptitudes; skills, knowledge; strength and weaknesses.
- 07.02 Identify and apply sources of job search including networking, internet, job fairs, employment agencies and others.
- 07.03 Conduct a job search.
- 07.04 Research information about specific job.
- 07.05 Identify documents that may be required when applying for a job.
- 07.06 Create an appropriate application portfolio including letter of applications, resumes, thank you letters and available references.
- 07.07 Identify methods for requesting and obtaining employment references.
- 07.08 Complete a job application and employment form correctly.
- 07.09 Identify, understand and demonstrate the job interview process.
- 07.10 Demonstrate verbal and non-verbal communication skills, appropriate business attire and hygiene.
- 07.11 Discuss employer expectations regarding attendance, punctuality, initiative, teamwork, etc.
- 07.12 Understand and apply the process of accepting and declining job offers.
- 07.13 Apply personal skills and talents to enhance work performance.
- 07.14 Apply skills to meet and exceed employer expectations.
- 07.15 Demonstrate appropriate responses to feedback from employer, supervisor, co-workers and customers.
- 07.16 Apply principles and techniques for working productively with people of diverse cultures and backgrounds.
- 07.17 Identify and use acceptable strategies for resolving conflict in the workplace.
- 07.18 Identify and apply stress management techniques, employee wellness and safety guidelines.
- 07.19 Participate in job-enhancing activities to achieve career success.
- 07.20 Compose and produce a letter of resignation.

08.0 Manage career development. — The student will be able to:

- 08.01 Enhance personal business skills.
- 08.02 Formulate a career plan for post-graduation.
- 08.03 Comply with continuing education needs/requirements.
- 08.04 Attend seminars, workshops, and tradeshow.
- 08.05 Respond to changing business environment.
- 08.06 Identify updated industry information.
- 08.07 Explain the importance of having a written job description.
- 08.08 Pursue industry designations/licensing/degrees.
- 08.09 Reassess career plan.
- 08.10 Demonstrate knowledge of how to make job changes appropriately.
- 08.11 Understand employment benefits packages.

- 08.12 Build mentor relationships.
- 08.13 Volunteer in community service organizations.
- 08.14 Network with industry professionals.
- 08.15 Maintain professional contact for future projects.
- 08.16 Identify corporate strategies and policies.
- 08.17 Anticipate future industry trends and identify various industry career paths.

09.0 Perform math computations. – The student will be able to:

- 09.01 Solve addition, subtraction, multiplication, and division problems manually.
- 09.02 Solve addition, subtraction, multiplication, and division problems using a calculator.
- 09.03 Solve problems involving decimals and fractions.
- 09.04 Solve problems involving percentages and discounts using a calculator.
- 09.05 Solve problems involving comparison shopping using a calculator.
- 09.06 Interpret graphs and tables.
- 09.07 Solve finance charge and annual percentage rate problems using a calculator.
- 09.08 Determine elapsed time between two events, stated in seconds, minutes, hours, days, weeks, months, or years.
- 09.09 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
- 09.10 Solve problems involving length, width, or height.
- 09.11 Solve problems involving capacity.
- 09.12 Prepare checks and stubs.
- 09.13 Endorse checks using special endorsements.
- 09.14 Prepare deposit slip and adjust checkbook.

10.0 Perform accounting activities. – The student will be able to:

- 10.01 Define accounting terms.
- 10.02 Classify accounts.
- 10.03 Analyze and journalize transactions for proprietorships, partnerships, and corporations.
- 10.04 Post transactions.
- 10.05 Prepare trial balance.
- 10.06 Prepare a worksheet.
- 10.07 Analyze and/or calculate and journalize correcting, adjusting, closing, and reversing entries.
- 10.08 Prepare financial statements: Income Statement, Owner's Equity, Balance Sheet, and Changes in Financial Position.
- 10.09 Prepare a payroll and earnings records for employees.
- 10.10 Record and verify cash receipts and cash reimbursements.
- 10.11 Compute dividend distributions.
- 10.12 Compute financial ratios.
- 10.13 Classify cost behavior patterns as fixed or variable.
- 10.14 Prepare a Cost of Goods Manufactured Statement.
- 10.15 Determine methods of inventory evaluation.
- 10.16 Identify income tax terms and forms.
- 10.17 Calculate depreciation under Internal Revenue Service (IRS) codes and Financial Accounting Standards Board (FASB) regulations.
- 10.18 Define and apply generally accepted accounting principles.

- 10.19 Calculate amortization of bond premiums and discounts.
- 10.20 Prepare a bank reconciliation.
- 10.21 Maintain petty cash records.
- 10.22 Interpret financial statements.

11.0 Understanding the legal and business environment. – The student will be able to:

- 11.01 Identify basic concepts of business environment.
- 11.02 Identify basic types and sources of financing.
- 11.03 Demonstrate knowledge of documents and language of business institutions.
- 11.04 Differentiate among business entities, forms of business and legal contracts.
- 11.05 Knowledge of International concepts and contracts on global events.

12.0 Perform information processing activities. – The student will be able to:

- 12.01 Apply technology tools to increase work efficiency.
- 12.02 Utilize computer technology to access, analyze and interpret business information.
- 12.03 Demonstrate proficiency in using computerize accounting applications.

13.0 Demonstrate managerial skills and techniques in accounting. – The student will be able to:

- 13.01 Identify and apply fundamentals of management.
- 13.02 Collect, record, and analyze accounting data to evaluate alternatives in decision making processes.
- 13.03 Calculate and understand break-even analysis and other related topics.
- 13.04 Identify, record, and evaluate various cost accounting systems.
- 13.05 Demonstrate ability to prepare basic financial statements.
- 13.06 Demonstrate knowledge of economic principles.
- 13.07 Demonstrate knowledge of the legal environment of accounting.

2011-2012

**Florida Department of Education  
Curriculum Framework**

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

	AS	AAS
CIP Number	1507060201	0507060201
Program Type	College Credit	College Credit
Standard Length	67 credit hours	67 credit hours
CTSO	Phi Beta Lambda BPA	Phi Beta Lambda BPA
SOC Codes (all applicable)	23-2091	23-2091
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>	
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>	

### 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 clerks, administrative, scopists, and reporting agency owner/managers 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 machine shorthand to record examination proceedings, testimony, judicial opinion, judge's charge to jury, judgment or sentence of court, or other proceedings, prepare transcripts, or manage a court reporter department/office/agency. Instruction includes specialized terminology and procedures used in the legal, medical, and insurance fields; and, skills for recording two, three, and four-way conversations.

### Program Structure

This program is a planned sequence of instruction consisting of 67 credit hours.

### Laboratory Activities

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these

occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

### **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 AAS degree requires the inclusion of a minimum of 15 credits of general education coursework according to SACS. The standard length of this program is 67 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 Perform math computations.
- 02.0 Perform communication activities.
- 03.0 Perform keyboarding/typewriting activities.
- 04.0 Apply employability skills.
- 05.0 Perform office procedures and operating practices.
- 06.0 Perform recordkeeping activities.
- 07.0 Demonstrate professional responsibility and development.
- 08.0 Demonstrate knowledge of legal and medical terminology.
- 09.0 Demonstrate knowledge of computer/information systems.
- 10.0 Perform shorthand skills.
- 11.0 Perform research activities.

- 12.0 Perform court reporting activities.
- 13.0 Perform decision making activities.



2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title:** Court Reporting Technology  
**CIP Numbers:** 1507.060201 AS, 0507.060201 AAS  
**Program Length:** 67 credit hours  
**SOC Code(s):** 20-2091

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 AAS degree requires the inclusion of a minimum of 15 credits of general education coursework according to SACS. At the completion of this program, the student will be able to:

01.0 Perform math computations. – The student will be able to:

- 01.01 Solve addition, subtraction, multiplication, and division problems consisting of whole numbers, decimal numbers, and mixed numbers manually.
- 01.02 Solve addition, subtraction, multiplication, and division problems using a ten-key calculator.
- 01.03 Convert proper fractions to decimals.
- 01.04 Convert decimals to proper fractions.
- 01.05 Convert percentage to proper fractions.
- 01.06 Convert improper fractions to mixed numbers.
- 01.07 Convert mixed numbers to improper fractions.
- 01.08 Round off numbers to designated decimal places.
- 01.09 Round off mixed numbers to whole numbers.
- 01.10 Calculate simple interest.
- 01.11 Calculate cash discounts.

02.0 Perform communication activities. – The student will be able to:

- 02.01 Spell and define words.
- 02.02 Follow oral instructions.
- 02.03 Write grammatically correct sentences.
- 02.04 Write sentences with correct punctuation, capitalization, abbreviations, and numbers.
- 02.05 Compose and type business letters.
- 02.06 Compose and type interoffice memoranda.
- 02.07 Proofread and edit printed material for accuracy and meaning using proofreaders' symbols.
- 02.08 Write a research business report.
- 02.09 Give an oral presentation.
- 02.10 Compose and dictate for recording medium.

03.0 Perform keyboarding/typewriting activities. – The student will be able to:

- 03.01 Demonstrate keyboarding techniques.
- 03.02 Identify principles of keyboarding/typewriting.
- 03.03 Demonstrate speed and accuracy in typing straight copy as defined by the National Shorthand Reporters Association.

- 03.04 Demonstrate speed and accuracy in typing non-technical material at a page rated defined by the National Shorthand Reporters Association.
  - 03.05 Type and correct single and multi-page business letters and envelopes.
  - 03.06 Type interoffice memoranda.
  - 03.07 Proofread typewritten copies.
  - 03.08 Type business letters containing special features, enumerated items and tabulated material requiring different sizes of stationery.
  - 03.09 Type bound and unbound manuscripts with footnotes.
  - 03.10 Complete production material within a specified time limit.
  - 03.11 Type minutes of a meeting.
- 04.0 Apply employability skills. – The student will be able to:
- 04.01 Complete application forms.
  - 04.02 Compose and type resume.
  - 04.03 Compose and type application letter.
  - 04.04 Demonstrate appropriate job interview skills.
  - 04.05 Demonstrate appropriate dress and grooming.
- 05.0 Perform office procedures and operating practices. --The student will be able to:
- 05.01 Identify telephone services and types of calls.
  - 05.02 Locate telephone numbers and addresses.
  - 05.03 Apply techniques of placing and answering calls.
  - 05.04 Apply principles of alphabetic filing system.
  - 05.05 Index and file shorthand notes.
  - 05.06 Identify rules and regulations for destruction of notes.
  - 05.07 Maintain appointment book.
  - 05.08 Identify reprographic methods.
  - 05.09 List appropriate equipment and supplies for a job.
  - 05.10 Identify equipment, supply, and repair sources.
  - 05.11 Identify mailing methods and services.
  - 05.12 Process incoming and outgoing mail.
- 06.0 Perform recordkeeping activities. – The student will be able to:
- 06.01 Demonstrate basic bookkeeping procedures.
  - 06.02 Maintain income and expense records for tax purposes.
- 07.0 Demonstrate professional responsibility and development. – The student will be able to:
- 07.01 Exhibit appropriate work habits and attitudes.
  - 07.02 Develop solutions to job-related personal behavior problems.
  - 07.03 Identify purposes of parliamentary procedure.
  - 07.04 Identify confidentiality requirements relative to conduct and ethics.
  - 07.05 Apply time management techniques.
  - 07.06 Recognize professional reporting associations.
  - 07.07 Recognize technical developments in the reporting field.
  - 07.08 Create a professional development plan.
  - 07.09 Identify the reporter's role as a notary public.
  - 07.10 Complete notary application.

08.0 Demonstrate knowledge of legal and medical terminology. – The student will be able to:

- 08.01 Identify and spell legal terminology.
- 08.02 Identify and spell Latin terminology.
- 08.03 Identify and spell medical terminology.

09.0 Demonstrate knowledge of computer/information systems. – The student will be able to:

- 09.01 Identify computer hardware and peripherals.
- 09.02 Identify software applications.
- 09.03 Input, translate, edit, and output verbatim proceedings utilizing a CAT system.
- 09.04 Scope text appearing on CRT to correct errors and/or mistranslations.

10.0 Perform shorthand skills. – The student will be able to:

- 10.01 Demonstrate the application of conflict-free shorthand theory.
- 10.02 Read aloud from shorthand notes at a rate as specified by the National Shorthand Reporters Association.
- 10.03 Utilize computer-aided transcription (CAT) for keying shorthand.
- 10.04 Record unfamiliar two-voice testimony dictation at a rate as specified by the National Shorthand Reporters Association.
- 10.05 Transcribe two-voice testimony at the minimum accuracy level as specified by the National Shorthand Reporters Association.
- 10.06 Record unfamiliar jury charge dictation at the rate as specified by the National Shorthand Reporters Association.
- 10.07 Transcribe jury charge dictation at the minimum accuracy level as specified by the National Shorthand Reporters Association.
- 10.08 Record unfamiliar literacy dictation at a rate as specified by the National Shorthand Reporters Association.
- 10.09 Transcribe literacy dictation at the minimum accuracy level as specified by the National Shorthand Reporters Association.

11.0 Perform research activities. – The student will be able to:

- 11.01 List the courts of Florida and identify jurisdiction.
- 11.02 List the courts of the Federal system and identify jurisdiction.
- 11.03 Identify legal and medical reference sources.
- 11.04 Identify standard legal research sources.
- 11.05 Identify general reference materials, directories, and dictionaries.
- 11.06 Identify elements of case citations.
- 11.07 Verify names, technical terms, quotations, and citations.

12.0 Perform court reporting activities. – The student will be able to:

- 12.01 Define the role of the shorthand reporter in proceedings.
- 12.02 Identify unspoken actions required in the record.
- 12.03 Record, transcribe, and edit deposition according to Florida rules of procedure.
- 12.04 Record, transcribe, and edit jury trial according to Florida rules of procedure.
- 12.05 Demonstrate swearing or affirmation of witness.
- 12.06 Mark exhibits.

12.07 Complete a verified internship.

13.0 Perform decision-making activities. – The student will be able to:

- 13.01 List the steps in problem solving.
- 13.02 Demonstrate the ability to determine the proper priority of work.
- 13.03 Choose appropriate action in situations requiring application of business ethics.
- 13.04 Select the vendor of office supplies and equipment to be purchased.
- 13.05 Evaluate job applicants on the basis of interviews.
- 13.06 Select items to include in new employees' orientation.
- 13.07 Budget office expenses.

2011-2012

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Office Administration  
**Career Cluster:** Business, Management, and Administration

	AS	AAS
CIP Number	1507060300	0507060300
Program Type	College Credit	College Credit
Standard Length	63 credit hours	63 credit hours
CTSO	Phi Beta Lambda BPA	Phi Beta Lambda BPA
SOC Codes (all applicable)	43-6011	43-6011
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>	
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>	

### 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 will complete the outcomes in one of the following specializations:

- Legal Office
- Medical Office

***With Options in:***

- Medical Office Administration
- Medical Records Transcription

- Medical Information Coder/Biller
- Office Management
- Office Software Applications
- Records Management

### **Program Structure**

This program is a planned sequence of instruction consisting of 63 credit hours.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

#### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

#### **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 AAS degree requires the inclusion of a minimum of 15 credits of general education coursework according to SACS. The standard length of this program is 63 credit hours according to Rule 6A-14.030, F.A.C.

## **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/AAS degree program includes the following College Credit Certificates:

Office Management\* (0507060301) – 27 credit hours  
Medical Office Management (0507060305) – 34 credit hours  
Office Specialist (0507060304) – 18 credit hours  
Office Support (0507050302) – 12 credit hours

\* May be earned with specializations in Legal Office Systems, Records Management, Office Management, or Office Software Applications.

Standards for the above certificate programs are contained in separate curriculum frameworks.

## **Standards**

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

### **General (Core) Skills**

- 01.0 Perform telephone activities.
- 02.0 Perform math computations.
- 03.0 Perform keyboarding and document processing activities.
- 04.0 Perform records management activities.
- 05.0 Perform accounting activities.
- 06.0 Perform communication activities.
- 07.0 Demonstrate knowledge of human relations skills.
- 08.0 Demonstrate employability skills.
- 09.0 Perform information processing activities.
- 10.0 Develop leadership skills.
- 11.0 Perform consumer economics activities.
- 12.0 Perform information transmittal activities.
- 13.0 Demonstrate knowledge of reprographic activities.
- 14.0 Perform decision-making activities.
- 15.0 Perform machine transcription activities.
- 16.0 Perform office management activities.

**In addition to the above core outcomes, students will complete the outcomes in one of the following specializations:**

- Legal Office
- Medical Office
  - With Options in:*
  - Medical Office Administration
  - Medical Records Transcription
  - Medical Information Coder/Biller
- Office Management

- Office Software Applications
- Records Management

### **Legal Office Specialization**

- 17.0 Perform machine dictation/transcription activities.
- 18.0 Perform legal office management activities.
- 19.0 Perform legal office activities.
- 20.0 Demonstrate knowledge of U.S. and Florida court systems.
- 21.0 Perform records management activities.

### **Medical Office Specialization**

*With Options in:*

- Medical Office Administration
- Medical Records Transcription
- Medical Information Coder/Biller

- 17.0 Perform medical office activities.
- 18.0 Perform medical office management activities.
- 19.0 Perform records management activities.

### **Office Management Specialization**

- 17.0 Perform advanced office management activities.

### **Office Software Applications**

- 17.0 Perform office management activities.

### **Records Management Specialization**

- 17.0 Develop organizational skills for records/information control.
- 18.0 Develop records management skills
- 19.0 Demonstrate knowledge of forms design, analysis and control.
- 20.0 Demonstrate knowledge of archives.



2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title:** Office Administration  
**CIP Numbers:** 1507.060300 AS, 0507.060300 AAS  
**Program Length:** 63 credit hours  
**SOC Code(s):** 43-6011

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 AAS degree requires the inclusion of a minimum of 15 credits of general education coursework according to SACS. At the completion of this program, the student will be able to:

**General (Core) Skills**

01.0 Perform telephone activities. – The student will be able to:

- 01.01 Locate phone numbers mechanically and electronically.
- 01.02 Demonstrate ability in teleconferencing and placing international calls.
- 01.03 Demonstrate effective telephone etiquette.
- 01.04 Coordinate multi-line phone system
- 01.05 Demonstrate customer service skills using the telephone.
- 01.06 Demonstrate understanding of cellular phone technology and usage.
- 01.07 Demonstrate ability in voice mail, paging, transferring, recording/taking messages, and screening calls.

02.0 Perform math computations. – The student will be able to:

- 02.01 Perform business math operations manually and using technology.
- 02.02 Interpret graphs, charts, and tables.
- 02.03 Solve finance charge and annual percentage rate problems using a calculator.
- 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.

03.0 Perform keyboarding and document processing activities. – The student will be able to:

- 03.01 Demonstrate keyboarding techniques.
- 03.02 Demonstrate use of keyboard/input device function.
- 03.03 Identify formatting principles.
- 03.04 Demonstrate speed and accuracy in keying.
- 03.05 Key business letters.
- 03.06 Key envelopes, and labels, interoffice memorandum and /labels for interoffice envelopes, meeting minutes, tabulated information, multi-page documents, numbered and bulleted lists, reports using footnotes and endnotes, tables, press releases, variable size cards and documents, material from hand-written copy, and multi-copy pre-printed business forms.
- 03.07 Create and edit templates.
- 03.08 Create documents by scanning.

- 03.09 Create and edit documents from voice recognition software.
- 03.10 Prepare documents from rough draft copy, using proofreaders' marks.
- 03.11 Prepare a document using mail merge and variable information.

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 form for initial inventory of records.
- 04.06 Search for, retrieve, and investigate information in files.
- 04.07 Identify definitions of records management terminology.
- 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 characteristics of centralized and decentralized filing systems.
- 04.11 Classify records into vital, useful, and nonessential categories.
- 04.12 Identify procedures for confidentiality.
- 04.13 Demonstrate backup and recovery procedures.

05.0 Perform accounting activities. – The student will be able to:

- 05.01 Demonstrate understanding of accounting ethics.
- 05.02 Reconcile bank statements.
- 05.03 Demonstrate understanding of fiscal calendar.
- 05.04 Prepare and process expense reports.
- 05.05 Prepare supply order and monitor inventory.
- 05.06 Prepare and monitor department budgets electronically.
- 05.07 Demonstrate understanding of manual and online (electronic) banking.
- 05.08 Prepare, process, and monitor invoices.
- 05.09 Prepare payroll records, including time sheets.
- 05.10 Demonstrate understanding of wire transfers.
- 05.11 Prepare petty cash transactions.
- 05.12 Submit tax reports such as 940s, 1040s, W-2s, etc.

06.0 Perform communication activities. – The student will be able to:

- 06.01 Follow oral and written instructions.
- 06.02 Compose business correspondence and related documents.
- 06.03 Prepare, outline, and deliver a short oral presentation.
- 06.04 Participate in group discussion as a member and as a leader.
- 06.05 Obtain appropriate information from graphics and other visual media.
- 06.06 Research and interpret information retrieved from print and electronic resources.
- 06.07 Dictate for recording medium.
- 06.08 Prepare executive summaries for letters, reports, and/or news articles.
- 06.09 Research and compose a document containing statistical information.
- 06.10 Demonstrate knowledge of appropriate spelling, grammar, punctuation, and word choice.
- 06.11 Proofread and edit documents using proofreaders' marks.

- 06.12 Select the appropriate medium for transmitting information.
- 06.13 Compose an electronic message using appropriate format and composition.
- 06.14 Prepare and use technology enhanced materials to support an oral presentation.

07.0 Demonstrate knowledge of human relations skills. – The student will be able to:

- 07.01 Define and demonstrate appropriate work habits, behavior and ethics.
- 07.02 Identify importance of complying with company policies.
- 07.03 Demonstrate understanding of consequences of unprofessional behavior.
- 07.04 Demonstrate understanding of organizational structure and chain of command, and importance of appropriate protocol.
- 07.05 Identify stress management techniques.
- 07.06 Identify and demonstrate positive interpersonal skills.
- 07.07 Demonstrate ability to work with diverse populations.
- 07.08 Demonstrate ability to work as a team member.
- 07.09 Demonstrate understanding of confidentiality and privacy issues.
- 07.10 Demonstrate understanding of importance of internal and external customer service.
- 07.11 Identify traits that promote good human relations and increase job performance.
- 07.12 Recognize the effect of organizational and cultural change on the job.
- 07.13 Demonstrate knowledge of motivational techniques.
- 07.14 Identify appropriate attire and grooming for a business office.

08.0 Demonstrate employability skills. – The student will be able to:

- 08.01 Identify sources of employment opportunities.
- 08.02 Complete employment forms.
- 08.03 Demonstrate behaviors considered to be appropriate in a job interview situation.
- 08.04 Compose and key an interview follow-up/thank you letter.
- 08.05 Compose and key a letter of application and a résumé.
- 08.06 Compose and key a letter of resignation.
- 08.07 Demonstrate job interview skills and exit interview skills.
- 08.08 Identify methods of securing an employment reference.
- 08.09 Identify career advancement opportunities and demonstrate effective networking behaviors.

09.0 Perform information processing activities. – The student will be able to:

- 09.01 Demonstrate ability to manage files electronically.
- 09.02 Define differences between operating systems and software applications.
- 09.03 Identify and understand terms commonly used in information technology.
- 09.04 Identify business systems, equipment components, and electronic media.
- 09.05 Create and edit documents from handwritten, dictated or typed material using current technology.
- 09.06 Input numeric data.
- 09.07 Use office equipment manual.
- 09.08 Develop a flowchart and an organizational chart.
- 09.09 Develop and use an office operations manual.
- 09.10 Perform computer activities using data base, spreadsheet, and graphics presentation, word processing, e-mail/scheduling, and utility software applications.

- 09.11 Describe ways to identify computer viruses.
  - 09.12 Research, use and download information from the Internet.
  - 09.13 Demonstrate knowledge of the importance of continuing education and technology updates.
- 10.0 Develop leadership skills. – The student will be able to:
- 10.01 Prepare an agenda.
  - 10.02 Demonstrate the ability to conduct a meeting.
  - 10.03 Greet and introduce individuals.
  - 10.04 Demonstrate knowledge of professional organizations.
  - 10.05 Identify traits of employees with promotion potential.
  - 10.06 List principles of group dynamics.
- 11.0 Perform consumer economics activities. – The student will be able to:
- 11.01 Identify basic concepts of the American economic system, including e-commerce.
  - 11.02 Identify basic types and sources of consumer credit.
  - 11.03 Identify advantages and disadvantages of consumer credit.
- 12.0 Perform information transmittal activities. – The student will be able to:
- 12.01 Identify mail classifications.
  - 12.02 Locate and verify addresses and ZIP codes.
  - 12.03 Process incoming and outgoing mail.
  - 12.04 Identify and compare special mail and other delivery services.
  - 12.05 Identify safety and security procedures for transmittal of information.
- 13.0 Demonstrate knowledge of reprographic activities. – The student will be able to:
- 13.01 Identify characteristics of reprographic methods and equipment, including electronic.
  - 13.02 Make decisions on best reprographic method to use.
  - 13.03 Define terms used in reprographics.
  - 13.04 Identify characteristics of paper.
  - 13.05 Demonstrate knowledge of copyright/reproduction laws.
- 14.0 Perform decision-making activities. – The student will be able to:
- 14.01 Demonstrate understanding of the steps used in problem solving.
  - 14.02 Demonstrate the ability to determine the proper priority of work.
  - 14.03 Prepare a schedule for an employer.
  - 14.04 Choose appropriate action in situations requiring application of business ethics.
  - 14.05 Choose appropriate action in situations requiring following a chain of command.
  - 14.06 Choose appropriate action in situations requiring effective time management.
  - 14.07 Identify ways to assign work to others.
  - 14.08 Determine preventive actions for office communication problems.
  - 14.09 Select the best way to handle confidential information.
  - 14.10 Identify the best way to provide constructive feedback on improper behavior.
  - 14.11 Identify options for solving personnel problems.

- 14.12 Choose appropriate action in solving problems involving violation of business principles.
- 15.0 Perform machine transcription activities. – The student will be able to:
  - 15.01 Demonstrate techniques in machine transcription.
  - 15.02 Transcribe recorded dictation of business related documents.
  - 15.03 Evaluate transcription systems for office utilization.
  - 15.04 Demonstrate understanding of dictation methods.
- 16.0 Perform office management activities. – The student will be able to:
  - 16.01 Identify management styles.
  - 16.02 Prepare managerial reports about production, personnel, equipment, and operational costs.
  - 16.03 Set priorities and develop more efficient procedures for work flow.
  - 16.04 Conduct and discuss performance appraisals with employees, set goals, and recommend training.
  - 16.05 Conduct self-performance appraisal.
  - 16.06 Prepare a general budget.
  - 16.07 Choose appropriate action applying business management techniques.
  - 16.08 Apply time management techniques to office schedule.
  - 16.09 Develop short/long-range plans including EAEO and equity guidelines.
  - 16.10 Demonstrate understanding of procedures for handling grievances.
  - 16.11 Demonstrate understanding of conducting an interview.
  - 16.12 Select items to include in a new employee's orientation to the job.
  - 16.13 Select and delegate tasks.
  - 16.14 Recommend employees for promotion.
  - 16.15 Sketch layout of an office using principles of ergonomics.
  - 16.16 Compare and select vendors from whom to purchase office supplies.

### **Legal Office Specialization**

- 17.0 Perform machine dictation/transcription activities. – The student will be able to:
  - 17.01 Demonstrate techniques in machine dictation and transcription.
  - 17.02 Transcribe recorded dictation of legal correspondence and other legal documents.
  - 17.03 Evaluate transcription systems for office utilization.
- 18.0 Perform legal office management activities. – The student will be able to:
  - 18.01 Make decisions on major equipment acquisition.
  - 18.02 Prepare and maintain client records.
  - 18.03 Define the major functions of legal office management.
  - 18.04 List characteristics of effective leaders/managers.
  - 18.05 List the steps in problem solving.
  - 18.06 Maintain work schedules for payroll purposes.
  - 18.07 Demonstrate knowledge of motivational techniques.
  - 18.08 Sketch the layout of a legal office using the principles of ergonomics.

- 18.09 Calculate billable hours.
- 19.0 Perform legal office activities. – The student will be able to:
- 19.01 Define, understand, and spell legal terminology.
  - 19.02 Identify terms and procedures related to the legal process.
  - 19.03 Identify the court in which legal documents should be filed.
  - 19.04 Identify sources of legal reference.
  - 19.05 Demonstrate knowledge of the confidential fiduciary relationship between client and attorney.
  - 19.06 Demonstrate knowledge of computer security in the confidential environment.
  - 19.07 Identify and use printed and electronic sources of legal information.
  - 19.08 Maintain records for assessing client charges.
  - 19.09 Maintain an appointment book.
  - 19.10 Maintain a tickler file for docket control.
  - 19.11 Demonstrate knowledge of document formats required by the court systems and other agencies.
  - 19.12 Demonstrate knowledge of legal filing systems in a law office.
  - 19.13 Create legal templates.
  - 19.14 Key information using legal templates.
- 20.0 Demonstrate knowledge of U.S. and Florida court systems. – The student will be able to:
- 20.01 Describe the courts of Florida and the jurisdiction of each.
  - 20.02 Describe the courts of the Federal System and other agencies and the jurisdiction of each.
- 21.0 Perform records management activities. – The student will be able to:
- 21.01 Identify the components of a records management system.
  - 21.02 Prioritize activities for the organization of a records management system.
  - 21.03 Identify the principles of forms control.
  - 21.04 Identify principles governing the planning of a records retention and disposition schedule.

### **Medical Office Specialization**

*With Options in:*

- Medical Office Administration
- Medical Records Transcription
- Medical Information Coder/Biller

- 17.0 Perform medical office activities. – The student will be able to:
- 17.01 Select, complete, verify and submit insurance forms.
  - 17.02 Record charges and collections and prove accounting transactions.
  - 17.03 Schedule appointments and activities.
  - 17.04 Define and spell medical terms.
  - 17.05 Use medical references.
  - 17.06 Prepare and maintain patient records.

- 17.07 Demonstrate knowledge of the legal and ethical aspects of health care.
- 17.08 Locate and record information from medical records.
- 17.09 Demonstrate a compliance with all federal and state health care regulations.
- 17.10 Describe functions in a medical office.
- 17.11 Demonstrate understanding of legal and ethical issues in a medical office.
- 17.12 Demonstrate knowledge of computer security in the confidential environment.
- 17.13 Evaluate transcription systems for the medical office.
- 17.14 Demonstrate correct techniques in transcribing medical information.
- 17.15 Transcribe recorded dictation of medical correspondence and other medical documents.

18.0 Perform medical office management activities. – The student will be able to:

- 18.01 Make decisions on major equipment acquisition.
- 18.02 Record coding and billing changes in patient records.
- 18.03 Define the major functions of medical office management.
- 18.04 List characteristics of effective leaders/managers.
- 18.05 List the steps in problem solving.
- 18.06 Maintain work schedules for payroll purposes.
- 18.07 Demonstrate knowledge of motivational techniques.

19.0 Perform records management activities. – The student will be able to:

- 19.01 Identify the components of a records management system.
- 19.02 Prioritize activities for the organization of a records management system.
- 19.03 Identify the principles of forms control.
- 19.04 Identify principles governing the planning of a records retention and disposition schedule.

### **Office Management Specialization**

17.0 Perform advanced office management activities. – The student will be able to:

- 17.01 Sketch the layout of an office using the principles of ergonomics.
- 17.02 Demonstrate an understanding of how to plan and lead an effective meeting.
- 17.03 Define effective leadership.
- 17.04 Identify and explain key leadership behaviors.
- 17.05 Compare different styles of leadership.
- 17.06 Relate leadership to other management and communication skills.
- 17.07 Examine ways effective leaders develop, coach, and motivate.
- 17.08 Define organization vision and mission.
- 17.09 Identify characteristics of effective goals.
- 17.10 Choose appropriate action in situations requiring application of business ethics.
- 17.11 Identify ways to assign work to others.
- 17.12 Apply steps in a rational decision-making process to a business and/or personal situation.
- 17.13 Compare management styles.
- 17.14 Identify the major functions of management.
- 17.15 Demonstrate understanding of basic management concepts such as authority, responsibility, delegation, empowerment, and hiring and firing.

- 17.16 Demonstrate knowledge of the relationship between authority and responsibility to task accomplishment.
- 17.17 Select the most effective communication systems.
- 17.18 Identify problems and make an appropriate decision.
- 17.19 Describe activities associated with the management functions of planning, organizing, staffing, leading, and controlling.
- 17.20 Demonstrate an understanding of procedures for handling grievances.

### **Office Software Applications Specialization**

17.0 Demonstrate knowledge of office software applications. – The student will be able to:

- 17.01 Demonstrate ability to send a file electronically.
- 17.02 Demonstrate knowledge of advanced e-mail and scheduling options.
- 17.03 Demonstrate knowledge of utility software.
- 17.04 Demonstrate ability to convert files to different file types.
- 17.05 Demonstrate ability to integrate various software applications.
- 17.06 Enter and edit text, numbers, and formulas in a spreadsheet.
- 17.07 Create and edit advanced formulas and functions in a spreadsheet.
- 17.08 Graphically illustrate a worksheet (graphs, charts, etc.).
- 17.09 Demonstrate knowledge of formatting a spreadsheet.
- 17.10 Create and edit a presentation using presentation software.
- 17.11 Perform advanced functions using presentation software.
- 17.12 Create a database table.
- 17.13 Perform a database query.
- 17.14 Create a custom form in a database.
- 17.15 Create a custom report from a database.
- 17.16 Perform advanced database functions.
- 17.17 Perform advanced word processing functions.
- 17.18 Demonstrate knowledge of desktop publishing applications.
- 17.19 Create and run macros.
- 17.20 Password-protect electronic documents.

### **Records Management Specialization**

17.0 Develop organizational skills for records/information control. – The student will be able to:

- 17.01 Identify procedures for establishing a records management program.
- 17.02 List and describe the components of a records management system.
- 17.03 Identify well-designed forms.
- 17.04 Design a records center layout.
- 17.05 Plan the index for a records management manual.
- 17.06 Identify means for the control of a records management system.
- 17.07 Plan a records retention schedule.
- 17.08 Plan personnel needs for a records management department.
- 17.09 List and describe methods of protecting vital records.
- 17.10 Design the form for an initial inventory of records.
- 17.11 Identify principles of a reports management program.



- 17.12 Identify legal resources for records retention.
- 17.13 Index records according to ARMA rules.
- 17.14 File records according to ARMA rules.

18.0 Develop records management skills. – The student will be able to:

- 18.01 Identify management styles.
- 18.02 Prepare personnel, equipment, and financial reports.
- 18.03 Evaluate qualifications and interview applicants.
- 18.04 Set priorities and develop efficient work flow procedures.
- 18.05 Identify components of office ergonomics.
- 18.06 Identify methods of maintaining security of information.
- 18.07 Identify procedures for selection of office furniture and equipment, hardware and software.
- 18.08 Recognize appropriate action to resolve personnel problems.
- 18.09 Evaluate performance of employees.
- 18.10 Identify employee motivational techniques.
- 18.11 Identify legal and governmental requirements which impact the design and operation of various media such as paper, microfilm, data processing and digitize records.

19.0 Demonstrate knowledge of forms design, analysis and control. – The student will be able to:

- 19.01 Plan and design a forms management program.
- 19.02 Identify cost factors in the design and use of forms.
- 19.03 Prepare a numerical and a functional classification index.

20.0 Demonstrate knowledge of archives. --The student will be able to:

- 20.01 Define the archival process.
- 20.02 Identify records that have archival value.
- 20.03 Identify methods of preserving archival documents.
- 20.04 Identify strategies for protecting archival records from disaster.
- 20.05 Identify strategies for recovering archival records exposed to disaster.

2011-2012

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Office Management  
**Career Cluster:** Business, Management, and Administration

<b>CCC</b>	
CIP Number	0507.060301
Program Type	College Credit Certificate (CCC)
Program Length	27 credit hours
CTSO	Phi Beta Lambda, BPA
SOC Codes (all applicable)	43-6011
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>

### **Purpose**

This certificate program is part of the Office Administration AS/AAS degree program (0507060300 / 1507060300).

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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

## **Standards**

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

### **General (Core) Skills**

- 01.0 Perform telephone activities.
- 02.0 Perform math computations.
- 03.0 Perform keyboarding and document processing activities.
- 04.0 Perform records management activities.
- 05.0 Perform accounting activities.
- 06.0 Perform communication activities.
- 07.0 Demonstrate knowledge of human relations skills.
- 08.0 Demonstrate employability skills.
- 09.0 Perform information processing activities.
- 10.0 Develop leadership skills.
- 11.0 Perform information transmittal activities.
- 12.0 Demonstrate knowledge of reprographic activities.
- 13.0 Perform decision making activities.
- 14.0 Perform machine transcription activities.
- 15.0 Perform office management activities.

**In addition to the above core outcomes, students will complete the outcomes in one of the following specializations:**

- Legal Office
- Office Management

- Office Software Applications
- Records Management

**Legal Office Specialization**

- 16.0 Perform machine dictation/transcription activities.
- 17.0 Perform legal office management activities.
- 18.0 Perform legal office activities.
- 19.0 Demonstrate knowledge of U.S. and Florida court systems.

**Office Management Specialization**

- 16.0 Perform advanced office management activities.

**Office Software Applications**

- 16.0 Perform office management activities.
- 17.0 Perform math computations.

**Records Management Specialization**

- 16.0 Develop organizational skills for records/information control.
- 17.0 Develop records management skills
- 18.0 Demonstrate knowledge of forms design, analysis and control.

The 27 Credit Technical Certificate title may be **Office Management** (with the specializations), or one of the following specialized titles may be used:

**Example 27 Credit Technical Certificate Titles:**

Option 1: Technical Certificate in Office Management with Specialization in Legal Office.

Option 2: Technical Certificate in Legal Office Management.

Specialization	Alternative 27 Credit Technical Certificate (CCC) Title
Legal Office	Legal Office Management
Office Management	Office Management
Office Software Applications	Office Software Applications Management
Records Management	Records Management

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title:** Office Management  
**CIP Number:** 0507.060301  
**Program Length:** 27 credit hours  
**SOC Code(s):** 43-6011

This certificate program is part of the Office Administration AS/AAS degree program (0507060300 / 1507060300). At the completion of this program, the student will be able to:

**General (Core) Skills**

01.0 Perform telephone activities. – The student will be able to:

- 01.01 Locate phone numbers mechanically and electronically.
- 01.02 Demonstrate effective telephone etiquette.
- 01.03 Demonstrate customer service skills using the telephone.
- 01.04 Demonstrate understanding of cellular phone technology and usage.
- 01.05 Demonstrate ability in voice mail, paging, transferring, recording/taking messages, and screening calls.

02.0 Perform math computations. – The student will be able to:

- 02.01 Perform business math operations manually and using technology.
- 02.02 Demonstrate ability to estimate.
- 02.03 Solve problems related to measurement and space allocation.

03.0 Perform keyboarding and document processing activities. – The student will be able to:

- 03.01 Demonstrate keyboarding techniques.
- 03.02 Demonstrate use of keyboard/input device function.
- 03.03 Identify formatting principles.
- 03.04 Demonstrate speed and accuracy in keying.
- 03.05 Key business letters,
- 03.06 Key envelopes, and labels, interoffice memorandum and labels for interoffice envelopes, meeting minutes, tabulated information, multi-page documents, numbered and bulleted lists, reports using footnotes and endnotes, tables, press releases, variable size cards and documents, material from hand-written copy, and multi-copy pre-printed business forms.
- 03.07 Create and edit templates.
- 03.08 Create documents by scanning.
- 03.09 Prepare documents from rough draft copy, using proofreader's marks.
- 03.10 Prepare a document using mail merge and variable information.

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 Identify definitions of records management terminology.
- 04.05 Identify procedures for confidentiality.
  
- 05.0 Perform accounting activities. – The student will be able to:
  - 05.01 Demonstrate understanding of accounting ethics.
  - 05.02 Reconcile bank statements.
  - 05.03 Demonstrate understanding of fiscal calendar.
  - 05.04 Prepare supply order and monitor inventory.
  - 05.05 Prepare, process, and monitor invoices.
  - 05.06 Prepare petty cash transactions.
  
- 06.0 Perform communication activities. – The student will be able to:
  - 06.01 Follow oral and written instructions.
  - 06.02 Participate in group discussion as a member and as a leader.
  - 06.03 Obtain appropriate information from graphics and other visual media.
  - 06.04 Research and interpret information retrieved from print and electronic resources.
  - 06.05 Demonstrate knowledge of appropriate spelling, grammar, punctuation, and word choice.
  - 06.06 Proofread and edit documents using proofreaders' marks.
  - 06.07 Select the appropriate medium for transmitting information.
  - 06.08 Compose an electronic message using appropriate format and composition.
  - 06.09 Prepare and use technology enhanced materials to support an oral presentation.
  
- 07.0 Demonstrate knowledge of human relations skills. – The student will be able to:
  - 07.01 Define and demonstrate appropriate work habits, behavior and ethics.
  - 07.02 Identify importance of complying with company policies.
  - 07.03 Demonstrate understanding of consequences of unprofessional behavior.
  - 07.04 Demonstrate understanding of organizational structure and chain of command, and importance of appropriate protocol.
  - 07.05 Identify and demonstrate positive interpersonal skills.
  - 07.06 Demonstrate ability to work with diverse populations.
  - 07.07 Demonstrate ability to work as a team member.
  - 07.08 Demonstrate understanding of confidentiality and privacy issues.
  - 07.09 Demonstrate understanding of importance of internal and external customer service.
  - 07.10 Identify traits that promote good human relations and increase job performance.
  - 07.11 Identify appropriate attire and grooming for a business office.
  
- 08.0 Demonstrate employability skills. – The student will be able to:
  - 08.01 Identify sources of employment opportunities.
  - 08.02 Complete employment forms.
  - 08.03 Demonstrate behaviors considered to be appropriate in a job interview situation.
  - 08.04 Compose and key an interview follow-up/thank you letter.
  - 08.05 Compose and key a letter of application and a resume.
  - 08.06 Compose and key a letter of resignation.

- 08.07 Demonstrate job interview skills and exit interview skills.
- 08.08 Identify methods of securing an employment reference.
- 08.09 Identify career advancement opportunities and demonstrate effective networking behaviors.
  
- 09.0 Perform information processing activities. – The student will be able to:
  - 09.01 Demonstrate ability to manage files electronically.
  - 09.02 Define differences between operating systems and software applications.
  - 09.03 Identify and understand terms commonly used in information technology.
  - 09.04 Identify business systems, equipment components, and electronic media.
  - 09.05 Create and edit letters and documents from handwritten, dictated or typed material using current technology.
  - 09.06 Input numeric data.
  - 09.07 Use office equipment manual.
  - 09.08 Develop and use an office operations manual.
  - 09.09 Perform computer activities using data base, spreadsheet, and graphics presentation, word processing, e-mail/scheduling, and utility software applications.
  - 09.10 Describe ways to identify computer viruses.
  - 09.11 Demonstrate knowledge of the importance of continuing education and technology updates.
  
- 10.0 Develop leadership skills. – The student will be able to:
  - 10.01 Greet and introduce individuals.
  
- 11.0 Perform information transmittal activities. – The student will be able to:
  - 11.01 Identify mail classifications.
  - 11.02 Locate and verify addresses and ZIP codes.
  - 11.03 Process incoming and outgoing mail.
  - 11.04 Identify and compare special mail and other delivery services.
  - 11.05 Identify safety and security procedures for transmittal of information.
  
- 12.0 Demonstrate knowledge of reprographic activities. – The student will be able to:
  - 12.01 Make decisions on best reprographic method to use.
  - 12.02 Define terms used in reprographics.
  - 12.03 Identify characteristics of paper.
  - 12.04 Demonstrate knowledge of copyright/reproduction laws.
  
- 13.0 Perform decision making activities. – The student will be able to:
  - 13.01 Demonstrate understanding of the steps used in problem solving.
  - 13.02 Demonstrate the ability to determine the proper priority of work.
  - 13.03 Prepare a schedule for an employer.
  - 13.04 Choose appropriate action in situations requiring application of business ethics.
  - 13.05 Choose appropriate action in situations requiring following a chain of command.
  - 13.06 Choose appropriate action in situations requiring effective time management.
  - 13.07 Determine preventive actions for office communication problems.

- 13.08 Select the best way to handle confidential information.
- 14.0 Perform machine transcription activities. – The student will be able to:
  - 14.01 Demonstrate techniques in machine transcription.
  - 14.02 Transcribe recorded dictation of business related documents.
- 15.0 Perform office management activities. – The student will be able to:
  - 15.01 Identify management styles.
  - 15.02 Prepare managerial reports about production, personnel, equipment, and operational costs.
  - 15.03 Set priorities and develop more efficient procedures for work flow.
  - 15.04 Conduct and discuss performance appraisals with employees, set goals, and recommend training.
  - 15.05 Conduct self-performance appraisal.
  - 15.06 Prepare a general budget.
  - 15.07 Choose appropriate action applying business management techniques.
  - 15.08 Apply time management techniques to office schedule.
  - 15.09 Demonstrate understanding of conducting an interview.
  - 15.10 Select items to include in a new employee's orientation to the job.
  - 15.11 Compare and select vendors from whom to purchase office supplies.

### **Legal Office Specialization**

- 16.0 Perform machine dictation/transcription activities. – The student will be able to:
  - 16.01 Demonstrate techniques in machine dictation and transcription.
  - 16.02 Transcribe recorded dictation of legal correspondence and other legal documents.
  - 16.03 Evaluate transcription systems for office utilization.
- 17.0 Perform legal office management activities. – The student will be able to:
  - 17.01 Make decisions on major equipment acquisition.
  - 17.02 Prepare and maintain client records.
  - 17.03 Define the major functions of legal office management.
  - 17.04 List characteristics of effective leaders/managers.
  - 17.05 List the steps in problem solving.
  - 17.06 Maintain work schedules for payroll purposes.
  - 17.07 Demonstrate knowledge of motivational techniques.
  - 17.08 Sketch the layout of a legal office using the principles of ergonomics.
- 18.0 Perform legal office activities. – The student will be able to:
  - 18.01 Define, understand, and spell legal terminology.
  - 18.02 Identify terms and procedures related to the legal process.
  - 18.03 Identify the court in which legal documents should be filed.
  - 18.04 Identify sources of legal reference.



- 18.05 Demonstrate knowledge of the confidential fiduciary relationship between client and attorney.
  - 18.06 Demonstrate knowledge of computer security in the confidential environment.
  - 18.07 Identify and use printed and electronic sources of legal information.
  - 18.08 Maintain records for assessing client charges.
  - 18.09 Maintain an appointment book.
  - 18.10 Maintain a tickler file for docket control.
  - 18.11 Demonstrate knowledge of document formats required by the court systems and other agencies.
  - 18.12 Demonstrate knowledge of legal filing systems in a law office.
  - 18.13 Create legal templates.
  - 18.14 Key information using legal templates.
- 19.0 Demonstrate knowledge of U.S. and Florida court systems. – The student will be able to:
- 19.01 Describe the courts of Florida and the jurisdiction of each.
  - 19.02 Describe the courts of the Federal System and other agencies and the jurisdiction of each.

### **Office Management Specialization**

- 16.0 Perform advanced office management activities. – The student will be able to:
- 16.01 Demonstrate an understanding of how to plan and lead an effective meeting.
  - 16.02 Define effective leadership.
  - 16.03 Identify and explain key leadership behaviors.
  - 16.04 Compare different styles of leadership.
  - 16.05 Relate leadership to other management and communication skills.
  - 16.06 Examine ways effective leaders develop, coach, and motivate.
  - 16.07 Define organization vision and mission.
  - 16.08 Identify characteristics of effective goals.
  - 16.09 Choose appropriate action in situations requiring application of business ethics.
  - 16.10 Identify ways to assign work to others.
  - 16.11 Apply steps in a rational decision making process to a business and/or personal situation.
  - 16.12 Compare management styles.
  - 16.13 Identify the major functions of management.
  - 16.14 Select the most effective communication systems.
  - 16.15 Identify problems and make an appropriate decision.

### **Office Software Applications Specialization**

- 16.0 Demonstrate knowledge of office software applications. – The student will be able to:
- 16.01 Demonstrate ability to send a file electronically.
  - 16.02 Demonstrate knowledge of advanced e-mail and scheduling options.
  - 16.03 Demonstrate knowledge of utility software.
  - 16.04 Demonstrate ability to convert files to different file types.
  - 16.05 Demonstrate ability to integrate various software applications.

- 16.06 Enter and edit text, numbers, and formulas in a spreadsheet.
- 16.07 Create and edit advanced formulas and functions in a spreadsheet.
- 16.08 Graphically illustrate a worksheet (graphs, charts, etc.).
- 16.09 Demonstrate knowledge of formatting a spreadsheet.
- 16.10 Create and edit a presentation using presentation software.
- 16.11 Create a database table.
- 16.12 Perform a database query.
- 16.13 Create a custom form in a database.
- 16.14 Create a custom report from a database.
- 16.15 Perform advanced database functions.
- 16.16 Perform advanced word processing functions.
- 16.17 Demonstrate knowledge of desktop publishing applications.
- 16.18 Create and run macros.
- 16.19 Password protect electronic documents.
- 16.20 Create and edit documents from voice recognition software.

17.0 Perform math computations. – The student will be able to:

- 17.01 Perform business math operations manually and using technology.
- 17.02 Interpret graphs, charts, and tables.
- 17.03 Solve finance charge and annual percentage rate problems using a calculator.
- 17.04 Determine elapsed time between two events.
- 17.05 Analyze information given to solve a problem.
- 17.06 Demonstrate ability to estimate.
- 17.07 Solve problems related to measurement and space allocation.

### **Records Management Specialization**

16.0 Develop organizational skills for records/information control. – The student will be able to:

- 16.01 Identify procedures for establishing a records management program.
- 16.02 List and describe the components of a records management system.
- 16.03 Identify well-designed forms.
- 16.04 Design a records center layout.
- 16.05 Plan the index for a records management manual.
- 16.06 Identify means for the control of a records management system.
- 16.07 Plan a records retention schedule.
- 16.08 Plan personnel needs for a records management department.
- 16.09 List and describe methods of protecting vital records.
- 16.10 Design the form for an initial inventory of records.
- 16.11 Identify principles of a reports management program.
- 16.12 Identify legal resources for records retention.
- 16.13 Index records according to ARMA rules.
- 16.14 File records according to ARMA rules.

17.0 Develop records management skills. – The student will be able to:

- 17.01 Identify management styles.
- 17.02 Set priorities and develop efficient work flow procedures.

- 17.03 Identify components of office ergonomics.
  - 17.04 Identify methods of maintaining security of information.
  - 17.05 Identify procedures for selection of office furniture and equipment, hardware and software.
  - 17.06 Identify employee motivational techniques.
  - 17.07 Identify legal and governmental requirements which impact the design and operation of various media such as paper, microfilm, data processing and digitize records.
- 18.0 Demonstrate knowledge of forms design, analysis and control. – The student will be able to:
- 18.01 Identify cost factors in the design and use of forms.
  - 18.02 Prepare a numerical and a functional classification index.

**2011-2012**

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Office Support  
**Career Cluster:** Business, Management, and Administration

<b>CCC</b>	
CIP Number	0507.060302
Program Type	College Credit Certificate (CCC)
Program Length	12 credit hours
CTSO	Phi Beta Lambda, BPA
SOC Codes (all applicable)	43-6011
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>

### **Purpose**

This certificate program is part of the Office Administration AS/AAS degree program (0507060300 / 1507060300).

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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

## **Standards**

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

### **General (Core) Skills**

- 01.0 Perform telephone activities.
- 02.0 Perform keyboarding and document processing activities.
- 03.0 Perform communication activities.
- 04.0 Demonstrate knowledge of human relations skills.
- 05.0 Demonstrate employability skills.
- 06.0 Perform information processing activities.
- 07.0 Develop leadership skills.
- 08.0 Perform information transmittal activities.
- 09.0 Perform decision-making activities.

**In addition to the above core outcomes, students will complete the outcomes in one of the following specializations:**

- Legal Office
- Medical Office
- Office
- Office Software Applications
- Records Management

### **Legal Office Specialization**

10.0 Perform legal office activities.

**Medical Office Specialization**

10.0 Perform medical office activities.

**Office Specialization**

10.0 Perform advanced office management activities.

**Office Software Applications**

10.0 Perform office management activities.

**Records Management Specialization**

10.0 Develop organizational skills for records/information control.

11.0 Develop records management skills.

The 12 Credit Technical Certificate title may be **Office Support** (with the specializations), or one of the following specialized titles may be used:

**Example 12 Credit Technical Certificate Titles:**

Option 1: Technical Certificate in Office Support with Specialization in Medical Office.

Option 2: Technical Certificate in Medical Office Support.

Specialization	Alternative 12 Credit Technical Certificate (CCC) Title
Legal Office	Legal Office Support
Medical Office	Medical Office Support
Office	Office Support
Office Software Applications	Office Software Applications Support
Records Management	Records Management Support

**2011-2012**

**Florida Department of Education  
Student Performance Standards**

**Program Title:** Office Support  
**CIP Number:** 0507.060302  
**Program Length:** 12 credit hours  
**SOC Code(s):** 43-6011

This certificate program is part of the Office Administration AS/AAS degree program (0507060300/1507060300). At the completion of this program, the student will be able to:

**General (Core) Skills**

- 01.0 Perform telephone activities. – The student will be able to:
- 01.01 Locate phone numbers mechanically and electronically.
- 02.0 Perform keyboarding and document processing activities. – The student will be able to:
- 02.01 Demonstrate keyboarding techniques.
  - 02.02 Demonstrate use of keyboard/input device function.
  - 02.03 Identify formatting principles.
  - 02.04 Demonstrate speed and accuracy in keying.
- 03.0 Perform communication activities. – The student will be able to:
- 03.01 Follow oral and written instructions.
  - 03.02 Participate in group discussion as a member and as a leader.
  - 03.03 Demonstrate knowledge of appropriate spelling, grammar, punctuation, and word choice.
  - 03.04 Compose an electronic message using appropriate format and composition.
  - 03.05 Prepare and use technology enhanced materials to support an oral presentation.
- 04.0 Demonstrate knowledge of human relations skills. – The student will be able to:
- 04.01 Define and demonstrate appropriate work habits, behavior and ethics.
  - 04.02 Identify importance of complying with company policies.
  - 04.03 Demonstrate understanding of consequences of unprofessional behavior.
  - 04.04 Identify and demonstrate positive interpersonal skills.
  - 04.05 Demonstrate ability to work as a team member.
  - 04.06 Demonstrate understanding of confidentiality and privacy issues.
  - 04.07 Demonstrate understanding of importance of internal and external customer service.
  - 04.08 Identify appropriate attire and grooming for a business office.
- 05.0 Demonstrate employability skills. – The student will be able to:
- 05.01 Identify sources of employment opportunities.
  - 05.02 Complete employment forms.
  - 05.03 Demonstrate behaviors considered to be appropriate in a job interview situation.

- 05.04 Compose and key an interview follow-up/thank you letter.
- 05.05 Compose and key a letter of application and a resume.
- 05.06 Compose and key a letter of resignation.
- 05.07 Demonstrate job interview skills and exit interview skills.
- 05.08 Identify methods of securing an employment reference.
- 05.09 Identify career advancement opportunities and demonstrate effective networking behaviors.

06.0 Perform information processing activities. – The student will be able to:

- 06.01 Identify and understand terms commonly used in information technology.
- 06.02 Identify business systems, equipment components, and electronic media.
- 06.03 Input numeric data.
- 06.04 Use office equipment manual.
- 06.05 Describe ways to identify computer viruses.
- 06.06 Demonstrate knowledge of the importance of continuing education and technology updates.

07.0 Develop leadership skills. – The student will be able to:

- 07.01 Greet and introduce individuals.

08.0 Perform information transmittal activities. – The student will be able to:

- 08.01 Locate and verify addresses and ZIP codes.
- 08.02 Process incoming and outgoing mail.
- 08.03 Identify and compare special mail and other delivery services.

09.0 Perform decision-making activities. – The student will be able to:

- 09.01 Demonstrate understanding of the steps used in problem-solving.
- 09.02 Demonstrate the ability to determine the proper priority of work.
- 09.03 Choose appropriate action in situations requiring following a chain of command.

### **Legal Office Specialization**

10.0 Perform legal office activities. – The student will be able to:

- 10.01 Define, understand, and spell legal terminology.
- 10.02 Identify terms and procedures related to the legal process.

### **Medical Office Specialization**

10.0 Perform medical office activities. – The student will be able to:

- 10.01 Define and spell medical terms.
- 10.02 Demonstrate knowledge of the legal and ethical aspects of health care.
- 10.03 Describe functions in a medical office.



### **Office Specialization**

- 10.0 Perform advanced office management activities. – The student will be able to:
  - 10.01 Define effective leadership.
  - 10.02 Compare different styles of leadership.
  - 10.03 Identify characteristics of effective goals.
  - 10.04 Compare management styles.
  - 10.05 Identify the major functions of management.
  - 10.06 Select the most effective communication systems.

### **Office Software Applications Specialization**

- 10.0 Demonstrate knowledge of office software applications. – The student will be able to:
  - 10.01 Demonstrate ability to send a file electronically.
  - 10.02 Perform advanced word processing functions.
  - 10.03 Key envelopes, and labels, interoffice memorandum and /labels for interoffice envelopes, meeting minutes, tabulated information, multi-page documents, numbered and bulleted lists, reports using footnotes and endnotes, tables, press releases, variable size cards and documents, material from hand-written copy, and multi-copy pre-printed business forms.
  - 10.04 Prepare documents from rough draft copy, using proofreader's marks.

### **Records Management Specialization**

- 10.0 Develop organizational skills for records/information control. – The student will be able to:
  - 10.01 Identify procedures for establishing a records management program.
  - 10.02 List and describe the components of a records management system.
  - 10.03 Identify well-designed forms.
  - 10.04 Identify means for the control of a records management system.
  - 10.05 Index records according to ARMA rules.
  - 10.06 File records according to ARMA rules.
  
- 11.0 Develop records management skills. – The student will be able to:
  - 11.01 Identify management styles.
  - 11.02 Identify components of office ergonomics.
  - 11.03 Identify methods of maintaining security of information.

**2011-2012**

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Office Specialist  
**Career Cluster:** Business, Management, and Administration

<b>CCC</b>	
CIP Number	0507.060304
Program Type	College Credit Certificate (CCC)
Program Length	18 credit hours
CTSO	Phi Beta Lambda, BPA
SOC Codes (all applicable)	43-6011
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>

### **Purpose**

This certificate program is part of the Office Administration AS/AAS degree program (0507060300/1507060300).

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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

## **Standards**

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

### **General (Core) Skills**

- 01.0 Perform telephone activities.
- 02.0 Perform keyboarding and document processing activities.
- 03.0 Perform records management activities.
- 04.0 Perform accounting activities.
- 05.0 Perform communication activities.
- 06.0 Demonstrate knowledge of human relations skills.
- 07.0 Demonstrate employability skills.
- 08.0 Perform information processing activities.
- 09.0 Develop leadership skills.
- 10.0 Perform information transmittal activities.
- 11.0 Perform decision making activities.
- 12.0 Perform office management activities.

**In addition to the above core outcomes, students will complete the outcomes in one of the following specializations:**

- Legal Office
- Medical Office
- Office
- Office Software Applications

- Records Management

**Legal Office Specialization**

- 13.0 Perform legal office activities.
- 14.0 Demonstrate knowledge of U.S. and Florida court systems.

**Medical Office Specialization**

- 13.0 Perform medical office activities.

**Office Specialization**

- 13.0 Perform advanced office management activities.

**Office Software Applications**

- 13.0 Perform office management activities.
- 14.0 Perform math computations.

**Records Management Specialization**

- 13.0 Develop organizational skills for records/information control.
- 14.0 Develop records management skills

The 18 Credit Technical Certificate title may be **Office Specialist** (with the specializations), or one of the following specialized titles may be used:

**Example 18 Credit Technical Certificate Titles:**

Option 1: Technical Certificate in Office Specialist with Specialization in Office Software Applications.

Option 2: Technical Certificate in Office Software Applications Specialist.

Specialization	Alternative 18 Credit Technical Certificate (CCC) Title
Legal Office	Legal Office Specialist
Medical Office	Medical Office Specialist
Office	Office Specialist
Office Software Applications	Office Software Applications Specialist
Records Management	Records Management Specialist

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title:** Office Specialist  
**CIP Number:** 0507.060304  
**Program Length:** 18 credit hours  
**SOC Code(s):** 43-6011

This certificate program is part of the Office Administration AS/AAS degree program (0507060300/1507060300). At the completion of this program, the student will be able to:

**General (Core) Skills**

01.0 Perform telephone activities. – The student will be able to:

- 01.01 Locate phone numbers mechanically and electronically.
- 01.02 Demonstrate effective telephone etiquette.
- 01.03 Demonstrate customer service skills using the telephone.
- 01.04 Demonstrate ability in voice mail, paging, transferring, recording/taking messages, and screening calls.

02.0 Perform keyboarding and document processing activities. – The student will be able to:

- 02.01 Demonstrate keyboarding techniques.
- 02.02 Demonstrate use of keyboard/input device function.
- 02.03 Identify formatting principles.
- 02.04 Demonstrate speed and accuracy in keying.
- 02.05 Key business letters.
- 02.06 Create and edit templates.
- 02.07 Prepare documents from rough draft copy, using proofreader's marks.

03.0 Perform records management activities. – The student will be able to:

- 03.01 Identify types of filing supplies, equipment, and procedures.
- 03.02 Identify definitions of records management terminology.
- 03.03 Identify procedures for confidentiality.

04.0 Perform accounting activities. – The student will be able to:

- 04.01 Prepare petty cash transactions.

05.0 Perform communication activities. – The student will be able to:

- 05.01 Follow oral and written instructions.
- 05.02 Participate in group discussion as a member and as a leader.
- 05.03 Demonstrate knowledge of appropriate spelling, grammar, punctuation, and word choice.
- 05.04 Select the appropriate medium for transmitting information.
- 05.05 Compose an electronic message using appropriate format and composition.

- 05.06 Prepare and use technology enhanced materials to support an oral presentation.
- 06.0 Demonstrate knowledge of human relations skills. – The student will be able to:
- 06.01 Define and demonstrate appropriate work habits, behavior and ethics.
  - 06.02 Identify importance of complying with company policies.
  - 06.03 Demonstrate understanding of consequences of unprofessional behavior.
  - 06.04 Demonstrate understanding of organizational structure and chain of command, and importance of appropriate protocol.
  - 06.05 Identify and demonstrate positive interpersonal skills.
  - 06.06 Demonstrate ability to work as a team member.
  - 06.07 Demonstrate understanding of confidentiality and privacy issues.
  - 06.08 Demonstrate understanding of importance of internal and external customer service.
  - 06.09 Identify traits that promote good human relations and increase job performance.
  - 06.10 Identify appropriate attire and grooming for a business office.
- 07.0 Demonstrate employability skills. – The student will be able to:
- 07.01 Identify sources of employment opportunities.
  - 07.02 Complete employment forms.
  - 07.03 Demonstrate behaviors considered to be appropriate in a job interview situation.
  - 07.04 Compose and key an interview follow-up/thank you letter.
  - 07.05 Compose and key a letter of application and a resume.
  - 07.06 Compose and key a letter of resignation.
  - 07.07 Demonstrate job interview skills and exit interview skills.
  - 07.08 Identify methods of securing an employment reference.
  - 07.09 Identify career advancement opportunities and demonstrate effective networking behaviors.
- 08.0 Perform information processing activities. – The student will be able to:
- 08.01 Demonstrate ability to manage files electronically.
  - 08.02 Define differences between operating systems and software applications.
  - 08.03 Identify and understand terms commonly used in information technology.
  - 08.04 Identify business systems, equipment components, and electronic media.
  - 08.05 Input numeric data.
  - 08.06 Use office equipment manual.
  - 08.07 Describe ways to identify computer viruses.
  - 08.08 Demonstrate knowledge of the importance of continuing education and technology updates.
- 09.0 Develop leadership skills. – The student will be able to:
- 09.01 Greet and introduce individuals.
- 10.0 Perform information transmittal activities. – The student will be able to:
- 10.01 Identify mail classifications.
  - 10.02 Locate and verify addresses and ZIP codes.
  - 10.03 Process incoming and outgoing mail.

10.04 Identify and compare special mail and other delivery services.

11.0 Perform decision making activities. – The student will be able to:

11.01 Demonstrate understanding of the steps used in problem solving.

11.02 Demonstrate the ability to determine the proper priority of work.

11.03 Prepare a schedule for an employer.

11.04 Choose appropriate action in situations requiring following a chain of command.

11.05 Choose appropriate action in situations requiring effective time management.

11.06 Select the best way to handle confidential information.

12.0 Perform office management activities. – The student will be able to:

12.01 Conduct self-performance appraisal.

### **Legal Office Specialization**

13.0 Perform legal office activities. – The student will be able to:

13.01 Define, understand, and spell legal terminology.

13.02 Identify terms and procedures related to the legal process.

13.03 Identify the court in which legal documents should be filed.

13.04 Identify sources of legal reference.

13.05 Demonstrate knowledge of the confidential fiduciary relationship between client and attorney.

13.06 Demonstrate knowledge of computer security in the confidential environment.

13.07 Identify and use printed and electronic sources of legal information.

13.08 Maintain an appointment book.

13.09 Maintain a tickler file for docket control.

13.10 Demonstrate knowledge of document formats required by the court systems and other agencies.

13.11 Create legal templates.

13.12 Key information using legal templates.

14.0 Demonstrate knowledge of U.S. and Florida court systems. – The student will be able to:

14.01 Describe the courts of Florida and the jurisdiction of each.

14.02 Describe the courts of the Federal System and other agencies and the jurisdiction of each.

### **Medical Office Specialization**

13.0 Perform medical office activities. – The student will be able to:

13.01 Select, complete, verify and submit insurance forms.

13.02 Schedule appointments and activities.

13.03 Define and spell medical terms.

13.04 Use medical references.

13.05 Demonstrate a compliance with all federal and state healthcare regulations.

- 13.06 Describe functions in a medical office.
- 13.07 Demonstrate correct techniques in transcribing medical information.

### **Office Specialization**

- 13.0 Perform advanced office management activities. – The student will be able to:
  - 13.01 Demonstrate an understanding of how to plan and lead an effective meeting.
  - 13.02 Define effective leadership.
  - 13.03 Identify and explain key leadership behaviors.
  - 13.04 Compare different styles of leadership.
  - 13.05 Examine ways effective leaders develop, coach, and motivate.
  - 13.06 Identify characteristics of effective goals.
  - 13.07 Choose appropriate action in situations requiring application of business ethics.
  - 13.08 Identify ways to assign work to others.
  - 13.09 Apply steps in a rational decision making process to a business and/or personal situation.
  - 13.10 Compare management styles.
  - 13.11 Identify the major functions of management.
  - 13.12 Select the most effective communication systems.
  - 13.13 Identify problems and make an appropriate decision.

### **Office Software Applications Specialization**

- 13.0 Demonstrate knowledge of office software applications. – The student will be able to:
  - 13.01 Demonstrate ability to send a file electronically.
  - 13.02 Demonstrate knowledge of utility software.
  - 13.03 Demonstrate ability to convert files to different file types.
  - 13.04 Enter and edit text, numbers, and formulas in a spreadsheet.
  - 13.05 Graphically illustrate a worksheet (graphs, charts, etc.).
  - 13.06 Demonstrate knowledge of formatting a spreadsheet.
  - 13.07 Create a database table.
  - 13.08 Perform a database query.
  - 13.09 Create a custom form in a database.
  - 13.10 Create a custom report from a database.
  - 13.11 Perform advanced word processing functions.
  - 13.12 Create and run macros.
  - 13.13 Key envelopes, and labels, interoffice memorandum and /labels for interoffice envelopes, meeting minutes, tabulated information, multi-page documents, numbered and bulleted lists, reports using footnotes and endnotes, tables, press releases, variable size cards and documents, material from hand-written copy, and multi-copy pre-printed business forms.
  - 13.14 Create and edit templates.
  - 13.15 Create documents by scanning.
  - 13.16 Create and edit documents from voice recognition software.
- 14.0 Perform math computations. – The student will be able to:



- 14.01 Perform business math operations manually and using technology.
- 14.02 Interpret graphs, charts, and tables.
- 14.03 Solve finance charge and annual percentage rate problems using a calculator.
- 14.04 Determine elapsed time between two events.
- 14.05 Analyze information given to solve a problem.
- 14.06 Demonstrate ability to estimate.
- 14.07 Solve problems related to measurement and space allocation.

### **Records Management Specialization**

- 13.0 Develop organizational skills for records/information control. – The student will be able to:

- 13.01 Identify procedures for establishing a records management program.
- 13.02 List and describe the components of a records management system.
- 13.03 Identify well-designed forms.
- 13.04 Identify means for the control of a records management system.
- 13.05 Index records according to ARMA rules.
- 13.06 File records according to ARMA rules.

- 14.0 Develop records management skills. – The student will be able to:

- 14.01 Identify management styles.
- 14.02 Identify components of office ergonomics.
- 14.03 Identify methods of maintaining security of information.
- 14.04 Identify procedures for selection of office furniture and equipment, hardware and software.
- 14.05 Identify employee motivational techniques.

**2011-2012**

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Medical Office Management  
**Career Cluster:** Business, Management, and Administration

<b>CCC</b>	
CIP Number	0507.060305
Program Type	College Credit Certificate (CCC)
Program Length	34 credit hours
CTSO	Phi Beta Lambda, BPA
SOC Codes (all applicable)	11-9111
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>

### **Purpose**

This certificate program is part of the Office Administration AS/AAS degree program (0507060300/1507060300).

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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

## **Standards**

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

- 01.0 Perform telephone activities.
- 02.0 Perform math computations.
- 03.0 Perform keyboarding and document processing activities.
- 04.0 Perform records management activities.
- 05.0 Perform accounting activities.
- 06.0 Perform communication activities.
- 07.0 Demonstrate knowledge of human relations skills.
- 08.0 Demonstrate employability skills.
- 09.0 Perform information processing activities.
- 10.0 Develop leadership skills.
- 11.0 Perform information transmittal activities.
- 12.0 Demonstrate knowledge of reprographic activities.
- 13.0 Perform decision making activities.
- 14.0 Perform machine transcription activities.
- 15.0 Perform office management activities.
- 16.0 Perform medical office activities.
- 17.0 Perform medical office management activities.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title:** Medical Office Management  
**CIP Number:** 0507.060305  
**Program Length:** 34 credit hours  
**SOC Code(s):** 11-9111

This certificate program is part of the Office Administration AS/AAS degree program (0507060300 / 1507060300). At the completion of this program, the student will be able to:

01.0 Perform telephone activities. – The student will be able to:

- 01.01 Locate phone numbers mechanically and electronically.
- 01.02 Demonstrate effective telephone etiquette.
- 01.03 Demonstrate customer service skills using the telephone.
- 01.04 Demonstrate understanding of cellular phone technology and usage.
- 01.05 Demonstrate ability in voice mail, paging, transferring, recording/taking messages, and screening calls.

02.0 Perform math computations. – The student will be able to:

- 02.01 Perform business math operations manually and using technology.
- 02.02 Demonstrate ability to estimate.
- 02.03 Solve problems related to measurement and space allocation.

03.0 Perform keyboarding and document processing activities. – The student will be able to:

- 03.01 Demonstrate keyboarding techniques.
- 03.02 Demonstrate use of keyboard/input device function.
- 03.03 Identify formatting principles.
- 03.04 Demonstrate speed and accuracy in keying.
- 03.05 Key business letters,
- 03.06 Key envelopes, and labels, interoffice memorandum and /labels for interoffice envelopes, meeting minutes, tabulated information, multi-page documents, numbered and bulleted lists, reports using footnotes and endnotes, tables, press releases, variable size cards and documents, material from hand-written copy, and multi-copy pre-printed business forms.
- 03.07 Create and edit templates.
- 03.08 Create documents by scanning.
- 03.09 Prepare documents from rough draft copy, using proofreader's marks.
- 03.10 Prepare a document using mail merge and variable information.

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 Identify definitions of records management terminology.
- 04.05 Identify procedures for confidentiality.
- 05.0 Perform accounting activities. – The student will be able to:
  - 05.01 Demonstrate understanding of accounting ethics.
  - 05.02 Reconcile bank statements.
  - 05.03 Demonstrate understanding of fiscal calendar.
  - 05.04 Prepare supply order and monitor inventory.
  - 05.05 Prepare, process, and monitor invoices.
  - 05.06 Prepare petty cash transactions.
- 06.0 Perform communication activities. – The student will be able to:
  - 06.01 Follow oral and written instructions.
  - 06.02 Participate in group discussion as a member and as a leader.
  - 06.03 Obtain appropriate information from graphics and other visual media.
  - 06.04 Research and interpret information retrieved from print and electronic resources.
  - 06.05 Demonstrate knowledge of appropriate spelling, grammar, punctuation, and word choice.
  - 06.06 Proofread and edit documents using proofreaders' marks.
  - 06.07 Select the appropriate medium for transmitting information.
  - 06.08 Compose an electronic message using appropriate format and composition.
  - 06.09 Prepare and use technology enhanced materials to support an oral presentation.
- 07.0 Demonstrate a knowledge of human relations skills. – The student will be able to:
  - 07.01 Define and demonstrate appropriate work habits, behavior and ethics.
  - 07.02 Identify importance of complying with company policies.
  - 07.03 Demonstrate understanding of consequences of unprofessional behavior.
  - 07.04 Demonstrate understanding of organizational structure and chain of command, and importance of appropriate protocol.
  - 07.05 Identify and demonstrate positive interpersonal skills.
  - 07.06 Demonstrate ability to work with diverse populations.
  - 07.07 Demonstrate ability to work as a team member.
  - 07.08 Demonstrate understanding of confidentiality and privacy issues.
  - 07.09 Demonstrate understanding of importance of internal and external customer service.
  - 07.10 Identify traits that promote good human relations and increase job performance.
  - 07.11 Identify appropriate attire and grooming for a business office.
- 08.0 Demonstrate employability skills. – The student will be able to:
  - 08.01 Identify sources of employment opportunities.
  - 08.02 Complete employment forms.
  - 08.03 Demonstrate behaviors considered to be appropriate in a job interview situation.
  - 08.04 Compose and key an interview follow-up/thank you letter.
  - 08.05 Compose and key a letter of application and a resume.
  - 08.06 Compose and key a letter of resignation.
  - 08.07 Demonstrate job interview skills and exit interview skills.
  - 08.08 Identify methods of securing an employment reference.

- 08.09 Identify career advancement opportunities and demonstrate effective networking behaviors.
- 09.0 Perform information processing activities. – The student will be able to:
  - 09.01 Demonstrate ability to manage files electronically.
  - 09.02 Define differences between operating systems and software applications.
  - 09.03 Identify and understand terms commonly used in information technology.
  - 09.04 Identify business systems, equipment components, and electronic media.
  - 09.05 Create and edit letters and documents from handwritten, dictated or typed material using current technology.
  - 09.06 Input numeric data.
  - 09.07 Use office equipment manual.
  - 09.08 Develop and use an office operations manual.
  - 09.09 Perform computer activities using data base, spreadsheet, and graphics presentation, word processing, e-mail/scheduling, and utility software applications.
  - 09.10 Describe ways to identify computer viruses.
  - 09.11 Demonstrate knowledge of the importance of continuing education and technology updates.
- 10.0 Develop leadership skills. – The student will be able to:
  - 10.01 Greet and introduce individuals.
  - 10.02 Delegate tasks as appropriate.
  - 10.03 Keep work schedules as required.
- 11.0 Perform information transmittal activities. – The student will be able to:
  - 11.01 Identify mail classifications.
  - 11.02 Locate and verify addresses and ZIP codes.
  - 11.03 Process incoming and outgoing mail.
  - 11.04 Identify and compare special mail and other delivery services.
  - 11.05 Identify safety and security procedures for transmittal of information.
- 12.0 Demonstrate a knowledge of reprographic activities. – The student will be able to:
  - 12.01 Make decisions on best reprographic method to use.
  - 12.02 Define terms used in reprographics.
  - 12.03 Identify characteristics of paper.
  - 12.04 Demonstrate knowledge of copyright/reproduction laws.
- 13.0 Perform decision making activities. – The student will be able to:
  - 13.01 Demonstrate understanding of the steps used in problem solving.
  - 13.02 Demonstrate the ability to determine the proper priority of work.
  - 13.03 Prepare a schedule for an employer.
  - 13.04 Choose appropriate action in situations requiring application of business ethics.
  - 13.05 Choose appropriate action in situations requiring following a chain of command.
  - 13.06 Choose appropriate action in situations requiring effective time management.
  - 13.07 Determine preventive actions for office communication problems.

- 13.08 Select the best way to handle confidential information.
- 14.0 Perform machine transcription activities. – The student will be able to:
  - 14.01 Demonstrate techniques in machine transcription.
  - 14.02 Transcribe recorded dictation of business related documents.
- 15.0 Perform office management activities. – The student will be able to:
  - 15.01 Identify management styles.
  - 15.02 Prepare managerial reports about production, personnel, equipment, and operational costs.
  - 15.03 Set priorities and develop more efficient procedures for work flow.
  - 15.04 Conduct and discuss performance appraisals with employees, set goals, and recommend training.
  - 15.05 Conduct self-performance appraisal.
  - 15.06 Prepare a general budget.
  - 15.07 Choose appropriate action applying business management techniques.
  - 15.08 Apply time management techniques to office schedule.
  - 15.09 Demonstrate understanding of conducting an interview.
  - 15.10 Select items to include in a new employee's orientation to the job.
  - 15.11 Compare and select vendors from whom to purchase office supplies.
- 16.0 Perform medical office activities. – The student will be able to:
  - 16.01 Select, complete, verify and submit insurance forms.
  - 16.02 Schedule appointments and activities.
  - 16.03 Define and spell medical terms.
  - 16.04 Use medical references.
  - 16.05 Demonstrate a knowledge of the legal and ethical aspects of health care.
  - 16.06 Locate and record information from medical records.
  - 16.07 Demonstrate a compliance with all federal and state healthcare regulations.
  - 16.08 Describe functions in a medical office.
  - 16.09 Demonstrate understanding of legal and ethical issues in a medical office.
  - 16.10 Demonstrate knowledge of computer security in the confidential environment.
  - 16.11 Evaluate transcription systems for the medical office.
  - 16.12 Demonstrate correct techniques in transcribing medical information.
  - 16.13 Transcribe recorded dictation of medical correspondence and other medical documents.
- 17.0 Perform medical office management activities. – The student will be able to:
  - 17.01 Make decisions on major equipment acquisition.
  - 17.02 Record coding and billing changes in patient records.
  - 17.03 Define the major functions of medical office management.
  - 17.04 List characteristics of effective leaders/managers.
  - 17.05 List the steps in problem solving.
  - 17.06 Maintain work schedules for payroll purposes.

2011 - 2012

**Florida Department of Education  
Curriculum Framework**

**Course Title:** Business Education Directed Study  
**Career Cluster:** Business Management and Administration, Finance,  
Information Technology

<b>Secondary – Career Preparatory</b>	
Course Number	8200100
CIP Number	0507999901
Grade Level	11-12, 30, 31
Standard Length	Multiple credits
Teacher Certification	Any BUSINESS ED G Bus Ed 1 @ 2
CTSO	FBLA BPA

### **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, Finance and Information Technology clusters that will enhance opportunities for employment in the career field chosen by the student.

### **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 or occupational completion point 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.

### **Laboratory Activities**

A learning laboratory is provided as required to support the educational activities of the student. This laboratory may be in the traditional classroom, in an industry setting, or a virtual learning environment.

### **Special Notes**

### **Accommodations**



Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 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 occupational completion point (OCP) or a modified occupational completion point (MOCP). 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 an OCP/MOCP. The student should work on different competencies and new applications of competencies each year toward completion of the OCP/MOCP. 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).

### **Career and Technical Student Organization (CTSO)**

FBLA and BPA are the appropriate Career and Technical Student Organizations 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. The activities of such organizations are defined as part of the curriculum in accordance with Rule 6A-6.065, F.A.C.

### **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.

2011 - 2012

**Florida Department of Education  
Student Performance Standards**

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

01.0 Demonstrate expertise in a specific occupation within the career cluster.

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.

**2011-2012**

**Florida Department of Education  
Curriculum Framework**

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

<b>Secondary – Middle School</b>	
Program Number	8200110
CIP Number	0507.9999OR
Grade Level	6-9, 30, 31
Standard Length	.5 credit
Teacher Certification	BUS ED 1 @2 TEACH CBE @7 VOE @7
CTSO	FBLA BPA
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)

### **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 soft 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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

#### **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organizations for providing leadership training 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 as identified on the secondary student's IEP or 504 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 (ESE) will need modifications to meet their special 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.

### **Standards**

After successfully completing this course, 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 electronic presentation skills utilizing current technology.
- 04.0 Identify and understand computer hardware.
- 05.0 Perform activities using the worldwide web.
- 06.0 Develop and utilize business-related soft skills.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Business Keyboarding  
**Course Number:** 8200110  
**Course Credit:** .5 credit hour

**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.

Upon completion of this course and an additional half credit in business technology course work, at the middle school level, an optional articulation agreement may be included to further enhance this course and meet the requirements of the Computing for College and Careers course.

- 01.0 Develop and apply keyboarding skills utilizing current technology. – The student will be able to:
- 01.01 Demonstrate proper keyboarding techniques using correct ergonomic habits.
  - 01.02 Demonstrate safety and respect for all tools, equipment and materials in total lab.
  - 01.03 Demonstrate proper techniques for keyboarding while keeping fingers on home row keys.
- 02.0 Develop and apply word processing skills utilizing current technology. – The student will be able to:
- 02.01 Start and exit word processing software.
  - 02.02 Demonstrate ability to use and recognize the word-processing window including menus, toolbars, dialog boxes and commands.
  - 02.03 Demonstrate efficient use of the help program.
  - 02.04 Create and edit a new document.
  - 02.05 Utilize the Undo and Redo commands.
  - 02.06 Save, open and replace files.
  - 02.07 Understand the difference between Save and Save As.
  - 02.08 Utilize Print Preview and demonstrate printing capabilities.
  - 02.09 Identify methods of moving the insertion point, i.e. short cut keys, arrow keys, backspace and delete.
  - 02.10 Understand different views of document and using the zoom function.
  - 02.11 Utilize the Show/Hide codes command.
  - 02.12 Use spell/grammar check/ thesaurus programs properly.

- 02.13 Select and replace text: insert/overwrite modes.
  - 02.14 Move text in a document using the copying/cutting/pasting text commands.
  - 02.15 Format text by changing the font, font style, size, color, and effects.
  - 02.16 Align text horizontally and vertically.
- 03.0 Develop and apply electronic presentation skills utilizing current technology. – The student will be able to:
- 03.01 Demonstrate ability to launch presentation software.
  - 03.02 Create a new presentation document.
  - 03.03 Identify menus and toolbars of presentation software and their function.
  - 03.04 Select design layout, background, template and color scheme.
  - 03.05 Format text and graphics.
  - 03.06 Edit text.
  - 03.07 Select order of frames.
  - 03.08 Ability to spell check, save and print presentation
  - 03.09 Collaborate with group to present oral report.
- 04.0 Identify and understand computer hardware. – The student will be able to:
- 04.01 Define and identify the parts and functions of a computer.
  - 04.02 Define basic keyboarding terminology.
  - 04.03 Demonstrate the ability to perform basic computer operations (such as turn the equipment on and off, load a program, run and use a program, store a program, display a program, enter and execute a simple program).
- 05.0 Perform activities using the worldwide web. – The student will be able to:
- 05.01 Explore the history of the Internet.
  - 05.02 Introduce basic Internet vocabulary.
  - 05.03 Familiarize students with browser window.
  - 05.04 Change browser features.
  - 05.05 Understand Net addresses.
  - 05.06 Organize Favorites/Bookmarks.
  - 05.07 Perform basic Internet searches.
- 06.0 Develop and utilize business-related soft 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

**2011-2012**

**Florida Department of Education  
Curriculum Framework**

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

<b>Secondary – Middle School</b>	
Program Number	8200120
CIP Number	0507.9999LS
Grade Level	6-9, 30, 31
Standard Length	.5 credit
Teacher Certification	BUS ED 1 @2 TEACH CBE @7 VOE @7
CTSO	FBLA BPA
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)

### **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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

#### **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 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 (ESE) will need modifications to meet their special 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.

### **Standards**

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

- 01.0 Demonstrate knowledge of information systems.
- 02.0 Apply communication skills.
- 03.0 Explore emerging workplace trends and issues.
- 04.0 Develop an awareness of business organizational structures.
- 05.0 Demonstrate business leadership skills.
- 06.0 Apply mathematical strategies to business applications.
- 07.0 Assess personal strengths as they relate to business career exploration.



2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Business Leadership Skills  
**Course Number:** 8200120  
**Course Credit:** .5 credit hour

**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.

Upon completion of this course and an additional half credit in business technology course work, at the middle school level, an optional articulation agreement may be included to further enhance this course and meet the requirements of the Computing for College and Careers course.

- 01.0 Demonstrate knowledge of information system. – The student will be able to:
  - 01.01 Use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.02 Apply the use of information management tools to develop and coordinate the distribution of work.
- 02.0 Apply communication skills. – The student will be able to:
  - 02.01 Select and use appropriate modes of communication, including the Internet, for specific workplace situations.
  - 02.02 Use presentation software to enhance personal and professional communications.
  - 02.03 Produce electronic publications using digital publishing software.
- 03.0 Explore emerging workplace trends and issues. – The student will be able to:
  - 03.01 Describe current trends and issues that impact global and local business environments.
- 04.0 Develop an awareness of business organizational structures. – The student will be able to:
  - 04.01 Explore organizational structures in today's business environments.
  - 04.02 Assess personal performance and identify strategies for improvement.
  - 04.03 Develop an awareness of the impact of the economy as it relates to the marketplace.
- 05.0 Demonstrate business leadership skills. – The student will be able to:

05.01 Demonstrate leadership skills needed to develop a positive work environment.

05.02 Apply appropriate strategies to manage conflict in work situations.

06.0 Apply mathematical strategies to business applications. – The student will be able to:

06.01 Select and implement appropriate mathematical tools to solve business financial problems.

07.0 Assess personal strengths as they relate to business career exploration. – The student will be able to:

07.01 Survey and assess personal aptitudes and interests related to careers in a global economy.

**2011-2012**

**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

<b>Middle School</b>	
Course Number	8200130
CIP Number	0507.999905
Grade Level	6-9, 30, 31
Standard Length	.5 credit hour
Teacher Certification	BUS ED 1 @2 TEACH CBE @7 VOE @7
CTSO	FBLA BPA
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)

### **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 soft 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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

### **Career Planning**

The career and education planning course required by Section 1003.4156, Florida Statutes, has been integrated into this course. This course must include career exploration using CHOICES or a comparable cost-effective program and educational planning using the online student

advising system known as Florida Academic Counseling and Tracking for Students at the Internet website FACTS.org; and shall result in the completion of a personalized academic and career plan.

### **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 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 (ESE) will need modifications to meet their special 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.

### **Standards**

After successfully completing this course 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 electronic presentation skills utilizing current technology.
- 04.0 Identify and understand computer hardware.
- 05.0 Perform activities using the worldwide web.
- 06.0 Develop and utilize business-related soft skills.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Business Keyboarding and Career Planning  
**Course Number:** 8200130  
**Course Credit:** .5 credit hour

**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.

Upon completion of this course and an additional half credit in business technology course work, at the middle school level, an optional articulation agreement may be included to further enhance this course and meet the requirements of the Computing for College and Careers course.

- 01.0 Develop and apply keyboarding skills utilizing current technology. – The student will be able to:
- 01.01 Demonstrate proper keyboarding techniques using correct ergonomic habits.
  - 01.02 Demonstrate safety and respect for all tools, equipment and materials in total lab.
  - 01.03 Demonstrate proper techniques for keyboarding while keeping fingers on home row keys.
- 02.0 Develop and apply word processing skills utilizing current technology. – The student will be able to:
- 02.01 Start and exit word processing software.
  - 02.02 Demonstrate ability to use and recognize the word-processing window including menus, toolbars, dialog boxes and commands.
  - 02.03 Demonstrate efficient use of the help program.
  - 02.04 Create and edit a new document.
  - 02.05 Utilize the Undo and Redo commands.
  - 02.06 Save, open and replace files.
  - 02.07 Understand the difference between Save and Save As.
  - 02.08 Utilize Print Preview and demonstrate printing capabilities.
  - 02.09 Identify methods of moving the insertion point, i.e. short cut keys, arrow keys, backspace and delete.
  - 02.10 Understand different views of document and using the zoom function.
  - 02.11 Utilize the Show/Hide codes command.
  - 02.12 Use spell/grammar check/ thesaurus programs properly.

- 02.13 Select and replace text: insert/overwrite modes.
  - 02.14 Move text in a document using the copying/cutting/pasting text commands.
  - 02.15 Format text by changing the font, font style, size, color, and effects.
  - 02.16 Align text horizontally and vertically.
- 03.0 Develop and apply electronic presentation skills utilizing current technology. – The student will be able to:
- 03.01 Demonstrate ability to launch presentation software.
  - 03.02 Create a new presentation document.
  - 03.03 Identify menus and toolbars of presentation software and their function.
  - 03.04 Select design layout, background, template and color scheme.
  - 03.05 Format text and graphics.
  - 03.06 Edit text.
  - 03.07 Select order of frames.
  - 03.08 Ability to spell check, save and print presentation
  - 03.09 Collaborate with group to present oral report.
- 04.0 Identify and understand computer hardware. – The student will be able to:
- 04.01 Define and identify the parts and functions of a computer.
  - 04.02 Define basic keyboarding terminology.
  - 04.03 Demonstrate the ability to perform basic computer operations (such as turn the equipment on and off, load a program, run and use a program, store a program, display a program, enter and execute a simple program).
- 05.0 Perform activities using the worldwide web. – The student will be able to:
- 05.01 Explore the history of the Internet.
  - 05.02 Introduce basic Internet vocabulary.
  - 05.03 Familiarize students with browser window.
  - 05.04 Change browser features.
  - 05.05 Understand Net addresses.
  - 05.06 Organize Favorites/Bookmarks.
  - 05.07 Perform basic Internet searches.
- 06.0 Develop and utilize business-related soft 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

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

### **Understanding the Workplace**

- 07.0 Describe how work relates to the needs and functions of the economy, society, and personal fulfillment.
- 08.0 Describe the influences that societal, economic, and technological changes have on employment trends and future training.
- 09.0 Describe the need for career planning, changing careers, and the concept of lifelong learning and how they relate to personal fulfillment.
- 10.0 Describe how legislation such as the Americans with Disabilities Act and Child Labor Laws regulates employee rights.

### **Self- Awareness**

- 11.0 Use results of an interest assessment to describe their top interest areas and relate to careers/career clusters.
- 12.0 Identify five values that they consider important in making a career choice.
- 13.0 Identify skills needed for career choices and match to personal abilities.
- 14.0 Demonstrate the ability to apply skills of self-advocacy and self-determination throughout the career planning process.
- 15.0 Identify strengths and areas in which assistance is needed at school.
- 16.0 Apply results of all assessments to personal abilities in order to make realistic career choices.

### **Exploring Careers**

- 17.0 Demonstrate the ability to locate, understand, and use career information.
- 18.0 Use the Internet to access career and education planning information.
- 19.0 Identify skills that are transferable from one occupation to another.
- 20.0 Demonstrate use of career resources to identify occupational clusters, career opportunities within each cluster, employment outlook, and education/ training requirements.
- 21.0 Explain the relationship between educational achievement and career success.

### **Goal Setting and Decision-Making**

- 22.0 Identify and demonstrate use of steps to make career decisions.
- 23.0 Identify and demonstrate processes for making short and long term goals.

### **Workplace Skills**

- 24.0 Demonstrate personal qualities (e.g. dependability, punctuality, responsibility, integrity, getting along with others) that are needed to be successful in the workplace.
- 25.0 Demonstrate skills to interact positively with others.
- 26.0 Demonstrate employability skills such as working on a team, problem-solving and organizational skills.

### **Career and Education Planning**

- 27.0 Identify secondary and postsecondary school courses that meet tentative career plans.
- 28.0 Identify advantages and disadvantages of entering various secondary and

- postsecondary programs for the attainment of career goals.
- 29.0 Demonstrate knowledge of varied types and sources of financial aid to obtain assistance for postsecondary education.
  - 30.0 Identify inappropriate discriminatory behaviors that may limit opportunities in the workplace.
  - 31.0 Develop a career and education plan that includes short and long-term goals, high school program of study, and postsecondary/work goals.
  - 32.0 Describe how extracurricular programs can be incorporated in career and education planning.
  - 33.0 Demonstrate knowledge of high school exit options (e.g., standard diploma, certificate of completion, special diploma, GED, etc.) and impact on post-school opportunities.
  - 34.0 Describe high school credits and explain how GPAs are calculated.

### **Job Search**

- 35.0 Demonstrate skills to complete a job application.
- 36.0 Demonstrate skills essential for a job interview.



2011-2012

**Florida Department of Education  
Curriculum Framework**

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

	Secondary	PSAV
Program Number	8200200	B070602
CIP Number	0507.060200	0507.060200
Grade Level	9-12, 30, 31	30, 31
Standard Length	9 credit hours	2850 hours
Teacher Certification	BUS ED 1 @2 TEACH CBE @7 VOE @7 STENOGRAPH @4 @7 SECRETAR @7 G	BUS ED 1 @2 TEACH CBE @7 VOE @7 STENOGRAPH @4 @7 SECRETAR @7 G
CTSO	FBLA BPA	Phi Beta Lambda BPA
SOC Codes (all applicable)	23-2091	23-2091
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)	
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>	
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>	
Industry Certifications	<a href="http://www.fldoe.org/workforce/fcpea/default.asp">http://www.fldoe.org/workforce/fcpea/default.asp</a>	
Basic Skills Level	N/A	Mathematics: 10.0 Language: 12.0 Reading: 12.0

### 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 machine shorthand 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.

### Program Structure

This program is a planned sequence of instruction consisting of four occupational completion points. A student who completes the applicable competencies at any occupational completion point may either continue with the training program or exit as an occupational completer.

When offered at the postsecondary level, 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.

The following table illustrates the PSAV program structure:

OCP	Course Number	Course Title	Course Length	SOC Code
A	OTA0040	Information Technology Assistant	150	23-2091
	OTA0044	Court Reporting Transcriptionist I	150	
	OTA0045	Court Reporting Transcriptionist II	300	
	OTA0046	Court Reporting Transcriptionist III	150	
B	OTA0047	Court Reporting Scopist	600	23-2091
C	OTA0048	Court Reporter 1	375	23-2091
	OTA0049	Court Reporter 2	375	
	OTA0051	Court Reporter 3	375	
D	OTA0052	Court Reporter 4	375	23-2091

The following table illustrates the secondary program structure:

OCP	Course Number	Course Title	Course Length	SOC Code	Level
A	8209020	Computing For College & Careers	1 credit	23-2091	2
	8200230	Court Reporting Technology 1	1 credit		2
	8200240	Court Reporting Technology 2	1 credit		2
	8200250	Court Reporting Technology 3	1 credit		2
	8200260	Court Reporting Technology 4	1 credit		2
B	8200270	Court Reporting Technology 5	1 credit	23-2091	2
	8200280	Court Reporting Technology 6	1 credit		2
	8200290	Court Reporting Technology 7	1 credit		2

OCP	Course Number	Course Title	Course Length	SOC Code	Level
	8200291	Court Reporting Technology 8	1 credit		2

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

#### **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organization for providing leadership training and reinforcing specific career and technical skills for secondary students. For postsecondary students, Phi Beta Lambda and BPA are the appropriate student organizations. 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.

#### **Cooperative Training – OJT**

On-the-job training in the form of work-based experience is both appropriate and highly recommended for this program. Whenever offered, the rules, guidelines, and requirements specified in the program-specific OJT framework apply.

The objective of the work-based experience program is that the student spends some time in a freelance office, a courtroom, and a real-time environment, observing and participating in the role of the court reporter using machine shorthand technology in the judicial or educational process. The work-based experience shall not commence until a student enters the 200 words per minute testimony class. A student prepared salable transcript shall be produced for educational and grading purposes only and shall not be sold.

The work-based experience shall be in the field of legal, law enforcement, education, government, medical, publishing, or other business and/or professional areas and shall include official, freelance, and real-time and/or captioning reporting experience where possible. The student shall not serve in the capacity of the actual reporter during participation in this work-based experience period.

The educational institution is responsible for arranging the student's work-based experience. Records must be maintained to verify the work-based experience. The student shall be under the supervision of a practicing court reporter using machine shorthand technology, verified by the reporter(s) under whom the work-based experience is being completed. The supervising reporter shall provide an evaluation of the student's work.

There is a **Cooperative Education Manual** available on-line that has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the DOE website at <http://www.fldoe.org/workforce/programs/doc/coopm.doc>.

### **Basic Skills**

In PSAV 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: Mathematics 10.0 Language 12.0, and Reading 12.0. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination. Students may be exempt from meeting the Basic Skills requirements by earning an eligible industry certification. See the Basic Skills Exemption List document for a list of eligible industry certifications (<http://www.fldoe.org/workforce/dwdframe/rtf/basic-skills.rtf>).

Adult students with disabilities, as defined in Section 1004.02(7), 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(3)(a), F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91(3), F.S.

Students who possess a college degree at the Associate of Applied Science level or higher; who have completed or are exempt from the college entry-level examination pursuant to Section 1008.29, F.S.; or who have passed a state, national, or industry licensure exam are exempt from meeting the Basic Skills requirement (Rule 6A-10.040, F.A.C.)

### **Essential Skills**

Essential skills identified by the Division of Career and Adult Education have been integrated into the standards and benchmarks of this program. These skills represent the general knowledge and skills considered by industry to be essential for success in careers across all career clusters. Students preparing for a career served by this program at any level should be able to demonstrate these skills in the context of this program. A complete list of Essential Skills and links to instructional resources in support of these Essential Skills are published on the CTE Essential Skills page of the FL-DOE website ([http://www.fldoe.org/workforce/dwdframe/essential\\_skills.asp](http://www.fldoe.org/workforce/dwdframe/essential_skills.asp)).

### **Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 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 occupational completion point (OCP) or a modified occupational completion point (MOCP). 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 an OCP/MOCP. The student should work on different competencies and new applications of competencies each year toward completion of the OCP(s)/MOCP. 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).

### **Articulation**

The PSAV component of this program has no statewide articulation agreement approved by the Articulation Coordinating Committee. However, this does not preclude the awarding of credits by any college through local agreements.

For details on statewide articulation agreements which correlate to programs and industry certifications, refer to [http://www.fldoe.org/workforce/dwdframe/artic\\_frame.asp](http://www.fldoe.org/workforce/dwdframe/artic_frame.asp).

### **Bright Futures/Gold Seal Scholarship**

Course substitutions as defined in the Comprehensive Course Table for this program area may be used to qualify a student for Florida's Gold Seal Vocational Scholarship, providing all other eligibility requirements are met. Eligibility requirements are available online at [https://www.osfaffelp.org/bfiehs/fnbpcm02\\_CCTMain.aspx](https://www.osfaffelp.org/bfiehs/fnbpcm02_CCTMain.aspx).

### **Fine Arts/Practical Arts Credit**

Many courses in CTE programs meet the Fine Arts/Practical Arts credit for high school graduation. For additional information refer to <http://www.fldoe.org/schools/pdf/ListPracticalArtsCourses.pdf>.

### **Standards**

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

#### **Computing for College and Careers competencies**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance and enhance personal performance in relation to the workplace. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.

- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal and professional ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 09.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 10.0 Demonstrate personal and interpersonal skills and attributes appropriate for the workplace.
- 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 12.0 Perform e-mail activities.
- 13.0 Demonstrate operating systems.
- 14.0 Develop an awareness of emerging technologies.

### **Technical Competencies**

- 15.0 Demonstrate language arts knowledge and skills.
- 16.0 Demonstrate mathematics knowledge and skills.
- 17.0 Perform oral & written communication activities.
- 18.0 Perform keyboarding/document production activities.
- 19.0 Demonstrate employability skills.
- 20.0 Demonstrate knowledge of legal principles and terminology.
- 21.0 Perform steno writer shorthand skills.
- 22.0 Demonstrate knowledge of computer/information systems.
- 23.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
- 24.0 Demonstrate science knowledge and skills.
- 25.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas.
- 26.0 Perform oral & written communication activities.
- 27.0 Perform keyboarding/document production activities.
- 28.0 Demonstrate employability skills.
- 29.0 Demonstrate knowledge of legal principles and terminology.
- 30.0 Perform steno writer shorthand skills.
- 31.0 Demonstrate knowledge of computer/information systems.
- 32.0 Perform mathematical computations.
- 33.0 Demonstrate an understanding of entrepreneurship.
- 34.0 Solve problems using critical thinking skills, creativity and innovation.
- 35.0 Explain the importance of employability skill and entrepreneurship skills.
- 36.0 Describe the importance of professional ethics and legal responsibilities.
- 37.0 Perform steno writer shorthand skills.

- 38.0 Demonstrate knowledge of computer/information systems.
- 39.0 Perform transcriptionist activities.
- 40.0 Participate in work-based learning activities.
- 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 Use information technology tools.
- 43.0 Demonstrate knowledge of legal principles and terminology.
- 44.0 Perform steno writer shorthand skills.
- 45.0 Demonstrate knowledge of computer/information systems.
- 46.0 Participate in work-based learning activities.
- 47.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
- 48.0 Demonstrate personal money-management concepts, procedures, and strategies.
- 49.0 Perform steno writer shorthand skills.
- 50.0 Participate in work-based learning activities.
- 51.0 Demonstrate knowledge of medical systems and terminology.
- 52.0 Perform oral & written communication activities.
- 53.0 Perform steno writer shorthand skills.
- 54.0 Participate in work-based learning activities.
- 55.0 Perform steno writer shorthand skills.
- 56.0 Demonstrate knowledge of computer/information systems.
- 57.0 Participate in work-based learning activities.
- 58.0 Demonstrate knowledge of court reporting procedures.
- 59.0 Perform steno writer shorthand skills.
- 60.0 Participate in work-based learning activities.
- 61.0 Prepare for court reporter certification.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title: Court Reporting**  
**PSAV Number: B070602**

**Course Number: OTA0040**  
**Occupational Completion Point: A**  
**Information Technology Assistant – 150 Hours**

- 01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic computer file management skills.
  - 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills. — The student will be able to:
- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
  - 02.02 Write clear and well-organized research papers, integrating a variety of information.
  - 02.03 Prepare and deliver an oral report with appropriate materials to the class
  - 02.04 Participate in large group discussions as a member and/or a leader.
  - 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.06 Accurately follow written and oral instructions.
  - 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.



- 03.03 Use database, spreadsheet, presentation, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.

- 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
- 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
  - 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
  - 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace — The student will be able to:
  - 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.
  - 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Perform functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:

- 11.01 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, etc.).
- 12.0 Perform e-mail activities. – The student will be able to:
- 12.01 Describe e-mail capabilities and functions.  
12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. – The student will be able to:
- 13.01 Identify operating system file naming conventions.  
13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).  
13.03 Demonstrate a working knowledge of standard file formats.  
13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies. — The student will be able to:
- 14.01 Compare and contrast various methods of evaluation for emerging technologies.  
14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.  
14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

**Course Number: OTA0044**  
**Occupational Completion Point – A**  
**Court Reporting Transcriptionist I – 150 Hours**

- 15.0 Demonstrate language arts knowledge and skills. – The student will be able to: AF 2.0
- 15.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4  
15.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5  
15.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 16.0 Demonstrate mathematics knowledge and skills. – The student will be able to: AF 3.0
- 16.01 Demonstrate knowledge of arithmetic operations. AF 3.2  
16.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4  
16.03 Construct charts/tables/graphs using functions and data. AF 3.5
- 17.0 Perform oral & written communication activities. – The student will be able to:
- 17.01 Use appropriate vocabulary.
- 18.0 Perform keyboarding/document production activities--The student will be able to:
- 18.01 Key with speed and accuracy needed to meet industry standards for a position as a Court Reporting Transcriptionist I.

- 18.02 Proofread documents.
  - 19.0 Demonstrate employability skills--The student will be able to:
    - 19.01 Complete application forms.
    - 19.02 Compose and create resumes.
    - 19.03 Compose and create application letters.
    - 19.04 Demonstrate appropriate job interview skills.
    - 19.05 Demonstrate appropriate dress and grooming.
    - 19.06 Conduct a job search to include telecommunication media.
    - 19.07 Identify documents which may be required when applying for a job interview.
    - 19.08 Identify or demonstrate appropriate responses to criticism from employer, supervisor, or other employees.
    - 19.09 Identify and demonstrate acceptable work habits.
    - 19.10 Demonstrate knowledge of how to make job changes appropriately.
    - 19.11 Demonstrate acceptable employee health habits.
    - 19.12 Demonstrate knowledge of the "Florida Right-To-Know Law" as recorded in Florida Statutes Chapter 442.
    - 19.13 Demonstrate knowledge of local, state, national, and international events.
  - 20.0 Demonstrate knowledge of legal principles and terminology – The student will be able to:
    - 20.01 Research basic legal terms.
  - 21.0 Perform steno writer shorthand skills--The student will be able to:
    - 21.01 Read real-time, conflict-free steno writer machine shorthand theory.
    - 21.02 Read from steno notes, computer screens, or steno writers distinctly and with authority.
  - 22.0 Demonstrate knowledge of computer/information systems--The student will be able to:
    - 22.01 Perform care and maintenance of basic computer hardware and setup of a real-time system.
  - 23.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. – The student will be able to:
    - 23.01 Employ leadership and teamwork skills needed to accomplish organizational goals and objectives. LT 1.0
    - 23.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks. LT 3.0
    - 23.03 Conduct and participate in meetings to accomplish work tasks. LT 4.0
    - 23.04 Employ mentoring skills to inspire and teach others. LT 5.0
- Course Number: OTA0045**  
**Occupational Completion Point – A**  
**Court Reporting Transcriptionist II – 300 Hours**
- 24.0 Demonstrate science knowledge and skills. – The student will be able to: AF 4.0

- 24.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1
- 24.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 25.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The student will be able to:
- 25.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. CM 1.0
- 25.02 Locate, organize and reference written information from various sources. CM 3.0
- 25.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. CM 5.0
- 25.04 Interpret verbal and nonverbal cues/behaviors that enhance communication. CM 6.0
- 25.05 Apply active listening skills to obtain and clarify information. CM 7.0
- 25.06 Develop and interpret table and charts to support written and oral communications. CM 8.0
- 25.07 Exhibit public relations skills that aid in achieving customer satisfaction. CM 10.0
- 26.0 Perform oral & written communication activities. – The student will be able to:
- 26.01 Apply basic rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts.
- 26.02 Perform oral communication skills.
- 27.0 Perform keyboarding/document production activities. –The student will be able to:
- 27.01 Create business correspondence.
- 28.0 Demonstrate employability skills. – The student will be able to:
- 28.01 Demonstrate knowledge of how transcriptionist skills can be used in various fields including as an aid to the hearing impaired community.
- 28.02 Demonstration knowledge of various fields and careers available in the court reporting profession.
- 28.03 Demonstrate acceptable work habits and human relations skills.
- 28.04 Demonstrate an understanding of NCRA Code of Professional Conduct.
- 29.0 Demonstrate knowledge of legal principles and terminology. – The student will be able to:
- 29.01 Identify and define legal and Latin terminologies.
- 30.0 Perform steno writer shorthand skills. – The student will be able to:
- 30.01 Write real-time, conflict-free steno writer machine shorthand theory.
- 31.0 Demonstrate knowledge of computer/information systems. – The student will be able to:
- 31.01 Assume the role of the transcriptionist or court reporting assistant in the production of documents.

- 31.02 Define real-time and on-line translation.
  - 31.03 Demonstrate knowledge of the use of video equipment in trials and depositions and of NCRA's CLVS program.
  - 31.04 Demonstrate knowledge of the NCRA Code of Professional Conduct.
  - 31.05 Identify appropriate reference sources used in transcript preparation including the Internet and the CR forum.
  - 31.06 Perform court reporting assisting functions.
- 32.0 Perform mathematical computations. – The student will be able to:
- 32.01 Perform mathematical calculations on the calculator and/or computer.
- 33.0 Demonstrate an understanding of entrepreneurship. – The student will be able to:
- 33.01 Define entrepreneurship.
  - 33.02 Describe the importance of entrepreneurship to the American economy.
  - 33.03 List the advantages and disadvantages of business ownership.
  - 33.04 Identify the risks involved in ownership of a business.
  - 33.05 Identify the necessary personal characteristics of a successful entrepreneur.
  - 33.06 Identify the business skills needed to operate a small business efficiently and effectively.
- 34.0 Solve problems using critical thinking skills, creativity and innovation. – The student will be able to:
- 34.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0
  - 34.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 2.0
  - 34.03 Identify and documents workplace performance goals and monitor progress toward those goals. PS 3.0
  - 34.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- Course Number: OTA0046**  
**Occupational Completion Point – A**  
**Court Reporting Transcriptionist III – 150 Hours – SOC Code 23-2091**
- 35.0 Explain the importance of employability skill and entrepreneurship skills. – The student will be able to:
- 35.01 Identify and demonstrate positive work behaviors needed to be employable. ECD 1.0
  - 35.02 Develop personal career plan that includes goals, objectives, and strategies. ECD 2.0
  - 35.03 Examine licensing, certification, and industry credentialing requirements. ECD 3.0
  - 35.04 Maintain a career portfolio to document knowledge, skills, and experience. ECD 5.0
  - 35.05 Evaluate and compare employment opportunities that match career goals. ECD 6.0
  - 35.06 Identify and exhibit traits for retaining employment. ECD 7.0
  - 35.07 Identify opportunities and research requirements or career advancement. ECD 8.0
  - 35.08 Research the benefits of ongoing professional development. ECD 9.0
  - 35.09 Examine and describe entrepreneurship opportunities as a career planning option. ECD 10.0

- 36.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
- 36.01 Evaluate and justify decisions based on ethical reasoning. ELR 1.0
  - 36.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. ELR 1.1
  - 36.03 Identify and explain personal and long-term consequences unethical or illegal behaviors in the workplace. ELR 1.2
  - 36.04 Interpret and explain written organizational policies and procedures. ELR 2.0
- 37.0 Perform steno writer shorthand skills. – The student will be able to:
- 37.01 Write at incremental speeds on unfamiliar material.
  - 37.02 Write real-time steno theory accurately.
  - 37.03 Read and transcribe notes on timed writing material to industry standards.
  - 37.04 Transcribe by computerized translation software.
- 38.0 Demonstrate knowledge of computer/information systems. – The student will be able to:
- 38.01 Demonstrate proficiency on a computer-aided transcription (CAT) system.
  - 38.02 Edit a salable transcript of at least 10 pages on a computer-aided transcription system.
  - 38.03 Explain the role that litigation support software plays in the judicial process.
  - 38.04 Demonstrate knowledge in the application of various billing and scheduling software in a reporting environment.
  - 38.05 Demonstrate knowledge of computer operating systems, ASCII disk preparation, and Internet transfer and downloading of data.
  - 38.06 Demonstrate the operation of a real-time and captioning translation system in various environments including a computer-integrated courtroom (CIC), broadcasting, classroom, deposition, seminars, conventions, conferences, governmental, industry, and services to the hearing-impaired community.
- 39.0 Perform transcriptionist activities. – The student will be able to:
- 39.01 Assume the role of transcriptionist by transcribing simulated audio and/or video tapes of dictation material related to the legal and general business fields.
  - 39.02 Prepare a transcript of an actual or simulated audio and/or video tape by producing at least 10 pages of transcript.
- 40.0 Participate in work-based learning activities. – The student will be able to:
- 40.01 Participate in work-based learning experiences as a Court Reporting Transcriptionist III.
- 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. SHE 1.0
  - 41.02 Explain emergency procedures to follow in response to workplace accidents.

41.03 Create a disaster and/or emergency response plan.

SHE 2.0

**Course Number: OTA0047**

**Occupational Completion Point – B**

**Court Reporting Scopist I – 600 Hours – SOC Code 23-2091**

42.0 Use information technology tools. – The student will be able to:

42.01 Use personal information management (PIM) applications to increase workplace efficiency.

IT 1.0

42.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail, and internet applications.

IT 2.0

42.03 Employ computer operations applications to access, create, manage, integrate, and store information.

IT 3.0

42.04 Employ collaborative/groupware applications to facilitate group work.

IT 4.0

43.0 Demonstrate knowledge of legal principles and terminology. – The student will be able to:

43.01 Identify basic legal concepts including civil and criminal law.

43.02 Explain the various court systems.

43.03 Explain the judicial system, including discovery, trial, hearings, administrative, and appellate processes.

43.04 Explain the legislative, executive, and governmental processes.

43.05 Demonstrate knowledge of various methods of researching legal citations including the use of current technology.

43.06 Transcribe legal material dictated live or from audio and/or video tapes.

43.07 Prepare a salable transcript of an actual or simulated document by producing at least 10 pages of transcript.

44.0 Perform steno writer shorthand skills. – The student will be able to:

44.01 Write and transcribe tests at incremental speeds on unfamiliar material in literary, jury charge, and 2-voice testimony.

44.02 Analyze shorthand notes and transcription techniques.

45.0 Demonstrate knowledge of computer/information systems. – The student will be able to:

45.01 Assume the role of the Court Reporting Scopist I or court reporting assistant in the production of legal documents.

45.02 Demonstrate proficiency of a computer-aided transcription (CAT) system.

46.0 Participate in work-based learning activities. – The student will be able to:

46.01 Participate in work-based learning experiences as a Court Reporting Scopist I.

47.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The student will be able to:



- 47.01 Describe the nature and types of business organizations. SY 1.0
- 47.02 Explain the effect of key organizational systems on performance and quality.
- 47.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
- 47.04 Explain the impact of the global economy on business organizations.
- 48.0 Demonstrate personal money-management concepts, procedures, and strategies. – The student will be able to:
- 48.01 Identify and describe the services and legal responsibilities of financial institutions. FL 2.0
- 48.02 Describe the effect of money management on personal and career goals. FL 3.0
- 48.03 Develop a personal budget and financial goals. FL 3.1
- 48.04 Complete financial instruments for making deposits and withdrawals. FL 3.2
- 48.05 Maintain financial records. FL 3.3
- 48.06 Read and reconcile financial statements. FL 3.4
- 48.07 Research, compare and contrast investment opportunities.

**Course Numbers: OTA0048**  
**Occupational Completion Point – C**  
**Court Reporter 1 – 375 Hours**

- 49.0 Perform steno writer shorthand skills. – The student will be able to:
- 49.01 Write and transcribe tests at incremental speeds on unfamiliar material in literary, jury charge, and 2-voice testimony.
- 50.0 Participate in work-based learning activities. – The student will be able to:
- 50.01 Participate in work-based learning experiences as a Court Reporter.
- 51.0 Demonstrate knowledge of medical systems and terminology. – The student will be able to:
- 51.01 Identify the musculoskeletal system and the other body systems and functions.
- 51.02 Identify and spell medical terms including prefixes, root words, and suffixes.
- 51.03 Identify and spell mental and physical diseases, psychological terms, and drugs.
- 51.04 Use appropriate medical reference sources.
- 51.05 Transcribe medical material dictated live or from audio and/or video tapes.

**Course Numbers: OTA0049**  
**Occupational Completion Point – C**  
**Court Reporter 2 – 375 Hours**

- 52.0 Perform oral & written communication activities. – The student will be able to:
- 52.01 Apply advanced rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts.

- 53.0 Perform steno writer shorthand skills. – The student will be able to:
  - 53.01 Write and transcribe tests at incremental speeds on unfamiliar material in literary, jury charge, and 2-voice testimony.
- 54.0 Participate in work-based learning activities. – The student will be able to:
  - 54.01 Participate in work-based learning experiences as a Court Reporter.

**Course Numbers: OTA0051**  
**Occupational Completion Point – C**  
**Court Reporter 3 – 375 Hours – SOC Code 23-2091**

- 55.0 Perform steno writer shorthand skills. – The student will be able to:
  - 55.01 Write and transcribe tests at incremental speeds on unfamiliar material in literary, jury charge, and 2-voice testimony.
- 56.0 Demonstrate knowledge of computer/information systems. – The student will be able to:
  - 56.01 Produce a five-page, first pass transcript with a goal of 95% translation rate.
- 57.0 Participate in work-based learning activities. – The student will be able to:
  - 57.01 Participate in work-based learning experiences as a Court Reporter.
- 58.0 Demonstrate knowledge of court reporting procedures. – The student will be able to:
  - 58.01 Assume the role of the court reporter through simulated trials, hearings, and depositions by performing the following functions: administering an oath, marking and handling exhibits, indexing and storing notes/CAT files, and exercising responsibility for reporting the proceeding.
  - 58.02 Produce a five-page, first pass transcript with a goal of 95% translation rate.
  - 58.03 Produce a five-minute literary take at 180 wpm with a real-time goal of 95% accuracy.
  - 58.04 Report objections, motions, colloquy, readback, sidebars, off-the record discussion, include files, parentheticals, and voir dire.
  - 58.05 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.
  - 58.06 Write and transcribe dictation materials related to local, national, and international events including geography.

**Course Numbers: OTA0052**  
**Occupational Completion Point – D**  
**Court Reporter 4 – 375 Hours – SOC Code 23-2091**

- 59.0 Perform steno writer shorthand skills. – The student will be able to:

- 59.01 Record and transcribe a minimum of three 5-minute 2-voice testimony tests at a rate of 225 wpm at 95% accuracy as specified by the National Court Reporters Association.
  - 59.02 Record and transcribe a minimum of three 5-minute jury charge tests at a rate of speed of 200 wpm at 95% accuracy as specified by the National Court Reporters Association.
  - 59.03 Record and transcribe a minimum of three 5-minute literary tests at a rate of speed of 180 wpm at 95% accuracy as specified by the National Court Reporters Association.
- 60.0 Participate in work-based learning activities. – The student will be able to:
- 60.01 Participate in a court reporting internship for a minimum of 40 hours.
  - 60.02 Prepare a 40-page salable transcript taken from the freelance, the official, or the real-time reporting internship.
  - 60.03 Prepare a written or oral narrative summarizing the internship experience.
- 61.0 Prepare for court reporter certification. – The student will be able to:
- 61.01 Review court reporting terminology and procedures with a goal of passing the state or national written knowledge tests.
  - 61.02 Transcribe a simulated Registered Professional Reporter (RPR) skills test at RPR speed levels in three hours.
  - 61.03 Write a simulated Certified Real-time Reporter (CRR) test at a speed of 180-200 wpm literary for five minutes.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:**            **Computing for College and Careers**  
**Course Number:**       **8209020**  
**Course Credit:**         **1**

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society. This also includes proficiency with computers using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards.

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Demonstrate basic computer file management skills.
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

- 03.0 Use technology to enhance the effectiveness of communication skills. – The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentation, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.

- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate personal and interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.

- 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
  - 11.01 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, etc.).
- 12.0 Perform e-mail activities. — The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. — The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies. — The student will be able to:
  - 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

2011-2012

**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.

- 15.0 Demonstrate language arts knowledge and skills. – The student will be able to: AF 2.0
- 15.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4
  - 15.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
  - 15.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 16.0 Demonstrate mathematics knowledge and skills. – The student will be able to: AF 3.0
- 16.01 Demonstrate knowledge of arithmetic operations. AF 3.2
  - 16.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
  - 16.03 Construct charts/tables/graphs using functions and data. AF 3.5
- 17.0 Perform oral & written communication activities. – The student will be able to:
- 17.01 Use appropriate vocabulary.
- 18.0 Perform keyboarding/document production activities--The student will be able to:
- 18.01 Key with speed and accuracy needed to meet industry standards for a position as a Court Reporting Transcriptionist I.
  - 18.02 Proofread documents.
- 19.0 Demonstrate employability skills. – The student will be able to:
- 19.01 Complete application forms.
  - 19.02 Compose and create resumes.
  - 19.03 Compose and create application letters.
  - 19.04 Demonstrate appropriate job interview skills.
  - 19.05 Demonstrate appropriate dress and grooming.
  - 19.06 Conduct a job search to include telecommunication media.
  - 19.07 Identify documents which may be required when applying for a job interview.
- 20.0 Demonstrate knowledge of legal principles and terminology – The student will be able to:



- 20.01 Research basic legal terms.
- 21.0 Perform steno writer shorthand skills. – The student will be able to:
  - 21.01 Read real-time, conflict-free steno writer machine shorthand theory.
  - 21.02 Read from steno notes, computer screens, or steno writers distinctly and with authority.
- 22.0 Demonstrate knowledge of computer/information systems. – The student will be able to:
  - 22.01 Perform care and maintenance of basic computer hardware and setup of a real-time system.
- 23.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. – The student will be able to:
  - 23.01 Employ leadership and teamwork skills needed to accomplish organizational goals and objectives. LT 1.0
  - 23.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks. LT 3.0
  - 23.03 Conduct and participate in meetings to accomplish work tasks. LT 4.0
  - 23.04 Employ mentoring skills to inspire and teach others. LT 5.0

2011-2012

**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.

- 24.0 Demonstrate science knowledge and skills. – The student will be able to: AF 4.0
- 24.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1
- 24.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 25.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The student will be able to:
- 25.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. CM 1.0
- 25.02 Locate, organize and reference written information from various sources. CM 3.0
- 25.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. CM 5.0
- 25.04 Interpret verbal and nonverbal cues/behaviors that enhance communication. CM 6.0
- 25.05 Apply active listening skills to obtain and clarify information. CM 7.0
- 25.06 Develop and interpret table and charts to support written and oral communications. CM 8.0
- 25.07 Exhibit public relations skills that aid in achieving customer satisfaction. CM 10.0
- 27.0 Perform keyboarding/document production activities. – The student will be able to:
- 27.01 Key with speed and accuracy needed to meet industry standards for a position as a Court Reporting Transcriptionist I.
- 27.02 Proofread documents.
- 28.0 Demonstrate employability skills. – The student will be able to:
- 28.01 Identify or demonstrate appropriate responses to criticism from employer, supervisor, or other employees.
- 28.02 Identify and demonstrate acceptable work habits.
- 28.03 Demonstrate knowledge of how to make job changes appropriately.
- 28.04 Demonstrate acceptable employee health habits.

- 28.05 Demonstrate knowledge of the "Florida Right-To-Know Law" as recorded in Florida Statutes Chapter 442.
- 28.06 Demonstrate knowledge of local, state, national, and international events.
- 29.0 Demonstrate knowledge of legal principles and terminology. – The student will be able to:
  - 29.01 Research basic legal terms.
- 30.0 Perform steno writer shorthand skills. – The student will be able to:
  - 30.01 Read real-time, conflict-free steno writer machine shorthand theory.
  - 30.02 Read from steno notes, computer screens, or steno writers distinctly and with authority.
- 31.0 Demonstrate knowledge of computer/information systems. – The student will be able to:
  - 31.01 Perform care and maintenance of basic computer hardware and setup of a real-time system.

2011-2012

**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.

- 26.0 Perform oral & written communication activities. – The student will be able to:
- 26.01 Apply basic rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts.
  - 26.02 Perform oral communication skills.
- 27.0 Perform keyboarding/document production activities. – The student will be able to:
- 27.01 Create business correspondence.
- 28.0 Demonstrate employability skills. – The student will be able to:
- 28.01 Demonstrate knowledge of how transcriptionist skills can be used in various fields including as an aid to the hearing impaired community.
  - 28.02 Demonstration knowledge of various fields and careers available in the court reporting profession.
  - 28.03 Demonstrate acceptable work habits and human relations skills.
  - 28.04 Demonstrate an understanding of NCRA Code of Professional Conduct.
- 30.0 Perform steno writer shorthand skills. – The student will be able to:
- 30.01 Write real-time, conflict-free steno writer machine shorthand theory..
- 32.0 Perform mathematical computations. – The student will be able to:
- 32.01 Perform mathematical calculations on the calculator and/or computer.
- 33.0 Demonstrate an understanding of entrepreneurship. – The student will be able to:
- 33.01 Define entrepreneurship.
  - 33.02 Describe the importance of entrepreneurship to the American economy.
  - 33.03 List the advantages and disadvantages of business ownership.
  - 33.04 Identify the risks involved in ownership of a business.

- 33.05 Identify the necessary personal characteristics of a successful entrepreneur.
- 33.06 Identify the business skills needed to operate a small business efficiently and effectively.

2011-2012

**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.

- 26.0 Perform oral & written communication activities. – The student will be able to:
- 26.01 Apply basic rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts.
  - 26.02 Perform oral communication skills.
- 27.0 Perform keyboarding/document production activities. – The student will be able to:
- 27.01 Create business correspondence.
- 28.0 Demonstrate employability skills. – The student will be able to:
- 28.01 Demonstrate knowledge of how transcriptionist skills can be used in various fields including as an aid to the hearing impaired community.
  - 28.02 Demonstration knowledge of various fields and careers available in the court reporting profession.
  - 28.03 Demonstrate acceptable work habits and human relations skills.
  - 28.04 Demonstrate an understanding of NCRA Code of Professional Conduct.
- 29.0 Demonstrate knowledge of legal principles and terminology. – The student will be able to:
- 29.01 Identify and define legal and Latin terminologies.
- 30.0 Perform steno writer shorthand skills. – The student will be able to:
- 30.01 Write real-time, conflict-free steno writer machine shorthand theory..
- 31.0 Demonstrate knowledge of computer/information systems. – The student will be able to:
- 31.01 Assume the role of the transcriptionist or court reporting assistant in the production of documents.
  - 31.02 Define real-time and on-line translation.

- 31.03 Demonstrate knowledge of the use of video equipment in trials and depositions and of NCRA's CLVS program.
  - 31.04 Demonstrate knowledge of the NCRA Code of Professional Conduct.
  - 31.05 Identify appropriate reference sources used in transcript preparation including the Internet and the CR forum.
  - 31.06 Perform court reporting assisting functions.
- 32.0 Perform mathematical computations. – The student will be able to:
- 32.01 Perform mathematical calculations on the calculator and/or computer.
- 33.0 Demonstrate an understanding of entrepreneurship. – The student will be able to:
- 33.01 Define entrepreneurship.
  - 33.02 Describe the importance of entrepreneurship to the American economy.
  - 33.03 List the advantages and disadvantages of business ownership.
  - 33.04 Identify the risks involved in ownership of a business.
  - 33.05 Identify the necessary personal characteristics of a successful entrepreneur.
  - 33.06 Identify the business skills needed to operate a small business efficiently and effectively.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Court Reporting Technology 5  
**Course Number:** 8200270  
**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 II career. Students will continue to build speed and accuracy on the steno machine while demonstrating knowledge of the court and legal system.

- 34.0 Solve problems using critical thinking skills, creativity and innovation. – The student will be able to:
- 34.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0
  - 34.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 2.0
  - 34.03 Identify and documents workplace performance goals and monitor progress toward those goals. PS 3.0
  - 34.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- 35.0 Explain the importance of employability skill and entrepreneurship skills. – The student will be able to:
- 35.01 Identify and demonstrate positive work behaviors needed to be employable. ECD 1.0
  - 35.02 Develop personal career plan that includes goals, objectives, and strategies. ECD 2.0
  - 35.03 Examine licensing, certification, and industry credentialing requirements. ECD 3.0
  - 35.04 Maintain a career portfolio to document knowledge, skills, and experience. ECD 5.0
  - 35.05 Evaluate and compare employment opportunities that match career goals. ECD 6.0
  - 35.06 Identify and exhibit traits for retaining employment. ECD 7.0
  - 35.07 Identify opportunities and research requirements or career advancement. ECD 8.0
  - 35.08 Research the benefits of ongoing professional development. ECD 9.0
  - 35.09 Examine and describe entrepreneurship opportunities as a career planning option. ECD 10.0
- 36.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
- 36.01 Evaluate and justify decisions based on ethical reasoning. ELR 1.0
  - 36.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. ELR 1.1
  - 36.03 Identify and explain personal and long-term consequences unethical or illegal behaviors in the workplace. ELR 1.2
  - 36.04 Interpret and explain written organizational policies and procedures. ELR 2.0



37.0 Perform steno writer shorthand skills. – The student will be able to:

- 37.01 Write at incremental speeds on unfamiliar material.
- 37.02 Write real-time steno theory accurately.
- 37.03 Read and transcribe notes on timed writing material to industry standards.
- 37.04 Transcribe by computerized translation software.

38.0 Demonstrate knowledge of computer/information systems. – The student will be able to:

- 38.01 Demonstrate proficiency on a computer-aided transcription (CAT) system.
- 38.02 Edit a salable transcript of at least 10 pages on a computer-aided transcription system.
- 38.03 Explain the role that litigation support software plays in the judicial process.
- 38.04 Demonstrate knowledge in the application of various billing and scheduling software in a reporting environment.
- 38.05 Demonstrate knowledge of computer operating systems, ASCII disk preparation, and Internet transfer and downloading of data.
- 38.06 Demonstrate the operation of a real-time and captioning translation system in various environments including a computer-integrated courtroom (CIC), broadcasting, classroom, deposition, seminars, conventions, conferences, governmental, industry, and services to the hearing-impaired community.

39.0 Perform transcriptionist activities. – The student will be able to:

- 39.01 Assume the role of transcriptionist by transcribing simulated audio and/or video tapes of dictation material related to the legal and general business fields.
- 39.02 Prepare a transcript of an actual or simulated audio and/or video tape by producing at least 10 pages of transcript.

40.0 Participate in work-based learning activities. – The student will be able to:

- 40.01 Participate in work-based learning experiences as a Court Reporting Transcriptionist III.

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. SHE 1.0
- 41.02 Explain emergency procedures to follow in response to workplace accidents.
- 41.03 Create a disaster and/or emergency response plan. SHE 2.0

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Court Reporting Technology 6  
**Course Number:** 8200280  
**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 II career. Students will continue to build speed and accuracy on the steno machine while demonstrating knowledge of the court and legal system.

42.0 Use information technology tools. – The student will be able to:

- |       |  |        |
|-------|--|--------|
| 42.01 | Use personal information management (PIM) applications to increase workplace efficiency.   | IT 1.0 |
| 42.02 | Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail, and internet applications. | IT 2.0 |
| 42.03 | Employ computer operations applications to access, create, manage, integrate, and store information.   | IT 3.0 |
| 42.04 | Employ collaborative/groupware applications to facilitate group work.  | IT 4.0 |

44.0 Perform steno writer shorthand skills. – The student will be able to:

- |       |  |
|-------|--|
| 42.05 | Write and transcribe tests at incremental speeds on unfamiliar material in literary, jury charge, and 2-voice testimony. |
| 42.06 | Analyze shorthand notes and transcription techniques.  |

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Court Reporting Technology 7  
**Course Number:** 8200290  
**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 II career. Students will continue to build speed and accuracy on the steno machine while demonstrating knowledge of the court and legal system.

44.0 Perform steno writer shorthand skills. – The student will be able to:

- 44.01 Write and transcribe tests at incremental speeds on unfamiliar material in literary, jury charge, and 2-voice testimony.
- 44.02 Analyze shorthand notes and transcription techniques.

45.0 Demonstrate knowledge of computer/information systems. – The student will be able to:

- 45.01 Assume the role of the Court Reporting Scopist I or court reporting assistant in the production of legal documents.
- 45.02 Demonstrate proficiency of a computer-aided transcription (CAT) system.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Court Reporting Technology 8  
**Course Number:** 8200291  
**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 II career. Students will continue to build speed and accuracy on the steno machine while demonstrating knowledge of the court and legal system.

43.0 Demonstrate knowledge of legal principles and terminology. – The student will be able to:

- 43.01 Identify basic legal concepts including civil and criminal law.
- 43.02 Explain the various court systems.
- 43.03 Explain the judicial system, including discovery, trial, hearings, administrative, and appellate processes.
- 43.04 Explain the legislative, executive, and governmental processes.
- 43.05 Demonstrate knowledge of various methods of researching legal citations including the use of current technology.
- 43.06 Transcribe legal material dictated live or from audio and/or video tapes.
- 43.07 Prepare a salable transcript of an actual or simulated document by producing at least 10 pages of transcript.

44.0 Perform steno writer shorthand skills. – The student will be able to:

- 44.01 Write and transcribe tests at incremental speeds on unfamiliar material in literary, jury charge, and 2-voice testimony.
- 44.02 Analyze shorthand notes and transcription techniques.

46.0 Participate in work-based learning activities. – The student will be able to:

- 46.01 Participate in work-based learning experiences as a Court Reporting Scopist I.

47.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The student will be able to:

- 47.01 Describe the nature and types of business organizations. SY 1.0
- 47.02 Explain the effect of key organizational systems on performance and quality.
- 47.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
- 47.04 Explain the impact of the global economy on business organizations.

48.0 Demonstrate personal money-management concepts, procedures, and strategies. – The student will be able to:

- |       |  |        |
|-------|--|--------|
| 48.01 | Identify and describe the services and legal responsibilities of financial institutions. | FL 2.0 |
| 48.02 | Describe the effect of money management on personal and career goals.                    | FL 3.0 |
| 48.03 | Develop a personal budget and financial goals.   | FL 3.1 |
| 48.04 | Complete financial instruments for making deposits and withdrawals.                      | FL 3.2 |
| 48.05 | Maintain financial records.  | FL 3.3 |
| 48.06 | Read and reconcile financial statements.   | FL 3.4 |
| 48.07 | Research, compare and contrast investment opportunities.                                 |        |

**2011-2012**

**Florida Department of Education  
Curriculum Framework**

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

<b>Secondary – Middle School</b>	
Program Number	8200210
CIP Number	0507.9999EX
Grade Level	6-9, 30, 31
Standard Length	.5 credit
Teacher Certification	BUS ED 1 @2 TEACH CBE @7 VOE @7 COMP SCI 6
CTSO	FBLA BPA
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)

### **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 soft 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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 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 (ESE) will need modifications to meet their special 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.

### **Standards**

After successfully completing this course, 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 Identify and understand computer hardware.
- 04.0 Perform activities using the worldwide web.
- 05.0 Develop and utilize business-related soft skills.
- 06.0 Develop and apply spreadsheet skills.
- 07.0 Develop and apply digital design skills.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computer Applications in Business 2  
**Course Number:** 8200210  
**Course Credit:** .5 credit hour

**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 soft skills for business applications. These competencies provide the skills necessary to ensure increased productivity and efficient utilization of equipment.

Upon completion of this course and an additional half credit in business technology course work, at the middle school level, an optional articulation agreement may be included to further enhance this course and meet the requirements of the Computing for College and Careers course.

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 correct hand positioning for numeric keypad entries.
- 01.03 Demonstrate ability to calculate speed and accuracy.

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 reports using Modern Language Association (MLA) style. <http://www.mla.org/style>
- 02.04 Use basic proofreading skills including using proofreader's marks.
- 02.05 Address and print envelopes. ,
- 02.06 Sort text in a document.
- 02.07 Insert Hyperlinks into a document.
- 02.08 Understand and use Read Only documents.
- 02.09 Work with multi-page documents: insert page breaks.
- 02.10 Format columns within a document.
- 02.11 Work with document templates.
- 02.12 Open and work with multiple documents.

03.0 Identify and understand computer hardware. – The student will be able to:

- 03.01 Define networking terminology.
- 03.02 Identify networking systems and their usage.

04.0 Perform activities using the worldwide web. – The student will be able to:



- 04.01 Master advanced vocabulary.
- 04.02 Perform advanced searches-using Boolean operators.
- 04.03 Utilize On-line resources.
- 04.04 Evaluate the credibility of Websites.
- 04.05 Discuss email, email attachments, address book, and calendars; as district policy permits.
- 04.06 Discuss instant messaging; as district policy permits.
- 04.07 Discuss newsgroups-bulletin boards; as district policy permits. ,

05.0 Develop and utilize business-related soft 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 presentation.
- 05.06 Perform a prepared presentation.
- 05.07 Prepare a resume.
- 05.08 Prepare a cover letter for your resume.
- 05.09 Prepare a thank you letter to a potential employer.
- 05.10 Identify sources of employment.
- 05.11 Identify employment benefits.
- 05.12 Understand labor laws.
- 05.13 Understand appropriate procedures for changing jobs.
- 05.14 Prepare a letter of resignation.
- 05.15 Complete a job application.
- 05.16 Demonstrate skills necessary for successful job interview.
- 05.17 Demonstrate appropriate dress/attire for a job interview.

06.0 Develop and apply spreadsheet skills. – The student will be able to:

- 06.01 Insert and delete rows and columns.
- 06.02 Clear and delete data.
- 06.03 Copy and move data.
- 06.04 Fill the same data in adjacent cells.
- 06.05 Fill data series in adjacent cells
- 06.06 Hide and unhide columns and rows.
- 06.07 Freeze and unfreeze columns and rows.
- 06.08 Sort data
- 06.09 Change the page setup and margins
- 06.10 Print the worksheet, with and without grids.
- 06.11 Create a pie chart, on a separate sheet, using the chart wizard.

07.0 Develop and apply digital design skills. – The student will be able to:

- 07.01 Demonstrate ability to launch digital design software.
- 07.02 Create a new document from template (e.g. newsletters, brochures, greeting cards, letterhead, and flyers).
- 07.03 Identify menus and toolbars of digital design software.
- 07.04 Apply design layout, color scheme.
- 07.05 Apply styles and borders.

- 07.06 Insert frames for text, word art and graphics.
- 07.07 Apply formatting to graphics and frames.
- 07.08 Edit text, layouts, and color schemes.
- 07.09 Utilize internet in compiling data.
- 07.10 Demonstrate the importance of utilizing spell check and saving document.

**2011-2012**

**Florida Department of Education  
Curriculum Framework**

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

<b>Secondary – Middle School</b>	
Program Number	8200211
CIP Number	0507.999903
Grade Level	6-9, 30, 31
Standard Length	.5 credit
Teacher Certification	BUS ED 1 @2 TEACH CBE @7 VOE @7 COMP SCI 6 STENOG @4 @ 7 SECRETAR @7 CLERICAL @7
CTSO	FBLA BPA
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)

### **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 soft 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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

## **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 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 (ESE) will need modifications to meet their special 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.

## **Standards**

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

- 01.0 Develop and utilize business-related soft skills.
- 02.0 Develop and apply spreadsheet skills.
- 03.0 Develop and apply digital design skills.
- 04.0 Develop and apply database skills.
- 05.0 Develop and apply web design skills.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computer Applications in Business 3  
**Course Number:** 8200211  
**Course Credit:** .5 credit hour

**Course Description:**

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

Upon completion of this course and an additional half credit in business technology course work, at the middle school level, an optional articulation agreement may be included to further enhance this course and meet the requirements of the Computing for College and Careers course.

01.0 Develop and utilize business-related soft skills. – The student will be able to:

- 01.01 Classify characteristics of a positive attitude in the workplace.
- 01.02 Compare appropriate workplace grooming/dress to appropriate school grooming/dress.
- 01.03 Apply problem solving skills to troubleshoot computer problems.
- 01.04 Identify brainstorming techniques. ,
- 01.05 Apply impromptu presentation skills.
- 01.06 Apply prepared presentation skills.
- 01.07 Find sources of employment.
- 01.08 List employment benefits.
- 01.09 Identify child labor laws.
- 01.10 Identify appropriate procedures for changing jobs.
- 01.11 Discuss importance of being prepared to complete a job application.
- 01.12 Determine the employer expectations toward prospective and current employees.
- 01.13 Discuss the value of sharpening technology skills as the workplace environment changes.
- 01.14 Prepare a list of strategies for communicating in multicultural settings.
- 01.15 Analyze the importance of good work habits for success in the workplace.

02.0 Develop and apply spreadsheet skills. – The student will be able to:

- 02.01 Apply cell borders and shading.
- 02.02 Add a header and footer.
- 02.03 Rotate text in a cell.
- 02.04 Create a formula using subtraction, multiplication, division.
- 02.05 Create a formula using more than one function.
- 02.06 Create a formula finding maximum, minimum and average.
- 02.07 Format a chart changing the font size, component colors and rotation of pie chart for graphical emphasis.
- 02.08 Insert a picture in a worksheet.

03.0 Develop and apply digital design skills. – The student will be able to:

- 03.01 Apply special formatting including, but not limited to adding gradients to frames, text wrapping and positioning.
- 03.02 Insert graphics from files.
- 03.03 Create new document without using templates.
- 03.04 Ability to save graphics to file.
- 03.05 Demonstrate proficiency in advanced print layout options.

04.0 Develop and apply database skills. – The student will be able to:

- 04.01 Identify the parts of the database screen.
- 04.02 Work with objects in the database window.
- 04.03 Create a table using a wizard.
- 04.04 Enter records in datasheet view.
- 04.05 Change the column width in datasheet view. ,
- 04.06 Add and delete fields in Design view.
- 04.07 Change field properties, for example specify text, numbers, currency, and Yes/No.
- 04.08 Sort data in Datasheet view.
- 04.09 Create a report.

05.0 Develop and apply web design skills. – The student will be able to:

- 05.01 Describe the origins of the Internet.
- 05.02 Identify Web terminologies.
- 05.03 Describe the various components of the Internet, including, WWW, e-mail, FTP, and others.
- 05.04 Describe necessary hardware and software to connect to the Internet.
- 05.05 Demonstrate the ability to locate information using a Web Browser.
- 05.06 Demonstrate proficiency in customizing a Web browser.
- 05.07 Understand the difference between a Web browser and a Search engine.
- 05.08 Describe the difference between a client, and the various types of servers, including Web servers.
- 05.09 Describe how a Web page is made available in the Internet.
- 05.10 Observe copyright laws.
- 05.11 Demonstrates an understanding of file formats, file storage and the path to describe the location of a document.
- 05.12 Describe how XHTML has altered the structure of HTML.
- 05.13 Identify and describe basic HTML/XHTML terminology.
- 05.14 Identify and describe basic HTML/XHTML tags.
- 05.15 Identify the elements of a Web page.
- 05.16 Examine the HTML/XHTML code of pages created by others. .
- 05.17 Produce a Web page using basic HTML tags, including but not limited to, links, anchors, lists, tables, background and fonts.
- 05.18 Include graphics in a Web page. .
- 05.19 Use the Internet to find free components for a Web page such as Javascript, java applets, banners, and others.
- 05.20 Publish a Web page for others to see.

**2011-2012**

**Florida Department of Education  
Curriculum Framework**

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

<b>Secondary – Middle School</b>	
Program Number	8200212
CIP Number	0507.999904
Grade Level	6-9, 30, 31
Standard Length	.5 credit hour
Teacher Certification	BUS ED 1 @2 TEACH CBE @7 VOE @7 COMP SCI 6 STENOG @4 @ 7 SECRETAR @7 CLERICAL @7
CTSO	FBLA BPA
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)

### **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 soft 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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

## **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 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 (ESE) will need modifications to meet their special 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.

## **Standards**

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

- 01.0 Develop and utilize business-related soft skills.
- 02.0 Develop and apply database skills.
- 03.0 Develop and apply web design skills.
- 04.0 Develop and apply programming skills.



2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computer Applications in Business 4  
**Course Number:** 8200212  
**Course Credit:** .5 credit hour

**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.

Upon completion of this course and an additional half credit in business technology course work, at the middle school level, an optional articulation agreement may be included to further enhance this course and meet the requirements of the Computing for College and Careers course.

01.0 Develop and utilize business-related soft skills. – The student will be able to:

- 01.01 Understand the importance of proper grooming and appearance for the workplace.
- 01.02 Utilize problem solving skills in programming areas.
- 01.03 Utilize brainstorming techniques to solve a problem.
- 01.04 Demonstrate the ability to use impromptu skills.
- 01.05 Research sources of employment.
- 01.06 Discuss employment benefits.
- 01.07 Discuss child labor laws.
- 01.08 Evaluate appropriate procedures for changing jobs.
- 01.09 Evaluate a quality completed job application.
- 01.10 Identify characteristics of ethical behavior in the workplace.
- 01.11 Understand the importance of personal integrity in the workplace.
- 01.12 Develop an understanding of the skills that transfer from school to work.

02.0 Develop and apply database skills. – The student will be able to:

- 02.01 The student will be able to edit records in datasheet view.
- 02.02 Add and delete records in datasheet view.
- 02.03 Cut, copy, and paste data in datasheet view.
- 02.04 Change the datasheet layout.
- 02.05 Hide columns in a table
- 02.06 Create a form.
- 02.07 Enter and edit data in a form.
- 02.08 Create a query.

03.0 Develop and apply web design skills. – The student will be able to:

- 03.01 Demonstrate proficiency using and HTML editor by creating a Web Page.

- 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 Web page.
- 03.07 Use image editing software to create and edit images.
- 03.08 Demonstrate proficiency in compressing and decompressing files.
- 03.09 Understand the importance of regular file backup.
- 03.10 Publish Web page for others to see.
- 03.11 Use animated graphics, audio and video files in a Web page.

04.0 Develop and apply programming skills. – 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.
- 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.

**Karel the Robot** by Richard Pettis is an excellent way to introduce the subject of computer programming (<http://www.mtsu.edu/~untch/karel/>)

**2011-2012**

**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

<b>Middle School</b>	
Course Number	8200220
CIP Number	0507.9999CE
Grade Level	6-8, 30, 31
Standard Length	.5 credit
Teacher Certification	BUS ED 1 @2 TEACH CBE @7 VOE @7 COMP SCI 6 TECH ED 1@2
CTSO	FBLA BPA
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)

### **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 soft 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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

### **Career Planning**

The career and education planning course required by Section 1003.4156, Florida Statutes, has been integrated into this course. This course must include career exploration using CHOICES or a comparable cost-effective program and educational planning using the online student advising system known as Florida Academic Counseling and Tracking for Students at the Internet website FACTS.org; and shall result in the completion of a personalized academic and career plan.

### **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 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 (ESE) will need modifications to meet their special 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.

### **Standards**

After successfully completing this course 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 electronic presentation skills utilizing current technology.
- 04.0 Identify and understand computer hardware.
- 05.0 Perform activities using the worldwide web.
- 06.0 Develop and utilize business-related soft skills.
- 07.0 Develop and apply spreadsheet skills.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computer Applications in Business 1 and Career Planning  
**Course Number:** 8200220  
**Course Credit:** .5 credit hour

**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 soft skills for business applications. These competencies provide the skills necessary to ensure increased productivity and efficient utilization of equipment. Upon completion of Computer Applications in Business 1 and Career Planning and an additional half credit in business technology course work, at the middle school level, an optional articulation agreement may be included to further enhance this course and meet the requirements of Computing for College and Careers.

- 01.0 Develop and apply keyboarding skills utilizing current technology. – The student will be able to:
- 01.01 Demonstrate knowledge of alphanumeric & command keys.
  - 01.02 Demonstrate and review correct reach technique for alphanumeric keyboarding.
  - 01.03 Demonstrate accuracy using correct reach techniques for numeric and symbol keyboarding.
- 02.0 Develop and apply work processing skills utilizing current technology. – The student will be able to:
- 02.01 Apply margins, tabs, line spacing and paragraph indents.
  - 02.02 Insert and manipulate graphics, word art and text boxes.
  - 02.03 Utilize the Word/character count command.
  - 02.04 Insert date and time.
  - 02.05 Understand printing options including shrink to fit, gutters, and document orientation.
  - 02.06 Move text in a document: dragging and dropping.
  - 02.07 Explore the Format painter.
  - 02.08 Create bulleted and numbered lists.
  - 02.09 Create a table-Inserting, moving, and entering data.
  - 02.10 Create table-insert/delete columns, rows, cells.
  - 02.11 Format a table-changing column/row width/height.
  - 02.12 Apply table alignment on document.
  - 02.13 Use the tools on the Table and Borders toolbar.
- 03.0 Develop and apply electronic presentation skills utilizing current technology. – The student will be able to:
- 03.01 Apply fill effects, lines and shapes.
  - 03.02 Demonstrate ability to order, group and rotate objects.
  - 03.03 Demonstrate ability to animate graphics.

- 03.04 Apply slide transitions and timings.
  - 03.05 Incorporate text, tables, charts and graphic transitions into document.
  - 03.06 Add sound using various media (e.g. internet and/or files).
  - 03.07 Apply action buttons.
  - 03.08 Insert hyperlink to a file or internet site.
  - 03.09 Rearrange slide order through slide sorter.
  - 03.10 Create note page to aid in oral presentation of slide show.
  - 03.11 Customize timing and rehearsing to coordinate with oral presentation.
  - 03.12 Apply communication skills in presenting the report.
- 04.0 Identify and understand computer hardware. – The student will be able to:
- 04.01 Discuss the use of different computer platforms.
- 05.0 Perform activities using the worldwide web. – The student will be able to:
- 05.01 Master Intermediate vocabulary.
  - 05.02 Understand how the internet works.
  - 05.03 Discuss Internet Privacy, Ethics, Etiquette and Copy Right Laws.
  - 05.04 Evaluate websites.
  - 05.05 Save a webpage.
  - 05.06 Print a webpage - problem solve printing issues.
  - 05.07 Download files.
  - 05.08 Download graphics.
  - 05.09 Copy and paste from browser to other applications.
- 06.0 Develop and utilize business-related soft skills. – The student will be able to:
- 06.01 Demonstrate the understanding the importance of positive attitude in obtaining and maintaining a job
  - 06.02 Identify grooming/dress standards in various workplace environments,
  - 06.03 Demonstrate problem solving skills
  - 06.04 Demonstrate an awareness of teamwork.
  - 06.05 Make an impromptu presentation
  - 06.06 Make a prepared presentation
- 07.0 Develop and apply spreadsheet skills. – The student will be able to:
- 07.01 The student will be able to identify the parts of the spreadsheet screen.
  - 07.02 Create and navigate through a worksheet.
  - 07.03 Change column width and row height.
  - 07.04 Format the contents of a cell-change fonts and font sizes and align text, format numbers.
  - 07.05 Merge cells.
  - 07.06 Use Undo and Redo features.
  - 07.07 AutoFormat the worksheet if available. AutoFormat applies borders, shading, and data formatting.
  - 07.08 Use the auto sum feature.
  - 07.09 Create a bar chart, embedded, using the chart wizard. ,

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

**Understanding the Workplace**

- 08.0 Describe how work relates to the needs and functions of the economy, society, and personal fulfillment.
- 09.0 Describe the influences that societal, economic, and technological changes have on employment trends and future training.
- 10.0 Describe the need for career planning, changing careers, and the concept of lifelong learning and how they relate to personal fulfillment.
- 11.0 Describe how legislation such as the Americans with Disabilities Act and Child Labor Laws regulates employee rights.

**Self- Awareness**

- 12.0 Use results of an interest assessment to describe their top interest areas and relate to careers/career clusters.
- 13.0 Identify five values that they consider important in making a career choice.
- 14.0 Identify skills needed for career choices and match to personal abilities.
- 15.0 Demonstrate the ability to apply skills of self-advocacy and self-determination throughout the career planning process.
- 16.0 Identify strengths and areas in which assistance is needed at school.
- 17.0 Apply results of all assessments to personal abilities in order to make realistic career choices.

**Exploring Careers**

- 18.0 Demonstrate the ability to locate, understand, and use career information.
- 19.0 Use the Internet to access career and education planning information.
- 20.0 Identify skills that are transferable from one occupation to another.
- 21.0 Demonstrate use of career resources to identify occupational clusters, career opportunities within each cluster, employment outlook, and education/ training requirements.
- 22.0 Explain the relationship between educational achievement and career success.

**Goal Setting and Decision-Making**

- 23.0 Identify and demonstrate use of steps to make career decisions.
- 24.0 Identify and demonstrate processes for making short and long term goals.

**Workplace Skills**

- 25.0 Demonstrate personal qualities (e.g. dependability, punctuality, responsibility, integrity, getting along with others) that are needed to be successful in the workplace.
- 26.0 Demonstrate skills to interact positively with others.
- 27.0 Demonstrate employability skills such as working on a team, problem-solving and

organizational skills.

### **Career and Education Planning**

- 28.0 Identify secondary and postsecondary school courses that meet tentative career plans.
- 29.0 Identify advantages and disadvantages of entering various secondary and postsecondary programs for the attainment of career goals.
- 30.0 Demonstrate knowledge of varied types and sources of financial aid to obtain assistance for postsecondary education.
- 31.0 Identify inappropriate discriminatory behaviors that may limit opportunities in the workplace.
- 32.0 Develop a career and education plan that includes short and long-term goals, high school program of study, and postsecondary/work goals.
- 33.0 Describe how extracurricular programs can be incorporated in career and education planning.
- 34.0 Demonstrate knowledge of high school exit options (e.g., standard diploma, certificate of completion, special diploma, GED, etc.) and impact on post-school opportunities.
- 35.0 Describe high school credits and explain how GPAs are calculated.

### **Job Search**

- 36.0 Demonstrate skills to complete a job application.
- 37.0 Demonstrate skills essential for a job interview.



2011-2012

**Florida Department of Education  
Curriculum Framework**

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

	Secondary	PSAV
Program Number	8200300	B070100
CIP Number	0506.120109	0506.120109
Grade Level	9-12, 30, 31	30, 31
Standard Length	4 credit hours	600 hours
Teacher Certification	BUS ED 1 @2 BUS DP @ 7 ELECT DP @7 G	BUS ED 1 @2 BUS DP @ 7 ELECT DP @7 G
CTSO	FBLA BPA	Phi Beta Lambda BPA
SOC Codes (all applicable)	15-1041; 43-4051; 11-1021; 15-1099.05	15-1041; 43-4051; 11-1021; 15-1099.05
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)	
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>	
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>	
Industry Certifications	<a href="http://www.fldoe.org/workforce/fcpea/default.asp">http://www.fldoe.org/workforce/fcpea/default.asp</a>	
Basic Skills Level	N/A	Mathematics: 9.0 Language: 9.0 Reading: 9.0

### 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.

### Program Structure

This program is a planned sequence of instruction consisting of the Business Technology Education Core (Introduction to Information Technology) and three additional occupational completion points. Secondary or postsecondary students who have previously completed Introduction to Information Technology will not have to repeat the core. A student who completes the applicable competencies at any occupational completion point may either continue with the training program or exit as an occupational completer.

When offered at the post secondary level, 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.

The following table illustrates the **PSAV** program structure:

OCP	Course Number	Course Title	Course Length	SOC Code
A	OTA0040	Information Technology Assistant *	150	15-1041
B	MNA0830	E-Commerce Customer Service Representative	150	43-4051
C	MNA0831	E-Commerce Entrepreneur	150	11-1021
D	MNA0832	E-Commerce Web Assistant	150	15-1099.05

\* Note: OTA0040 is a core program.

The following table illustrates the **Secondary** program structure:

OCP	Course Number	Course Title	Length	SOC Code	Level
A	8207310	Introduction to Information Technology	1 credit	15-1041	2
B	8200340	Introduction to E-Commerce	1 credit	43-4051	2
C	8200350	E-Commerce Entrepreneurship	1 credit	11-1021	2
D	8200360	E-Commerce Systems Analysis and Design	1 credit	15-1099.05	2

### Laboratory Activities

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **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.

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) and Business Professionals of America (BPA) are the appropriate career and technical student organization for providing leadership training and reinforcing specific career and technical skills for secondary students. For postsecondary students, Phi Beta Lambda and BPA are the appropriate student organizations. 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.

### **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 program-specific OJT framework apply.

There is a **Cooperative Education Manual** available on-line that has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the DOE website at <http://www.fldoe.org/workforce/programs/doc/coopm.doc>.

### **Basic Skills**

In PSAV 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: Mathematics 9.0, Language 9.0, and Reading 9.0. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination. Students may be exempt from meeting the Basic Skills requirements by earning an eligible industry certification. See the Basic Skills Exemption List

document for a list of eligible industry certifications (<http://www.fldoe.org/workforce/dwdframe/rtf/basic-skills.rtf>).

Adult students with disabilities, as defined in Section 1004.02(7), 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(3)(a), F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91(3), F.S.

Students who possess a college degree at the Associate of Applied Science level or higher; who have completed or are exempt from the college entry-level examination pursuant to Section 1008.29, F.S.; or who have passed a state, national, or industry licensure exam are exempt from meeting the Basic Skills requirement (Rule 6A-10.040, F.A.C.)

### **Essential Skills**

Essential skills identified by the Division of Career and Adult Education have been integrated into the standards and benchmarks of this program. These skills represent the general knowledge and skills considered by industry to be essential for success in careers across all career clusters. Students preparing for a career served by this program at any level should be able to demonstrate these skills in the context of this program. A complete list of Essential Skills and links to instructional resources in support of these Essential Skills are published on the CTE Essential Skills page of the FL-DOE website ([http://www.fldoe.org/workforce/dwdframe/essential\\_skills.asp](http://www.fldoe.org/workforce/dwdframe/essential_skills.asp)).

### **Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 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 occupational completion point (OCP) or a modified occupational completion point (MOCP). 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 an OCP/MOCP. The student should work on

different competencies and new applications of competencies each year toward completion of the OCP(s)/MOCP. 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).

### **Articulation**

The PSAV component of this program (B070100) has a statewide articulation agreement approved by the Articulation Coordinating Committee:

1. Office Administration AS/AAS (0507060300 / 0507060300) – 6 credit hours

Additional credit for the following course work with evidence for each additional course in the PSAV program which are offered in the articulated program at the community college awarding the credit: 1 credit PowerPoint; 1 credit Windows Operating System; and 1 credit workplace readiness/professional development.

For details on articulation agreements which correlate to programs and industry certifications refer to [http://www.fldoe.org/workforce/dwdframe/artic\\_frame.asp](http://www.fldoe.org/workforce/dwdframe/artic_frame.asp).

### **Bright Futures/Gold Seal Scholarship**

Course substitutions as defined in the Comprehensive Course Table for this program area may be used to qualify a student for Florida's Gold Seal Vocational Scholarship, providing all other eligibility requirements are met. Eligibility requirements are available online at [https://www.osfaffelp.org/bfiehs/fnbpcm02\\_CCTMain.aspx](https://www.osfaffelp.org/bfiehs/fnbpcm02_CCTMain.aspx).

### **Fine Arts/Practical Arts Credit**

Many courses in CTE programs meet the Fine Arts/Practical Arts credit for high school graduation. For additional information refer to <http://www.fldoe.org/schools/pdf/ListPracticalArtsCourses.pdf>.

### **Standards**

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

#### **Introduction to IT Competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance.
- 02.0 Demonstrate Comprehension and communication skills.
- 03.0 Use technology to enhance the effectiveness of communication skills.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
  - 09.0 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.
  - 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
  - 11.0 Participate in work-based learning experiences.
  - 12.0 Perform e-mail activities.
  - 13.0 Demonstrate knowledge of different operating systems.
  - 14.0 Demonstrate proficiency navigating the Internet, intranet, and the WWW.
  - 15.0 Demonstrate proficiency using HTML commands.
  - 16.0 Demonstrate proficiency in page design applicable to the WWW.
  - 17.0 Demonstrate proficiency using specialized web design software.
  - 18.0 Develop an awareness of the information technology industry.
  - 19.0 Develop an awareness of microprocessors and digital computers.
  - 20.0 Develop an awareness of programming languages.
  - 21.0 Develop an awareness of emerging technologies.
  - 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model.
  - 23.0 Demonstrate proficiency using common software applications.
  - 24.0 Demonstrate proficiency using specialized software applications.

### **Technical Competencies**

- 25.0 Demonstrate language arts knowledge and skills.
- 26.0 Demonstrate mathematics knowledge and skills.
- 27.0 Demonstrate science knowledge and skills.
- 28.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas.
- 29.0 Demonstrate knowledge of the Internet to enhance workplace performance.
- 30.0 Demonstrate knowledge of e-commerce principles.
- 31.0 Develop an awareness of career opportunities and options in e-commerce and the criteria for entering those fields.
- 32.0 Perform e-mail activities.
- 33.0 Identify the challenges and issues associated with e-commerce business models. .
- 34.0 Develop an online marketing plan.
- 35.0 Demonstrate an awareness of the issues involved in a global/international e-commerce environment.
- 36.0 Research the plan and design of an e-commerce web page.
- 37.0 Create an e-commerce web site.
- 38.0 Apply skills that will enhance the presentation, value and profitability of the web site.
- 39.0 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.
- 40.0 Create an e-commerce website.
- 41.0 Develop and implement a business plan for an e-commerce site.
- 42.0 Perform human resources management activities to build interpersonal skills with individuals and teams.
- 43.0 Explain the importance of employability skill and entrepreneurship skills.

- 44.0 Describe the importance of professional ethics and legal responsibilities.
- 45.0 Demonstrate personal money-management concepts, procedures, and strategies.
- 46.0 Use information technology tools.
- 47.0 Evaluate market expansion to the Internet and the effect of global access on e-commerce.
- 48.0 Demonstrate knowledge of basic market research tools.
- 49.0 Demonstrate knowledge of data collection methods.
- 50.0 Demonstrate knowledge of advertising principles.
- 51.0 Demonstrate proficiency in web site promotion of an e-commerce site.
- 52.0 Define the building blocks of a secure system.
- 53.0 Demonstrate knowledge, skill, management and application of an Internet advertising campaign.
- 54.0 Analyze financial data relevant to e-commerce decision making.
- 55.0 Identify principles of pricing.
- 56.0 Identify principles of selling.
- 57.0 Analyze electronic payment mechanisms.
- 58.0 Analyze taxation issues relevant to e-commerce.
- 59.0 Describe mobile commerce.
- 60.0 Demonstrate an understanding of global concepts relevant to customer relationship management.
- 61.0 Explain the role of quality, warranties and guarantees, and e-commerce usability in customer satisfaction.
- 62.0 Develop communication skills for an international audience.
- 63.0 Analyze the building blocks of a secure system.
- 64.0 Demonstrate an awareness of the issues and trends involved in an e-commerce environment.
- 65.0 Analyze effectiveness and proficiency of web site.
- 66.0 Demonstrate knowledge of e-commerce legal issues.
- 67.0 Demonstrate knowledge of disaster protection methods.
- 68.0 Analyze methods of web hosting.
- 69.0 Analyze and demonstrate the application of e-commerce software packages.
- 70.0 Demonstrate knowledge of network components.
- 71.0 Maintain an e-portfolio for job application purposes.
- 72.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
- 73.0 Solve problems using critical thinking skills, creativity and innovation.
- 74.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
- 75.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title:           Electronic Business Enterprise**  
**PSAV Number:           B200300**

**Course Number: OTA0040**  
**Occupational Completion Point – A**  
**Information Technology Assistant – 150 Hours – SOC Code 15-1041**

**Introduction to Information Technology competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
  - 01.06 Describe ethical issues and problems associated with computers and information systems.
- 02.0 Demonstrate comprehension and communication skills. — The student will be able to:
- 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
  - 02.02 Use professional business vocabulary appropriate for information technology environments.
  - 02.03 Organize ideas and communicate oral and written messages appropriate for information technology environments.
  - 02.04 Collaborate with individuals and teams to complete tasks and solve information technology problems.
  - 02.05 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
  - 02.06 Apply the writing process to the creation of appropriate documents following designated business formats.
  - 02.07 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).
- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:



- 03.01 Use database, spreadsheet, and presentation software, scheduling, and integrated software packages to enhance communication.
- 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
  - 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
  - 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
  - 06.01 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.
- 07.0 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:
  - 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.

- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
  - 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
  - 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
  - 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
  - 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Participate in work-based learning experiences. — The student will be able to:
- 11.01 Participate in work-based learning experiences in an information technology environment.
  - 11.02 Discuss the use of technology in an information technology environment.
- 12.0 Perform e-mail activities. — The student will be able to:
- 12.01 Describe e-mail capabilities and functions.
  - 12.02 Identify components of an e-mail message.
  - 12.03 Identify the components of an e-mail address.
  - 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.

- 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
- 13.0 Demonstrate knowledge of different operating systems. — The student will be able to:
- 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Demonstrate proficiency navigating the internet, intranet, and the WWW. — The student will be able to:
- 14.01 Identify and describe Web terminology.
  - 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 14.05 Trace the evolution of the Internet from its inception to the present and into the future.
  - 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, pdf, etc.).
  - 14.08 Identify effective Boolean search strategies.
- 15.0 Demonstrate proficiency using HTML commands. — The student will be able to:
- 15.01 Identify elements of a Web page.
  - 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 15.03 Define basic HTML terminology.
  - 15.04 Analyze HTML source code developed by others.
  - 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, tables).
  - 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 15.07 Edit and test HTML documents for accuracy and validity.
  - 15.08 Use basic functions of WYSIWYG editors.
  - 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
  - 15.10 Enhance web pages through the addition of images and graphics including animation.

- 16.0 Demonstrate proficiency in page design applicable to the WWW. — The student will be able to:
- 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
  - 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
  - 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
  - 16.04 Use image design software to create and edit images.
  - 16.05 Demonstrate proficiency in publishing to the Internet.
  - 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
  - 16.07 Explain the need for web-based applications.
- 17.0 Demonstrate proficiency using specialized web design software — The student will be able to:
- 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  - 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
- 18.0 Develop an awareness of the information technology industry. — The student will be able to:
- 18.01 Explain how information technology impacts the operation and management of business and society.
  - 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
  - 18.03 Explain the emergence of a paperless society.
- 19.0 Develop an awareness of microprocessors and digital computers. — The student will be able to:
- 19.01 Describe the evolution of the digital computer.
  - 19.02 Explain the general architecture of a microcomputer system.
  - 19.03 Explain the evolution of microprocessors.
  - 19.04 Explain software hierarchy and its impact on microprocessors.
  - 19.05 Explain the need for and use of peripherals.
  - 19.06 Demonstrate proficiency using peripherals.
  - 19.07 Identify the basic concepts of computer maintenance and upgrades.
  - 19.08 Differentiate between diagnosing and troubleshooting.
- 20.0 Develop an awareness of programming languages. — The student will be able to:
- 20.01 Explain the history of programming languages.
  - 20.02 Explain the need for and use of compilers.
  - 20.03 Explain how compilers work.
  - 20.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).

- 21.0 Develop an awareness of emerging technologies. — The student will be able to:
- 21.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).
- 22.0 Demonstrate an understanding of the seven layers of the open systems interface (OSI) model. — The student will be able to:
- 22.01 Identify how types of networks and how they work.
  - 22.02 Identify the role of servers and clients on a network.
  - 22.03 Identify benefits and risks of networked computing.
  - 22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
  - 22.05 Identify Intranets, Extranets and how they relate to the Internet.
  - 22.06 Demonstrate basic understanding of network administration.
  - 22.07 Describe the evolution of OSI from its inception to the present and into the future.
  - 22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software
- 23.0 Demonstrate proficiency using common software applications. — The student will be able to:
- 23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
  - 23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
- 24.0 Demonstrate proficiency using specialized software applications. — The student will be able to:
- 24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).
  - 24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
  - 24.03 Demonstrate the ability to incorporate digital sound.

**Course Number: MNA0830**  
**Occupational Completion Point – B**  
**E-Commerce Customer Service Representative – 150 Hours – SOC Code 43-4051**

- 25.0 Demonstrate language arts knowledge and skills. – The student will be able to: AF 2.0
- 25.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4
- 25.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
- 25.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 26.0 Demonstrate mathematics knowledge and skills. – The student will be able to: AF 3.0
- 26.01 Demonstrate knowledge of arithmetic operations. AF 3.2
- 26.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
- 26.03 Construct charts/tables/graphs using functions and data. AF 3.5
- 27.0 Demonstrate science knowledge and skills. – The student will be able to: AF 4.0
- 27.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1
- 27.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 28.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The student will be able to:
- 28.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. CM 1.0
- 28.02 Locate, organize and reference written information from various sources. CM 3.0
- 28.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. CM 5.0
- 28.04 Interpret verbal and nonverbal cues/behaviors that enhance communication. CM 6.0
- 28.05 Apply active listening skills to obtain and clarify information. CM 7.0
- 28.06 Develop and interpret tables and charts to support written and oral communications. CM 8.0
- 28.07 Exhibit public relations skills that aid in achieving customer satisfaction. CM 10.0
- 29.0 Demonstrate knowledge of the internet to enhance workplace performance. — The student will be able to:
- 29.01 Explain the history of the Internet and development of e-commerce.
- 29.02 Discuss the social, economic, and political impact of the Internet on society.
- 29.03 Explain the relationship between the Internet and the World Wide Web.
- 29.04 Identify accepted Internet etiquette (i.e., netiquette).
- 29.05 Identify and describe Web terminology.
- 29.06 Identify the differences between the Internet, Intranet and WWW.

- 29.07 Describe and demonstrate the use of the different methods by which information may be accessed on the Internet/Intranet (browser, FTP, gopher, telnet, server).
  - 29.08 Explain the main elements of Web Browsers (example: status bar, refresher button, toolbar tabs, scroll bars, location field, title bar, bookmarks).
  - 29.09 Copy information from the Internet/Intranet, save, and print using a Web browser.
  - 29.10 Identify and use search engines to locate information.
  - 29.11 Define Web robot/bot/spider and identify its advantages.
  - 29.12 Explain the difference between a search engine and a web directory.
- 30.0 Demonstrate knowledge of e-commerce principles. — The student will be able to:
- 30.01 Define Electronic Commerce (e-commerce).
  - 30.02 Explain domain name and why it is important to e-commerce sites.
  - 30.03 Identify and describe the difference between 'brick-and-mortar' and 'click-and-mortar' businesses.
  - 30.04 Describe business-to-business e-commerce.
  - 30.05 Describe business-to-consumer e-commerce.
  - 30.06 Define the scope of business-to-consumer e-commerce.
  - 30.07 Identify the components of a successful business-to-consumer e-commerce site.
  - 30.08 Identify and discuss issues associated with business-to-consumer e-commerce.
  - 30.09 Describe the difference between e-tailing and wholesaling.
  - 30.10 Explain how e-commerce is similar to and/or different from traditional commerce.
  - 30.11 Identify types of businesses most likely to succeed online.
- 31.0 Develop an awareness of career opportunities and options in e-commerce and the criteria for entering those fields. — The student will be able to:
- 31.01 Identify entry-level positions in e-commerce.
  - 31.02 Identify education, skills, and training requirements for possible career pathways in e-commerce.
  - 31.03 Identify present and future employment opportunities.
  - 31.04 Compare salary ranges and benefit packages.
  - 31.05 Design a personal career ladder in e-commerce with a time-line for career advancement.
  - 31.06 Identify professional organizations in the area of e-commerce.
  - 31.07 Define the role of a webmaster.
  - 31.08 Identify job titles and describe the job functions of a web development team.
- 32.0 Perform e-mail activities. — The student will be able to:
- 32.01 Describe e-mail capabilities and functions.
  - 32.02 Explain how to setup an e-mail address.
  - 32.03 Explain the rules for using e-mail on the Internet.
  - 32.04 Describe the issues involved in sending and receiving documents as e-mail attachments.
  - 32.05 Use the Internet to perform e-mail activities.
  - 32.06 Utilize all applicable e-mail options and functions (forward, reply, attach, address book).
  - 32.07 Organize and manage e-mail messages.
  - 32.08 Explain some abbreviations, acronyms and emoticons used in e-mail.
  - 32.09 Explain the purpose of an e-mail signature and how to create one.

33.0 Identify the challenges and issues associated with e-commerce business models. — The student will be able to:

- 33.01 Explain the scope of e-commerce and how it relates to business operations.
- 33.02 Explain how the self-serve economy impacts e-commerce.
- 33.03 Discuss the global impact of e-commerce.
- 33.04 Identify ways e-commerce sites can develop and enhance customer relationships to encourage repeat business and brand loyalty.
- 33.05 Explain why the main purpose of any e-commerce site is to transform surfers into customers.
- 33.06 Identify the range of costs associated with developing an e-commerce site.
- 33.07 Identify security issues involved in developing a site (firewalls, sniffer programs, hacking, viruses, encryption, SSL, TSL, digital certificates).
- 33.08 Explain why web site design is critical to the success of an e-commerce venture.
- 33.09 Discuss advantages/disadvantages of using an e-commerce developer or an in-house web team to design and maintain a site.
- 33.10 Define SET and compare it to SSL.
- 33.11 Explain how PGP works.
- 33.12 Define Structured Query Language (SQL).
- 33.13 Explain how SQL enables users on the Internet.
- 33.14 Define electronic payment.
- 33.15 Discuss customer security and privacy issues when providing financial information on the Internet.
- 33.16 Explain different payment methods available for online purchase (credit card, e-check, e-cash, smart card, electronic wallets, virtual credit cards).
- 33.17 Explain the Electronic Funds Transfer Act and its application to online payments.

34.0 Develop an online marketing plan. — The student will be able to:

- 34.01 Identify trends in e-marketing.
- 34.02 Define marketing-related terms.
- 34.03 Describe the affect of e-mail and spamming on marketing in e-commerce sites.
- 34.04 Identify legal, ethical and privacy issues in online marketing.
- 34.05 Explain target marketing and niche marketing in relation to e-commerce.
- 34.06 Describe customer profiling and related issues.
- 34.07 Identify the various types of advertising options in e-commerce (links, banner ads, affiliate programs, pop-up windows, viral marketing, newsgroup postings).
- 34.08 Describe electronic marketing techniques.
- 34.09 Identify types of and describe the use of databases in e-commerce sites.
- 34.10 Explain how electronic catalogs work Internet sales.
- 34.11 Explain database-driven system and describe its advantages over a static catalog.
- 34.12 Analyze e-commerce solutions including shopping carts, electronic malls, order entry systems, full cost display and smart cards.
- 34.13 Identify, define and discuss shipping options for an e-commerce web site.

35.0 Demonstrate an awareness of the issues involved in a global/international e-commerce environment. — The student will be able to:

- 35.01 Define and discuss the advantages of global/international e-commerce.



- 35.02 Describe the implications of trade barriers on global e-commerce.
  - 35.03 Describe the effect of currency exchange rates on international e-commerce.
  - 35.04 Identify cultural attitudes and practices in the USA that could inhibit successful business operations in another country.
  - 35.05 Describe changes in American business practices required for success in the global marketplace.
  - 35.06 Identify and discuss import, export, and international tax laws and their affect on e-commerce trade.
  - 35.07 Analyze multi-cultural influences on global e-commerce.
- 36.0 Research the plan and design of an e-commerce web page. — The student will be able to:
- 36.01 Research web site design principles and explain how each contributes towards an effective web site.
  - 36.02 Compare and contrast positive and negative features of different web sites.
  - 36.03 Identify elements of a web page.
  - 36.04 Plan the goals, structure and design of the web site.
  - 36.05 Determine business goals for the e-commerce site.
  - 36.06 Determine product assortment, incentive, pricing, payment and shipping options.
  - 36.07 Develop a storyboard for the web site.
  - 36.08 Explain the importance of loading time as an element of web site design.
  - 36.09 Define HTML, DHTML, XML, VRML, WEB PAGE DESIGN SOFTWARE and how each can be effectively used in creating an e-commerce web site.
  - 36.10 79.10 Explain the role of browsers in reading files on the World Wide Web (text only, frames, no frames, hypertext).
  - 36.11 Identify how different browsers affect the look of a web page.
  - 36.12 Explain various scripting languages (JavaScript, Visual Basic).
  - 36.13 Visit a web site and indicate ASP scripts.
  - 36.14 Visit web sites with site maps and critique the organization, simplicity, clarity, and impact on the surfer.
  - 36.15 Visit web sites and critique the contents organization, interest, related links, and whether or not it was entertaining to the surfer.
  - 36.16 Visit web sites and critique the FAQ page/s for clarity and organization.
  - 36.17 Explain the economic impact of having surfers and customers use FAQ's.
  - 36.18 Explain how bandwidths affect data transmission and on-screen image.
  - 36.19 Discuss software availability in web site design.
  - 36.20 Identify, describe and explain the use of a variety of design tools including navigation bars, hyperlinks and navigation aids.
  - 36.21 Explain how the proper use and placement of each element is critical to the site's impact to attract surfers and potential customers.
  - 36.22 Explain how content presentation determines if surfers become customers.
  - 36.23 Discuss reasons why surfers visit web sites and may become eventual customers.
  - 36.24 Evaluate online catalog implementation methodologies.
- 37.0 Create an e-commerce web site. — The student will be able to:
- 37.01 Create a business for an e-commerce site.
  - 37.02 Create a web page.
  - 37.03 Create and apply a custom theme and a solid color background.

- 37.04 Create a logo.
  - 37.05 Add clip art, graphics, images and/or photos and text.
  - 37.06 Add animation to text and objects using DHTML.
  - 37.07 Utilize navigation aids and plug-ins.
  - 37.08 Add graphic buttons.
  - 37.09 Add form elements.
  - 37.10 Add graphics as a form button.
  - 37.11 Link buttons and forms.
  - 37.12 Embed audio and video files.
  - 37.13 Add a host counter to display the number of times the web page has been visited.
  - 37.14 Organize information using frames.
  - 37.15 Launch the web browser and view the page created.
  - 37.16 Test the website for effectiveness (loading time, graphics, link integrity).
- 38.0 Apply skills that will enhance the presentation, value and profitability of the web site. — The student will be able to:
- 38.01 Develop site personality (create useful site content).
  - 38.02 Discuss the advantages and disadvantages of outsourcing vs. an in-house team to create and manage the e-commerce site.
  - 38.03 Determine customer service options (e.g., e-mail, phone, fax).
  - 38.04 Determine the terms and conditions of sale, including warranties, after-sales service, and privacy assurances.
  - 38.05 Explain client-side application.
  - 38.06 Explain the purpose of forms in e-commerce web sites.
  - 38.07 Design forms for e-commerce web sites using different procedures for constructing forms (HTML tags, Software programs).
  - 38.08 Use JavaScript to validate data in form fields.
  - 38.09 Use programming tools to make web site more powerful and interactive.
  - 38.10 Explain the difference between dynamic and static web programming.
  - 38.11 Use programming language to support multi-tasking and exception handling.
  - 38.12 Create a site map and explain its importance.
  - 38.13 Create a Frequently Asked Questions Page.

**Course Number: MNA0831**  
**Occupational Completion Point – C**  
**E-Commerce Entrepreneur – 150 Hours – SOC Code 11-1021**

- 39.0 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:
- 39.01 Monitor expense accounts.
  - 39.02 Prepare and interpret balance sheets, income statements, cash-flow statements, change-in-equity statements, forecasts, break-even analyses and budgets.
  - 39.03 Document the impact of financial analysis on the strategic planning process.
  - 39.04 Revise short-term and long-term strategic plans based on financial analyses.
- 40.0 Create an e-commerce website. — The student will be able to:

- 40.01 Edit web pages.
  - 40.02 Use appropriate file names for the Internet.
  - 40.03 Explain optimization of files for load time.
  - 40.04 Differentiate between pixels and KB as it relates to graphic size.
  - 40.05 Explain the purpose of Common Gateway Interface (CGI) script and Active Server Pages (ASP) in e-commerce web sites.
  - 40.06 Demonstrate the use of Java Applets in an e-commerce site.
  - 40.07 Define Java Script and explain its role in e-commerce sites.
  - 40.08 Demonstrate the use of data-processing tools to perform specific tasks with information that customers enter into a web site.
  - 40.09 Explain the use of Common Gateway Interface script in processing data on web sites.
  - 40.10 Explain the use of Active Server Pages (ASP) in processing data in web sites.
  - 40.11 Define ActiveX and indicate its advantages/disadvantages.
  - 40.12 Locate a host site that offers free web space.
  - 40.13 Upload web pages to the Internet.
- 41.0 Develop and implement a business plan for an e-commerce site. — The student will be able to:
- 41.01 Identify types of businesses most likely to succeed online.
  - 41.02 Identify the range of costs associated with developing an e-commerce site.
  - 41.03 Identify the risks/rewards associated with online business.
  - 41.04 Identify legal and political environments that affect e-commerce.
  - 41.05 Describe the process of obtaining a business license for an e-commerce site.
  - 41.06 Distinguish between trademark and copyright.
  - 41.07 Identify federal legislation protecting competition.
  - 41.08 Explain the concepts and benefits of e-business systems.
  - 41.09 Describe and explain the use of e-business systems to achieve the goals of Enterprise Resource Planning (ERP).
  - 41.10 Define the purpose of and describe the major components included in a business plan.
  - 41.11 Develop a basic business plan.
  - 41.12 Evaluate the plan using milestones and benchmarks.
  - 41.13 Develop overall marketing objectives.
  - 41.14 Evaluate online catalog implementation methodologies.
  - 41.15 Coordinate and plan an evaluation of promotional activities.
- 42.0 Perform human resources management activities to build interpersonal skills with individuals and teams. —The student will be able to:
- 42.01 Compare personal interests and skills with those needed by an entrepreneur.
  - 42.02 Determine motives for becoming an entrepreneur.
  - 42.03 Examine characteristics of online entrepreneurs.
  - 42.04 Explain ethical and legal issues faced by e-commerce professionals.
  - 42.05 Explain the social implications of decisions made and actions taken as an e-commerce professional.
  - 42.06 Identify the major functions and activities of management.
  - 42.07 Explain the role of authority, accountability, and responsibility in task management.

- 42.08 Describe current and emerging e-commerce management trends.
- 42.09 Analyze the interdependence of empathetic listening, synergy, and consensus building.
- 42.10 Promote teamwork, leadership, empowerment, and strategies for fostering creativity.
- 42.11 Define the roles within the group in the decision-making process.
- 43.0 Explain the importance of employability skill and entrepreneurship skills. – The student will be able to:
- 43.01 Identify and demonstrate positive work behaviors needed to be employable.
- 43.02 Develop personal career plan that includes goals, objectives, and strategies.
- 43.03 Examine licensing, certification, and industry credentialing requirements.
- 43.04 Maintain a career portfolio to document knowledge, skills, and experience.
- 43.05 Evaluate and compare employment opportunities that match career goals.
- 43.06 Identify and exhibit traits for retaining employment.
- 43.07 Identify opportunities and research requirements for career advancement.
- 43.08 Research the benefit of ongoing professional development.
- 43.09 Examine and describe entrepreneurship opportunities as a career planning option.
- 44.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
- 44.01 Evaluate and justify decisions based on ethical reasoning. ELR 1.0
- 44.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. ELR 1.1
- 44.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. ELR 1.2
- 44.04 Interpret and explain written organizational policies and procedures. ELR 2.0
- 45.0 Demonstrate personal money-management concepts, procedures, and strategies. – The student will be able to:
- 45.01 Identify and describe the services and legal responsibilities of financial institutions. FL 2.0
- 45.02 Describe the effect of money management on personal and career goals. FL 3.0
- 45.03 Develop a personal budget and financial goals. FL 3.1
- 45.04 Complete financial instruments for making deposits and withdrawals. FL 3.2
- 45.05 Maintain financial records. FL 3.3
- 45.06 Read and reconcile financial statements. FL 3.4
- 45.07 Research, compare and contrast investment opportunities.
- 46.0 Use information technology tools. – The student will be able to:
- 46.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
- 46.02 Employ technological tools to expedite workflow, including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail, and internet applications. IT 2.0

- 46.03 Employ computer operations applications to access, create, manage, integrate, and store information. IT 3.0
- 46.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0
- 47.0 Evaluate market expansion to the internet and the effect of global access on e-commerce. – The student will be able to:
- 47.01 Evaluate the impact of multiple time zones, languages, currencies, social, and cultural issues on e-commerce.
- 47.02 Analyze the concept of personalization in e-commerce.
- 47.03 Identify e-commerce site components that influence branding (logo, graphic style, online customer service, product information, site navigation, testing, core values).
- 47.04 Integrate logos, slogans, URL, etc., throughout offline and online publications and advertising.
- 47.05 Identify products, which are most likely to succeed in an e-commerce venture.
- 47.06 Compare and contrast traditional product development with online product development.
- 47.07 Explain the need for differing development cycles for online products.
- 47.08 Describe rapid release marketing introduction strategies.
- 47.09 Explain the Gutenberg Diagonal and its international implications.
- 48.0 Demonstrate knowledge of basic market research tools. – The student will be able to:
- 48.01 Identify the steps of market research.
- 48.02 Describe market research as both a formal and informal process.
- 48.03 Identify common market research activities and the type of information each provides.
- 48.04 Explain the role of ethics in marketing research.
- 48.05 Explain internal/external research and the advantages/disadvantages of each.
- 48.06 Explain factors limiting market research (objectives, level of commitment, resources available).
- 48.07 Develop a sampling plan (who, how many, how chosen).
- 48.08 Establish means to identify customer base and marketing profile.
- 49.0 Demonstrate knowledge of data collection methods. — The student will be able to:
- 49.01 Explain the differences in data generated from surveys and questionnaires collected over the telephone, by mail, online, and in person.
- 49.02 Explain the purpose and types of observational research and focus groups.
- 49.03 Determine priorities for and potential sources of information that should be gathered.
- 49.04 Explain target audience/user group as a key information source.
- 49.05 Conduct interviews with selected human information sources.
- 49.06 Gather information from selected print and electronic sources.
- 49.07 Determine the accuracy and completeness of the information gathered.
- 49.08 Define Electronic Data Interchange (EDI).
- 49.09 Identify the benefits and essential elements of EDI.
- 49.10 Define EDI transaction sets and data elements.
- 49.11 Describe the different standards governing EDI transactions.
- 49.12 Define data mining.

- 49.13 Identify basic tools and techniques of data mining.
  - 49.14 Explain the use of data mining in Customer Relationship Management (CRM).
  - 49.15 Identify ethical issues of data mining.
- 50.0 Demonstrate knowledge of advertising principles. – The student will be able to:
- 50.01 Publicize e-commerce site through non-Internet means such as mail, press release, broadcast media, print media, and specialty advertising.
  - 50.02 Prepare a display advertisement for an e-commerce product or service.
  - 50.03 Create offline ads for an e-commerce product or service.
  - 50.04 Create online ads for an e-commerce product or service.
  - 50.05 Write a news release to promote an e-commerce business.
  - 50.06 Analyze the nature of direct advertising strategies (direct mail, e-mail, automated callers, faxes, catalogs).
  - 50.07 Identify factors affecting the cost of e-mail advertising.
  - 50.08 Identify factors affecting the cost of newspaper ads, magazine ads, radio ads, television ads, direct mail advertising, outdoor ads, and Internet advertising.
  - 50.09 Differentiate between publicity and public relations.
  - 50.10 Describe the impact of the Internet on publicity.
  - 50.11 Identify niche advertising.
  - 50.12 Discuss the role of online communities.
  - 50.13 Examine the use, sources, and costs of databases in advertising.
  - 50.14 Identify the difference between business-to-business and business-to-consumer advertising.
- 51.0 Demonstrate proficiency in web site promotion of an e-commerce site. – The student will be able to:
- 51.01 Research site development methodology.
  - 51.02 Demonstrate site registration with search engines, shopping bots, and Web directories.
  - 51.03 Identify processes to improve visibility in search engines (meta tags, titling, keyword repetition, content management, site design, and link popularity).
  - 51.04 Evaluate legal effects of registration (spamming, duplication).
  - 51.05 Establish and manage links with other sites.
  - 51.06 Determine methods to generate hit analysis data.
  - 51.07 Determine whether to offer response incentives.
  - 51.08 Determine what type of response incentives to offer.
  - 51.09 Use design elements and principles to facilitate use and buying decision.
  - 51.10 Provide company information and update frequently.
- 52.0 Define the building blocks of a secure system. — The student will be able to:
- 52.01 Define terms associated with system security (user authentication, data origin authentication, confidentiality, data integrity, non-repudiation, peer authentication, message digests).
  - 52.02 Describe security and privacy issues in e-business systems.
  - 52.03 Explain the difference between security and privacy.
  - 52.04 Explain how Internet and Intranet sites become vulnerable to attack.
  - 52.05 Identify security issues associated with business-to-consumer e-commerce.
  - 52.06 Describe Intrusion Detection System, misuse intrusion, and anomaly intrusion.

- 52.07 Explain transaction security.
  - 52.08 Explain security-related agencies and software.
  - 52.09 Explain how privacy affects personalization.
  - 52.10 Identify security and payment processing issues involved in developing a site (SSL, Digital Certificates, SET Protocol, Cyber Cash).
- 53.0 Demonstrate knowledge, skill, management and application of an internet advertising campaign. – The student will be able to:
- 53.01 Analyze the types, advantages, and disadvantages of Internet advertising (interacting personally and wireless network).
  - 53.02 Evaluate locations for ad placement (search engines, directories, specialty websites, sponsorship websites).
  - 53.03 Identify factors affecting the cost of e-mail advertising and banner ads (click-through pricing, bartering, Internet Advertising Bureau rate cards, audience demographics).
  - 53.04 Identify standard sizes for Internet ads.
  - 53.05 Identify file formats for graphic ads.
  - 53.06 Define goal of Internet ads (banners, buttons).
  - 53.07 Create Internet ads using layers to create simple animation, a tagline, and design features to gain attention.
  - 53.08 Create design that encourages customer order.
  - 53.09 Place Internet ads, evaluate results, and cost effectiveness.
  - 53.10 Compare potential effectiveness with other Internet strategies.
- 54.0 Analyze financial data relevant to e-commerce decision making. – The student will be able to:
- 54.01 Explain the critical nature of banking relationships.
  - 54.02 Explain the purpose and importance of obtaining business financing.
  - 54.03 Describe sources of financing for businesses.
  - 54.04 Describe electronic financial services.
  - 54.05 Use the Internet to locate sources of financing for businesses.
  - 54.06 Examine the costs of owning/running a server.
  - 54.07 Examine the costs of using an Internet Service Provider (ISP).
  - 54.08 Examine costs related to e-commerce (site design, maintenance, and support).
  - 54.09 Explain costs of interfacing with existing databases, order systems, and accounting systems.
  - 54.10 Explain profitability in e-commerce sites.
  - 54.11 Explain the financial implications of outsourcing vs. internal development.
- 55.0 Identify principles of pricing. —The student will be able to:
- 55.01 Explain the nature and scope of the pricing function, the role of business ethics and the use of technology in pricing.
  - 55.02 Identify the basic considerations consumers and businesses weigh in accepting a price.
  - 55.03 Explain how supply, demand, and price are related.
  - 55.04 Research and analyze competitors' prices.
  - 55.05 Evaluate psychological and discount pricing techniques.
  - 55.06 Describe geographic and promotional pricing techniques.

- 55.07 Calculate product cost, break-even point, and elasticity of demand.
  - 55.08 Evaluate difficulties in applying traditional pricing strategies to e-commerce.
  - 55.09 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.
  - 55.10 Evaluate the relationship between shipping costs and prices in online sales.
  - 55.11 Evaluate the impact of pricing errors in e-commerce.
  - 55.12 Explain real-time pricing in the online environment.
- 56.0 Identify principles of selling. — The student will be able to:
- 56.01 Explain the purpose, importance and business ethics of selling.
  - 56.02 Describe the nature of selling regulations.
  - 56.03 Describe the use of technology in the selling function.
  - 56.04 Identify the benefits of site/online sales.
  - 56.05 Explain the role of customer service as a component of selling relationships.
  - 56.06 Identify key factors in building a clientele.
  - 56.07 Identify incentives for sales staff.
  - 56.08 Identify types of sales promotion (coupons, premiums, sweepstakes) and it can be used in e-commerce.
  - 56.09 Determine when sales promotion activities are the best promotional tool.
  - 56.10 Generate a sales promotion plan for an e-commerce site.
  - 56.11 Calculate the costs of sales promotion activities.
  - 56.12 Identify return on investment of sales promotion activities.
  - 56.13 Create an electronic sales presentation with an integrated Internet link.
  - 56.14 Evaluate effectiveness of integration.
  - 56.15 Use on-line strategies for follow-up.
  - 56.16 Examine automated follow-up.
  - 56.17 Prepare and evaluate sales reports.
- 57.0 Analyze electronic payment mechanisms. —The student will be able to:
- 57.01 Identify e-cash terminology.
  - 57.02 Describe stored-value cards, online checks and electronic wallets.
  - 57.03 Define realtime processing.
  - 57.04 Explain the purpose of auto e-mail.
  - 57.05 Describe risks and costs involved with credit card use online.
  - 57.06 Identify the advantages/disadvantages of electronic/digital cash.
  - 57.07 Evaluate the impact of multiple currencies on e-commerce.
  - 57.08 Describe electronic funds transfer at point of sale (EFT/POS).
  - 57.09 Describe direct data entry transmissions and financial electronic data interchanges (F-EDI).
  - 57.10 Describe the characteristics of successful payment systems.
  - 57.11 Identify future trends in and risks associated with electronic payment systems.
  - 57.12 Differentiate between the payment systems applicable for business-to-consumer, business-to-business, and consumer-to-consumer transactions.
  - 57.13 Describe a transaction-processing service.
  - 57.14 Explain Internet Transaction Brokers (ITBs).
  - 57.15 Explain the Electronic Funds Transfer Act and its application to online payments.
  - 57.16 Describe a turnkey system.



- 57.17 Define Merchant Account Provider (MAP).
  - 57.18 Identify costs associated with a merchant service and/or third-party verifier agreement.
  - 57.19 Locate an online application for a merchant account.
  - 57.20 Define related terms (Card Not Present (CNP), Mail Order/Telephone Order (MOTO), real time and digital certificate).
  - 57.21 Explain verification activities.
- 58.0 Analyze taxation issues relevant to e-commerce. — The student will be able to:
- 58.01 Define permanent establishment.
  - 58.02 Explain permanent establishment issues in e-commerce.
  - 58.03 Identify the issues of digital downloads.
  - 58.04 Describe international issues.
  - 58.05 Identify global taxation solutions.
  - 58.06 Explain Value Added Tax.
  - 58.07 Explain the Internet Tax Freedom Act (ITFA).
  - 58.08 Determine payment options that comply with legal regulations regarding sales taxes.
- 59.0 Describe mobile commerce. — The student will be able to:
- 59.01 Define mobile-commerce.
  - 59.02 Define related terms (personal digital assistant, micro browser, Wireless Application Protocol/WAP).
  - 59.03 Identify m-commerce payment methods.
  - 59.04 Identify the challenges associated with M-Commerce.
  - 59.05 Compare WML with HTML.
  - 59.06 Identify attributes of mobile communications and how each will affect mobile commerce.
- 60.0 Demonstrate an understanding of global concepts relevant to customer relationship management (CRM). — The student will be able to:
- 60.01 Identify ways an e-commerce site can be used to develop and enhance customer relationships to encourage repeat business and brand loyalty.
- 61.0 Explain the role of quality, warranties and guarantees, and e-commerce usability in customer satisfaction. —The student will be able to:
- 61.01 Identify ways of keeping in touch with customers after the sale.
  - 61.02 Explain the correlation between customer retention and acquisition costs.
  - 61.03 Explain the use of CRM software in business-to-consumer and business-to-business operations.
  - 61.04 Describe the influence of culture on consumer behavior.
  - 61.05 Determine training needs for traditional sales staff for use on an e-commerce site.
  - 61.06 Provide customer training for use of on-line buying.
  - 61.07 Facilitate a customer service policy.
  - 61.08 Explain the purpose of a call center for an online business.
  - 61.09 Explain click-through rates and the role of visit duration on click decision.

- 61.10 Explain why and how consumer decision-making is influenced online.
  - 61.11 Explain and evaluate the impact of online customer support.
  - 61.12 Explain the 80/20 rule of customer support.
  - 61.13 Use online methods to receive and respond to customers' questions (e-mail, mailbots, auto responder).
  - 61.14 Enable consumer to choose communication vehicle (call home, work, cell, fax, e-mail).
  - 61.15 Create Frequently Asked Questions (FAQs).
  - 61.16 Use file libraries and archives.
  - 61.17 Project a professional image (appearance, voice, grammar, word usage, enunciation, nonverbal communication).
  - 61.18 Interact with customers and colleagues in a professional manner (prompt, friendly, courteous, respectful, helpful, knowledgeable, clear).
  - 61.19 Explain how the Communications Decency Act applies to e-commerce issues.
  - 61.20 Evaluate how online forums can promote customer relations.
  - 61.21 Conduct conferences and surveys.
  - 61.22 Use sales promotion (free samples, contests).
  - 61.23 Provide links to complementary sites.
  - 61.24 Discuss the benefits of an extranet.
  - 61.25 Describe how Value Added Networks (VANs) operate.
  - 61.26 Explain VAN-based EDI and Internet EDI.
- 62.0 Develop communication skills for an international audience. — The student will be able to:
- 62.01 Identify the customs of the recipient that impact communication.
  - 62.02 Find answers to questions related to international communications using available human, print, and electronic sources.
  - 62.03 Prepare documents in correct style for international communications.
  - 62.04 Use appropriate message and delivery in oral communications.

**Course Number: MNA0832**  
**Occupational Completion Point – D**  
**E-Commerce Web Assistant – 150 Hours – SOC Code 15-1099.05**

- 63.0 Analyze the building blocks of a secure system. — The student will be able to:
- 63.01 Define system and network security.
  - 63.02 Describe the different types of Internet security.
  - 63.03 Explain and identify anti-virus programs.
  - 63.04 Explain the difference between security and privacy.
  - 63.05 List the principal protocols used in Internet security.
  - 63.06 Explain Intrusion Detection System.
  - 63.07 Define security-related terms.
  - 63.08 Explain how a user identification and password provide security one-commerce sites.
  - 63.09 Explain encryption, decryption, private key encryption and public key encryption.
  - 63.10 Explain the difference between the two types of key encryptions.
  - 63.11 Identify and explain data transmission technology and how it is used in web pages (SSL, TLS, SET).
  - 63.12 Describe a SET enabled browser and a SET enabled server.

- 63.13 Explain the use of digital signatures and certificates.
  - 63.14 Describe the certificate life cycle.
  - 63.15 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 data base); *how* can the data be removed or modified.
  - 63.16 Describe procedures for maintaining the confidentiality of client information.
  - 63.17 Explain why information is a competitive resource.
  - 63.18 Explain the importance of data warehouses.
  - 63.19 Discuss application security measures.
  - 63.20 Describe the various messaging security techniques.
  - 63.21 Define a Virtual Private Network and explain its features, its components, and how it is deployed.
- 64.0 Demonstrate an awareness of the issues and trends involved in an e-commerce environment. — The student will be able to:
- 64.01 Discuss issues and trends impacting the economy and the success of e-commerce web sites.
  - 64.02 Discuss reasons for slow productivity despite advancing technology.
  - 64.03 Discuss the advantages/disadvantages of removing bugs from software already installed in information systems.
  - 64.04 Discuss solutions to ease the shortage of technology workers.
  - 64.05 Discuss factors faced by e-commerce companies when seeking funding.
  - 64.06 Research current trends and issues impacting e-commerce nationally and globally.
  - 64.07 Explain how the Communications Decency Act applies to e-commerce issues.
  - 64.08 Research and discuss privacy issues faced by employees and consumers in today's electronic society.
  - 64.09 Identify developing ethical and legal issues in e-commerce.
  - 64.10 Explain the social, ethical, and legal implications of decisions made and actions taken as an e-commerce professional.
  - 64.11 Discuss the advantages/disadvantages of affiliate programs.
- 65.0 Analyze effectiveness and proficiency of web site. – The student will be able to:
- 65.01 Explain why the website design is critical to the success of an e-commerce venture.
  - 65.02 Define System Development Life Cycle (SDLC).
  - 65.03 Explain the five major phases of a SDLC (Planning, Analysis, Design, Implementation, and Support).
  - 65.04 Research and discuss activities performed during the planning, analysis, design, implementation, and support phase.
  - 65.05 Discuss the necessity to correct major errors during the System Development Life Cycle (SDLC) of an e-commerce site.
  - 65.06 Explain potential costs involved in correcting problems not caught during the SDLC.
  - 65.07 Explain the use of web statistics in planning, management, marketing and developing/revising promotional strategy.

- 65.08 Determine site profitability over time.
  - 65.09 Assess the impact of site on costs.
  - 65.10 Determine if the site increases quality of customer service, builds brand and improves business image.
  - 65.11 Explain advantage decision support systems (e.g., airlines use it to sum up flight history, aircraft wear, reduce traffic congestion).
  - 65.12 Create an evaluation plan to measure the effectiveness of the Web site (page counters, logs, search engines, asking visitors how they found the site).
  - 65.13 Determine methods to generate hit analysis data.
  - 65.14 Evaluate sources of raw data for statistical web site analysis (HTTP server logs, web server hardware and operating system logs, network monitor logs, user registration databases, and third-party web site analysis services).
  - 65.15 Calculate and analyze site effectiveness based on statistical hits and clickstream data.
  - 65.16 Compose a report of relevant data that includes charts or graphs and presents conclusions.
  - 65.17 Implement financial analysis techniques in decision making.
  - 65.18 Implement non-financial analysis techniques in decision making.
- 66.0 Demonstrate knowledge of e-commerce legal issues. — The student will be able to:
- 66.01 Explain the legal use of digital signatures for electronic contracting.
  - 66.02 Discuss laws pertaining to security and privacy of data collected.
  - 66.03 Explain consumer protection law.
  - 66.04 Explain court jurisdictional issues related to e-commerce.
  - 66.05 Identify the liability for invasion of privacy.
  - 66.06 Describe confidentiality issues and their liability implications.
  - 66.07 Explain legal and ethical issues related to consumer privacy.
  - 66.08 Identify federal legislation protecting competition.
  - 66.09 Identify major federal food and drug legislation affecting marketing strategies.
- 67.0 Demonstrate knowledge of disaster protection methods. — The student will be able to:
- 67.01 Identify the purpose of a server accelerator card.
  - 67.02 Define noise, spike, brownout, and blackout.
  - 67.03 Research ways to protect hardware from system failure.
  - 67.04 Explain UPS and the importance of having one.
  - 67.05 Discuss types of backups to prevent data loss.
- 68.0 Analyze methods of web hosting. – The student will be able to:
- 68.01 Compare the advantages/disadvantages and costs of self-hosting vs. web hosting.
  - 68.02 Compare the advantages/disadvantages of using web development and design services.
  - 68.03 Identify the qualities of server providers (uptime, technical support, connection time).
  - 68.04 Identify and describe hardware necessary for web site hosting.
  - 68.05 Design a sample business system architecture for a self-hosting web site.
  - 68.06 Examine the requirements of Web, Commerce, Transaction and Database servers used in e-commerce.

- 68.07 Examine costs related to e-commerce (site design, maintenance and support).
  - 68.08 Plan how to establish a domain name.
  - 68.09 Upload files to the server.
  - 68.10 Explain server capacity to support site options and user traffic.
  - 68.11 Explain the process to e-commerce-enable a website.
  - 68.12 Collect/analyze usage statistics.
  - 68.13 Select hosting company based on set criteria.
  - 68.14 Test site with different browsers.
  - 68.15 Register site with various search engines/portals.
  - 68.16 Revise design to reflect user feedback.
- 69.0 Analyze and demonstrate the application of e-commerce software packages. — The student will be able to:
- 69.01 Analyze project management software.
  - 69.02 Evaluate software packages for Internet ads management.
  - 69.03 Explain the use of CRM software in business-to-consumer and business-to-business-operations.
  - 69.04 Identify the key functions of systems software.
  - 69.05 Explain and identify widely used software applications (browsers, word processing, database management, spreadsheet development, CRM applications, web content development).
  - 69.06 Identify new and emerging classes of software.
  - 69.07 Identify software used in e-commerce.
  - 69.08 Identify storefront software packages.
  - 69.09 Identify selection criteria used for software purchases.
  - 69.10 Identify differences between implementing an e-commerce site with an off-the-shelf software package vs. freeware CGI solutions.
  - 69.11 Outline and explain business application tools and processes that can be used as part of a company's e-commerce solution.
  - 69.12 Define site template.
  - 69.13 Identify types of editor software used as a source of templates (HTML, Word Processor, WYSIWYG).
  - 69.14 Identify advantages/disadvantages of using templates.
  - 69.15 Identify online services that provide templates.
  - 69.16 Identify storefront hosting services.
  - 69.17 Differentiate between site templates and store templates.
  - 69.18 Create an example site using a site template.
  - 69.19 Create an example site using a store template.
- 70.0 Demonstrate knowledge of network components. — The student will be able to:
- 70.01 Identify the four components of a network operating system (server platform, network services software, network redirection software, communications software).
  - 70.02 Define fat client and thin client.
  - 70.03 Interpret basic networking terminology.
  - 70.04 Identify the different types of Wide-Area Network (WAN) connections.
  - 70.05 Describe point-to-point (PPP) interconnection.
  - 70.06 Identify basic telecommunications services (satellite, circuit switching, packet switching, wireless).

- 70.07 Differentiate between local exchange carriers and interexchange carriers.
- 70.08 Define local access and transport areas.
- 70.09 Identify packet carriers and their services.
- 70.10 Identify the role of telecommunications tariffs.
- 70.11 Explain the role of the router in connecting to the Internet.
- 70.12 Explain the role of a Channel Service Unit/Data Service Unit.
- 70.13 Identify basic telecommunication bandwidths.
- 70.14 Describe the basics of ISDN, X.400, and DSL technologies.
- 71.0 Maintain an e-portfolio for job application purposes. — The student will be able to:
- 71.01 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.
- 71.02 Prepare and submit a résumé to use for online job applications.
- 71.03 Prepare and submit a letter of application online.
- 72.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. – The student will be able to:
- 72.01 Employ leadership skills to accomplish organizational goals and objectives. LT 1.0
- 72.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks. LT 3.0
- 72.03 Conduct and participate in meetings to accomplish work tasks. LT 4.0
- 72.04 Employ mentoring skills to inspire and teach others. LT 5.0
- 73.0 Solve problems using critical thinking skills, creativity and innovation. – The student will be able to:
- 73.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0
- 73.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 2.0
- 73.03 Identify and document workplace performance goals and monitor progress toward those goals. PS 3.0
- 73.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- 74.0 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:
- 74.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. SHE 1.0
- 74.02 Explain emergency procedures to follow in response to workplace accidents. SHE 2.0
- 74.03 Create a disaster and/or emergency response plan.
- 75.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The student will be able to:
- 75.01 Describe the nature and types of business organizations. SY 1.0

- 75.02 Explain the effect of key organizational systems on performance and quality.
- 75.03 List and describe quality control systems and/or practices common to the workplace.
- 75.04 Explain the impact of the global economy on business organizations.

SY 2.0

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Introduction to Information Technology  
**Course Number:** 8207310  
**Course Credit:** 1

**Course Description:**

This course is designed to provide an introduction to information technology concepts and careers as well as the impact information technology has on the world, people, and industry and basic web design concepts. The content includes information technology career research; operating systems and software applications; electronic communications including e-mail and Internet services; basic HTML, DHTML, and XML web commands and design; and emerging technologies and web page design.

01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. — The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.A.1.1; 1.2, 1.3, 1.4, 1.5

- 01.01 Develop keyboarding skills to enter and manipulate text and data.
- 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.06 Describe ethical issues and problems associated with computers and information systems.

02.0 Demonstrate comprehension and communication skills. — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.N.1.1  
MA.912.S.3.1; A.10.1

- 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
- 02.02 Organize ideas and communicate oral and written messages appropriate for information technology environments.
- 02.03 Collaborate with individuals and teams to complete tasks and solve information technology problems.
- 02.04 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.



- 02.05 Apply the writing process to the creation of appropriate documents following designated business formats.
- 02.06 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).
- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
  - 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communication.
  - 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
  - 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
  - 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
  - 06.01 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.
- 07.0 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:

This standard supports the following Sunshine State Standards: MA.912.S.3.1; A.1.5, 2.10, 2.13

- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
  - 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
  - 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
  - 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
  - 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).

- 11.0 Participate in work-based learning experiences. — The student will be able to:
  - 11.01 Participate in work-based learning experiences in an information technology environment.
  - 11.02 Discuss the use of technology in an information technology environment.
  
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Identify components of an e-mail message.
  - 12.03 Identify the components of an e-mail address.
  - 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.
  - 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
  
- 13.0 Demonstrate knowledge of different operating systems. – The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
  
- 14.0 Demonstrate proficiency navigating the Internet, intranet, and the WWW. – The student will be able to:
  - 14.01 Identify and describe Web terminology.
  - 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 14.05 Trace the evolution of the Internet from its inception to the present and into the future.
  - 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, PDF, etc.).
  - 14.08 Identify effective Boolean search strategies.

15.0 Demonstrate proficiency using HTML commands. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.G.1.3, D.6.1, D.6.6

- 15.01 Identify elements of a Web page.
- 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
- 15.03 Define basic HTML terminology.
- 15.04 Analyze HTML source code developed by others.
- 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, tables).
- 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
- 15.07 Edit and test HTML documents for accuracy and validity.
- 15.08 Use basic functions of WYSIWYG editors.
- 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
- 15.10 Enhance web pages through the addition of images and graphics including animation.

16.0 Demonstrate proficiency in page design applicable to the WWW. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.2.1, 9.1,9.2; A. 2.4

- 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
- 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
- 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
- 16.04 Use image design software to create and edit images.
- 16.05 Demonstrate proficiency in publishing to the Internet.
- 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
- 16.07 Explain the need for web-based applications.

17.0 Demonstrate proficiency using specialized Web design software. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912. A.2.3, 2.4; D.9.1, 9.2

- 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
- 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).

- 18.0 Develop an awareness of the information technology industry. – The student will be able to:
- 18.01 Explain how information technology impacts the operation and management of business and society.
  - 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
  - 18.03 Explain the emergence of a paperless society.
- 19.0 Develop an awareness of microprocessors and digital computers. – The student will be able to:
- 19.01 Describe the evolution of the digital computer.
  - 19.02 Explain the general architecture of a microcomputer system.
  - 19.03 Explain the evolution of microprocessors.
  - 19.04 Explain software hierarchy and its impact on microprocessors.
  - 19.05 Explain the need for and use of peripherals.
  - 19.06 Demonstrate proficiency using peripherals.
  - 19.07 Identify the basic concepts of computer maintenance and upgrades.
  - 19.08 Differentiate between diagnosing and troubleshooting.
- 20.0 Develop an awareness of programming languages. – The student will be able to:
- This standard supports the following Sunshine State Standards: MA.912.D.1.1
- 20.01 Explain the history of programming languages.
  - 20.02 Explain the need for and use of compilers.
  - 20.03 Explain how compilers work.
  - 20.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).
- 21.0 Develop an awareness of emerging technologies. – The student will be able to:
- 21.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model. – The student will be able to:
- 22.01 Identify how types of networks and how they work.
  - 22.02 Identify the role of servers and clients on a network.
  - 22.03 Identify benefits and risks of networked computing.
  - 22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
  - 22.05 Identify Intranets, Extranets and how they relate to the Internet.
  - 22.06 Demonstrate basic understanding of network administration.
  - 22.07 Describe the evolution of OSI from its inception to the present and into the future.

22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software.

23.0 Demonstrate proficiency using common software applications. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.G.2.1, 2.3, 2.4

23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).

23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).

24.0 Demonstrate proficiency using specialized software applications. – The student will be able to:

24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).

24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)

24.03 Demonstrate the ability to incorporate digital sound.

**2011-2012**

**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 history and evolution of e-commerce; e-commerce business models; impact of e-commerce in the world economy; security and tax issues in e-commerce; and e-commerce web site design, development and maintenance.

- |      |   |         |
|------|---|---------|
| 25.0 | <u>Demonstrate language arts knowledge and skills.</u> – The student will be able to:   | AF 2.0  |
|      | 25.01 Locate, comprehend and evaluate key elements of oral and written information.   | AF 2.4  |
|      | 25.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary.  | AF 2.5  |
|      | 25.03 Present information formally and informally for specific purposes and audiences.  | AF 2.9  |
| 26.0 | <u>Demonstrate mathematics knowledge and skills.</u> – The student will be able to:   | AF 3.0  |
|      | 26.01 Demonstrate knowledge of arithmetic operations.   | AF 3.2  |
|      | 26.02 Analyze and apply data and measurements to solve problems and interpret documents.  | AF 3.4  |
|      | 26.03 Construct charts/tables/graphs using functions and data.  | AF 3.5  |
| 27.0 | <u>Demonstrate science knowledge and skills.</u> – The student will be able to:   | AF 4.0  |
|      | 27.01 Discuss the role of creativity in constructing scientific questions, methods and explanations.  | AF 4.1  |
|      | 27.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. | AF 4.3  |
| 28.0 | <u>Use oral and written communication skills in creating, expressing and interpreting information and ideas.</u> – The student will be able to:                       |         |
|      | 28.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.                                 | CM 1.0  |
|      | 28.02 Locate, organize and reference written information from various sources.  | CM 3.0  |
|      | 28.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.                                   | CM 5.0  |
|      | 28.04 Interpret verbal and nonverbal cues/behaviors that enhance communication.   | CM 6.0  |
|      | 28.05 Apply active listening skills to obtain and clarify information.  | CM 7.0  |
|      | 28.06 Develop and interpret tables and charts to support written and oral communications.   | CM 8.0  |
|      | 28.07 Exhibit public relations skills that aid in achieving customer satisfaction.  | CM 10.0 |

29.0 Demonstrate knowledge of the internet to enhance workplace performance. — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.17.11;  
MA.912.A.2.4

- 29.01 Explain the history of the Internet and development of e-commerce.
- 29.02 Discuss the social, economic, and political impact of the Internet on society.
- 29.03 Explain the relationship between the Internet and the World Wide Web.
- 29.04 Identify accepted Internet etiquette (i.e., netiquette).
- 29.05 Identify and describe Web terminology.
- 29.06 Identify the differences between the Internet, Intranet and WWW.
- 29.07 Describe and demonstrate the use of the different methods by which information may be accessed on the Internet/Intranet (browser, FTP, gopher, telnet, server).
- 29.08 Explain the main elements of Web Browsers (example: status bar, refresher button, toolbar tabs, scroll bars, location field, title bar, bookmarks).
- 29.09 Copy information from the Internet/Intranet, save, and print using a Web browser.
- 29.10 Identify and use search engines to locate information.
- 29.11 Define Web robot/bot/spider and identify its advantages.
- 29.12 Explain the difference between a search engine and a web directory.

30.0 Demonstrate knowledge of e-commerce principles. — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.L.17.1;  
MA.912.D.6.6, 7.1, 7.2

- 30.01 Define Electronic Commerce (e-commerce).
- 30.02 Explain domain name and why it is important to e-commerce sites.
- 30.03 Identify and describe the difference between 'brick-and-mortar' and 'click-and-mortar' businesses.
- 30.04 Describe business-to-business e-commerce.
- 30.05 Describe business-to-consumer e-commerce.
- 30.06 Define the scope of business-to-consumer e-commerce.
- 30.07 Identify the components of a successful business-to-consumer e-commerce site.
- 30.08 Identify and discuss issues associated with business-to-consumer e-commerce.
- 30.09 Describe the difference between e-tailing and wholesaling.
- 30.10 Explain how e-commerce is similar to and/or different from traditional commerce.
- 30.11 Identify types of businesses most likely to succeed online.

31.0 Develop an awareness of career opportunities and options in e-commerce and the criteria for entering those fields. — The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.8.1, 8.2

- 31.01 Identify entry-level positions in e-commerce.
- 31.02 Identify education, skills, and training requirements for possible career pathways in e-commerce.
- 31.03 Identify present and future employment opportunities.
- 31.04 Compare salary ranges and benefit packages.



- 31.05 Design a personal career ladder in e-commerce with a time-line for career advancement.
- 31.06 Identify professional organizations in the area of e-commerce.
- 31.07 Define the role of a webmaster.
- 31.08 Identify job titles and describe the job functions of a web development team.

32.0 Perform e-mail activities. — The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.6.6, 7.1, 7.2

- 32.01 Describe e-mail capabilities and functions.
- 32.02 Explain how to setup an e-mail address.
- 32.03 Explain the rules for using e-mail on the Internet.
- 32.04 Describe the issues involved in sending and receiving documents as e-mail attachments.
- 32.05 Use the Internet to perform e-mail activities.
- 32.06 Utilize all applicable e-mail options and functions (forward, reply, attach, address book).
- 32.07 Organize and manage e-mail messages.
- 32.08 Explain some abbreviations, acronyms and emoticons used in e-mail.
- 32.09 Explain the purpose of an e-mail signature and how to create one.

33.0 Identify the challenges and issues associated with e-commerce business models. — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.N.3.5 and SC912.N.1.1; MA.912.D.6.6, 7.1, 7.2, 8.6; G.8.2, 8.3

- 33.01 Explain the scope of e-commerce and how it relates to business operations.
- 33.02 Explain how the self-serve economy impacts e-commerce.
- 33.03 Discuss the global impact of e-commerce.
- 33.04 Identify ways e-commerce sites can develop and enhance customer relationships to encourage repeat business and brand loyalty.
- 33.05 Explain why the main purpose of any e-commerce site is to transform surfers into customers.
- 33.06 Identify the range of costs associated with developing an e-commerce site.
- 33.07 Identify security issues involved in developing a site (firewalls, sniffer programs, hacking, viruses, encryption, SSL, TSL, digital certificates).
- 33.08 Explain why web site design is critical to the success of an e-commerce venture.
- 33.09 Discuss advantages/disadvantages of using an e-commerce developer or an in-house web team to design and maintain a site.
- 33.10 Define SET and compare it to SSL.
- 33.11 Explain how PGP works.
- 33.12 Define Structured Query Language (SQL).
- 33.13 Explain how SQL enables users on the Internet.
- 33.14 Define electronic payment.
- 33.15 Discuss customer security and privacy issues when providing financial information on the Internet.
- 33.16 Explain different payment methods available for online purchase (credit card, e-check, e-cash, smart card, electronic wallets, virtual credit cards).
- 33.17 Explain the Electronic Funds Transfer Act and its application to online payments.

34.0 Develop an online marketing plan. — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.N.1.1 and SC.912.L.17.1

- 34.01 Identify trends in e-marketing.
- 34.02 Define marketing-related terms.
- 34.03 Describe the affect of e-mail and spamming on marketing in e-commerce sites.
- 34.04 Identify legal, ethical and privacy issues in online marketing.
- 34.05 Explain target marketing and niche marketing in relation to e-commerce.
- 34.06 Describe customer profiling and related issues.
- 34.07 Identify the various types of advertising options in e-commerce (links, banner ads, affiliate programs, pop-up windows, viral marketing, newsgroup postings).
- 34.08 Describe electronic marketing techniques.
- 34.09 Identify types of and describe the use of databases in e-commerce sites.
- 34.10 Explain how electronic catalogs work Internet sales.
- 34.11 Explain database-driven system and describe its advantages over a static catalog.
- 34.12 Analyze e-commerce solutions including shopping carts, electronic malls, order entry systems, full cost display and smart cards.
- 34.13 Identify, define and discuss shipping options for an e-commerce web site.

35.0 Demonstrate an awareness of the issues involved in a global/international e-commerce environment. — The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.8.2, 8.6; F.2.1, 2.2, 2.4,8.2, 8.6

- 35.01 Define and discuss the advantages of global/international e-commerce.
- 35.02 Describe the implications of trade barriers on global e-commerce.
- 35.03 Describe the effect of currency exchange rates on international e-commerce.
- 35.04 Identify cultural attitudes and practices in the USA that could inhibit successful business operations in another country.
- 35.05 Describe changes in American business practices required for success in the global marketplace.
- 35.06 Identify and discuss import, export, and international tax laws and their affect on e-commerce trade.
- 35.07 Analyze multi-cultural influences on global e-commerce.

36.0 Research the plan and design of an e-commerce web page. — The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.8.1

- 36.01 Research web site design principles and explain how each contributes towards an effective web site.

- 36.02 Compare and contrast positive and negative features of different web sites.
- 36.03 Identify elements of a web page.
- 36.04 Plan the goals, structure and design of the web site.
- 36.05 Determine business goals for the e-commerce site.
- 36.06 Determine product assortment, incentive, pricing, payment and shipping options.
- 36.07 Develop a storyboard for the web site.
- 36.08 Explain the importance of loading time as an element of web site design.
- 36.09 Define HTML, DHTML, XML, VRML, web page design software and how each can be effectively used in creating an e-commerce web site.

37.0 Create an e-commerce web site. — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.L17.1, 17.13, 17.16, 17.17; SC912.N.1.1, 2.2, 21; MA.912.D.8.2, 8.6

- 37.01 Create a business for an e-commerce site.
- 37.02 Create a web page.
- 37.03 Create and apply a custom theme and a solid color background.
- 37.04 Create a logo.
- 37.05 Add clip art, graphics, images and/or photos and text.
- 37.06 Add animation to text and objects using DHTML.
- 37.07 Utilize navigation aids and plug-ins.
- 37.08 Add graphic buttons.
- 37.09 Add form elements.
- 37.10 Add graphics as a form button.
- 37.11 Link buttons and forms.
- 37.12 Embed audio and video files.
- 37.13 Add a host counter to display the number of times the web page has been visited.
- 37.14 Organize information using frames.
- 37.15 Launch the web browser and view the page created.
- 37.16 80.16 Test the website for effectiveness (loading time, graphics, link integrity).

38.0 Apply skills that will enhance the presentation, value and profitability of the web site. — The student will be able to:

- 38.01 Develop site personality (create useful site content).
- 38.02 Discuss the advantages and disadvantages of outsourcing vs. an in-house team to create and manage the e-commerce site.
- 38.03 Determine customer service options (e.g., e-mail, phone, fax).
- 38.04 Determine the terms and conditions of sale, including warranties, after-sales service, and privacy assurances.
- 38.05 Explain client-side application.
- 38.06 Explain the purpose of forms in e-commerce web sites.
- 38.07 Design forms for e-commerce web sites using different procedures for constructing forms (HTML tags, Software programs).
- 38.08 Use JavaScript to validate data in form fields.
- 38.09 Use programming tools to make web site more powerful and interactive.
- 38.10 Explain the difference between dynamic and static web programming.
- 38.11 Use programming language to support multi-tasking and exception handling.
- 38.12 Create a site map and explain its importance.

38.13 Create a Frequently Asked Questions Page.

**2011-2012**

**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 product or service, payment methods, mobile commerce, and customer service.

39.0 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:

This standard supports the following Sunshine State Standards: MA.912.D.9.1,9.2, 9.3; G.8.2; 8.3

- 39.01 Monitor expense accounts.
- 39.02 Prepare and interpret balance sheets, income statements, cash-flow statements, change-in-equity statements, forecasts, break-even analyses and budgets.
- 39.03 Document the impact of financial analysis on the strategic planning process.
- 39.04 Revise short-term and long-term strategic plans based on financial analyses.

40.0 Create an e-commerce website. — The student will be able to:

- 40.01 Edit web pages.
- 40.02 Use appropriate file names for the Internet.
- 40.03 Explain optimization of files for load time.
- 40.04 Differentiate between pixels and KB as it relates to graphic size.
- 40.05 Explain the purpose of Common Gateway Interface (CGI) script and Active Server Pages (ASP) in e-commerce web sites.
- 40.06 Demonstrate the use of Java Applets in an e-commerce site.
- 40.07 Define Java Script and explain its role in e-commerce sites.
- 40.08 Demonstrate the use of data-processing tools to perform specific tasks with information that customers enter into a web site.
- 40.09 Explain the use of Common Gateway Interface script in processing data on web sites.
- 40.10 Explain the use of Active Server Pages (ASP) in processing data in web sites.
- 40.11 Define ActiveX and indicate its advantages/disadvantages.
- 40.12 Locate a host site that offers free web space.
- 40.13 Upload web pages to the Internet.

- 41.0 Develop and implement a business plan for an e-commerce site. — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.N.1.4, 1.5, 2.2; MA.912.D.7.2

- 41.01 Identify types of businesses most likely to succeed online.
- 41.02 Identify the range of costs associated with developing an e-commerce site.
- 41.03 Identify the risks/rewards associated with online business.
- 41.04 Identify legal and political environments that affect e-commerce.
- 41.05 Describe the process of obtaining a business license for an e-commerce site.
- 41.06 Distinguish between trademark and copyright.
- 41.07 Identify federal legislation protecting competition.
- 41.08 Explain the concepts and benefits of e-business systems.
- 41.09 Describe and explain the use of e-business systems to achieve the goals of Enterprise Resource Planning (ERP).
- 41.10 Define the purpose of and describe the major components included in a business plan.
- 41.11 Develop a basic business plan.
- 41.12 Evaluate the plan using milestones and benchmarks.
- 41.13 Develop overall marketing objectives.
- 41.14 Evaluate online catalog implementation methodologies.
- 41.15 Coordinate and plan an evaluation of promotional activities.

- 42.0 Perform human resources management activities to build interpersonal skills with individuals and teams. — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.N1.1, 1.6, 2.2; MA.912.D8.2, 8.6, F.2.4

- 42.01 Compare personal interests and skills with those needed by an entrepreneur.
- 42.02 Determine motives for becoming an entrepreneur.
- 42.03 Examine characteristics of online entrepreneurs.
- 42.04 Explain ethical and legal issues faced by e-commerce professionals.
- 42.05 Explain the social implications of decisions made and actions taken as an e-commerce professional.
- 42.06 Identify the major functions and activities of management.
- 42.07 Explain the role of authority, accountability, and responsibility in task management.
- 42.08 Describe current and emerging e-commerce management trends.
- 42.09 Analyze the interdependence of empathetic listening, synergy, and consensus building.
- 42.10 Promote teamwork, leadership, empowerment, and strategies for fostering creativity.
- 42.11 Define the roles within the group in the decision-making process.

- 43.0 Explain the importance of employability skill and entrepreneurship skills. — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.N.1.1;  
MA.912.D.2.1, 2.2

- 43.01 Identify and demonstrate positive work behaviors needed to be employable.
  - 43.02 Develop personal career plan that includes goals, objectives, and strategies.
  - 43.03 Examine licensing, certification, and industry credentialing requirements.
  - 43.04 Maintain a career portfolio to document knowledge, skills, and experience.
  - 43.05 Evaluate and compare employment opportunities that match career goals.
  - 43.06 Identify and exhibit traits for retaining employment.
  - 43.07 Identify opportunities and research requirements for career advancement.
  - 43.08 Research the benefit of ongoing professional development.
  - 43.09 Examine and describe entrepreneurship opportunities as a career planning option.
- 44.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
- 44.01 Evaluate and justify decisions based on ethical reasoning. ELR 1.0
  - 44.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. ELR 1.1
  - 44.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. ELR 1.2
  - 44.04 Interpret and explain written organizational policies and procedures. ELR 2.0
- 45.0 Demonstrate personal money-management concepts, procedures, and strategies. – The student will be able to:
- 45.01 Identify and describe the services and legal responsibilities of financial institutions. FL 2.0
  - 45.02 Describe the effect of money management on personal and career goals. FL 3.0
  - 45.03 Develop a personal budget and financial goals. FL 3.1
  - 45.04 Complete financial instruments for making deposits and withdrawals. FL 3.2
  - 45.05 Maintain financial records. FL 3.3
  - 45.06 Read and reconcile financial statements. FL 3.4
  - 45.07 Research, compare and contrast investment opportunities.
- 46.0 Use information technology tools. – The student will be able to:
- 46.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
  - 46.02 Employ technological tools to expedite workflow, including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail, and internet applications. IT 2.0
  - 46.03 Employ computer operations applications to access, create, manage, integrate, and store information. IT 3.0
  - 46.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0
- 47.0 Evaluate market expansion to the internet and the effect of global access on e-commerce. – The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.N.1.1; MA.912.D.8.2, 8.6; F.2.4, F.3.1; A. 2.4, 3.11, 3.12, 3.13, 10.1; S.3; S.3.1, 3.2

- 47.01 Evaluate the impact of multiple time zones, languages, currencies, social, and cultural issues on e-commerce.
- 47.02 Analyze the concept of personalization in e-commerce.
- 47.03 Identify e-commerce site components that influence branding (logo, graphic style, online customer service, product information, site navigation, testing, core values).
- 47.04 Integrate logos, slogans, URL, etc., throughout offline and online publications and advertising.
- 47.05 Identify products, which are most likely to succeed in an e-commerce venture.
- 47.06 Compare and contrast traditional product development with online product development.
- 47.07 Explain the need for differing development cycles for online products.
- 47.08 Describe rapid release marketing introduction strategies.
- 47.09 Explain the Gutenberg Diagonal and its international implications.

48.0 Demonstrate knowledge of basic market research tools. – The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.L.17.1; N.1.1, 2.2; MA.912.D.8.2, 8.6; A.1.5, 2.1, 2.2, 10.1; F.2.4; S.1.1, 3.2, 4.2

- 48.01 Identify the steps of market research.
- 48.02 Describe market research as both a formal and informal process.
- 48.03 Identify common market research activities and the type of information each provides.
- 48.04 Explain the role of ethics in marketing research.
- 48.05 Explain internal/external research and the advantages/disadvantages of each.
- 48.06 Explain factors limiting market research (objectives, level of commitment, resources available).
- 48.07 Develop a sampling plan (who, how many, how chosen).
- 48.08 Establish means to identify customer base and marketing profile.

49.0 Demonstrate knowledge of data collection methods. — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.N.1.1; MA.912.D.8.2, 8.6; F.2.4

- 49.01 Explain the differences in data generated from surveys and questionnaires collected over the telephone, by mail, online, and in person.
- 49.02 Explain the purpose and types of observational research and focus groups.
- 49.03 Determine priorities for and potential sources of information that should be gathered.
- 49.04 Explain target audience/user group as a key information source.
- 49.05 Conduct interviews with selected human information sources.
- 49.06 Gather information from selected print and electronic sources.
- 49.07 Determine the accuracy and completeness of the information gathered.
- 49.08 Define Electronic Data Interchange (EDI).
- 49.09 Identify the benefits and essential elements of EDI.
- 49.10 Define EDI transaction sets and data elements.



- 49.11 Describe the different standards governing EDI transactions.
- 49.12 Define data mining.
- 49.13 Identify basic tools and techniques of data mining.
- 49.14 Explain the use of data mining in Customer Relationship Management (CRM).
- 49.15 Identify ethical issues of data mining.

50.0 Demonstrate knowledge of advertising principles. — The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.8.2, 8.6, F.2.4

- 50.01 Publicize e-commerce site through non-Internet means such as mail, press release, broadcast media, print media, and specialty advertising.
- 50.02 Prepare a display advertisement for an e-commerce product or service.
- 50.03 Create offline ads for an e-commerce product or service.
- 50.04 Create online ads for an e-commerce product or service.
- 50.05 Write a news release to promote an e-commerce business.
- 50.06 Analyze the nature of direct advertising strategies (direct mail, e-mail, automated callers, faxes, catalogs).
- 50.07 Identify factors affecting the cost of e-mail advertising.
- 50.08 Identify factors affecting the cost of newspaper ads, magazine ads, radio ads, television ads, direct mail advertising, outdoor ads, and Internet advertising.
- 50.09 Differentiate between publicity and public relations.
- 50.10 Describe the impact of the Internet on publicity.
- 50.11 Identify niche advertising.
- 50.12 Discuss the role of online communities.
- 50.13 Examine the use, sources, and costs of databases in advertising.
- 50.14 Identify the difference between business-to-business and business-to-consumer advertising.

51.0 Demonstrate proficiency in web site promotion of an e-commerce site. — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.N.1.1; MA.912.S.3.1, 3.2; A.10.1; F.3.6

- 51.01 Research site development methodology.
- 51.02 Demonstrate site registration with search engines, shopping bots, and Web directories.
- 51.03 Identify processes to improve visibility in search engines (meta tags, titling, keyword repetition, content management, site design, and link popularity).
- 51.04 Evaluate legal effects of registration (spamming, duplication).
- 51.05 Establish and manage links with other sites.
- 51.06 Determine methods to generate hit analysis data.
- 51.07 Determine whether to offer response incentives.
- 51.08 Determine what type of response incentives to offer.
- 51.09 Use design elements and principles to facilitate use and buying decision.
- 51.10 Provide company information and update frequently.

52.0 Define the building blocks of a secure system. — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.N.1.1

- 52.01 Define terms associated with system security (user authentication, data origin authentication, confidentiality, data integrity, non-repudiation, peer authentication, message digests).
- 52.02 Describe security and privacy issues in e-business systems.
- 52.03 Explain the difference between security and privacy.
- 52.04 Explain how Internet and Intranet sites become vulnerable to attack.
- 52.05 Identify security issues associated with business-to-consumer e-commerce.
- 52.06 Describe Intrusion Detection System, misuse intrusion, and anomaly intrusion.
- 52.07 Explain transaction security.
- 52.08 Explain security-related agencies and software.
- 52.09 Explain how privacy affects personalization.
- 52.10 Identify security and payment processing issues involved in developing a site (SSL, Digital Certificates, SET Protocol, Cyber Cash).

53.0 Demonstrate knowledge, skill, management and application of an internet advertising campaign. — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.N.1.1; L.17.1

- 53.01 Analyze the types, advantages, and disadvantages of Internet advertising (interacting personally and wireless network).
- 53.02 Evaluate locations for ad placement (search engines, directories, specialty websites, sponsorship websites).
- 53.03 Identify factors affecting the cost of e-mail advertising and banner ads (click-through pricing, bartering, Internet Advertising Bureau rate cards, audience demographics).
- 53.04 Identify standard sizes for Internet ads.
- 53.05 Identify file formats for graphic ads.
- 53.06 Define goal of Internet ads (banners, buttons).
- 53.07 Create Internet ads using layers to create simple animation, a tagline, and design features to gain attention.
- 53.08 Create design that encourages customer order.
- 53.09 Place Internet ads, evaluate results, and cost effectiveness.
- 53.10 Compare potential effectiveness with other Internet strategies.

54.0 Analyze financial data relevant to e-commerce decision making. — The student will be able to:

- 54.01 Explain the critical nature of banking relationships.
- 54.02 Explain the purpose and importance of obtaining business financing.
- 54.03 Describe sources of financing for businesses.
- 54.04 Describe electronic financial services.
- 54.05 Use the Internet to locate sources of financing for businesses.
- 54.06 Examine the costs of owning/running a server.
- 54.07 Examine the costs of using an Internet Service Provider (ISP).
- 54.08 Examine costs related to e-commerce (site design, maintenance, and support).

- 54.09 Explain costs of interfacing with existing databases, order systems, and accounting systems.
  - 54.10 Explain profitability in e-commerce sites.
  - 54.11 Explain the financial implications of outsourcing vs. internal development.
- 55.0 Identify principles of pricing. — The student will be able to:
- 55.01 Explain the nature and scope of the pricing function, the role of business ethics and the use of technology in pricing.
  - 55.02 Identify the basic considerations consumers and businesses weigh in accepting a price.
  - 55.03 Explain how supply, demand, and price are related.
  - 55.04 Research and analyze competitors' prices.
  - 55.05 Evaluate psychological and discount pricing techniques.
  - 55.06 Describe geographic and promotional pricing techniques.
  - 55.07 Calculate product cost, break-even point, and elasticity of demand.
  - 55.08 Evaluate difficulties in applying traditional pricing strategies to e-commerce.
  - 55.09 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.
  - 55.10 Evaluate the relationship between shipping costs and prices in online sales.
  - 55.11 Evaluate the impact of pricing errors in e-commerce.
  - 55.12 Explain real-time pricing in the online environment.
- 56.0 Identify principles of selling. — The student will be able to:
- 56.01 Explain the purpose, importance and business ethics of selling.
  - 56.02 Describe the nature of selling regulations.
  - 56.03 Describe the use of technology in the selling function.
  - 56.04 Identify the benefits of site/online sales.
  - 56.05 Explain the role of customer service as a component of selling relationships.
  - 56.06 Identify key factors in building a clientele.
  - 56.07 Identify incentives for sales staff.
  - 56.08 Identify types of sales promotion (coupons, premiums, sweepstakes) and it can be used in e-commerce.
  - 56.09 Determine when sales promotion activities are the best promotional tool.
  - 56.10 Generate a sales promotion plan for an e-commerce site.
  - 56.11 Calculate the costs of sales promotion activities.
  - 56.12 Identify return on investment of sales promotion activities.
  - 56.13 Create an electronic sales presentation with an integrated Internet link.
  - 56.14 Evaluate effectiveness of integration.
  - 56.15 Use on-line strategies for follow-up.
  - 56.16 Examine automated follow-up.
  - 56.17 Prepare and evaluate sales reports.
- 57.0 Analyze electronic payment mechanisms. — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.N.1.1; MA.912.D.3.1, 6.6, 8.2, 8.6; F.2.4; S.3.2, 3.12; A.10.1; G.2.1, 2.3, 2.4,

- 57.01 Identify e-cash terminology.
  - 57.02 Describe stored-value cards, online checks and electronic wallets.
  - 57.03 Define real time processing.
  - 57.04 Explain the purpose of auto e-mail.
  - 57.05 Describe risks and costs involved with credit card use online.
  - 57.06 Identify the advantages/disadvantages of electronic/digital cash.
  - 57.07 Evaluate the impact of multiple currencies on e-commerce.
  - 57.08 Describe electronic funds transfer at point of sale (EFT/POS).
  - 57.09 Describe direct data entry transmissions and financial electronic data interchanges (F-EDI).
  - 57.10 Describe the characteristics of successful payment systems.
  - 57.11 Identify future trends in and risks associated with electronic payment systems.
  - 57.12 Differentiate between the payment systems applicable for business-to-consumer, business-to-business, and consumer-to-consumer transactions.
  - 57.13 Describe a transaction-processing service.
  - 57.14 Explain Internet Transaction Brokers (ITBs).
  - 57.15 Explain the Electronic Funds Transfer Act and its application to online payments.
  - 57.16 Describe a turnkey system.
  - 57.17 Define Merchant Account Provider (MAP).
  - 57.18 Identify costs associated with a merchant service and/or third-party verifier agreement.
  - 57.19 Locate an online application for a merchant account.
  - 57.20 Define related terms (Card Not Present (CNP), Mail Order/Telephone Order (MOTO), real time and digital certificate).
  - 57.21 Explain verification activities.
- 58.0 Analyze taxation issues relevant to e-commerce. — The student will be able to:
- 58.01 Define permanent establishment.
  - 58.02 Explain permanent establishment issues in e-commerce.
  - 58.03 Identify the issues of digital downloads.
  - 58.04 Describe international issues.
  - 58.05 Identify global taxation solutions.
  - 58.06 Explain Value Added Tax.
  - 58.07 Explain the Internet Tax Freedom Act (ITFA).
  - 58.08 Determine payment options that comply with legal regulations regarding sales taxes.

- 59.0 Describe mobile commerce. — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.N.1.1

- 59.01 Define mobile-commerce.
- 59.02 Define related terms (personal digital assistant, micro browser, Wireless Application Protocol/WAP).
- 59.03 Identify m-commerce payment methods.
- 59.04 Identify the challenges associated with M-Commerce.
- 59.05 Compare WML with HTML.

59.06 Identify attributes of mobile communications and how each will affect mobile commerce.

60.0 Demonstrate an understanding of global concepts relevant to customer relationship management (CRM). — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.N.1.1

60.01 Identify ways an e-commerce site can be used to develop and enhance customer relationships to encourage repeat business and brand loyalty.

61.0 Explain the role of quality, warranties and guarantees, and e-commerce usability in customer satisfaction. — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.N.1.1

61.01 Identify ways of keeping in touch with customers after the sale.

61.02 Explain the correlation between customer retention and acquisition costs.

61.03 Explain the use of CRM software in business-to-consumer and business-to-business operations.

61.04 Describe the influence of culture on consumer behavior.

61.05 Determine training needs for traditional sales staff for use on an e-commerce site.

61.06 Provide customer training for use of on-line buying.

61.07 Facilitate a customer service policy.

61.08 Explain the purpose of a call center for an online business.

61.09 Explain click-through rates and the role of visit duration on click decision.

61.10 Explain why and how consumer decision-making is influenced online.

61.11 Explain and evaluate the impact of online customer support.

61.12 Explain the 80/20 rule of customer support.

61.13 Use online methods to receive and respond to customers' questions (e-mail, mailbots, auto responder).

61.14 Enable consumer to choose communication vehicle (call home, work, cell, fax, e-mail).

61.15 Create Frequently Asked Questions (FAQs).

61.16 Use file libraries and archives.

61.17 Project a professional image (appearance, voice, grammar, word usage, enunciation, nonverbal communication).

61.18 Interact with customers and colleagues in a professional manner (prompt, friendly, courteous, respectful, helpful, knowledgeable, clear).

61.19 Explain how the Communications Decency Act applies to e-commerce issues.

61.20 Evaluate how online forums can promote customer relations.

61.21 Conduct conferences and surveys.

61.22 Use sales promotion (free samples, contests).

61.23 Provide links to complementary sites.

61.24 Discuss the benefits of an extranet.

61.25 Describe how Value Added Networks (VANs) operate.

61.26 Explain VAN-based EDI and Internet EDI.

62.0 Develop communication skills for an international audience. — The student will be able to:

- 62.01 Identify the customs of the recipient that impact communication.
- 62.02 Find answers to questions related to international communications using available human, print, and electronic sources.
- 62.03 Prepare documents in correct style for international communications.
- 62.04 Use appropriate message and delivery in oral communications.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** E-Commerce Systems 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 web sites.

63.0 Analyze the building blocks of a secure system. — The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.N.1.1

- 63.01 Define system and network security.
- 63.02 Describe the different types of Internet security.
- 63.03 Explain and identify anti-virus programs.
- 63.04 Explain the difference between security and privacy.
- 63.05 List the principal protocols used in Internet security.
- 63.06 Explain Intrusion Detection System.
- 63.07 Define security-related terms.
- 63.08 Explain how a user identification and password provide security one-commerce sites.
- 63.09 Explain encryption, decryption, private key encryption and public key encryption.
- 63.10 Explain the difference between the two types of key encryptions.
- 63.11 Identify and explain data transmission technology and how it is used in web pages (SSL, TLS, SET).
- 63.12 Describe a SET enabled browser and a SET enabled server.
- 63.13 Explain the use of digital signatures and certificates.
- 63.14 Describe the certificate life cycle.
- 63.15 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 data base); *how* can the data be removed or modified.
- 63.16 Describe procedures for maintaining the confidentiality of client information.
- 63.17 Explain why information is a competitive resource.
- 63.18 Explain the importance of data warehouses.
- 63.19 Discuss application security measures.
- 63.20 Describe the various messaging security techniques.
- 63.21 Define a Virtual Private Network and explain its features, its components, and how it is deployed.

- 64.0 Demonstrate an awareness of the issues and trends involved in an e-commerce environment. — The student will be able to:
- 64.01 Discuss issues and trends impacting the economy and the success of e-commerce web sites.
  - 64.02 Discuss reasons for slow productivity despite advancing technology.
  - 64.03 Discuss the advantages/disadvantages of removing bugs from software already installed in information systems.
  - 64.04 Discuss solutions to ease the shortage of technology workers.
  - 64.05 Discuss factors faced by e-commerce companies when seeking funding.
  - 64.06 Research current trends and issues impacting e-commerce nationally and globally.
  - 64.07 Explain how the Communications Decency Act applies to e-commerce issues.
  - 64.08 Research and discuss privacy issues faced by employees and consumers in today's electronic society.
  - 64.09 Identify developing ethical and legal issues in e-commerce.
  - 64.10 Explain the social, ethical, and legal implications of decisions made and actions taken as an e-commerce professional.
  - 64.11 Discuss the advantages/disadvantages of affiliate programs.
- 65.0 Analyze effectiveness and proficiency of web site. — The student will be able to:
- 65.01 Explain why the website design is critical to the success of an e-commerce venture.
  - 65.02 Define System Development Life Cycle (SDLC).
  - 65.03 Explain the five major phases of a SDLC (Planning, Analysis, Design, Implementation, and Support).
  - 65.04 Research and discuss activities performed during the planning, analysis, design, implementation, and support phase.
  - 65.05 Discuss the necessity to correct major errors during the System Development Life Cycle (SDLC) of an e-commerce site.
  - 65.06 Explain potential costs involved in correcting problems not caught during the SDLC.
  - 65.07 Explain the use of web statistics in planning, management, marketing and developing/revising promotional strategy.
  - 65.08 Determine site profitability over time.
  - 65.09 Assess the impact of site on costs.
  - 65.10 Determine if the site increases quality of customer service, builds brand and improves business image.
  - 65.11 Explain advantage decision support systems (e.g., airlines use it to sum up flight history, aircraft wear, reduce traffic congestion).
  - 65.12 Create an evaluation plan to measure the effectiveness of the Web site (page counters, logs, search engines, asking visitors how they found the site).
  - 65.13 Determine methods to generate hit analysis data.
  - 65.14 Evaluate sources of raw data for statistical web site analysis (HTTP server logs, web server hardware and operating system logs, network monitor logs, user registration databases, and third-party web site analysis services).
  - 65.15 Calculate and analyze site effectiveness based on statistical hits and clickstream data.
  - 65.16 Compose a report of relevant data that includes charts or graphs and presents conclusions.



- 65.17 Implement financial analysis techniques in decision making.
- 65.18 Implement non-financial analysis techniques in decision making.
- 66.0 Demonstrate knowledge of e-commerce legal issues. — The student will be able to:
  - 66.01 Explain the legal use of digital signatures for electronic contracting.
  - 66.02 Discuss laws pertaining to security and privacy of data collected.
  - 66.03 Explain consumer protection law.
  - 66.04 Explain court jurisdictional issues related to e-commerce.
  - 66.05 Identify the liability for invasion of privacy.
  - 66.06 Describe confidentiality issues and their liability implications.
  - 66.07 Explain legal and ethical issues related to consumer privacy.
  - 66.08 Identify federal legislation protecting competition.
  - 66.09 Identify major federal food and drug legislation affecting marketing strategies.
- 67.0 Demonstrate knowledge of disaster protection methods. — The student will be able to:
  - 67.01 Identify the purpose of a server accelerator card.
  - 67.02 Define noise, spike, brownout, and blackout.
  - 67.03 Research ways to protect hardware from system failure.
  - 67.04 Explain UPS and the importance of having one.
  - 67.05 Discuss types of backups to prevent data loss.
- 68.0 Analyze methods of web hosting. – The student will be able to:
  - 68.01 Compare the advantages/disadvantages and costs of self-hosting vs. web hosting.
  - 68.02 Compare the advantages/disadvantages of using web development and design services.
  - 68.03 Identify the qualities of server providers (uptime, technical support, connection time).
  - 68.04 Identify and describe hardware necessary for web site hosting.
  - 68.05 Design a sample business system architecture for a self-hosting web site.
  - 68.06 Examine the requirements of Web, Commerce, Transaction and Database servers used in e-commerce.
  - 68.07 Examine costs related to e-commerce (site design, maintenance and support).
  - 68.08 Plan how to establish a domain name.
  - 68.09 Upload files to the server.
  - 68.10 Explain server capacity to support site options and user traffic.
  - 68.11 Explain the process to e-commerce-enable a website.
  - 68.12 Collect/analyze usage statistics.
  - 68.13 Select hosting company based on set criteria.
  - 68.14 Test site with different browsers.
  - 68.15 Register site with various search engines/portals.
  - 68.16 Revise design to reflect user feedback.
- 69.0 Analyze and demonstrate the application of e-commerce software packages. — The student will be able to:
  - 69.01 Analyze project management software.
  - 69.02 Evaluate software packages for Internet ads management.

- 69.03 Explain the use of CRM software in business-to-consumer and business-to-business-operations.
  - 69.04 Identify the key functions of systems software.
  - 69.05 Explain and identify widely used software applications (browsers, word processing, database management, spreadsheet development, CRM applications, web content development).
  - 69.06 Identify new and emerging classes of software.
  - 69.07 Identify software used in e-commerce.
  - 69.08 Identify storefront software packages.
  - 69.09 Identify selection criteria used for software purchases.
  - 69.10 Identify differences between implementing an e-commerce site with an off-the-shelf software package vs. freeware CGI solutions.
  - 69.11 Outline and explain business application tools and processes that can be used as part of a company's e-commerce solution.
  - 69.12 Define site template.
  - 69.13 Identify types of editor software used as a source of templates (HTML, Word Processor, WYSIWYG).
  - 69.14 Identify advantages/disadvantages of using templates.
  - 69.15 Identify online services that provide templates.
  - 69.16 Identify storefront hosting services.
  - 69.17 Differentiate between site templates and store templates.
  - 69.18 Create an example site using a site template.
  - 69.19 Create an example site using a store template.
- 70.0 Demonstrate knowledge of network components. — The student will be able to:
- 70.01 Identify the four components of a network operating system (server platform, network services software, network redirection software, communications software).
  - 70.02 Define fat client and thin client.
  - 70.03 Interpret basic networking terminology.
  - 70.04 Identify the different types of Wide-Area Network (WAN) connections.
  - 70.05 Describe point-to-point (PPP) interconnection.
  - 70.06 Identify basic telecommunications services (satellite, circuit switching, packet switching, wireless).
  - 70.07 Differentiate between local exchange carriers and interexchange carriers.
  - 70.08 Define local access and transport areas.
  - 70.09 Identify packet carriers and their services.
  - 70.10 Identify the role of telecommunications tariffs.
  - 70.11 Explain the role of the router in connecting to the Internet.
  - 70.12 Explain the role of a Channel Service Unit/Data Service Unit.
  - 70.13 Identify basic telecommunication bandwidths.
  - 70.14 Describe the basics of ISDN, X.400, and DSL technologies.
- 71.0 Maintain an e-portfolio for job application purposes. — The student will be able to:
- 71.01 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.

- 71.02 Prepare and submit a résumé to use for online job applications.
- 71.03 Prepare and submit a letter of application online.
- 72.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. – The student will be able to:
- 72.01 Employ leadership skills to accomplish organizational goals and objectives. LT 1.0
- 72.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks. LT 3.0
- 72.03 Conduct and participate in meetings to accomplish work tasks. LT 4.0
- 72.04 Employ mentoring skills to inspire and teach others. LT 5.0
- 73.0 Solve problems using critical thinking skills, creativity and innovation. – The student will be able to:
- 73.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0
- 73.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 2.0
- 73.03 Identify and document workplace performance goals and monitor progress toward those goals. PS 3.0
- 73.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- 74.0 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:
- 74.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. SHE 1.0
- 74.02 Explain emergency procedures to follow in response to workplace accidents. SHE 2.0
- 74.03 Create a disaster and/or emergency response plan.
- 75.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The student will be able to:
- 75.01 Describe the nature and types of business organizations. SY 1.0
- 75.02 Explain the effect of key organizational systems on performance and quality.
- 75.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
- 75.04 Explain the impact of the global economy on business organizations.

**2011-2012**

**Florida Department of Education  
Curriculum Framework**

**Program Title:**            **Keyboarding and Business Skills**  
**Program Type:**           **Non Career Preparatory**  
**Career Cluster:**         **Business, Management, and Administration**

<b>Secondary – Non Career Preparatory</b>	
Program Number	8200320
CIP Number	0507.0798PA
Grade Level	9-12, 30, 31
Standard Length	.5 credit
Teacher Certification	BUS ED 1 @2 TEACH CBE @7 VOE @7 STENOGR @4 @ 7 CLERICAL @7 G SECRETAR @7 G
CTSO	FBLA BPA
Facility Code	211 <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)

### **Purpose**

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

The content includes but is not limited to a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental word processing applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society.

### **Program Structure**

This program is a planned sequence of instruction consisting of .5 credit hours.

The following table illustrates the program structure:

Course Number	Course Title	Length	Level
8200320	Keyboarding and Business Skills	.5 credit	2

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 cannot be modified.

### **Bright Futures/Gold Seal Scholarship**

Course substitutions as defined in the Comprehensive Course Table for this program area may be used to qualify a student for Florida's Gold Seal Vocational Scholarship, providing all other eligibility requirements are met. Eligibility requirements are available online at [https://www.osfaffelp.org/bfiehs/fnbpcm02\\_CCTMain.aspx](https://www.osfaffelp.org/bfiehs/fnbpcm02_CCTMain.aspx).

## **Standards**

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

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.

- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace.
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:**            **Keyboarding and Business Skills**  
**Course Number:**       **8200320**  
**Course Credit:**         **.5**

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental word processing applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society.

This course, along with Computer and Business Skills is equivalent to Computing for College and Careers. Students should complete this course before enrolling in Computer and Business Skills.

01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:

- 01.01 Develop keyboarding skills to enter and manipulate text and data.
- 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Demonstrate basic file management skills.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
- 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.

- 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member. – The student will be able to:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 07.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 07.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.



- 07.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up.)
- 07.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
  - 08.01 Accept constructive criticism.
  - 08.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 08.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 09.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.).
  - 09.02 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, etc.).

2011-2012

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Computer and Business Skills  
**Program Type:** Non Career Preparatory  
**Career Cluster:** Business, Management, and Administration

<b>Secondary – Non Career Preparatory</b>	
Program Number	8200330
CIP Number	0507.0797PA
Grade Level	9-12, 30, 31
Standard Length	.5 credit hour
Teacher Certification	BUS ED 1 @2 TEACH CBE @7 VOE @7 BUS DP @7 G CLERICAL @7 G SECRETAR @7 G ELECT DP @7 G TEC ELEC @7 G BOOKKEEPIN @4 @7 G STENOGRAPH @4 @7
CTSO	FBLA BPA
Facility Code	211 <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)

### **Purpose**

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

The content includes but is not limited to developing proficiency with touch keyboarding and fundamental computer applications using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards.

### **Program Structure**

This program is a planned sequence of instruction consisting of .5 credit hours.

The following table illustrates the program structure:

Course Number	Course Title	Length	Level
8200330	Computer and Business Skills	.5 credit	2

## **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 cannot be modified.

### **Bright Futures/Gold Seal Scholarship**

Course substitutions as defined in the Comprehensive Course Table for this program area may be used to qualify a student for Florida's Gold Seal Vocational Scholarship, providing all other eligibility requirements are met. Eligibility requirements are available online at [https://www.osfaffelp.org/bfiehs/fnbpcm02\\_CCTMain.aspx](https://www.osfaffelp.org/bfiehs/fnbpcm02_CCTMain.aspx).

## **Standards**

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

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.

- 03.0 Use Technology to apply and enhance communications skills in technical reading, writing.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 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 Perform e-mail activities.
- 12.0 Demonstrate operating systems.
- 13.0 Develop an awareness of emerging technologies.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computer and Business Skills  
**Course Number:** 8200330  
**Course Credit:** .5 credit hour

**Course Description:**

This course is designed to introduce students to the basic skills and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards.

This course, along with Keyboarding and Business Skills is equivalent to Computing for College and Careers. Students should complete Keyboarding and Business Skills before enrolling in this course.

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic file management skills.
  - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. – The student will be able to:
- 02.01 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.02 Accurately follow written and oral instructions.
  - 02.03 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications.
  - 03.02 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 04.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 04.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 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 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 05.02 Identify, analyze and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 05.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 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 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 06.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 06.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate.
- 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 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 07.02 Use personal assessment tools to identify personal strengths and weaknesses

related to learning and work environments.

- 07.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
  - 08.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 08.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 08.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 08.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 08.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 08.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 08.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 08.08 Build mentor relationships with local professionals in the industry.
- 09.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
  - 09.01 Accept constructive criticism.
  - 09.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 09.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 10.01 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, etc.).
- 11.0 Perform e-mail activities. – The student will be able to:
  - 11.01 Describe e-mail capabilities and functions.
  - 11.02 Use the Internet to perform e-mail activities.
- 12.0 Demonstrate operating systems. – The student will be able to:
  - 12.01 Identify operating system file naming conventions.

- 12.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 12.03 Demonstrate a working knowledge of standard file formats.
  - 12.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 13.0 Develop an awareness of emerging technologies. – The student will be able to:
- 13.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 13.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 13.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).



2011 - 2012

**Florida Department of Education  
Curriculum Framework**

**Course Title:** Business Cooperative OJT  
**Course Type:** Career Preparatory  
**Career Cluster:** Business, Management, and Administration  
 Finance  
 Information Technology

	<b>Secondary</b>	<b>PSAV</b>
Course Number	8200410	B079999
CIP Number	0507.9999CP	0507.9999CP
Grade Level	9-12, 30, 31	30, 31
Standard Length	Multiple credits	Multiple hours
Teacher Certification	BUS ED 1 @2 VOE @7 TEACH CBE @7 *ANY BUSINESS ED/TC COOP E G ANY BUSINESS ED G	BUS ED 1 @2 VOE @7 TEACH CBE @7 ANY BUSINESS ED/TC COOP E G ANY BUSINESS ED G
CTSO	FBLA BPA	Phi Beta Lambda BPA

### **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, Finance, and Information Technology cluster(s); 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, Finance, and Information Technology cluster(s).

**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 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.

### **Special Notes**

There is a **Cooperative Education Manual** available online that has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the DOE website at <http://www.fl DOE.org/workforce/programs/doc/coopm.doc>.

### **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA), Business Professionals of America (BPA) and Phi Beta Lambda is/are the appropriate career and technical student organization(s) 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 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 Occupational Completion Point (OCP) or a Modified Occupational Completion Point (MOCP). 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 an OCP/MOCP. The student should work on different competencies and new applications of competencies each year toward completion of the OCP/MOCP. 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).

### **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.

**2011 - 2012**

**Florida Department of Education  
Student Performance Standards**

**Program Title: Business Cooperative OJT**  
**Secondary Number: 8200410**  
**PSAV Number: B079999**

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.

2011-2012

**Florida Department of Education  
Curriculum Framework**

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

	<b>Secondary</b>	<b>PSAV</b>
Program Number	8200420	B079998
CIP Number	0507.9999OM	0507.9999OM
Grade Level	9-12, 30, 31	30, 31
Standard Length	Multiple credits	Multiple hours
Teacher Certification	BUS ED 1 @2 VOE @7 TEACH CBE @7 ANY BUS ED/TC COOP ED E G	BUS ED 1 @2 VOE @7 TEACH CBE @7 ANY BUS ED/TC COOP ED E G
CTSO	FBLA BPA	Phi Beta Lambda BPA
SOC Codes (all applicable)	Varies	Varies
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)	
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>	
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>	
Industry Certifications	<a href="http://www.fldoe.org/workforce/fcpea/default.asp">http://www.fldoe.org/workforce/fcpea/default.asp</a>	
Basic Skills Level	N/A	N/A

### **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.

### **Program Structure**

This program is a planned sequence of instruction consisting of multiple credits.

When offered at the post secondary level, 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.

The following table illustrates the **PSAV** program structure:

OCP	Course Number	Course Title	Course Length	SOC Code
*	B079998	Business Cooperative Education Organization and Management	Multiple hours	*

*\* The OCP and SOC Codes recorded for this course vary according to the originating program.*

The following table illustrates the **Secondary** program structure:

OCP	Course Number	Course Title	Length	SOC Code	Level
*	8200420	Business Cooperative Education Organization and Management	Multiple credits	*	2

*\* The OCP and SOC Codes recorded for this course vary according to the originating program.*

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

#### **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organization for providing leadership training and reinforcing specific career and technical skills for secondary students. For postsecondary students, Phi Beta Lambda and BPA are the appropriate student organizations. 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.

#### **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 program-specific OJT framework apply.

There is a **Cooperative Education Manual** available on-line that has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the DOE website at <http://www.fldoe.org/workforce/programs/doc/coopm.doc>.

#### **Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 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 occupational completion point (OCP) or a modified occupational completion point (MOCP). 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 an OCP/MOCP. The student should work on different competencies and new applications of competencies each year toward completion of the OCP(s)/MOCP. 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).

### **Articulation**

The PSAV component of this program has no statewide articulation agreement approved by the Articulation Coordinating Committee. However, this does not preclude the awarding of credits by any college through local agreements.

For details on statewide articulation agreements which correlate to programs and industry certifications, refer to [http://www.fldoe.org/workforce/dwdframe/artic\\_frame.asp](http://www.fldoe.org/workforce/dwdframe/artic_frame.asp).

### **Bright Futures/Gold Seal Scholarship**

Course substitutions as defined in the Comprehensive Course Table for this program area may be used to qualify a student for Florida's Gold Seal Vocational Scholarship, providing all other eligibility requirements are met. Eligibility requirements are available online at [https://www.osfaffelp.org/bfiehs/fnbpcm02\\_CCTMain.aspx](https://www.osfaffelp.org/bfiehs/fnbpcm02_CCTMain.aspx).

### **Fine Arts/Practical Arts Credit**

Many courses in CTE programs meet the Fine Arts/Practical Arts credit for high school graduation. For additional information refer to <http://www.fldoe.org/schools/pdf/ListPracticalArtsCourses.pdf>.

## 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 Practice quality performance in the learning environment and the workplace.
- 04.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 05.0 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.
- 06.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 07.0 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.
- 08.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.



2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title: Business Cooperative Education Organization and Management**  
**PSAV Number: B079998**

**Course Number: B079998**

**Occupational Completion Point: [Varies]**

**Business Cooperative Education Organization and Management – Multiple Hours – SOC Code [Varies]**

- 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.
- 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 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 03.01 Apply appropriate organizational skills to manage time and resources.
  - 03.02 Demonstrate job performance skills in the chosen occupation.
  - 03.03 Demonstrate increasingly higher levels of productivity in the chosen occupation.
  - 03.04 Perform tasks as outlined in the OJT training plan.
  - 03.05 Maintain appropriate OJT records (e.g., training agreement, training plan, time cards, employer forms).
- 04.0 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:
- 04.01 Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
  - 04.02 Follow accepted rules, regulations, policies, and workplace safety.
  - 04.03 Apply decision-making processes to business applications.
  - 04.04 Demonstrate good work habits.
  - 04.05 Determine priorities for assigned tasks.
  - 04.06 Determine appropriate actions to take in chain of command situations.
  - 04.07 Demonstrate knowledge of parliamentary procedure (e.g., Robert's Rules of Order).

- 04.08 Participate in Future Business Leaders of America/Phi Beta Lambda activities.
- 05.0 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:
- 05.01 Apply appropriate mathematical processes to complete personal finance activities (e.g., maintain a checking account, reconcile a bank statement, prepare income tax forms).
- 06.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. – The student will be able to:
- 06.01 Analyze school and work evaluation to assess strengths, weaknesses, and areas for improvement.
- 07.0 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:
- 07.01 Demonstrate job seeking skills required for entry-level employment (e.g., resume, application, interview, follow up).
- 07.02 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 07.03 Create and use a portfolio in a job search process.
- 07.04 Model behavior that contributes to a successful interview.
- 08.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:
- 08.01 Accept constructive criticism.
- 08.02 Develop professional workplace relationship skills both internally and externally to include team building, group dynamics, and conflict resolution.
- 08.03 Practice appropriate interpersonal skills working with and for others.
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 09.01 Perform office tasks (e.g., filing and records management, scheduling, reprographics, mail handling).

2011-2012

**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 Technology Education Program. Curriculum may include maintaining job related forms and instruction in subjects related to the specific job that the student is performing.

- 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.
- 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 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 03.01 Apply appropriate organizational skills to manage time and resources.
  - 03.02 Demonstrate job performance skills in the chosen occupation.
  - 03.03 Demonstrate increasingly higher levels of productivity in the chosen occupation.
  - 03.04 Perform tasks as outlined in the OJT training plan.
  - 03.05 Maintain appropriate OJT records (e.g., training agreement, training plan, time cards, employer forms).
- 04.0 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:
- 04.01 Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
  - 04.02 Follow accepted rules, regulations, policies, and workplace safety.
  - 04.03 Apply decision-making processes to business applications.
  - 04.04 Demonstrate good work habits.

- 04.05 Determine priorities for assigned tasks.
- 04.06 Determine appropriate actions to take in chain of command situations.
- 04.07 Demonstrate knowledge of parliamentary procedure (e.g., Robert's Rules of Order).
- 04.08 Participate in Future Business Leaders of America/Phi Beta Lambda activities.
  
- 05.0 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:
  - 05.01 Apply appropriate mathematical processes to complete personal finance activities (e.g., maintain a checking account, reconcile a bank statement, prepare income tax forms).
  
- 06.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. – The student will be able to:
  - 06.01 Analyze school and work evaluation to assess strengths, weaknesses, and areas for improvement.
  
- 07.0 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:
  - 07.01 Demonstrate job seeking skills required for entry-level employment (e.g., resume, application, interview, follow up).
  - 07.02 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 07.03 Create and use a portfolio in a job search process.
  - 07.04 Model behavior that contributes to a successful interview.
  
- 08.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:
  - 08.01 Accept constructive criticism.
  - 08.02 Develop professional workplace relationship skills both internally and externally to include team building, group dynamics, and conflict resolution.
  - 08.03 Practice appropriate interpersonal skills working with and for others.
  
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 09.01 Perform office tasks (e.g., filing and records management, scheduling, reprographics, mail handling).

**2011-2012**

**Florida Department of Education  
Curriculum Framework**

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

<b>Secondary – Middle School</b>	
Program Number	8200520
CIP Number	0507.9999MS
Grade Level	6-8, 30, 31
Standard Length	.5 credit
Teacher Certification	BUS ED 1 @2 TEACH CBE @7 VOE @7 COMP SCI 6 TEC ED 1@2
CTSO	FBLA BPA
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)

### **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 soft 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.

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 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 (ESE) will need modifications to meet their special 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.

### **Standards**

After successfully completing this course, 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 electronic presentation skills utilizing current technology.
- 04.0 Identify and understand computer hardware.
- 05.0 Perform activities using the worldwide web.
- 06.0 Develop and utilize business-related soft skills.
- 07.0 Develop and apply spreadsheet skills.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computer Applications in Business 1  
**Course Number:** 8200520  
**Course Credit:** .5 credit hour

**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 soft skills for business applications. These competencies provide the skills necessary to ensure increased productivity and efficient utilization of equipment.

Upon completion of this course and an additional half credit in business technology course work, at the middle school level, an optional articulation agreement may be included to further enhance this course and meet the requirements of the Computing for College and Careers course.

- 01.0 Develop and apply keyboarding skills utilizing current technology. – The student will be able to:
- 01.01 Demonstrate knowledge of alphanumeric & command keys.
  - 01.02 Demonstrate and review correct reach technique for alphanumeric keyboarding.
  - 01.03 Demonstrate accuracy using correct reach techniques for numeric and symbol keyboarding.
- 02.0 Develop and apply work processing skills utilizing current technology. – The student will be able to:
- 02.01 Apply margins, tabs, line spacing and paragraph indents.
  - 02.02 Insert and manipulate graphics, word art and text boxes.
  - 02.03 Utilize the Word/character count command.
  - 02.04 Insert date and time.
  - 02.05 Understand printing options including shrink to fit, gutters, and document orientation.
  - 02.06 Move text in a document: dragging and dropping.
  - 02.07 Explore the Format painter.
  - 02.08 Create bulleted and numbered lists.
  - 02.09 Create a table-Inserting, moving, and entering data.
  - 02.10 Create table-insert/delete columns, rows, cells.
  - 02.11 Format a table-changing column/row width/height.
  - 02.12 Apply table alignment on document.
  - 02.13 Use the tools on the Table and Borders toolbar.
- 03.0 Develop and apply electronic presentation skills utilizing current technology. – The student will be able to:
- 03.01 Apply fill effects, lines and shapes.

- 03.02 Demonstrate ability to order, group and rotate objects.
  - 03.03 Demonstrate ability to animate graphics.
  - 03.04 Apply slide transitions and timings.
  - 03.05 Incorporate text, tables, charts and graphic transitions into document.
  - 03.06 Add sound using various media (e.g. internet and/or files).
  - 03.07 Apply action buttons.
  - 03.08 Insert hyperlink to a file or internet site.
  - 03.09 Rearrange slide order through slide sorter.
  - 03.10 Create note page to aid in oral presentation of slide show.
  - 03.11 Customize timing and rehearsing to coordinate with oral presentation.
  - 03.12 Apply communication skills in presenting the report.
- 04.0 Identify and understand computer hardware. – The student will be able to:
- 04.01 Discuss the use of different computer platforms.
- 05.0 Perform activities using the worldwide web. – The student will be able to:
- 05.01 Master Intermediate vocabulary.
  - 05.02 Understand how the internet works.
  - 05.03 Discuss Internet Privacy, Ethics, Etiquette and Copy Right Laws.
  - 05.04 Evaluate websites.
  - 05.05 Save a webpage.
  - 05.06 Print a webpage - problem solve printing issues.
  - 05.07 Download files.
  - 05.08 Download graphics.
  - 05.09 Copy and paste from browser to other applications.
- 06.0 Develop and utilize business-related soft skills. – The student will be able to:
- 06.01 Demonstrate the understanding the importance of positive attitude in obtaining and maintaining a job
  - 06.02 Identify grooming/dress standards in various workplace environments
  - 06.03 Demonstrate problem solving skills
  - 06.04 Demonstrate an awareness of teamwork.
  - 06.05 Make an impromptu presentation
  - 06.06 Make a prepared presentation
- 07.0 Develop and apply spreadsheet skills. – The student will be able to:
- 07.01 The student will be able to identify the parts of the spreadsheet screen.
  - 07.02 Create and navigate through a worksheet.
  - 07.03 Change column width and row height.
  - 07.04 Format the contents of a cell-change fonts and font sizes and align text, format numbers.
  - 07.05 Merge cells.
  - 07.06 Use Undo and Redo features.
  - 07.07 AutoFormat the worksheet if available. AutoFormat applies borders, shading, and data formatting.
  - 07.08 Use the auto sum feature.
  - 07.09 Create a bar chart, embedded, using the chart wizard.



2011-2012

**Florida Department of Education  
Curriculum Framework**

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

	<b>Secondary</b>	<b>PSAV</b>
Program Number	8203400	B070110
CIP Number	0507.010102	0507.010102
Grade Level	9-12, 30, 31	30, 31
Standard Length	6 credit hours	900 hours
Teacher Certification	BUS ED 1 @2 VOE @7 TEACH CBE @7 ACCTING @7 G BOOKKEEPIN @4 @7 G	BUS ED 1 @2 VOE @7 TEACH CBE@7 ACCTING @7 G BOOKKEEPIN @4 @7 G
Additional Teacher Certification	MKTG 1 @2 is acceptable for Accounting Applications 1 only.	
CTSO	FBLA BPA	Phi Beta Lambda BPA
SOC Codes (all applicable)	15-1041; 43-3031	15-1041; 43-3031
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)	
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>	
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>	
Industry Certifications	<a href="http://www.fldoe.org/workforce/fcpea/default.asp">http://www.fldoe.org/workforce/fcpea/default.asp</a>	
Basic Skills Level	N/A	Mathematics: 9.0 Language: 9.0 Reading: 9.0

### **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.

### Program Structure

This program is a planned sequence of instruction consisting of the Business Technology Education Core and three additional occupational completion points. Secondary or postsecondary students who have previously completed the Business Technology Education Core will not have to repeat the core. A student who completes the applicable competencies at any occupational completion point may either continue with the training program or exit as an occupational completer.

When offered at the post secondary level, 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.

The following table illustrates the **PSAV** program structure:

OCP	Course Number	Course Title	Course Length	SOC Code
A	OTA0040	Information Technology Assistant*	150	15-1041
B	ACO0040	Accounting Clerk	300	43-3031
C	ACO0041	Accounting Associate	300	43-3031
D	ACO0042	Accounting Assistant	150	43-3031

\* Note: OTA0040 is a core program.

The following table illustrates the **Secondary** program structure:

OCP	Course Number	Course Title	Length	SOC Code	Level
A	8200320	Keyboarding and Business Skills <b>and</b>	.5 credit	15-1061	2
	8200330	Computer and Business Skills	.5 credit		2
	<b>Or</b>				
	8209020	Computing for College and Careers <b>or</b>	1 credit		2
	8207310	Introduction to Information Technology	1 credit		2
B	8203310	Accounting Applications 1	1 credit	43-3031	2
	8203320	Accounting Applications 2	1 credit		2
C	8203330	Accounting Applications 3 (Level 3)	1 credit	43-3031	3
	8203340	Accounting Applications 4 (Level 3)	1 credit		3

D	8203350	Accounting Applications 5 (Level 3)	1 credit	43-3031	3
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### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

#### **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organization for providing leadership training and reinforcing specific career and technical skills for secondary students. For postsecondary students, Phi Beta Lambda and BPA are the appropriate student organizations. 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.

#### **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 program-specific OJT framework apply.

There is a **Cooperative Education Manual** available on-line that has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the DOE website at <http://www.fldoe.org/workforce/programs/doc/coopm.doc>.

#### **Basic Skills**

In PSAV 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: Mathematics 9.0, Language 9.0, and Reading 9.0. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination. Students may be exempt from meeting the Basic Skills requirements by earning an eligible industry certification. See the Basic Skills Exemption List document for a list of eligible industry certifications (<http://www.fldoe.org/workforce/dwdframe/rtf/basic-skills.rtf>).

Adult students with disabilities, as defined in Section 1004.02(7), 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(3)(a), F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91(3), F.S.

Students who possess a college degree at the Associate of Applied Science level or higher; who have completed or are exempt from the college entry-level examination pursuant to Section

1008.29, F.S.; or who have passed a state, national, or industry licensure exam are exempt from meeting the Basic Skills requirement (Rule 6A-10.040, F.A.C.)

### **Essential Skills**

Essential skills identified by the Division of Career and Adult Education have been integrated into the standards and benchmarks of this program. These skills represent the general knowledge and skills considered by industry to be essential for success in careers across all career clusters. Students preparing for a career served by this program at any level should be able to demonstrate these skills in the context of this program. A complete list of Essential Skills and links to instructional resources in support of these Essential Skills are published on the CTE Essential Skills page of the FL-DOE website

([http://www.fldoe.org/workforce/dwdframe/essential\\_skills.asp](http://www.fldoe.org/workforce/dwdframe/essential_skills.asp)).

### **Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 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 occupational completion point (OCP) or a modified occupational completion point (MOCP). 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 an OCP/MOCP. The student should work on different competencies and new applications of competencies each year toward completion of the OCP(s)/MOCP. 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).

### **Articulation**

The PSAV component of this program (B070110) has a statewide articulation agreement approved by the Articulation Coordinating Committee:

1. Office Administration AS/AAS (0507060300/0507060300) – 6 credits

Additional credit for the following course work with evidence for each additional course in the PSAV program which are offered in the articulated program at the community college awarding the credit: 1 credit PowerPoint; 1 credit Windows Operating System; 1 credit workplace readiness/professional development; and 3 credits accounting applications in “Basic Accounting” similar to APA (prefix) course

For details on articulation agreements which correlate to programs and industry certifications refer to [http://www.fldoe.org/workforce/dwdframe/artic\\_frame.asp](http://www.fldoe.org/workforce/dwdframe/artic_frame.asp).

### **Bright Futures/Gold Seal Scholarship**

Course substitutions as defined in the Comprehensive Course Table for this program area may be used to qualify a student for Florida’s Gold Seal Vocational Scholarship, providing all other eligibility requirements are met. Eligibility requirements are available online at [https://www.osfaffelp.org/bfiehs/fnbpcm02\\_CCTMain.aspx](https://www.osfaffelp.org/bfiehs/fnbpcm02_CCTMain.aspx).

### **Fine Arts/Practical Arts Credit**

Many courses in CTE programs meet the Fine Arts/Practical Arts credit for high school graduation. For additional information refer to <http://www.fldoe.org/schools/pdf/ListPracticalArtsCourses.pdf>.

### **Standards**

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

#### **Keyboarding and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today’s workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace.
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.

**AND**

**Computer and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use Technology to apply and enhance communications skills in technical reading, writing.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 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 Perform e-mail activities.
- 12.0 Demonstrate operating systems.
- 13.0 Develop an awareness of emerging technologies.

**OR**

**Computing for College and Careers Competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance and enhance personal performance in relation to the workplace. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal and professional ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 09.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 10.0 Demonstrate personal and interpersonal skills and attributes appropriate for the workplace.
  - 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.
  - 12.0 Perform e-mail activities.
  - 13.0 Demonstrate operating systems.
  - 14.0 Develop an awareness of emerging technologies.

**OR**

**Introduction to IT Competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance.
- 02.0 Demonstrate Comprehension and communication skills.
- 03.0 Use technology to enhance the effectiveness of communication skills.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 09.0 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.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 11.0 Participate in work-based learning experiences.
- 12.0 Perform e-mail activities.
- 13.0 Demonstrate knowledge of different operating systems.
- 14.0 Demonstrate proficiency navigating the Internet, intranet, and the WWW.
- 15.0 Demonstrate proficiency using HTML commands.
- 16.0 Demonstrate proficiency in page design applicable to the WWW.
- 17.0 Demonstrate proficiency using specialized web design software.
- 18.0 Develop an awareness of the information technology industry.
- 19.0 Develop an awareness of microprocessors and digital computers.
- 20.0 Develop an awareness of programming languages.
- 21.0 Develop an awareness of emerging technologies.
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model.
- 23.0 Demonstrate proficiency using common software applications.
- 24.0 Demonstrate proficiency using specialized software applications.

## **Technical Competencies**

- 25.0 Demonstrate language arts knowledge and skills.
- 26.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels.
- 27.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives, increase productivity and enhance workplace performance.
- 28.0 Develop an awareness of 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 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 31.0 Demonstrate mathematics knowledge and skills.
- 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 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring personal and business situations.
- 34.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 35.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 36.0 Develop an awareness for accounting work-based learning experiences.
- 37.0 Apply accounting principles and concepts to the performance of accounting activities.
- 38.0 Apply accounting principles and concepts using appropriate technology.
- 39.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas.
- 40.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels.
- 41.0 Solve problems using critical thinking skills, creativity and innovation.
- 42.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives, increase productivity and enhance workplace performance.
- 43.0 Use information technology tools.
- 44.0 Demonstrate science knowledge and skills.
- 45.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
- 46.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 47.0 Practice quality performance in the learning environment and the workplace.
- 48.0 Describe the importance of professional ethics and legal responsibilities.
- 49.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 50.0 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.
- 51.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 52.0 Participate in work-based learning experiences.
- 53.0 Apply accounting principles and concepts to the performance of accounting activities.
- 54.0 Apply accounting principles and concepts using appropriate technology.



- 55.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels.
- 56.0 Practice quality performance in the learning environment and the workplace.
- 57.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
- 58.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 59.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
- 60.0 Explain the importance of employability skill and entrepreneurial skills.
- 61.0 Develop office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 62.0 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.
- 63.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 64.0 Participate in work-based learning experiences.
- 65.0 Apply accounting principles and concepts to the performance of accounting activities.
- 66.0 Apply accounting principles and concepts using appropriate technology.
- 67.0 Demonstrate personal money-management concepts, procedures and strategies.
- 68.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives, increase productivity and enhance workplace performance.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title: Accounting Operations**  
**PSAV Number: B070110**

**Course Number: OTA0040**  
**Occupational Completion Point: A**  
**Information Technology Assistant – 150 Hours – SOC Code 15-1041**

**Keyboarding and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Demonstrate basic file management skills.
- 02.0 Demonstrate comprehension and communication skills. – The student will be able to:
- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
  - 02.02 Write clear and well-organized research papers, integrating a variety of information.
  - 02.03 Prepare and deliver an oral report with appropriate materials to the class
  - 02.04 Participate in large group discussions as a member and/or a leader.
  - 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.06 Accurately follow written and oral instructions.
  - 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member. – The student will be able to:

- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 07.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 07.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 07.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up.)
  - 07.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:

- 08.01 Accept constructive criticism.
  - 08.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 08.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 09.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.).
  - 09.02 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, etc.).

**AND**

**Computer and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic file management skills.
  - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. – The student will be able to:
- 02.01 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.02 Accurately follow written and oral instructions.
  - 02.03 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications.
  - 03.02 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 04.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 04.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 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 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 05.02 Identify, analyze and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 05.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 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 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 06.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 06.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate.
- 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 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 07.02 Use personal assessment tools to identify personal strengths and weaknesses

related to learning and work environments.

- 07.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
  
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
  - 08.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 08.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 08.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 08.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 08.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 08.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 08.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 08.08 Build mentor relationships with local professionals in the industry.
  
- 09.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
  - 09.01 Accept constructive criticism.
  - 09.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 09.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
  
- 10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 10.01 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, etc.).
  
- 11.0 Perform e-mail activities. – The student will be able to:
  - 11.01 Describe e-mail capabilities and functions.
  - 11.02 Use the Internet to perform e-mail activities.
  
- 12.0 Demonstrate operating systems. – The student will be able to:
  - 12.01 Identify operating system file naming conventions.

- 12.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
- 12.03 Demonstrate a working knowledge of standard file formats.
- 12.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).

13.0 Develop an awareness of emerging technologies. – The student will be able to:

- 13.01 Compare and contrast various methods of evaluation for emerging technologies.
- 13.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
- 13.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

OR

**Computing for College and Careers competencies:**

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Demonstrate basic computer file management skills.
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

02.0 Demonstrate comprehension and communication skills. — The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentation, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.



- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.

- 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Perform functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
  - 11.01 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, etc.).
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. – The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies. — The student will be able to:
  - 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

OR

**Introduction to Information Technology competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
  - 01.06 Describe ethical issues and problems associated with computers and information systems.
- 02.0 Demonstrate comprehension and communication skills. — The student will be able to:

- 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
  - 02.02 Use professional business vocabulary appropriate for information technology environments.
  - 02.03 Organize ideas and communicate oral and written messages appropriate for information technology environments.
  - 02.04 Collaborate with individuals and teams to complete tasks and solve information technology problems.
  - 02.05 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
  - 02.06 Apply the writing process to the creation of appropriate documents following designated business formats.
  - 02.07 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).
- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Use database, spreadsheet, and presentation software, scheduling, and integrated software packages to enhance communication.
  - 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).

- 06.0 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:
- 06.01 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.
- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
  - 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
  - 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
  - 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
  - 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.

- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. — The student will be able to:
  - 10.01 Accept constructive criticism.
  - 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
  
- 11.0 Participate in work-based learning experiences. — The student will be able to:
  - 11.01 Participate in work-based learning experiences in an information technology environment.
  - 11.02 Discuss the use of technology in an information technology environment.
  
- 12.0 Perform e-mail activities. — The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Identify components of an e-mail message.
  - 12.03 Identify the components of an e-mail address.
  - 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.
  - 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
  
- 13.0 Demonstrate knowledge of different operating systems. — The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
  
- 14.0 Demonstrate proficiency navigating the internet, intranet, and the WWW. — The student will be able to:
  - 14.01 Identify and describe Web terminology.
  - 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 14.05 Trace the evolution of the Internet from its inception to the present and into the future.

- 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, pdf, etc.).
  - 14.08 Identify effective Boolean search strategies.
- 15.0 Demonstrate proficiency using HTML commands. — The student will be able to:
- 15.01 Identify elements of a Web page.
  - 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 15.03 Define basic HTML terminology.
  - 15.04 Analyze HTML source code developed by others.
  - 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, tables).
  - 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 15.07 Edit and test HTML documents for accuracy and validity.
  - 15.08 Use basic functions of WYSIWYG editors.
  - 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
  - 15.10 Enhance web pages through the addition of images and graphics including animation.
- 16.0 Demonstrate proficiency in page design applicable to the WWW. — The student will be able to:
- 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
  - 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
  - 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
  - 16.04 Use image design software to create and edit images.
  - 16.05 Demonstrate proficiency in publishing to the Internet.
  - 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
  - 16.07 Explain the need for web-based applications.
- 17.0 Demonstrate proficiency using specialized web design software. — The student will be able to:
- 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  - 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
- 18.0 Develop an awareness of the information technology industry. — The student will be able to:
- 18.01 Explain how information technology impacts the operation and management of business and society.

- 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
- 18.03 Explain the emergence of a paperless society.
- 19.0 Develop an awareness of microprocessors and digital computers. — The student will be able to:
  - 19.01 Describe the evolution of the digital computer.
  - 19.02 Explain the general architecture of a microcomputer system.
  - 19.03 Explain the evolution of microprocessors.
  - 19.04 Explain software hierarchy and its impact on microprocessors.
  - 19.05 Explain the need for and use of peripherals.
  - 19.06 Demonstrate proficiency using peripherals.
  - 19.07 Identify the basic concepts of computer maintenance and upgrades.
  - 19.08 Differentiate between diagnosing and troubleshooting.
- 20.0 Develop an awareness of programming languages. — The student will be able to:
  - 20.01 Explain the history of programming languages.
  - 20.02 Explain the need for and use of compilers.
  - 20.03 Explain how compilers work.
  - 20.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).
- 21.0 Develop an awareness of emerging technologies. — The student will be able to:
  - 21.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).
- 22.0 Demonstrate an understanding of the seven layers of the open systems interface (OSI) model. — The student will be able to:
  - 22.01 Identify how types of networks and how they work.
  - 22.02 Identify the role of servers and clients on a network.
  - 22.03 Identify benefits and risks of networked computing.
  - 22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
  - 22.05 Identify Intranets, Extranets and how they relate to the Internet.
  - 22.06 Demonstrate basic understanding of network administration.
  - 22.07 Describe the evolution of OSI from its inception to the present and into the future.
  - 22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software
- 23.0 Demonstrate proficiency using common software applications. — The student will be able to:
  - 23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail,

- presentation, database, scheduling, financial management, Java applet, music, etc.).
- 23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
- 24.0 Demonstrate proficiency using specialized software applications. — The student will be able to:
- 24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).
- 24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
- 24.03 Demonstrate the ability to incorporate digital sound.

**Course Number: ACO0040**  
**Occupational Completion Point: B**  
**Accounting Clerk – 300 Hours – SOC Code 43-3031**

- 25.0 Demonstrate language arts knowledge and skills. – The student will be able to: AF 2.0
- 25.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4
- 25.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
- 25.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 26.0 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:
- 26.01 Organize ideas and communicate oral and written messages appropriate to an accounting environment. Students should be able to produce, read and interpret a business letter, internal memo, and e-mail communication.
- 26.02 Collaborate with individuals and teams to complete tasks and solve accounting problems.
- 26.03 Identify, define, and discuss professional accounting terminology appropriate for internal and external communications in an accounting environment.
- 26.04 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). List the advantages and disadvantages of each form of business ownership.
- 27.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives, increase productivity and enhance workplace performance. – The student will be able to:



- 27.01 Gather information, extract key elements, analyze the impact of the data, and develop an appropriate solution.
- 28.0 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:
- 28.01 Demonstrate an awareness of the roles and responsibilities of employees within the organization of an accounting department.
- 28.02 Participate as an active team leader and/or team member.
- 28.03 Compare and contrast the roles and responsibilities of employees within the organization of an accounting department. Roles should include the CFO, controller, accounting manager, accounts payable and receivable coordinator, payroll administrator, bookkeeper and credit and collection manager.
- 28.04 Perform tasks accurately, completely, and with attention to detail.
- 28.05 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).
- 28.06 Develop a working knowledge of individual income tax procedures and requirements to comply with tax laws and regulations.
- 29.0 Practice quality performance in the learning environment and the workplace. —The student will be able to:
- 29.01 Apply appropriate organizational skills to manage time and resources.
- 29.02 Perform tasks accurately, completely, and with attention to detail on a consistent basis.
- 29.03 Think critically and make informed decisions
- 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 Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
- 30.02 Follow accepted rules, regulations, policies, and workplace safety.
- 30.03 Develop a personal and business code of ethical behavior.
- 31.0 Demonstrate mathematics knowledge and skills. – The student will be able to:  
AF 3.0
- 31.01 Demonstrate knowledge of arithmetic operations. AF 3.2
- 31.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
- 31.03 Construct charts/tables/graphs using functions and data. AF 3.5
- 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. – The student will be able to:
- 32.01 Apply appropriate mathematical processes to accounting applications.

- 33.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring personal and business situations. – The student will be able to:
- 33.01 Develop and awareness of effective credit management.
  - 33.02 Prepare and analyze a personal budget.
- 34.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. —The student will be able to:
- 34.01 Analyze job and career requirements and relate career interests to opportunities in accounting occupations in the global economy.
- 35.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. —The student will be able to:
- 35.01 Practice appropriate interpersonal skills working with and for others.
- 36.0 Develop an awareness for accounting work-based learning experiences. —The student will be able to:
- 36.01 Complete a work-based simulation.
  - 36.02 Discuss the application of accounting principles in an accounting environment.
  - 36.03 Discuss the use of technology in an accounting environment.
- 37.0 Apply accounting principles and concepts to the performance of accounting activities. – The student will be able to:
- 37.01 Demonstrate an understanding of the application of the full accounting cycle to include preparation of a 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.
  - 37.02 Prepare bank reconciliations. Demonstrate proficiency in cash control procedures to include bank deposits, electronic fund transfers, all credit and debit transactions, bank reconciliations, proof of cash, and journal entries related to all relating banking activities.
  - 37.03 Read and interpret source documents to include invoices, cash receipts, sales slips, credit memos, vendor statements, purchase orders, and packing slips.
  - 37.04 Prepare and maintain 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.
  - 37.05 Analyze transactions for accuracy and prepare appropriate correcting entries.
  - 37.06 Develop an awareness of tax forms (e.g. personal, payroll, sales), appropriate to jurisdiction of local, state and federal agencies.
  - 37.07 Develop an awareness of internal control systems.
  - 37.08 Apply principles and concepts of the full accounting cycle to corporations and other entities.
  - 37.09 Compare and contrast the cost of merchandise inventory using various inventory evaluation methods (e.g., LIFO, FIFO, weighted average, gross profit).

- 37.10 Classify and age accounts receivable and accounts payable.
  - 37.11 Analyze financial statement items to make informed business decisions.
  - 37.12 Analyze transactions for accuracy and prepare appropriate correcting entries.
  - 37.13 Compute depreciation expense using straight-line, double-declining balance, specific identification, and sum of the year's digits and record the associated journal entries.
  - 37.14 Develop an awareness of managerial and cost accounting methods.
  - 37.15 Compare and contrast a variety of methods for uncollectible accounts.
- 38.0 Apply accounting principles and concepts using appropriate technology. – The student will be able to:
- 38.01 Discuss the use of technology in an accounting environment.
  - 38.02 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.
  - 38.03 Describe the differences between manual and computerized accounting systems.

**Course Number: ACO0041**  
**Occupational Completion Point – C**  
**Accounting Associate – 300 Hours – SOC Code 43-3031**

- 39.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The student will be able to:
- 39.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. CM 1.0
  - 39.02 Locate, organize and reference written information from various sources. CM 3.0
  - 39.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. CM 5.0
  - 39.04 Interpret verbal and nonverbal cues/behaviors that enhance communication. CM 6.0
  - 39.05 Apply active listening skills to obtain and clarify information. CM 7.0
  - 39.06 Develop and interpret tables and charts to support written and oral communications. CM 8.0
  - 39.07 Exhibit public relations skills that aid in achieving customer satisfaction. CM 10.0
- 40.0 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:
- 40.01 Organize ideas and communicate oral and written messages appropriate to an accounting environment
  - 40.02 Collaborate with individuals and teams to complete tasks and solve accounting problems.
  - 40.03 Identify, define, and discuss professional accounting terminology appropriate for internal and external communications in an accounting environment.
  - 40.04 Use professional accounting terminology appropriate for internal and external communications in the accounting and business environment.

- 41.0 Solve problems using critical thinking skills, creativity and innovation. – The student will be able to:
- 41.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0
  - 41.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 2.0
  - 41.03 Identify and document workplace performance goals and monitor progress toward those goals. PS 3.0
  - 41.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- 42.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives, increase productivity and enhance workplace performance. – The student will be able to:
- 42.01 Apply the writing process to the creation of accounting-related documents following designated business formats.
- 43.0 Use information technology tools. – The student will be able to:
- 43.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
  - 43.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail, and internet applications. IT 2.0
  - 43.03 Employ computer operations applications to access, create manage, integrate, and store information. IT 3.0
  - 43.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0
- 44.0 Demonstrate science knowledge and skills. – The student will be able to:
- 44.01 Discuss the role of creativity in constructing scientific questions, methods, and explanations. AF 4.1
  - 44.02 Formulate scientifically investigable questions, construct investigation, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 45.0 Describe the role within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The student will be able to:
- 45.01 Describe the nature and types of business organizations. SY 1.0
  - 45.02 Explain the effect of key organizational systems on performance and quality.
  - 45.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
  - 45.04 Explain the impact of the global economy on business organizations.
- 46.0 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:
- 46.01 Participate as an active team leader and/or team member.
  - 46.02 Describe the accounting function within the organization.

- 47.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 47.01 Assess subordinates' performance in order to develop and implement strategies for improvement.
  - 47.02 Perform tasks accurately, completely, and with attention to detail on a consistent basis.
  - 47.03 Think critically and make informed decisions.
- 48.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
- 48.01 Evaluate and justify decisions based on ethical reasoning. ELR 1.0
  - 48.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. ELR 1.1
  - 48.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. ELR 1.2
  - 48.04 Interpret and explain written organizational policies and procedures. ELR 2.0
- 49.0 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:
- 49.01 Develop and implement a plan for maintaining quality service and production in an accounting environment.
  - 49.02 Exhibit human resource skills (e.g., supervisory skills, interviewing skills, training, evaluation of employees).
- 50.0 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:
- 50.01 Apply appropriate mathematical processes to accounting applications.
- 51.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. — The student will be able to:
- 51.01 Practice appropriate interpersonal skills working with and for others.
- 52.0 Participate in work-base learning experiences. – The student will be able to:
- 52.01 Participate in work-based learning experiences in an accounting environment.
  - 52.02 Discuss the application of accounting principles in an accounting environment.
  - 52.03 Compare and contrast the software applications used in an accounting environment.
  - 52.04 Discuss the management/supervisory skills needed in an accounting environment.
- 53.0 Apply accounting principles and concepts to the performance of accounting activities. — The student will be able to:

- 53.01 Apply principles and concepts of the full accounting cycle to various types of entities.
  - 53.02 Compare and contrast the cost of merchandise inventory using various inventory evaluation methods (e.g., LIFO, FIFO, weighted average, gross profit).
  - 53.03 Analyze general ledger accounts and reconcile item analysis.
  - 53.04 Classify and age accounts receivable and accounts payable.
  - 53.05 Use appropriate schedules to record depreciation entries.
  - 53.06 Interpret financial statement items.
  - 53.07 Analyze transactions for accuracy and prepare appropriate correcting entries.
  - 53.08 Prepare tax forms (e.g., payroll, sales) appropriate to the jurisdiction of local, state, and federal agencies.
- 54.0 Apply accounting principles and concepts using appropriate technology. — The student will be able to:
- 54.01 Select and use appropriate spreadsheet and accounting software to maintain accounting records.
  - 54.02 Compare and contrast accounting application software.

**Course Number: ACO0042**  
**Occupational Completion Point – D**  
**Accounting Assistant – 150 Hours – SOC Code 43-3031**

- 55.0 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:
- 55.01 Organize ideas and communicate oral and written messages appropriate to an accounting environment.
  - 55.02 Collaborate with individuals and teams to complete tasks and solve accounting problems.
  - 55.03 Identify, define, and discuss professional accounting terminology appropriate for internal and external communications in an accounting environment.
  - 55.04 Use professional accounting terminology appropriate for internal and external communications in the accounting and business environment.
- 56.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 56.01 Perform tasks accurately, completely, and with attention to detail on a consistent basis.
  - 56.02 Think critically and make informed decisions.
- 57.0 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:
- 57.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments.
  - 57.02 Explain emergency procedures to follow in response to workplace accidents.

- 57.03 Create a disaster and/or emergency response plan. SHE 2.0
- 58.0 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:
- 58.01 Develop and implement a plan for maintaining quality service and production in an accounting and business environment.
- 58.02 Model customer service principles in communicating with others both within and outside of the organization (e.g., customers, suppliers, auditors, management).
- 58.03 Exhibit human resource skills (e.g., supervisory skills, interviewing skills, training, evaluation of employees).
- 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. LT 1.0
- 59.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks. LT 3.0
- 59.03 Conduct and participate in meetings to accomplish work tasks. LT 4.0
- 59.04 Employ mentoring skills to inspire and teach others. LT 5.0
- 60.0 Explain the importance of employability skill and entrepreneurship skills. – The student will be able to:
- 60.01 Identify and demonstrate positive work behaviors needed to be employable. ECD 1.0
- 60.02 Develop personal career plan that includes goals, objectives, and strategies. ECD 2.0
- 60.03 Examine licensing, certification, and industry credentialing requirements. ECD 3.0
- 60.04 Maintain a career portfolio to document knowledge, skills, and experience. ECD 5.0
- 60.05 Evaluate and compare employment opportunities that match career goals. ECD 6.0
- 60.06 Identify and exhibit traits for retaining employment. ECD 7.0
- 60.07 Identify opportunities and research requirements for career advancement. ECD 8.0
- 60.08 Research the benefits of ongoing professional development. ECD 9.0
- 60.09 Examine and describe entrepreneurship opportunities as a career planning option. ECD 10.0
- 61.0 Develop office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to
- 61.01 Describe ethical issues and problems associated with computers and information systems.
- 61.02 Anticipate and provide solutions dealing with business situations involving ethical issues.
- 62.0 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:
- 62.01 Apply appropriate mathematical processes to accounting applications.

- 63.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:
- 63.01 Practice appropriate interpersonal skills working with and for others.
- 64.0 Participate in work-based learning experiences. – The student will be able to:
- 64.01 Discuss the application of accounting principles in an accounting environment.  
 64.02 Discuss the management/supervisory skills needed in an accounting environment.  
 64.03 Participate in a work-site learning experience (internship).
- 65.0 Apply accounting principles and concepts to the performance of accounting activities. – The student will be able to:
- 65.01 Apply principles and concepts of the full accounting cycle to various types of entities.  
 65.02 Analyze financial statement items to make informed business decisions.
- 66.0 Apply accounting principles and concepts using appropriate technology. – The student will be able to:
- 66.01 Select and use appropriate spreadsheet and accounting software to maintain accounting records.
- 67.0 Demonstrate personal money-management concepts, procedures, and strategies. – The student will be able to:
- 67.01 Identify and describe the services and legal responsibilities of financial institutions. FL 2.0  
 Describe the effect of money management on personal and career goals. FL 3.0  
 67.02 Develop a personal budget and financial goals. FL 3.1  
 67.03 Complete financial instruments for making deposits and withdrawals. FL 3.2  
 67.04 Maintain financial records. FL 3.3  
 67.05 Read and reconcile financial statements. FL 3.4  
 67.06 Research, compare and contrast investment opportunities.
- 68.0 Use technology to increase productivity and enhance workplace performance. – The student will be able to:
- 68.01 Select and use appropriate commercial accounting software to maintain accounting records.



**Florida Department of Education  
Student Performance Standards**

**Course Title:** Keyboarding and Business Skills  
**Course Number:** 8200320  
**Course Credit:** .5

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental word processing applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society.

This course, along with Computer and Business Skills is equivalent to Computing for College and Careers. Students should complete this course before enrolling in Computer and Business Skills.

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Demonstrate basic file management skills.
- 02.0 Demonstrate comprehension and communication skills. – The student will be able to:
- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
  - 02.02 Write clear and well-organized research papers, integrating a variety of information.
  - 02.03 Prepare and deliver an oral report with appropriate materials to the class
  - 02.04 Participate in large group discussions as a member and/or a leader.
  - 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.06 Accurately follow written and oral instructions.
  - 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written

documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.

- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member. – The student will be able to:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 07.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 07.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 07.03 Demonstrate job-seeking skills required for entry-level employment (e.g.,

resume, application, interview, follow up.)

- 07.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
  - 08.01 Accept constructive criticism.
  - 08.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 08.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
  
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 09.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.).
  - 09.02 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, etc.).

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computer and Business Skills  
**Course Number:** 8200330  
**Course Credit:** .5

**Course Description:**

This course is designed to introduce students to the basic skills and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards.

This course, along with Keyboarding and Business Skills is equivalent to Computing for College and Careers. Students should complete Keyboarding and Business Skills before enrolling in this course.

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic file management skills.
  - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. – The student will be able to:
- 02.01 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.02 Accurately follow written and oral instructions.
  - 02.03 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications.
  - 03.02 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 04.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 04.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 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 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 05.02 Identify, analyze and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 05.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 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 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 06.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 06.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate.
- 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 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 07.02 Use personal assessment tools to identify personal strengths and weaknesses

related to learning and work environments.

- 07.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 08.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 08.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 08.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 08.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 08.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 08.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 08.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 08.08 Build mentor relationships with local professionals in the industry.
- 09.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
- 09.01 Accept constructive criticism.
  - 09.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 09.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 10.01 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, etc.).
- 11.0 Perform e-mail activities. – The student will be able to:
- 11.01 Describe e-mail capabilities and functions.
  - 11.02 Use the Internet to perform e-mail activities.
- 12.0 Demonstrate operating systems. – The student will be able to:
- 12.01 Identify operating system file naming conventions.

- 12.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 12.03 Demonstrate a working knowledge of standard file formats.
  - 12.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 13.0 Develop an awareness of emerging technologies. – The student will be able to:
- 13.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 13.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 13.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:**                   **Computing for College and Careers**

**Course Number:**               **8209020**

**Course Credit:**                 **1**

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society. This also includes proficiency with computers using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards. After successful completion of this core course, students will have met Occupational Completion Point A, Information Technology Assistant - SOC Code 15-1041.

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Demonstrate basic computer file management skills.
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.7.1, 7.2; A.1.4, 1.5, 2.1, 2.2; S.1.2, 3.2

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.



- 02.02 Write clear and well-organized research papers, integrating a variety of information.
  - 02.03 Prepare and deliver an oral report with appropriate materials to the class
  - 02.04 Participate in large group discussions as a member and/or a leader.
  - 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.06 Accurately follow written and oral instructions.
  - 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentation, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- This standard supports the following Sunshine State Standards: MA.912.A.10.1, 10.2; F.5.2
- 05.01 Assess personal, peer and group performance and identify and implement, strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).

- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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:
- This standard supports the following Sunshine State Standards: MA.912.S.1.2, 3.2; A.1.4,1.5, 3.1, 3.2, 3.4, 3.5
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.

- 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate personal and interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.
  - 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
- 11.01 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, etc.).
- 12.0 Perform e-mail activities. – The student will be able to:
- 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. – The student will be able to:
- 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies - The student will be able to:
- This standard supports the following Sunshine State Standards: MA.912.D.7.1, 7.2
- 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Introduction to Information Technology  
**Course Number:** 8207310  
**Course Credit:** 1

**Course Description:**

This course is designed to provide an introduction to information technology concepts and careers as well as the impact information technology has on the world, people, and industry and basic web design concepts. The content includes information technology career research; operating systems and software applications; electronic communications including e-mail and Internet services; basic HTML, DHTML, and XML web commands and design; and emerging technologies and web page design. After successful completion of Introduction to Information Technology, students will have met Occupational Completion Point A, Information Technology Assistant, SOC Code 15-1041.

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.06 Describe ethical issues and problems associated with computers and information systems.

02.0 Demonstrate comprehension and communication skills. — The student will be able to:

- 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
- 02.02 Organize ideas and communicate oral and written messages appropriate for information technology environments.
- 02.03 Collaborate with individuals and teams to complete tasks and solve information technology problems.
- 02.04 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
- 02.05 Apply the writing process to the creation of appropriate documents following designated business formats.
- 02.06 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).

- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communication.
  - 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 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.
- 07.0 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:

This standard supports the following Sunshine State Standards: MA.912.S.1.2, 3.2; A.1.4,1.5, 3.1, 3.2, 3.4, 3.5

- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
  - 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
  - 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
  - 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
  - 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Participate in work-based learning experiences. — The student will be able to:
- 11.01 Participate in work-based learning experiences in an information technology environment.
  - 11.02 Discuss the use of technology in an information technology environment.

- 12.0 Perform e-mail activities. – The student will be able to:
- 12.01 Describe e-mail capabilities and functions.
  - 12.02 Identify components of an e-mail message.
  - 12.03 Identify the components of an e-mail address.
  - 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.
  - 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
- 13.0 Demonstrate knowledge of different operating systems. – The student will be able to:
- 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Demonstrate proficiency navigating the internet, intranet, and the www. – The student will be able to:
- 14.01 Identify and describe Web terminology.
  - 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 14.05 Trace the evolution of the Internet from its inception to the present and into the future.
  - 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, PDF, etc.).
  - 14.08 Identify effective Boolean search strategies.
- 15.0 Demonstrate proficiency using html commands. – The student will be able to:
- 15.01 Identify elements of a Web page.
  - 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 15.03 Define basic HTML terminology.
  - 15.04 Analyze HTML source code developed by others.

- 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, tables).
  - 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 15.07 Edit and test HTML documents for accuracy and validity.
  - 15.08 Use basic functions of WYSIWYG editors.
  - 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
  - 15.10 Enhance web pages through the addition of images and graphics including animation.
- 16.0 Demonstrate proficiency in page design applicable to the www. – The student will be able to:
- 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
  - 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
  - 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
  - 16.04 Use image design software to create and edit images.
  - 16.05 Demonstrate proficiency in publishing to the Internet.
  - 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
  - 16.07 Explain the need for web-based applications.
- 17.0 Demonstrate proficiency using specialized web design software. – The student will be able to:
- 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  - 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
- 18.0 Develop an awareness of the information technology industry. – The student will be able to:
- 18.01 Explain how information technology impacts the operation and management of business and society.
  - 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
  - 18.03 Explain the emergence of a paperless society.
- 19.0 Develop an awareness of microprocessors and digital computers. – The student will be able to:
- 19.01 Describe the evolution of the digital computer.
  - 19.02 Explain the general architecture of a microcomputer system.
  - 19.03 Explain the evolution of microprocessors.
  - 19.04 Explain software hierarchy and its impact on microprocessors.
  - 19.05 Explain the need for and use of peripherals.
  - 19.06 Demonstrate proficiency using peripherals.
  - 19.07 Identify the basic concepts of computer maintenance and upgrades.



19.08 Differentiate between diagnosing and troubleshooting.

20.0 Develop an awareness of programming languages. – The student will be able to:

20.01 Explain the history of programming languages.

20.02 Explain the need for and use of compilers.

20.03 Explain how compilers work.

20.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).

21.0 Develop an awareness of emerging technologies. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.7.1, 7.2

21.01 Compare and contrast various methods of evaluation for emerging technologies.

21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.

21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

22.0 Demonstrate an understanding of the seven layers of the open systems interface (osi) model. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.7.1, 7.2

22.01 Identify how types of networks and how they work.

22.02 Identify the role of servers and clients on a network.

22.03 Identify benefits and risks of networked computing.

22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).

22.05 Identify Intranets, Extranets and how they relate to the Internet.

22.06 Demonstrate basic understanding of network administration.

22.07 Describe the evolution of OSI from its inception to the present and into the future.

22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software.

23.0 Demonstrate proficiency using common software applications. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.7.1, 7.2

23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).

23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).

24.0 Demonstrate proficiency using specialized software applications. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.7.1, 7.2

- 24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).
- 24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
- 24.03 Demonstrate the ability to incorporate digital sound.

2011-2012

**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 is required.

- 25.0 Demonstrate language arts knowledge and skills. – The student will be able to: AF 2.0
- 25.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4
  - 25.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
  - 25.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 26.0 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:
- 26.01 Organize ideas and communicate oral and written messages appropriate to an accounting environment.
  - 26.02 Collaborate with individuals and teams to complete tasks and solve accounting problems.
  - 26.03 Identify, define, and discuss professional accounting terminology appropriate for internal and external communications in an accounting environment.
  - 26.04 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). List the advantages and disadvantages of each form of business ownership.
- 27.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. – The student will be able to:
- This standard supports the following Sunshine State Standards: MA.912.A.2.13, 10.1, 10.2; S.1.2, 3.2
- 27.01 Gather information, extract key elements, analyze the impact of the data, and develop an appropriate solution.
- 28.0 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:

This standard supports the following Sunshine State Standards: MA.912.D.7.1, 7.2

- 28.01 Demonstrate an awareness of the roles and responsibilities of employees within the organization of an accounting department.
  - 28.02 Participate as an active team leader and/or team member.
  - 28.03 Compare and contrast the roles and responsibilities of employees within the organization of an accounting department. Roles should include the CFO, controller, accounting manager, accounts payable and receivable coordinator, payroll administrator, bookkeeper and credit and collection manager.
  - 28.04 Perform tasks accurately, completely, and with attention to detail.
  - 28.05 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).
  - 28.06 Develop a working knowledge of individual income tax procedures and requirements to comply with tax laws and regulations.
- 29.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 29.01 Apply appropriate organizational skills to manage time and resources.
  - 29.02 Perform tasks accurately, completely, and with attention to detail a consistent basis.
  - 29.03 Think critically and make informed decisions.
- 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 Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
  - 30.02 Follow accepted rules, regulations, policies, and workplace safety.
- 31.0 Demonstrate mathematics knowledge and skills. – The student will be able to: AF 3.0
- 31.01 Demonstrate knowledge of arithmetic operations. AF 3.2
  - 31.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
  - 31.03 Construct charts/tables/graphs using functions and data. AF 3.5
- 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. – The student will be able to:
- This standard supports the following Sunshine State Standards: MA.912.A.1.1, 1.2, 1.4, 1.5, 2.11, 2.12, 2.13
- 32.01 Apply appropriate mathematical processes to accounting applications.

- 33.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring personal and business situations. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.F.1.1, 1.2, 3.1, 3.2, 3.3, 4.1, 4.2, 4.3, 4.4, 4.5, 4.8, 4.9, 4.10, 4.11; A.3.8, 3.9, 3.10, 3.11, 3.12; G.1.4

- 33.01 Develop an awareness of effective credit management.  
33.02 Prepare and analyze a personal budget.

- 34.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. – The student will be able to:

34.01 Analyze job and career requirements and relate career interests to opportunities in accounting occupations in the global economy.

- 35.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:

35.01 Practice appropriate interpersonal skills working with and for others.

- 36.0 Develop an awareness for accounting work-based learning experiences. – The student will be able to:

- 36.01 Complete a work-based simulation.  
36.02 Discuss the application of accounting principles in an accounting environment.

- 37.0 Apply accounting principles and concepts to the performance of accounting activities. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.A.1.4, 1.5,1.8, 2.1, 2.2, 2.13, 3.1, 3.2, 3.3, 3.4, 3.5, 5.1, 5.4, 7.9, 8.7,10.1,10.2, 10.3; D.3.1, 3.3, 3.4, 4.1,7.1, 7.2; F.4.2, 4.3, 4.5, 4.11, 4.12; S.3.3; T.5.1, 5.2

- 37.01 Demonstrate an understanding of the application of the full accounting cycle to include preparation of a 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.  
37.02 Prepare bank reconciliations. Demonstrate proficiency in cash control procedures to include bank deposits, electronic fund transfers, all credit and debit transactions, bank reconciliations, proof of cash, and journal entries related to all relating banking activities.  
37.03 Read and interpret source documents to include invoices, cash receipts, sales slips, credit memos, vendor statements, purchase orders, and packing slips.  
37.04 Prepare and maintain 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.  
37.05 Analyze transactions for accuracy and prepare appropriate correcting entries.  
37.06 Develop an awareness of tax forms (e.g. personal, payroll, sales), appropriate to jurisdiction of local, state and federal agencies.

- 37.07 Develop an awareness of internal control systems.
  - 37.08 Apply principles and concepts of the full accounting cycle to corporations and other entities.
  - 37.09 Compare and contrast the cost of merchandise inventory using various inventory evaluation methods (e.g., LIFO, FIFO, weighted average, gross profit).
  - 37.10 Classify and age accounts receivable and accounts payable.
  - 37.11 Analyze financial statement items to make informed business decisions.
  - 37.12 Analyze transactions for accuracy and prepare appropriate correcting entries.
  - 37.13 Compute depreciation expense using straight-line, double-declining balance, specific identification, and sum of the year's digits and record the associated journal entries.
  - 37.14 Develop an awareness of managerial and cost accounting methods.
  - 37.15 Compare and contrast a variety of methods for uncollectible accounts.
- 38.0 Apply accounting principles and concepts using appropriate technology. – The student will be able to:
- 38.01 Discuss the use of technology in an accounting environment.
  - 38.02 Describe the differences between manual and computerized accounting systems.
  - 38.03 Use spreadsheet and accounting software to maintain accounting records.

**2011-2012**

**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.

- 26.0 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:
- 26.01 Organize ideas and communicate oral and written messages appropriate to an accounting environment.
  - 26.02 Collaborate with individuals and teams to complete tasks and solve accounting problems.
  - 26.03 Identify, define, and discuss professional accounting terminology appropriate for internal and external communications in an accounting environment.
  - 26.04 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). List the advantages and disadvantages of each form of business ownership.
- 28.0 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:
- 28.01 Demonstrate an awareness of the roles and responsibilities of employees within the organization of an accounting department.
  - 28.02 Participate as an active team leader and/or team member.
  - 28.03 Compare and contrast the roles and responsibilities of employees within the organization of an accounting department. Roles should include the CFO, controller, accounting manager, accounts payable and receivable coordinator, payroll administrator, bookkeeper and credit and collection manager.
  - 28.04 Perform tasks accurately, completely, and with attention to detail.
  - 28.05 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).
  - 28.06 Develop a working knowledge of individual income tax procedures and requirements to comply with tax laws and regulations.
- 36.0 Develop an awareness for accounting work-based learning experiences. – The student will be able to:

- 36.01 Complete a work-based simulation.
- 36.02 Discuss the application of accounting principles in an accounting environment.
- 37.0 Apply accounting principles and concepts to the performance of accounting activities. – The student will be able to:
- This standard supports the following Sunshine State Standards: MA.912.A.1.4, 1.5,1.8, 2.1, 2.2, 2.13, 3.1, 3.2, 3.3, 3.4, 3.5, 5.1, 5.4, 7.9, 8.7,10.1,10.2, 10.3; D.3.1, 3.3, 3.4, 4.1,7.1, 7.2; F.4.2, 4.3, 4.5, 4.11, 4.12; S.3.3; T.5.1, 5.2
- 37.01 Demonstrate an understanding of the application of the full accounting cycle to include preparation of a chart of accounts, use of t-accounts, journalizing business transactions, posting of journal entries, preparation of trial balance, journalizing and posting of adjusting entries and preparation of an income statement, statement of owner's equity, and balance sheet.
- 37.02 Prepare bank reconciliations. Demonstrate proficiency in cash control procedures to include bank deposits, electronic fund transfers, bank reconciliations, proof of cash, and journal entries related to all relating banking activities.
- 37.03 Read and interpret source documents to include invoices, cash receipts, sales slips, credit memos, vendor statements, purchase orders, and packing slips.
- 37.04 Prepare and maintain 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.
- 37.05 Analyze transactions for accuracy and prepare appropriate correcting entries.
- 37.06 Develop an awareness of tax forms (e.g. personal, payroll, sales), appropriate to jurisdiction of local, state and federal agencies.
- 37.07 Develop an awareness of internal control systems.
- 37.08 Apply principles and concepts of the full accounting cycle to corporations and other entities.
- 37.09 Compare and contrast the cost of merchandise inventory using various inventory evaluation methods (e.g., LIFO, FIFO, weighted average, gross profit).
- 37.10 Classify and age accounts receivable and accounts payable.
- 37.11 Analyze financial statement items to make informed business decisions.
- 37.12 Analyze transactions for accuracy and prepare appropriate correcting entries.
- 37.13 Compute depreciation expense using straight-line, double-declining balance, specific identification, and sum of the year's digits and record the associated journal entries.
- 37.14 Develop an awareness of managerial and cost accounting methods.
- 37.15 Compare and contrast a variety of methods for uncollectible accounts.
- 38.0 Apply accounting principles and concepts using appropriate technology. – The student will be able to:
- 38.01 Discuss the use of technology in an accounting environment.
- 38.02 Describe the differences between manual and computerized accounting systems.
- 38.03 Use spreadsheet and accounting software to maintain accounting records.
- 44.0 Demonstrate science knowledge and skills. – The student will be able to: AF 4.0
- 44.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1



44.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings.

AF 4.3

2011-2012

**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.

39.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The student will be able to:

- |       |   |         |
|-------|---|---------|
| 39.01 | Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. | CM 1.0  |
| 39.02 | Locate, organize and reference written information from various sources.  | CM 3.0  |
| 39.03 | Design, develop, and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.  | CM 5.0  |
| 39.04 | Interpret verbal and nonverbal cues/behaviors that enhance communication.   | CM 6.0  |
| 39.05 | Apply active listening skills to obtain and clarify information.  | CM 7.0  |
| 39.06 | Develop and interpret table and charts to support written and oral communications.  | CM 8.0  |
| 39.07 | Exhibit public relations skills that aid in achieving customer satisfaction.  | CM 10.0 |

40.0 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:

- |       |  |
|-------|--|
| 40.01 | Organize ideas and communicate oral and written messages appropriate to an accounting environment.   |
| 40.02 | Collaborate with individuals and teams to complete tasks and solve accounting problems.  |
| 40.03 | Identify, define, and discuss professional accounting terminology appropriate for internal and external communications in an accounting environment. |
| 40.04 | Use professional accounting terminology appropriate for internal and external communications in the accounting and business environment.             |

41.0 Solve problems using critical thinking skills, creativity and innovation. – The student will be able to:

- |       |  |        |
|-------|--|--------|
| 41.01 | Employ critical thinking skills independently and in teams to solve problems and make decisions. | PS 1.0 |
| 41.02 | Employ critical thinking and interpersonal skills to resolve conflicts.                          | PS 2.0 |
| 41.03 | Identify and document workplace performance goals and monitor progress toward those goals.       | PS 3.0 |
| 41.04 | Conduct technical research to gather information necessary for decision-making.                  | PS 4.0 |

- 42.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 42.01 Apply the writing process to the creation of accounting-related documents following designated business formats.
- 43.0 Use information technology tools. – The student will be able to:
- 43.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
- 43.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail, and internet applications. IT 2.0
- 43.03 Employ computer operations applications to access, create, manage, integrate, and store information. IT 3.0
- 43.04 Employ collaborative/groupware application to facilitate group work. IT 4.0
- 44.0 Demonstrate science knowledge and skills. – The student will be able to: AF 4.0
- 44.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1
- 44.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 47.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 47.01 Assess subordinates' performance in order to develop and implement strategies for improvement.
- 47.02 Perform tasks accurately, completely, and with attention to detail on a consistent basis.
- 47.03 Think critically and make informed decisions.
- 49.0 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:
- 49.01 Develop and implement a plan for maintaining quality service and production in an accounting environment.
- 50.0 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:
- This standard supports the following Sunshine State Standards: MA.912.A.1.1, 1.2, 1.4, 1.5
- 50.01 Apply appropriate mathematical processes to accounting applications.

51.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:

51.01 Practice appropriate interpersonal skills working with and for others.

52.0 Participate in work-based learning experiences. – The student will be able to:

52.01 Complete a work-based accounting simulation.

52.02 Discuss the application of accounting principles in an accounting environment.

53.0 Apply accounting principles and concepts to the performance of accounting activities. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.A.1.4, 1.5,1.8, 2.1, 2.2, 2.13, 3.1, 3.2, 3.3, 3.4, 3.5, 5.1, 5.4, 7.9, 8.7; D.3.1, 3.3, 3.4, 4.1, 7.1, 7.2; F. 3.3, 3.4, 3.5, 4.2, 4.3, 4.5, 4.11, 4.12; T.5.1, 5.2; S.3.3

54.01 Apply principles and concepts of the full accounting cycle to various types of entities.

54.02 Compare and contrast the cost of merchandise inventory using various inventory evaluation methods (e.g., LIFO, FIFO, weighted average, gross profit).

54.03 Analyze general ledger accounts and reconcile item analysis.

54.04 Classify and age accounts receivable and accounts payable.

54.05 Use appropriate schedules to record depreciation entries.

54.06 Interpret financial statement items.

54.07 Analyze transactions for accuracy and prepare appropriate correcting entries.

54.08 Prepare tax forms (e.g., payroll, sales) appropriate to the jurisdiction of local, state, and federal agencies.

54.0 Apply accounting principles and concepts using appropriate technology. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.7.1, 7.2

54.01 Select and use appropriate spreadsheet and accounting software to maintain accounting records.

54.02 Compare and contrast accounting application software.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Accounting Applications 4  
**Course Number:** 8203340  
**Course Credit:** 1

**Course Description:**

This course continues the application of accounting principles to various entities. The content includes depreciation, financial statement interpretation, analysis of transactions including correcting entries, and tax forms. The use of computers is required.

- 40.0 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:
- 40.01 Organize ideas and communicate oral and written messages appropriate to an accounting environment.
  - 40.02 Collaborate with individuals and teams to complete tasks and solve accounting problems.
  - 40.03 Identify, define, and discuss professional accounting terminology appropriate for internal and external communications in an accounting environment.
  - 40.04 Use professional accounting terminology appropriate for internal and external communications in the accounting and business environment.
- 45.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The student will be able to:
- 45.01 Describe the nature and types of business organizations. SY 1.0
  - 45.02 Explain the effect of key organizational systems on performance and quality.
  - 45.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
  - 45.04 Explain the impact of the global economy on business organizations.
- 46.0 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:
- 46.01 Participate as an active team leader and/or team member.
  - 46.02 Describe the accounting function within the organization.
- 47.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 47.01 Perform tasks accurately, completely, and with attention to detail on a consistent basis.
  - 47.02 Think critically and make informed decisions.
- 48.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:

- 48.01 Evaluate and justify decisions based on ethical reasoning. ELR 1.0
- 48.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. ELR 1.1
- 48.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. ELR 1.2
- 48.04 Interpret and explain written organizational policies and procedures. ELR 2.0
- 49.0 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:
- 49.01 Exhibit human resource skills (e.g., supervisory skills, interviewing skills, training, evaluation of employees).
- 52.0 Participate in work-based learning experiences. – The student will be able to:
- 52.01 Participate in work-based learning experiences in an accounting environment.
- 52.02 Discuss the application of accounting principles in an accounting environment.
- 52.03 Compare and contrast the software applications used in an accounting environment.
- 52.04 Discuss the management/supervisory skills needed in an accounting environment.
- 53.0 Apply accounting principles and concepts to the performance of accounting activities. – The student will be able to:
- This standard supports the following Sunshine State Standards: MA.912.A.1.4, 1.5,1.8, 2.1, 2.2, 2.13, 3.1, 3.2, 3.3, 3.4, 3.5, 5.1, 5.4, 7.9, 8.7; D.3.1, 3.3, 3.4, 4.1, 7.1, 7.2; F. 3.3, 3.4, 3.5, 4.2, 4.3, 4.5, 4.11, 4.12; T.5.1, 5.2; S.3.3
- 53.01 Apply principles and concepts of the full accounting cycle to various types of entities.
- 53.02 Use appropriate schedules to record depreciation entries.
- 53.03 Analyze financial statement items to make informed business decisions.
- 53.04 Prepare tax forms (e.g., payroll, sales) appropriate to the jurisdiction of local, state, and federal agencies.
- 54.0 Apply accounting principles and concepts using appropriate technology. – The student will be able to:
- This standard supports the following Sunshine State Standards: MA.912.D.7.1, 7.2
- 54.01 Select and use appropriate spreadsheet and accounting software to maintain accounting records.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Accounting Applications 5  
**Course Number:** 8203350  
**Course Credit:** 1

**Course Description:**

This course provides a capstone of accounting principles with the use of commercial accounting software. The content includes the accounting cycle through proprietorships, partnerships, and corporate accounting. Other areas of emphasis will include payroll, tax forms, and investment management.

- 55.0 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:
- 55.01 Organize ideas and communicate oral and written messages appropriate to an accounting environment.
  - 55.02 Collaborate with individuals and teams to complete tasks and solve accounting problems.
  - 55.03 Identify, define, and discuss professional accounting terminology appropriate for internal and external communications in an accounting environment.
  - 55.04 Use professional accounting terminology appropriate for internal and external communications in the accounting and business environment.
- 56.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 56.01 Perform tasks accurately, completely, and with attention to detail on a consistent basis.
  - 56.02 Think critically and make informed decisions.
- 57.0 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:
- 57.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. SHE 1.0
  - 57.02 Explain emergency procedures to follow in response to workplace accidents.
  - 57.03 Create disaster and/or emergency response plan. SHE 2.0
- 58.0 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:
- 58.01 Develop and implement a plan for maintaining quality service and production in an accounting and business environment.

- 58.02 Model customer service principles in communicating with others both within and outside of the organization (e.g., customers, suppliers, auditors, management).
- 58.03 Exhibit human resource skills (e.g., supervisory skills, interviewing skills, training, evaluation of employees).
- 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. LT 1.0
- 59.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks. LT 3.0
- 59.03 Conduct and participate in meetings to accomplish work tasks. LT 4.0
- 59.04 Employ mentoring skills to inspire and teach others. LT 5.0
- 60.0 Explain the importance of employability skill and entrepreneurship skills. – The student will be able to:
- 60.01 Identify and demonstrate positive work behaviors needed to be employable. ECD 1.0
- 60.02 Develop personal career plan that includes goals, objectives and strategies. ECD 2.0
- 60.03 Examine licensing, certification, and industry credentialing requirements. ECD 3.0
- 60.04 Maintain a career portfolio to document knowledge, skills, and experience. ECD 5.0
- 60.05 Evaluate and compare employment opportunities that match career goals. ECD 6.0
- 60.06 Identify and exhibit traits for retaining employment. ECD 7.0
- 60.07 Identify opportunities and research requirements for career advancement. ECD 8.0
- 60.08 Research the benefits of ongoing professional development. ECD 9.0
- 60.09 Examine and describe entrepreneurship opportunities as a career planning option. ECD 10.0
- 61.0 Develop office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to
- 61.01 Describe ethical issues and problems associated with computers and information systems.
- 61.02 Anticipate and provide solutions dealing with business situations involving ethical issues.
- 62.0 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:
- This standard supports the following Sunshine State Standards:  
MA.912.A.1.1,1.2,1.4,1.5,2.11,2.12,2.13
- 62.01 Apply appropriate mathematical processes to accounting applications.
- 63.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:
- 63.01 Practice appropriate interpersonal skills working with and for others.



- 64.0 Participate in work-based learning experiences. – The student will be able to:
- 64.01 Discuss the application of accounting principles in an accounting environment.
  - 64.02 Discuss the management/supervisory skills needed in an accounting environment.
  - 64.03 Participate in a work-site learning experience (internship).
- 65.0 Apply accounting principles and concepts to the performance of accounting activities. – The student will be able to:
- 65.01 Apply principles and concepts of the full accounting cycle to various types of entities.
  - 65.02 Analyze financial statement items to make informed business decisions.
- 66.0 Apply accounting principles and concepts using appropriate technology. – The student will be able to:
- This standard supports the following Sunshine State Standards: MA.912.A.1.4, 1.5, 1.8, 2.1, 2.2, 2.13, 3.2, 3.1, 3.3, 3.4, 3.5, 5.1, 5.4; F.4.2, 4.3; T.5.1,T.5.2
- 66.01 Select and use appropriate spreadsheet and accounting software to maintain accounting records.
- 67.0 Demonstrate personal money-management concepts, procedures, and strategies. – The student will be able to:
- 67.01 Identify and describe the services and legal responsibilities of financial institutions. FL 2.0
  - 67.02 Describe the effect of money management on personal and career goals. FL 3.0
  - 67.03 Develop a personal budget and financial goals. FL 3.1
  - 67.04 Complete financial instruments for making deposits and withdrawals. FL 3.2
  - 67.05 Maintain financial records. FL 3.3
  - 67.06 Read and reconcile financial statements. FL 3.4
  - 67.07 Research, compare and contrast investment opportunities.
- 68.0 Use technology to increase productivity and enhance workplace performance. – The student will be able to:
- 68.01 Select and use appropriate commercial accounting software to maintain accounting records.

**2011-2012**

**Florida Department of Education  
Curriculum Framework**

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

<b>Secondary – Non Career Preparatory</b>	
Program Number	8207010
CIP Number	0507.0701PA
Grade Level	9-12, 30, 31
Standard Length	1 credit hour
Teacher Certification	BUS ED 1 @2 VOE @7 TEACH CBE @7 MANAG SUPV @7 G BOOKKEEPIN @4 @7G ACCTING @7 G ELECT DP @7 G TEC ELECT @7 G SECRETAR @7 G CLERICAL @7 G BUS DP @7 G
CTSO	FBLA BPA
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)

### **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.

### **Program Structure**

This program is a planned sequence of instruction consisting of 1 credit.

The following table illustrates the program structure:

Course Number	Course Title	Length	Level
8207010	Emerging Technology in Business	1 credit	2

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

#### **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 cannot be modified.

#### **Bright Futures/Gold Seal Scholarship**

Course substitutions as defined in the Comprehensive Course Table for this program area may be used to qualify a student for Florida's Gold Seal Vocational Scholarship, providing all other eligibility requirements are met. Eligibility requirements are available online at [https://www.osfaffelp.org/bfiehs/fnbpcm02\\_CCTMain.aspx](https://www.osfaffelp.org/bfiehs/fnbpcm02_CCTMain.aspx).

### **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.

2011-2012

**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.

- 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.
  - 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.

2011-2012

**Florida Department of Education  
Curriculum Framework**

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

	Secondary	PSAV
Program Number	8212000	B072000
CIP Number	0507.060403	0507.060403
Grade Level	9-12, 30, 31	30, 31
Standard Length	7 credit hours	1050 hours
Teacher Certification	BUS ED 1 @2 TEACH CBE @7 VOE @7 STENOGR @4 @ 7 SECRETAR @7 G CLERICAL @7 G	BUS ED 1 @2 TEACH CBE @7 VOE @7 STENOGR @4 @ 7 SECRETAR @7 G CLERICAL @7 G
Additional Teacher Certification:	Intro to IT: COMP SCI 6	Intro to IT: COMP SCI 6
CTSO	FBLA BPA	Phi Beta Lambda BPA
SOC Codes (all applicable)	15-1041; 43-4171; 43-6011; 43-6012	15-1041; 43-4171; 43-6011; 43-6012
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)	
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>	
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>	
Industry Certifications	<a href="http://www.fldoe.org/workforce/fcpea/default.asp">http://www.fldoe.org/workforce/fcpea/default.asp</a>	
Basic Skills Level	N/A	Mathematics: 10.0 Language: 10.0 Reading: 10.0

### 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.

### Program Structure

This program is a planned sequence of instruction consisting of the Business Technology Education Core and three additional occupational completion points. Secondary or postsecondary students who have previously completed the Business Technology Education Core will not have to repeat the core. A student who completes the applicable competencies at any occupational completion point may either continue with the training program or exit as an occupational completer.

When offered at the post secondary level, 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.

The following table illustrates the **PSAV** program structure:

OCP	Course Number	Course Title	Course Length	SOC Code
A	OTA0040	Information Technology Assistant *	150	15-1041
B	OTA0041	Front Desk Specialist	300	43-4171
C	OTA0042	Administrative Support	150	43-6011
D	OTA0050	Legal Administrative Specialist	450	43-6012

\* Note: OTA0040 is a core program.

The following table illustrates the **Secondary** program structure:

OCP	Course Number	Course Title	Length	SOC Code	Level
A	8200320	Keyboarding and Business Skills <b>and</b>	.5 credit	15-1041	2
	8200330	Computer and Business Skills	.5 credit		2
	<b>Or</b>				
	8209020	Computing for College and Careers <b>or</b>	1 credit		2
	8207310	Introduction to Information Technology	1 credit		2
B	8212110	Administrative Office Technology 1	1 credit	43-4171	2
	8212120	Business Software Applications 1	1 credit		2



OCP	Course Number	Course Title	Length	SOC Code	Level
C	8215130	Legal Aspects of Business	1 credit	43-6011	3
D	8212230	Legal Office Technology 1	1 credit	43-6012	2
	8212240	Legal Office Technology 2	1 credit		2
	8212250	Legal Office Technology 3	1 credit		2

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

#### **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organization for providing leadership training and reinforcing specific career and technical skills for secondary students. For postsecondary students, Phi Beta Lambda and BPA are the appropriate student organizations. 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.

#### **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 program-specific OJT framework apply.

There is a **Cooperative Education Manual** available on-line that has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the DOE website at <http://www.fldoe.org/workforce/programs/doc/coopm.doc>.

#### **Basic Skills**

In PSAV 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: Mathematics 10.0, Language 10.0, and Reading 10.0. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination. Students may be exempt from meeting the Basic Skills requirements by earning an eligible industry certification. See the Basic Skills Exemption List document for a list of eligible industry certifications (<http://www.fldoe.org/workforce/dwdframe/rtf/basic-skills.rtf>).

Adult students with disabilities, as defined in Section 1004.02(7), 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(3)(a), F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College

must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91(3), F.S.

Students who possess a college degree at the Associate of Applied Science level or higher; who have completed or are exempt from the college entry-level examination pursuant to Section 1008.29, F.S.; or who have passed a state, national, or industry licensure exam are exempt from meeting the Basic Skills requirement (Rule 6A-10.040, F.A.C.)

### **Essential Skills**

Essential skills identified by the Division of Career and Adult Education have been integrated into the standards and benchmarks of this program. These skills represent the general knowledge and skills considered by industry to be essential for success in careers across all career clusters. Students preparing for a career served by this program at any level should be able to demonstrate these skills in the context of this program. A complete list of Essential Skills and links to instructional resources in support of these Essential Skills are published on the CTE Essential Skills page of the FL-DOE website ([http://www.fldoe.org/workforce/dwdframe/essential\\_skills.asp](http://www.fldoe.org/workforce/dwdframe/essential_skills.asp)).

### **Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 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 occupational completion point (OCP) or a modified occupational completion point (MOCP). 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 an OCP/MOCP. The student should work on different competencies and new applications of competencies each year toward completion of the OCP(s)/MOCP. 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).

## **Articulation**

The PSAV component of this program (B072000) has one statewide articulation agreement approved by the Articulation Coordinating Committee.

1. Office Administration AS/AAS (0507060300/0507060300) – 18 credits

For details on statewide articulation agreements which correlate to programs and industry certifications, refer to [http://www.fl DOE.org/workforce/dwdframe/artic\\_frame.asp](http://www.fl DOE.org/workforce/dwdframe/artic_frame.asp).

## **Bright Futures/Gold Seal Scholarship**

Course substitutions as defined in the Comprehensive Course Table for this program area may be used to qualify a student for Florida's Gold Seal Vocational Scholarship, providing all other eligibility requirements are met. Eligibility requirements are available online at [https://www.osfaffelp.org/bfiehs/fnbpcm02\\_CCTMain.aspx](https://www.osfaffelp.org/bfiehs/fnbpcm02_CCTMain.aspx).

## **Fine Arts/Practical Arts Credit**

Many courses in CTE programs meet the Fine Arts/Practical Arts credit for high school graduation. For additional information refer to <http://www.fl DOE.org/schools/pdf/ListPracticalArtsCourses.pdf>.

## **Standards**

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

### **Keyboarding and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace.
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.

**AND**

**Computer and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use Technology to apply and enhance communications skills in technical reading, writing.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 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 Perform e-mail activities.
- 12.0 Demonstrate operating systems.
- 13.0 Develop an awareness of emerging technologies.

**OR**

**Computing for College and Careers competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance and enhance personal performance in relation to the workplace. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal and professional ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 09.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 10.0 Demonstrate personal and interpersonal skills and attributes appropriate for the workplace.
  - 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.
  - 12.0 Perform e-mail activities.
  - 13.0 Demonstrate operating systems.
  - 14.0 Develop an awareness of emerging technologies.

**OR**

**Introduction to IT Competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance.
- 02.0 Demonstrate Comprehension and communication skills.
- 03.0 Use technology to enhance the effectiveness of communication skills.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 09.0 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.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 11.0 Participate in work-based learning experiences.
- 12.0 Perform e-mail activities.
- 13.0 Demonstrate knowledge of different operating systems.
- 14.0 Demonstrate proficiency navigating the Internet, intranet, and the WWW.
- 15.0 Demonstrate proficiency using HTML commands.
- 16.0 Demonstrate proficiency in page design applicable to the WWW.
- 17.0 Demonstrate proficiency using specialized web design software.
- 18.0 Develop an awareness of the information technology industry.
- 19.0 Develop an awareness of microprocessors and digital computers.
- 20.0 Develop an awareness of programming languages.
- 21.0 Develop an awareness of emerging technologies.
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model.
- 23.0 Demonstrate proficiency using common software applications.
- 24.0 Demonstrate proficiency using specialized software applications.

## **Technical Competencies**

- 25.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 26.0 Demonstrate language arts knowledge and skills.
- 27.0 Demonstrate mathematics knowledge and skills.
- 28.0 Demonstrate science knowledge and skills.
- 29.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas.
- 30.0 Solve problems using critical thinking skills, creativity and innovation.
- 31.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels.
- 32.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance.
- 33.0 Practice quality performance in the learning environment and the workplace.
- 34.0 Incorporate appropriate customer service strategies to accomplish job objectives and enhance workplace performance.
- 35.0 Incorporate appropriate leadership and supervision techniques and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 36.0 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.
- 37.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 38.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 39.0 Use technology to increase administrative office support productivity and enhance workplace performance.
- 40.0 Describe the importance of professional ethics and legal responsibilities.
- 41.0 Use information technology tools.
- 42.0 Participate in work-based learning experiences.
- 43.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing.
- 44.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 45.0 Practice quality performance in the learning environment and the workplace.
- 46.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 47.0 Participate in work-based learning experiences.
- 48.0 Demonstrate and understanding of business law concepts.
- 49.0 Demonstrate an understanding of different types of insurance.
- 50.0 Perform legal office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 51.0 Use technology to increase legal office support productivity and enhance workplace performance.
- 52.0 Participate in work-based learning experiences.
- 53.0 Perform legal office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 54.0 Participate in work-based learning experiences.

- 55.0 Perform legal office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 56.0 Use technology to increase legal office support productivity and enhance workplace performance.
- 57.0 Participate in work-based learning experiences.
- 58.0 Perform legal office functions and responsibilities to accomplish job objectives and enhance workplace performance.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title:           Legal Administrative Specialist**  
**PSAV Number:         B070300**

**Course Number: OTA0040**  
**Occupational Completion Point: A**  
**Information Technology Assistant – 150 Hours – SOC Code 15-1041**

**Keyboarding and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Demonstrate basic file management skills.
- 02.0 Demonstrate comprehension and communication skills. – The student will be able to:
- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
  - 02.02 Write clear and well-organized research papers, integrating a variety of information.
  - 02.03 Prepare and deliver an oral report with appropriate materials to the class
  - 02.04 Participate in large group discussions as a member and/or a leader.
  - 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.06 Accurately follow written and oral instructions.
  - 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member. – The student will be able to:



- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 07.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 07.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 07.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up.)
  - 07.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:

- 08.01 Accept constructive criticism.
  - 08.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 08.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 09.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.).
  - 09.02 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, etc.).

**AND**

**Computer and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic file management skills.
  - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. – The student will be able to:
- 02.01 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.02 Accurately follow written and oral instructions.
  - 02.03 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.  
– The student will be able to:

- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications.
  - 03.02 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 04.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 04.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 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 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 05.02 Identify, analyze and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 05.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 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 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 06.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 06.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate.
- 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 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 07.02 Use personal assessment tools to identify personal strengths and weaknesses

related to learning and work environments.

- 07.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
  
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
  - 08.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 08.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 08.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 08.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 08.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 08.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 08.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 08.08 Build mentor relationships with local professionals in the industry.
  
- 09.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
  - 09.01 Accept constructive criticism.
  - 09.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 09.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
  
- 10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 10.01 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, etc.).
  
- 11.0 Perform e-mail activities. – The student will be able to:
  - 11.01 Describe e-mail capabilities and functions.
  - 11.02 Use the Internet to perform e-mail activities.
  
- 12.0 Demonstrate operating systems. – The student will be able to:
  - 12.01 Identify operating system file naming conventions.

- 12.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
- 12.03 Demonstrate a working knowledge of standard file formats.
- 12.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).

13.0 Develop an awareness of emerging technologies. – The student will be able to:

- 13.01 Compare and contrast various methods of evaluation for emerging technologies.
- 13.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
- 13.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

OR

**Computing for College and Careers competencies:**

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Demonstrate basic computer file management skills.
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

- 03.0 Use technology to enhance the effectiveness of communication skills. – The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentation, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.

- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. – The student will be able to:
- 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.

- 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Perform functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 11.01 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, etc.).
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. – The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies. – The student will be able to:
  - 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

OR

**Introduction to Information Technology competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
  - 01.06 Describe ethical issues and problems associated with computers and information systems.
- 02.0 Demonstrate comprehension and communication skills. – The student will be able to:



- 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
  - 02.02 Use professional business vocabulary appropriate for information technology environments.
  - 02.03 Organize ideas and communicate oral and written messages appropriate for information technology environments.
  - 02.04 Collaborate with individuals and teams to complete tasks and solve information technology problems.
  - 02.05 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
  - 02.06 Apply the writing process to the creation of appropriate documents following designated business formats.
  - 02.07 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).
- 03.0 Use technology to enhance the effectiveness of communication skills. – The student will be able to:
- 03.01 Use database, spreadsheet, and presentation software, scheduling, and integrated software packages to enhance communication.
  - 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).

- 06.0 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:
- 06.01 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.
- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. – The student will be able to:
- 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
  - 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
  - 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
  - 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
  - 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.

- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:
  - 10.01 Accept constructive criticism.
  - 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
  
- 11.0 Participate in work-based learning experiences. – The student will be able to:
  - 11.01 Participate in work-based learning experiences in an information technology environment.
  - 11.02 Discuss the use of technology in an information technology environment.
  
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Identify components of an e-mail message.
  - 12.03 Identify the components of an e-mail address.
  - 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.
  - 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
  
- 13.0 Demonstrate knowledge of different operating systems. – The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
  
- 14.0 Demonstrate proficiency navigating the internet, intranet, and the WWW. – The student will be able to:
  - 14.01 Identify and describe Web terminology.
  - 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 14.05 Trace the evolution of the Internet from its inception to the present and into the future.

- 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, pdf, etc.).
  - 14.08 Identify effective Boolean search strategies.
- 15.0 Demonstrate proficiency using HTML commands. – The student will be able to:
- 15.01 Identify elements of a Web page.
  - 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 15.03 Define basic HTML terminology.
  - 15.04 Analyze HTML source code developed by others.
  - 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, tables).
  - 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 15.07 Edit and test HTML documents for accuracy and validity.
  - 15.08 Use basic functions of WYSIWYG editors.
  - 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
  - 15.10 Enhance web pages through the addition of images and graphics including animation.
- 16.0 Demonstrate proficiency in page design applicable to the WWW. – The student will be able to:
- 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
  - 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
  - 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
  - 16.04 Use image design software to create and edit images.
  - 16.05 Demonstrate proficiency in publishing to the Internet.
  - 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
  - 16.07 Explain the need for web-based applications.
- 17.0 Demonstrate proficiency using specialized web design software. – The student will be able to:
- 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  - 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
- 18.0 Develop an awareness of the information technology industry. – The student will be able to:
- 18.01 Explain how information technology impacts the operation and management of business and society.

- 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
- 18.03 Explain the emergence of a paperless society.
- 19.0 Develop an awareness of microprocessors and digital computers. – The student will be able to:
  - 19.01 Describe the evolution of the digital computer.
  - 19.02 Explain the general architecture of a microcomputer system.
  - 19.03 Explain the evolution of microprocessors.
  - 19.04 Explain software hierarchy and its impact on microprocessors.
  - 19.05 Explain the need for and use of peripherals.
  - 19.06 Demonstrate proficiency using peripherals.
  - 19.07 Identify the basic concepts of computer maintenance and upgrades.
  - 19.08 Differentiate between diagnosing and troubleshooting.
- 20.0 Develop an awareness of programming languages. – The student will be able to:
  - 20.01 Explain the history of programming languages.
  - 20.02 Explain the need for and use of compilers.
  - 20.03 Explain how compilers work.
  - 20.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).
- 21.0 Develop an awareness of emerging technologies. – The student will be able to:
  - 21.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model. – The student will be able to:
  - 22.01 Identify how types of networks and how they work.
  - 22.02 Identify the role of servers and clients on a network.
  - 22.03 Identify benefits and risks of networked computing.
  - 22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
  - 22.05 Identify Intranets, Extranets and how they relate to the Internet.
  - 22.06 Demonstrate basic understanding of network administration.
  - 22.07 Describe the evolution of OSI from its inception to the present and into the future.
  - 22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software
- 23.0 Demonstrate proficiency using common software applications. – The student will be able to:
  - 23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail,

- presentation, database, scheduling, financial management, Java applet, music, etc.).
- 23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
- 24.0 Demonstrate proficiency using specialized software applications. – The student will be able to:
- 24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).
- 24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
- 24.03 Demonstrate the ability to incorporate digital sound.

**Course Number: OTA0041**  
**Occupational Completion Point – B**  
**Front Desk Specialist – 300 Hours – SOC Code 43-4171**

- 25.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 25.01 Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data.
- 25.02 Use communications and networking to perform tasks and solve problems in business environments.
- 26.0 Demonstrate language arts knowledge and skills. – The students will be able to: AF 2.0
- 26.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4
- 26.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
- 26.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 27.0 Demonstrate mathematics knowledge and skills. – The student will be able to: AF 3.0
- 27.01 Demonstrate knowledge of arithmetic operations. AF 3.2
- 27.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
- 27.03 Construct charts/tables/graphs using functions and data. AF 3.5
- 28.0 Demonstrate science knowledge and skills. – The students will be able to: AF 4.0
- 28.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1

- 28.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 29.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The students will be able to:
- 29.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. CM 1.0
- 29.02 Locate, organize and reference written information from various sources. CM 3.0
- 29.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. CM 5.0
- 29.04 Interpret verbal and nonverbal cues/behaviors that enhance communication. CM 6.0
- 29.05 Apply active listening skills to obtain and clarify information. CM 7.0
- 29.06 Develop and interpret tables and charts to support written and oral communications. CM 8.0
- 29.07 Exhibit public relations skills that aid in achieving customer satisfaction. CM 10.0
- 30.0 Solve problems using critical thinking skills, creativity and innovation. – The students will be able to:
- 30.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0
- 30.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 2.0
- 30.03 Identify and document workplace performance goals and monitor progress toward those goals. PS 3.0
- 30.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- 31.0 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:
- 31.01 Use job specific terminology if training for specialized support fields (e.g., construction, education, real estate) or use advanced business vocabulary.
- 31.02 Integrate all forms of communication in the successful pursuit of a secretarial career.
- 31.03 Discuss the need to use appropriate tone and professional demeanor in business communications, including w-mails, correspondence, conference calls, and conversation.
- 32.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 32.01 Discuss communication systems - cultural, organizational, technological, and interpersonal.
- 32.02 Write complex executive level business communications.
- 33.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 33.01 Discuss performance evaluation methods and instruments used to assess employee progress and performance.

- 34.0 Incorporate appropriate customer service strategies to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 34.01 Develop an understanding of the integral value of a customer and practice skills to provide excellent customer service.
  - 34.02 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.
- 35.0 Incorporate appropriate leadership and supervision techniques and standards of personal ethics to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 35.01 Facilitate focus group discussions regarding service, supervision, and ethical considerations that impact the workplace, business, or learning environment.
  - 35.02 Discuss the main causes of accidents in the office and identify preventive measures.
  - 35.03 Discuss the role of agencies that establish and monitor health and safety standards (e.g., OSHA) and discuss standards established by these agencies.
  - 35.04 Discuss the responsibilities organizations have to their employees (e.g., Right to Work laws, risk management).
- 36.0 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:
- 36.01 Plan ethical, political strategies to achieve goals and advance careers.
  - 36.02 Discuss the role and understand how to use professional networking resources, including web-based resources.
- 37.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:
- 37.01 Develop professional workplace relationship skills both internally and externally to include team building, group dynamics, and conflict resolution.
  - 37.02 Develop initiative and problem-solving skills to effectively deal with conflict resolution.
- 38.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 38.01 Apply the use of information management tools (e.g., calendars, ticklers, schedulers) to develop and coordinate distribution of work.
  - 38.02 Maintain equipment and supplies.
  - 38.03 Perform financial functions (e.g., payroll, invoices, bank deposits, travel vouchers).
  - 38.04 Have knowledge of transcription and how to prepare documents using machine dictation.
  - 38.05 Perform specialized records management functions.
  - 38.06 Determine the most efficient method to send mail (e.g., fax, e-mail, external/internal courier systems, U.S. mail).



39.0 Use technology to increase administrative office support productivity and enhance workplace performance. – The student will be able to:

- 39.01 Access, process, and transmit information through all mediums (e.g., fax, e-mail, modem, Internet, teleconferencing).
- 39.02 Create documents using advanced features in word processing, database, spreadsheet, presentation, and multimedia software.
- 39.03 Discuss how to and where access is possible install and update software for current office use.
- 39.04 Use technology to research, compile, create, and deliver an oral presentation.
- 39.05 Key with speed and accuracy to meet industry standards for employment as a secretary.
- 39.06 Perform integrated functions using various software applications.
- 39.07 Perform proofreading skills including electronic reference tools.
- 39.08 Identify various means to scan, store and manage electronic documents and understand how to use.
- 39.09 Identify and understand various ways to hold a meeting through web conferencing.

40.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:

- 40.01 Identify the importance of making decisions that are based on ethical reasoning.
- 40.02 Identify and discuss personal and long term consequences of unethical choices in the workplace.

41.0 41.0 Use information technology tools. – The students will be able to:

- 41.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
- 41.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, email, and internet applications. IT 2.0
- 41.03 Employ computer operations applications to access, create, manage, integrate, and store information. IT 3.0
- 41.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0

42.0 Participate in work-based learning experiences. – The student will be able to:

- 42.01 Participate in work-based learning experiences in the secretarial field.
- 42.02 Discuss the use of technology in the secretarial field.
- 42.03 Compare and contrast the software applications used in the secretarial field.
- 42.04 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.

**Course Number: OTA0042**  
**Occupational Completion Point – C**  
**Administrative Support – 150 Hours – SOC Code 43-6011**

- 43.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. — The student will be able to:
- 43.01 Demonstrate an understanding of the importance of establishing and maintaining a work-related network through social contacts.
  - 43.02 Use appropriate etiquette and manners when communicating with people of varying cultures.
- 44.0 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:
- 44.01 Compare and contrast the legal procedures and processes for forming and dissolving various forms of business ownership (e.g., sole proprietorship, partnership, limited partnership, joint ventures, limited partnership associations, registered partnerships having limited liability, limited liability company, corporation, franchise).
- 45.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 45.01 Discuss the impact of time management practices on one's personal and professional image.
- 46.0 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:
- 46.01 Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
  - 46.02 Apply principles of group dynamics in structured activities.
  - 46.03 Exhibit a positive attitude and professional behavior.
  - 46.04 Participate in school, community, and/or volunteer activities.
- 47.0 Participate in work-based learning experiences. – The student will be able to:
- 47.01 Participate in work-based learning experiences in a supervisory, management, or small business environment.
  - 47.02 Discuss the use of technology in a supervisory, management, or small business environment.
  - 47.03 Compare and contrast software applications used in a supervisory, management, or small business environment.
- 48.0 Demonstrate an understanding of business law concepts. – The student will be able to:
- 48.01 Demonstrate an understanding of contractual relationships.
  - 48.02 Identify the elements of an enforceable contract.

- 48.03 Differentiate among classes of contracts (e.g., bilateral and unilateral, express and implied, oral and written).
  - 48.04 Explain how offer and acceptance can create contractual rights and duties.
  - 48.05 Determine whether an agreement is enforceable as a contract.
  - 48.06 Differentiate among the ways that assent can be disrupted (e.g., fraud, non-disclosure, misrepresentation, mistake, duress, undue influence).
  - 48.07 Define and distinguish among different types of consideration and list the exceptions to the requirements of consideration.
  - 48.08 Identify people who lack contractual capacity.
  - 48.09 Explain a minor's right to avoid a contract.
  - 48.10 Describe the rules that apply to the interpretation of contracts.
  - 48.11 Describe the rules that apply to contracts involving third parties.
  - 48.12 List the ways a contract can be discharged.
  - 48.13 Describe breach of contract and the remedies available when a contract is breached.
  - 48.14 Define an agency relationship and list the ways that agency relationships may be created.
  - 48.15 Discuss potential problems with signing employment contracts.
  - 48.16 Determine questions that can and cannot be asked during an employment interview.
  - 48.17 Determine which employees or applicants may be asked to participate in employee testing (e.g., aptitude, psychological, polygraph, drug).
  - 48.18 Identify legislation that regulates employee rights (e.g., Americans with Disabilities Act, Age Discrimination in Employment Act, Family and Medical Leave Act).
  - 48.19 Identify legislation that regulates employment conditions (e.g., Fair Labor Standards Act, Immigration Reform and Control Act, Occupational Safety and Health Act).
  - 48.20 Define key terms in computer law.
  - 48.21 Identify circumstances under which the copyright of a computer program has been violated.
  - 48.22 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.
  - 48.23 Describe the purposes of various consumer laws and explain their affect on the consumer's well being.
  - 48.24 Describe how local businesses can be a source of consumer assistance and identify consumer organizations, businesses, and governmental agencies that provide consumer assistance.
  - 48.25 Differentiate among the various types of consumer fraud and explain steps that can be taken by victims to gain redress.
  - 48.26 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.
- 49.0 Demonstrate an understanding of different types of insurance. — The student will be able to:
- 49.01 Differentiate between requirements for insurable interest for property insurance with those needed for life insurance.

- 49.02 Compare and contrast the different types of life insurance (e.g., ordinary, limited payment, endowment, term).
- 49.03 Compare and contrast the different types of other insurance (e.g., property, liability, automobile, homeowners', disability, marine).
- 49.04 Compare and contrast the differences in health insurance coverages.
- 49.05 Demonstrate an understanding of professional liability coverage.

**Course Number: OTA0050**

**Occupational Completion Point – D**

**Legal Administrative Specialist – 450 Hours – SOC Code 43-6012**

50.0 Perform legal office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:

- 50.01 Use legal terminology.
- 50.02 Perform specialized legal office procedures.
- 50.03 Prepare legal documents.
- 50.04 Maintain and utilize a legal reference library.
- 50.05 Use legal and ethical procedures in the legal office.
- 50.06 Recognize the levels of the judicial system.
- 50.07 Recognize usage of specialized legal software.
- 50.08 Proofread to include mechanics, content, and specialized legal formats.
- 50.09 Perform specialized records management functions specific to the legal field.
- 50.10 Apply professional communication skills in all situations with clients and legal contacts.
- 50.11 Manage time efficiently (e.g., organizational skills, prioritizing, managing interruptions, etc.).
- 50.12 Understand various ways to complete electronic filing.
- 50.13 Demonstrate general knowledge of rules regulating the Florida Bar at [www.floridabar.org](http://www.floridabar.org).
- 50.14 Identify references for Federal and State rules of civil procedure and a general understanding of their purpose and application.
- 50.15 Perform specialized legal office tasks within acceptable time frames (e.g., diarying, docketing, statute of limitations, etc.).
- 50.16 Demonstrate knowledge of the rules of lawyer/client confidentiality.
- 50.17 Demonstrate familiarity with different governmental agencies (e.g., Secretary of State, insurance commissioner's office, medical regulations office, etc.).
- 50.18 Demonstrate knowledge of the various types of law practices found in each of the areas of law, including Business Law, Civil Law and Criminal Law; i.e. Business Law includes corporate, tax, real estate, etc.

51.0 Use technology to increase legal office support productivity and enhance workplace performance. – The student will be able to:

- 51.01 Transcribe legal documents.
- 51.02 Key with speed and accuracy to meet industry standards for employment as a legal secretary.
- 51.03 Integrate all forms of communication in the successful pursuit of a career as a legal secretary.

- 52.0 Participate in work-based learning experiences. – The student will be able to:
- 52.01 Participate in work-based learning experiences in a legal office environment.
  - 52.02 Discuss the use of technology in a legal office environment.
  - 52.03 Compare and contrast the software applications used in a legal office environment.
  - 52.04 Discuss ways to respond positively to change and reduce stress in a busy legal office.
  - 52.05 Discuss the management/supervisory skills needed in a legal office environment.

**Florida Department of Education  
Student Performance Standards**

**Course Title:**                    **Keyboarding and Business Skills**  
**Course Number:**               **8200320**  
**Course Credit:**                 **.5**

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental word processing applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society.

This course, along with Computer and Business Skills is equivalent to Computing for College and Careers. Students should complete this course before enrolling in Computer and Business Skills.

01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:

- 01.01 Develop keyboarding skills to enter and manipulate text and data.
- 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Demonstrate basic file management skills.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
- 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.
- 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and

complete business tasks.

- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member. – The student will be able to:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 07.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 07.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 07.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up.)

- 07.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
  - 08.01 Accept constructive criticism.
  - 08.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 08.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 09.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.).
  - 09.02 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, etc.).



**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computer and Business Skills  
**Course Number:** 8200330  
**Course Credit:** .5

**Course Description:**

This course is designed to introduce students to the basic skills and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards.

This course, along with Keyboarding and Business Skills is equivalent to Computing for College and Careers. Students should complete Keyboarding and Business Skills before enrolling in this course.

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic file management skills.
  - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. – The student will be able to:
- 02.01 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.02 Accurately follow written and oral instructions.
  - 02.03 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications.
  - 03.02 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 04.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 04.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 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 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 05.02 Identify, analyze and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 05.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 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 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 06.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 06.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate.
- 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 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 07.02 Use personal assessment tools to identify personal strengths and weaknesses

related to learning and work environments.

- 07.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 08.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 08.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 08.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 08.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 08.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 08.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 08.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 08.08 Build mentor relationships with local professionals in the industry.
- 09.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
- 09.01 Accept constructive criticism.
  - 09.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 09.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 10.01 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, etc.).
- 11.0 Perform e-mail activities. – The student will be able to:
- 11.01 Describe e-mail capabilities and functions.
  - 11.02 Use the Internet to perform e-mail activities.
- 12.0 Demonstrate operating systems. – The student will be able to:
- 12.01 Identify operating system file naming conventions.

- 12.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 12.03 Demonstrate a working knowledge of standard file formats.
  - 12.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 13.0 Develop an awareness of emerging technologies. – The student will be able to:
- 13.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 13.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 13.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computing for College and Careers  
**Course Number:** 8209020  
**Course Credit:** 1

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society. This also includes proficiency with computers using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards.

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Demonstrate basic computer file management skills.
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

- 03.0 Use technology to enhance the effectiveness of communication skills. – The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentation, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.

- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate personal and interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.

- 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
  - 11.01 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, etc.).
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. – The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies - The student will be able to:
  - 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).



**2011-2012**

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Introduction to Information Technology  
**Course Number:** 8207310  
**Course Credit:** 1

**Course Description:**

This course is designed to provide an introduction to information technology concepts and careers as well as the impact information technology has on the world, people, and industry and basic web design concepts. The content includes information technology career research; operating systems and software applications; electronic communications including e-mail and Internet services; basic HTML, DHTML, and XML web commands and design; and emerging technologies and web page design

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.06 Describe ethical issues and problems associated with computers and information systems.

02.0 Demonstrate comprehension and communication skills. — The student will be able to:

- 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
- 02.02 Organize ideas and communicate oral and written messages appropriate for information technology environments.
- 02.03 Collaborate with individuals and teams to complete tasks and solve information technology problems.
- 02.04 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
- 02.05 Apply the writing process to the creation of appropriate documents following designated business formats.
- 02.06 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).

- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communication.
  - 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 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.
- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).

- 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
  - 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
  - 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
  - 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
  - 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
  - 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
  - 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:
  - 10.01 Accept constructive criticism.
  - 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Participate in work-based learning experiences. – The student will be able to:
  - 11.01 Participate in work-based learning experiences in an information technology environment.
  - 11.02 Discuss the use of technology in an information technology environment.
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Identify components of an e-mail message.
  - 12.03 Identify the components of an e-mail address.

- 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.
  - 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
- 13.0 Demonstrate knowledge of different operating systems. – The student will be able to:
- 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Demonstrate proficiency navigating the Internet, intranet, and the WWW. – The student will be able to:
- 14.01 Identify and describe Web terminology.
  - 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 14.05 Trace the evolution of the Internet from its inception to the present and into the future.
  - 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, PDF, etc.).
  - 14.08 Identify effective Boolean search strategies.
- 15.0 Demonstrate proficiency using HTML commands. – The student will be able to:
- 15.01 Identify elements of a Web page.
  - 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 15.03 Define basic HTML terminology.
  - 15.04 Analyze HTML source code developed by others.
  - 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, tables).
  - 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 15.07 Edit and test HTML documents for accuracy and validity.
  - 15.08 Use basic functions of WYSIWYG editors.

- 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
- 15.10 Enhance web pages through the addition of images and graphics including animation.
- 16.0 Demonstrate proficiency in page design applicable to the WWW. – The student will be able to:
  - 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
  - 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
  - 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
  - 16.04 Use image design software to create and edit images.
  - 16.05 Demonstrate proficiency in publishing to the Internet.
  - 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
  - 16.07 Explain the need for web-based applications.
- 17.0 Demonstrate proficiency using specialized Web design software. – The student will be able to:
  - 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  - 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
- 18.0 Develop an awareness of the information technology industry. – The student will be able to:
  - 18.01 Explain how information technology impacts the operation and management of business and society.
  - 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
  - 18.03 Explain the emergence of a paperless society.
- 19.0 Develop an awareness of microprocessors and digital computers. – The student will be able to:
  - 19.01 Describe the evolution of the digital computer.
  - 19.02 Explain the general architecture of a microcomputer system.
  - 19.03 Explain the evolution of microprocessors.
  - 19.04 Explain software hierarchy and its impact on microprocessors.
  - 19.05 Explain the need for and use of peripherals.
  - 19.06 Demonstrate proficiency using peripherals.
  - 19.07 Identify the basic concepts of computer maintenance and upgrades.
  - 19.08 Differentiate between diagnosing and troubleshooting.
- 20.0 Develop an awareness of programming languages. – The student will be able to:
  - 20.01 Explain the history of programming languages.
  - 20.02 Explain the need for and use of compilers.

- 20.03 Explain how compilers work.
- 20.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).
- 21.0 Develop an awareness of emerging technologies. – The student will be able to:
  - 21.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model. – The student will be able to:
  - 22.01 Identify how types of networks and how they work.
  - 22.02 Identify the role of servers and clients on a network.
  - 22.03 Identify benefits and risks of networked computing.
  - 22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
  - 22.05 Identify Intranets, Extranets and how they relate to the Internet.
  - 22.06 Demonstrate basic understanding of network administration.
  - 22.07 Describe the evolution of OSI from its inception to the present and into the future.
  - 22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software.
- 23.0 Demonstrate proficiency using common software applications. – The student will be able to:
  - 23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
  - 23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
- 24.0 Demonstrate proficiency using specialized software applications. – The student will be able to:
  - 24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).
  - 24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
  - 24.03 Demonstrate the ability to incorporate digital sound.

**2011-2012**

**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 application of higher level office procedures tasks and communications skills through the use of technology.

- 25.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 25.01 Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data.
  - 25.02 Use communications and networking to perform tasks and solve problems in business environments.
- 26.0 Demonstrate language arts knowledge and skills. – The students will be able to: AF 2.0
- 26.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4
  - 26.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
  - 26.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 27.0 Demonstrate mathematics knowledge and skills. – The student will be able to: AF 3.0
- 27.01 Demonstrate knowledge of arithmetic operations. AF 3.2
  - 27.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
  - 27.03 Construct charts/tables/graphs using functions and data. AF 3.5
- 28.0 Demonstrate science knowledge and skills. – The students will be able to: AF 4.0
- 28.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1
  - 28.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 29.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The students will be able to:
- 29.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. CM 1.0
  - 29.02 Locate, organize and reference written information from various sources. CM 3.0

- 29.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. CM 5.0
- 29.04 Interpret verbal and nonverbal cues/behaviors that enhance communication. CM 6.0
- 29.05 Apply active listening skills to obtain and clarify information. CM 7.0
- 29.06 Develop and interpret tables and charts to support written and oral communications. CM 8.0
- 29.07 Exhibit public relations skills that aid in achieving customer satisfaction. CM 10.0
- 30.0 Solve problems using critical thinking skills, creativity and innovation. – The students will be able to:
- 30.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0
- 30.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 2.0
- 30.03 Identify and document workplace performance goals and monitor progress toward those goals. PS 3.0
- 30.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- 31.0 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:
- 31.01 Use job specific terminology if training for specialized support fields (e.g., construction, education, real estate) or use advanced business vocabulary.
- 31.02 Integrate all forms of communication in the successful pursuit of a secretarial career.
- 31.03 Discuss the need to use appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, and conversation.
- 32.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. – The students will be able to:
- 32.01 Discuss communication systems - cultural, organizational, technological, and interpersonal.
- 32.02 Write complex executive level business communications.
- 33.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 33.01 Discuss performance evaluation methods and instruments used to assess employee progress and performance.
- 34.0 Incorporate appropriate customer service strategies to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 34.01 Develop an understanding of the integral value of a customer and practice skills to provide excellent customer service.
- 34.02 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.



- 35.0 Incorporate appropriate leadership and supervision techniques and standards of personal ethics to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 35.01 Facilitate focus group discussions regarding service, supervision, and ethical considerations that impact the workplace, business, or learning environment.
  - 35.02 Discuss the main causes of accidents in the office and identify preventive measures.
  - 35.03 Discuss the role of agencies that establish and monitor health and safety standards (e.g., OSHA) and discuss standards established by these agencies.
  - 35.04 Discuss the responsibilities organizations have to their employees (e.g., Right to Work laws, risk management).
- 36.0 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:
- 36.01 Plan ethical, political strategies to achieve goals and advance careers.
  - 36.02 Discuss the role of and understand how to use professional networking resources, including web-based resources.
- 37.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:
- 37.01 Develop professional workplace relationship skills both internally and externally to include team building and group dynamics. Understand how individual personalities fit the team.
  - 37.02 Develop initiative and problem-solving skills to effectively deal with conflict resolution.
- 38.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 38.01 Apply the use of information management tools (e.g., calendars, ticklers, schedulers) to develop and coordinate distribution of work.
  - 38.02 Maintain equipment and supplies.
  - 38.03 Perform financial functions (e.g., payroll, invoices, bank deposits, travel vouchers).
  - 38.04 Have knowledge of transcription and how to prepare documents using machine dictation.
  - 38.05 Perform specialized records management functions.
  - 38.06 Determine the most efficient method to send mail (e.g., fax, e-mail, external/internal courier systems, U.S. Mail).
- 40.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
- 40.01 Identify the importance of making decisions that are based on ethical reasoning.
  - 40.02 Identify and discuss personal and long term consequences of unethical choices in the workplace.

- 42.0 Participate in work-based learning experiences. – The student will be able to:
- 42.01 Participate in work-based learning experiences in the secretarial field.
  - 42.02 Compare and contrast the software applications used in the secretarial field.
  - 42.03 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.
  - 42.04 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Business Software Applications 1  
**Course Number:** 8212120  
**Course Credit:** 1

**Course Description:**

This course is designed to develop proficiency in using the advanced features of software programs to perform office-related tasks.

39.0 Use technology to increase administrative office support productivity and enhance workplace performance. – The student will be able to:

- 39.01 Access, process, and transmit information through all mediums (e.g., fax, e-mail, modem, Internet, teleconferencing).
- 39.02 Create documents using advanced features in word processing, database, spreadsheet, presentation, and multimedia software.
- 39.03 Discuss how to and where access is possible Install and update software for current office use.
- 39.04 Use technology to research, compile, create, and deliver an oral presentation.
- 39.05 Key with speed and accuracy to meet industry standards for employment as a secretary or administrative assistant.
- 39.06 Perform integrated functions using various software applications.
- 39.07 Perform proofreading skills including electronic reference tools.
- 39.08 Identify various means to scan, store and manage electronic documents and understand how to use.

41.0 Use information technology tools. – The students will be able to:

- 41.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
- 41.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, email, and internet applications. IT 2.0
- 41.03 Employ computer operations applications to access, create, manage, integrate, and store information. IT 3.0
- 41.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0

42.0 Participate in work-based learning experiences. – The student will be able to:

- 42.01 Participate in work-based learning experiences in the secretarial field.
- 42.02 Discuss the issue of technology in the secretarial field.
- 42.03 Compare and contrast the software applications used in the secretarial field.
- 42.04 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.

2011-2012

**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.

- 43.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. — The student will be able to:
- 43.01 Demonstrate an understanding of the importance of establishing and maintaining a work-related network through social contacts.
  - 43.02 Use appropriate etiquette and manners when communicating with people of varying cultures.
- 44.0 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:
- 44.01 Compare and contrast the legal procedures and processes for forming and dissolving various forms of business ownership (e.g., sole proprietorship, partnership, limited partnership, joint ventures, limited partnership associations, registered partnerships having limited liability, limited liability company, corporation, franchise, and professional liability coverage).
- 45.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 45.01 Discuss the impact of time management practices on one's personal and professional image.
- 46.0 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:
- 46.01 Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
  - 46.02 Apply principles of group dynamics in structured activities.
  - 46.03 Exhibit a positive attitude and professional behavior.
  - 46.04 Participate in school, community, and/or volunteer activities.

- 47.0 Participate in work-based learning experiences. — The student will be able to:
- 47.01 Participate in work-based learning experiences in a supervisory, management, or small business environment.
  - 47.02 Discuss the use of technology in a supervisory, management, or small business environment.
  - 47.03 Compare and contrast software applications used in a supervisory, management, or small business environment.
- 48.0 Demonstrate an understanding of business law concepts. — The student will be able to:
- 48.01 Demonstrate an understanding of contractual relationships.
  - 48.02 Identify the elements of an enforceable contract.
  - 48.03 Differentiate among classes of contracts (e.g., bilateral and unilateral, express and implied, oral and written).
  - 48.04 Explain how offer and acceptance can create contractual rights and duties.
  - 48.05 Determine whether an agreement is enforceable as a contract.
  - 48.06 Differentiate among the ways that assent can be disrupted (e.g., fraud, non-disclosure, misrepresentation, mistake, duress, undue influence).
  - 48.07 Define and distinguish among different types of consideration and list the exceptions to the requirements of consideration.
  - 48.08 Identify people who lack contractual capacity.
  - 48.09 Explain a minor's right to avoid a contract.
  - 48.10 Describe the rules that apply to the interpretation of contracts.
  - 48.11 Describe the rules that apply to contracts involving third parties.
  - 48.12 List the ways a contract can be discharged.
  - 48.13 Describe breach of contract and the remedies available when a contract is breached.
  - 48.14 Define an agency relationship and list the ways that agency relationships may be created.
  - 48.15 Discuss potential problems with signing employment contracts.
  - 48.16 Determine questions that can and cannot be asked during an employment interview.
  - 48.17 Determine which employees or applicants may be asked to participate in employee testing (e.g., aptitude, psychological, polygraph, drug).
  - 48.18 Identify legislation that regulates employee rights (e.g., Americans with Disabilities Act, Age Discrimination in Employment Act, Family and Medical Leave Act).
  - 48.19 Identify legislation that regulates employment conditions (e.g., Fair Labor Standards Act, Immigration Reform and Control Act, Occupational Safety and Health Act).
  - 48.20 Define key terms in computer law.
  - 48.21 Identify circumstances under which the copyright of a computer program has been violated.
  - 48.22 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.
  - 48.23 Describe the purposes of various consumer laws and explain their affect on the consumer's well being.

- 48.24 Describe how local businesses can be a source of consumer assistance and identify consumer organizations, businesses, and governmental agencies that provide consumer assistance.
  - 48.25 Differentiate among the various types of consumer fraud and explain steps that can be taken by victims to gain redress.
  - 48.26 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.
- 49.0 Demonstrate an understanding of different types of insurance. – The student will be able to:
- 49.01 Differentiate between requirements for insurable interest for property insurance with those needed for life insurance.
  - 49.02 Compare and contrast the different types of life insurance (e.g., ordinary, limited payment, endowment, term).
  - 49.03 Compare and contrast the different types of other insurance (e.g., property, liability, automobile, homeowners', disability, marine).
  - 49.04 Compare and contrast the differences in health insurance coverages.

**2011-2012****Florida Department of Education  
Student Performance Standards**

**Course Title:** Legal Office Technology 1  
**Course Number:** 8212230  
**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.

53.0 Perform legal office functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:

- 53.01 Use legal terminology.
- 53.02 Perform specialized legal office procedures.
- 53.03 Prepare legal documents.
- 53.04 Maintain and utilize a legal reference library.
- 53.05 Use legal and ethical procedures in the legal office.
- 53.06 Recognize usage of specialized legal software.
- 53.07 Proofread to include mechanics, content, and specialized legal formats.
- 53.08 Perform specialized records management functions specific to the legal field.

54.0 Participate in work-based learning experiences. — The student will be able to:

- 54.01 Participate in work-based learning experiences in a legal office environment.
- 54.02 Discuss the use of technology in a legal office environment.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Legal Office Technology 2  
**Course Number:** 8212240  
**Course Credit:** 1

**Course Description:**

This course expands the competencies learned in Legal 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 in an efficient manner. Students will begin transcribing legal documents from machine dictation.

55.0 Perform legal office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:

55.01 Recognize the levels of the judicial system.

55.02 Apply professional communication skills in all situations with clients and legal contacts.

56.0 Use technology to increase legal office support productivity and enhance workplace performance. – The student will be able to:

56.01 Transcribe legal documents.

57.0 Participate in work-based learning experiences. – The student will be able to:

57.01 Participate in work-based learning experiences in a legal office environment.

57.02 Discuss the use of technology in a legal office environment.

57.03 Discuss the management/supervisory skills needed in a legal office environment.



2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Legal Office Technology 3  
**Course Number:** 8212250  
**Course Credit:** 1

**Course Description:**

This course expands the competencies learned in Legal Office Technology 2 and 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.

58.0 Perform legal office functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:

- 58.01 Understand various ways to complete electronic filing.
- 58.02 Demonstrate general knowledge of rules regulating the Florida Bar at [www.floridabar.org](http://www.floridabar.org)
- 58.03 Identify references for Federal and State rules of civil procedure and a general understanding of their purpose and application.
- 58.04 Manage time efficiently (e.g., organizational skills, prioritizing, managing interruptions, etc.).
- 58.05 Perform specialized legal office tasks within acceptable time frames (e.g., diarying, docketing, statute of limitations, etc.).
- 58.06 Demonstrate knowledge of the rules of lawyer/client confidentiality.
- 58.07 Demonstrate familiarity with different governmental agencies (e.g., Secretary of State, insurance commissioner's office, medical regulations office, etc.).
- 58.08 Demonstrate knowledge of the various types of law practices found in each of the areas of law, including Business Law, Civil Law and Criminal Law; i.e. Business Law includes corporate, tax, real estate, etc.

51.0 Use technology to increase legal office support productivity and enhance workplace performance. — The student will be able to:

- 51.01 Transcribe legal documents.
- 51.02 Key with speed and accuracy to meet industry standards for employment as a legal secretary.
- 51.03 Integrate all forms of communication in the successful pursuit of a career as a legal secretary.

52.0 Participate in work-based learning experiences. — The student will be able to:

- 52.01 Participate in work-based learning experiences in a legal office environment.
- 52.02 Discuss the use of technology in a legal office environment.
- 52.03 Compare and contrast the software applications used in a legal office environment.
- 52.04 Discuss ways to respond positively to change and reduce stress in a busy legal office.

52.05 Discuss the management/supervisory skills needed in a legal office environment.

2011-2012

**Florida Department of Education  
Curriculum Framework**

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

	<b>Secondary</b>	<b>PSAV</b>
Program Number	8212300	B070300
CIP Number	0507.060503	0507.060503
Grade Level	9-12, 30, 31	30, 31
Standard Length	7 credit hours	1050 hours
Teacher Certification	BUS ED 1 @2 TEACH CBE @7 VOE @7 STENOGR @4 @7 SECRETAR @7 G CLERICAL @7G	BUS ED 1 @2 TEACH CBE @7 VOE @7 STENOGR @4 @7 SECRETAR @7 G CLERICAL @7G
Teacher Certification Acceptable for OCPs C & D:		MED ASST @7 G NURSING ED @5 PRAC NURSE @7 G REG NURSE G LAB TECH @7 G TEC MED @7 G
Additional Teacher Certification:	Intro to IT: COMP SCI 6	Intro to IT: COMP SCI 6
CTSO	FBLA BPA	Phi Beta Lambda BPA
SOC Codes (all applicable)	15-1041; 43-4171; 43-6013	15-1041; 43-4171; 43-6013
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)	
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>	
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>	
Industry Certifications	<a href="http://www.fldoe.org/workforce/fcpea/default.asp">http://www.fldoe.org/workforce/fcpea/default.asp</a>	
Basic Skills Level	N/A	Mathematics: 10.0 Language: 10.0 Reading: 10.0

## 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 the Business Technology Education Core and two additional occupational completion points. Secondary or postsecondary students who have previously completed the Business Technology Education Core will not have to repeat the core. A student who completes the applicable competencies at any occupational completion point may either continue with the training program or exit as an occupational completer.

When offered at the post secondary level, 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.

The following table illustrates the **PSAV** program structure:

OCP	Course Number	Course Title	Course Length	SOC Code
A	OTA0040	Information Technology Assistant *	150	15-1041
B	OTA0041	Front Desk Specialist	300	43-4171
C	OTA0631	Medical Office Technologist	300	43-6013
D	OTA0651	Medical Administrative Specialist	300	43-6013

\* Note: OTA0040 is a core program.

The following table illustrates the **Secondary** program structure:

OCP	Course Number	Course Title	Length	SOC Code	Level
A	8200320	Keyboarding and Business Skills <i>and</i>	.5 credit	15-1041	2
	8200330	Computer and Business Skills	.5 credit		2

OCP	Course Number	Course Title	Length	SOC Code	Level
	8209020 8207310	<i>Or</i> Computing for College and Careers <i>or</i> Introduction to Information Technology	1 credit 1 credit		2 2
B	8212110 8212120	Administrative Office Technology 1 Business Software Applications 1	1 credit 1 credit	43-4171	2 2
C	8212201 8212202	Medical Office Technology 1 Medical Office Technology 2	1 credit 1 credit	43-6013	2 2
D	8212203 8212204	Medical Office Technology 3 Medical Office Internship	1 credit 1 credit	43-6013	2 2

### Laboratory Activities

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### Special Notes

#### Career and Technical Student Organization (CTSO)

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organization for providing leadership training and reinforcing specific career and technical skills for secondary students. For postsecondary students, Phi Beta Lambda and BPA are the appropriate student organizations. 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.

#### Cooperative Training – OJT

On-the-job training is appropriate and is included as part of this program in the form of a six to eight-week internship. Whenever offered, the rules, guidelines, and requirements specified in the Florida Department of Education Cooperative Education Manual apply.

There is a **Cooperative Education Manual** available on-line that has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the DOE website at <http://www.fldoe.org/workforce/programs/doc/coopm.doc>.

#### Basic Skills

In PSAV 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: Mathematics 10.0, Language 10.0, and Reading 10.0. These grade level numbers correspond to a grade equivalent score obtained on a state

designated basic skills examination. Students may be exempt from meeting the Basic Skills requirements by earning an eligible industry certification. See the Basic Skills Exemption List document for a list of eligible industry certifications (<http://www.fldoe.org/workforce/dwdframe/rtf/basic-skills.rtf>).

Adult students with disabilities, as defined in Section 1004.02(7), 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(3)(a), F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91(3), F.S.

Students who possess a college degree at the Associate of Applied Science level or higher; who have completed or are exempt from the college entry-level examination pursuant to Section 1008.29, F.S.; or who have passed a state, national, or industry licensure exam are exempt from meeting the Basic Skills requirement (Rule 6A-10.040, F.A.C.)

### **Essential Skills**

Essential skills identified by the Division of Career and Adult Education have been integrated into the standards and benchmarks of this program. These skills represent the general knowledge and skills considered by industry to be essential for success in careers across all career clusters. Students preparing for a career served by this program at any level should be able to demonstrate these skills in the context of this program. A complete list of Essential Skills and links to instructional resources in support of these Essential Skills are published on the CTE Essential Skills page of the FL-DOE website ([http://www.fldoe.org/workforce/dwdframe/essential\\_skills.asp](http://www.fldoe.org/workforce/dwdframe/essential_skills.asp)).

### **Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 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 occupational completion point (OCP) or a modified occupational completion point (MOCP). 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 an OCP/MOCP. The student should work on different competencies and new applications of competencies each year toward completion of the OCP(s)/MOCP. 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).

### **Articulation**

The PSAV component of this program (B070300) has one statewide articulation agreement approved by the Articulation Coordinating Committee.

1. Office Administration AS/AAS (0507060300/0507060300) – 18 credits

For details on statewide articulation agreements which correlate to programs and industry certifications, refer to [http://www.fldoe.org/workforce/dwdframe/artic\\_frame.asp](http://www.fldoe.org/workforce/dwdframe/artic_frame.asp).

### **Bright Futures/Gold Seal Scholarship**

Course substitutions as defined in the Comprehensive Course Table for this program area may be used to qualify a student for Florida's Gold Seal Vocational Scholarship, providing all other eligibility requirements are met. Eligibility requirements are available online at [https://www.osfaffelp.org/bfiehs/fnbpcm02\\_CCTMain.aspx](https://www.osfaffelp.org/bfiehs/fnbpcm02_CCTMain.aspx).

### **Fine Arts/Practical Arts Credit**

Many courses in CTE programs meet the Fine Arts/Practical Arts credit for high school graduation. For additional information refer to <http://www.fldoe.org/schools/pdf/ListPracticalArtsCourses.pdf>.

### **Standards**

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

#### **Keyboarding and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace.
  - 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.

**AND**

**Computer and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use Technology to apply and enhance communications skills in technical reading, writing.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 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 Perform e-mail activities.
- 12.0 Demonstrate operating systems.
- 13.0 Develop an awareness of emerging technologies.

**OR**

**Computing for College and Careers competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance and enhance personal performance in relation to the workplace. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service



- strategies, and standards of personal and professional ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
  - 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
  - 09.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
  - 10.0 Demonstrate personal and interpersonal skills and attributes appropriate for the workplace.
  - 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.
  - 12.0 Perform e-mail activities.
  - 13.0 Demonstrate operating systems.
  - 14.0 Develop an awareness of emerging technologies.

OR

**Introduction to IT Competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance.
- 02.0 Demonstrate Comprehension and communication skills.
- 03.0 Use technology to enhance the effectiveness of communication skills.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 09.0 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.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 11.0 Participate in work-based learning experiences.
- 12.0 Perform e-mail activities.
- 13.0 Demonstrate knowledge of different operating systems.
- 14.0 Demonstrate proficiency navigating the Internet, intranet, and the WWW.
- 15.0 Demonstrate proficiency using HTML commands.
- 16.0 Demonstrate proficiency in page design applicable to the WWW.
- 17.0 Demonstrate proficiency using specialized web design software.
- 18.0 Develop an awareness of the information technology industry.
- 19.0 Develop an awareness of microprocessors and digital computers.

- 20.0 Develop an awareness of programming languages.
- 21.0 Develop an awareness of emerging technologies.
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model.
- 23.0 Demonstrate proficiency using common software applications.
- 24.0 Demonstrate proficiency using specialized software applications.

### **Technical Competencies**

- 25.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace of performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 26.0 Demonstrate language arts knowledge and skills.
- 27.0 Demonstrate mathematics knowledge and skills.
- 28.0 Demonstrate science knowledge and skills.
- 29.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas.
- 30.0 Solve problems using critical thinking skills, creativity and innovation.
- 31.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise and correct manner on personal and professional levels.
- 32.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance.
- 33.0 Practice quality performance in the learning environment and the workplace.
- 34.0 Incorporate appropriate customer service strategies to accomplish job objectives and enhance workplace performance.
- 35.0 Incorporate appropriate leadership and supervision techniques and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 36.0 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.
- 37.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 38.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 39.0 Use technology to increase administrative office support productivity and enhance workplace performance.
- 40.0 Describe the importance of professional ethics and legal responsibilities.
- 41.0 Use information technology tools.
- 42.0 Participate in work-based learning experiences.
- 43.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 44.0 Participate in work-based learning experiences.
- 45.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
- 46.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
- 47.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 48.0 Use technology to increase medical office support productivity and enhance workplace performance.
- 49.0 Participate in work-based learning experiences.
- 50.0 Demonstrate employability skills.

- 51.0 Explain the importance of employability skill and entrepreneurial skills.
- 52.0 Demonstrate business management skills.
- 53.0 Demonstrate positive human relations and leadership skills in the workplace.
- 54.0 Demonstrate business ethics.
- 55.0 Describe the importance of professional ethics and legal responsibilities.
- 56.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
- 57.0 Demonstrate personal money-management concepts, procedures, and strategies.
- 58.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 59.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 60.0 Use technology to increase medical office support productivity and enhance workplace performance.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title: Medical Administrative Specialist**  
**PSAV Number: B070300**

**Course Number: OTA0040**  
**Occupational Completion Point: A**  
**Information Technology Assistant – 150 Hours – SOC Code 15-1041**

**Keyboarding and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Demonstrate basic file management skills.
- 02.0 Demonstrate comprehension and communication skills. – The student will be able to:
- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
  - 02.02 Write clear and well-organized research papers, integrating a variety of information.
  - 02.03 Prepare and deliver an oral report with appropriate materials to the class
  - 02.04 Participate in large group discussions as a member and/or a leader.
  - 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.06 Accurately follow written and oral instructions.
  - 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member. – The

student will be able to:

- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 07.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 07.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 07.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up.)
  - 07.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.

- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
- 08.01 Accept constructive criticism.
  - 08.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 08.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 09.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.).
  - 09.02 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, etc.).

**AND**

**Computer and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic file management skills.
  - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. – The student will be able to:
- 02.01 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.02 Accurately follow written and oral instructions.
  - 02.03 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications.
  - 03.02 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 04.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 04.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 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 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 05.02 Identify, analyze and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 05.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 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 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 06.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 06.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate.
- 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 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.

- 07.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
- 07.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
  - 08.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 08.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 08.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 08.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 08.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 08.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 08.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 08.08 Build mentor relationships with local professionals in the industry.
- 09.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
  - 09.01 Accept constructive criticism.
  - 09.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 09.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 10.01 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, etc.).
- 11.0 Perform e-mail activities. – The student will be able to:
  - 11.01 Describe e-mail capabilities and functions.
  - 11.02 Use the Internet to perform e-mail activities.
- 12.0 Demonstrate operating systems. – The student will be able to:
  - 12.01 Identify operating system file naming conventions.



- 12.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
- 12.03 Demonstrate a working knowledge of standard file formats.
- 12.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).

13.0 Develop an awareness of emerging technologies. – The student will be able to:

- 13.01 Compare and contrast various methods of evaluation for emerging technologies.
- 13.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
- 13.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

OR

**Computing for College and Careers competencies:**

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Demonstrate basic computer file management skills.
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

02.0 Demonstrate comprehension and communication skills. — The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentation, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.

- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.

- 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Perform functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
  - 11.01 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, etc.).
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. – The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies. — The student will be able to:
  - 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

OR

**Introduction to Information Technology competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
  - 01.06 Describe ethical issues and problems associated with computers and information systems.

02.0 Demonstrate comprehension and communication skills. — The student will be able to:

- 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
- 02.02 Use professional business vocabulary appropriate for information technology environments.
- 02.03 Organize ideas and communicate oral and written messages appropriate for information technology environments.
- 02.04 Collaborate with individuals and teams to complete tasks and solve information technology problems.
- 02.05 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
- 02.06 Apply the writing process to the creation of appropriate documents following designated business formats.
- 02.07 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).

03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:

- 03.01 Use database, spreadsheet, and presentation software, scheduling, and integrated software packages to enhance communication.
- 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.

04.0 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:

- 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
- 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
- 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.

05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:

- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
- 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).

- 06.0 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:
- 06.01 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.
- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
  - 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
  - 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
  - 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
  - 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.

- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. — The student will be able to:
  - 10.01 Accept constructive criticism.
  - 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
  
- 11.0 Participate in work-based learning experiences. — The student will be able to:
  - 11.01 Participate in work-based learning experiences in an information technology environment.
  - 11.02 Discuss the use of technology in an information technology environment.
  
- 12.0 Perform e-mail activities. — The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Identify components of an e-mail message.
  - 12.03 Identify the components of an e-mail address.
  - 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.
  - 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
  
- 13.0 Demonstrate knowledge of different operating systems. — The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
  
- 14.0 Demonstrate proficiency navigating the internet, intranet, and the WWW. — The student will be able to:
  - 14.01 Identify and describe Web terminology.
  - 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 14.05 Trace the evolution of the Internet from its inception to the present and into the future.

- 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, pdf, etc.).
  - 14.08 Identify effective Boolean search strategies.
- 15.0 Demonstrate proficiency using HTML commands. — The student will be able to:
- 15.01 Identify elements of a Web page.
  - 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 15.03 Define basic HTML terminology.
  - 15.04 Analyze HTML source code developed by others.
  - 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, tables).
  - 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 15.07 Edit and test HTML documents for accuracy and validity.
  - 15.08 Use basic functions of WYSIWYG editors.
  - 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
  - 15.10 Enhance web pages through the addition of images and graphics including animation.
- 16.0 Demonstrate proficiency in page design applicable to the WWW. — The student will be able to:
- 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
  - 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
  - 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
  - 16.04 Use image design software to create and edit images.
  - 16.05 Demonstrate proficiency in publishing to the Internet.
  - 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
  - 16.07 Explain the need for web-based applications.
- 17.0 Demonstrate proficiency using specialized web design software. — The student will be able to:
- 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  - 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
- 18.0 Develop an awareness of the information technology industry. — The student will be able to:
- 18.01 Explain how information technology impacts the operation and management of business and society.



- 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
- 18.03 Explain the emergence of a paperless society.
- 19.0 Develop an awareness of microprocessors and digital computers. — The student will be able to:
  - 19.01 Describe the evolution of the digital computer.
  - 19.02 Explain the general architecture of a microcomputer system.
  - 19.03 Explain the evolution of microprocessors.
  - 19.04 Explain software hierarchy and its impact on microprocessors.
  - 19.05 Explain the need for and use of peripherals.
  - 19.06 Demonstrate proficiency using peripherals.
  - 19.07 Identify the basic concepts of computer maintenance and upgrades.
  - 19.08 Differentiate between diagnosing and troubleshooting.
- 20.0 Develop an awareness of programming languages. — The student will be able to:
  - 20.01 Explain the history of programming languages.
  - 20.02 Explain the need for and use of compilers.
  - 20.03 Explain how compilers work.
  - 20.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).
- 21.0 Develop an awareness of emerging technologies. — The student will be able to:
  - 21.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model. — The student will be able to:
  - 22.01 Identify how types of networks and how they work.
  - 22.02 Identify the role of servers and clients on a network.
  - 22.03 Identify benefits and risks of networked computing.
  - 22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
  - 22.05 Identify Intranets, Extranets and how they relate to the Internet.
  - 22.06 Demonstrate basic understanding of network administration.
  - 22.07 Describe the evolution of OSI from its inception to the present and into the future.
  - 22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software
- 23.0 Demonstrate proficiency using common software applications. — The student will be able to:
  - 23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail,

- presentation, database, scheduling, financial management, Java applet, music, etc.).
- 23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
- 24.0 Demonstrate proficiency using specialized software applications. — The student will be able to:
- 24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).
- 24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
- 24.03 Demonstrate the ability to incorporate digital sound.

**Course Number: OTA0041**  
**Occupational Completion Point – B**  
**Front Desk Specialist – 300 Hours – SOC Code 43-4171**

- 25.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace of performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 25.01 Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data.
- 25.02 Use communications and networking to perform tasks and solve problems in business environments.
- 26.0 Demonstrate language arts knowledge and skills. – The students will be able to: AF 2.0
- 26.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4
- 26.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
- 26.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 27.0 Demonstrate mathematics knowledge and skills. – The student will be able to: AF 3.0
- 27.01 Demonstrate knowledge of arithmetic operations. AF 3.2
- 27.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
- 27.03 Construct charts/tables/graphs using functions and data. AF 3.5
- 28.0 Demonstrate science knowledge and skills. – The students will be able to: AF 4.0
- 28.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1

- 28.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 29.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The students will be able to:
- 29.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.  
CM 1.0
- 29.02 Locate, organize and reference written information from various sources.  
CM 3.0
- 29.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.  
CM 5.0
- 29.04 Interpret verbal and nonverbal cues/behaviors that enhance communication.  
CM 6.0
- 29.05 Apply active listening skills to obtain and clarify information.  
CM 7.0
- 29.06 Develop and interpret tables and charts to support written and oral communications.  
CM 8.0
- 29.07 Exhibit public relations skills that aid in achieving customer satisfaction.  
CM 10.0
- 30.0 Solve problems using critical thinking skills, creativity and innovation. – The students will be able to:
- 30.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0
- 30.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 2.0
- 30.03 Identify and document workplace performance goals and monitor progress toward those goals. PS 3.0
- 30.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- 31.0 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:
- 31.01 Use job specific terminology if training for specialized support fields (e.g., construction, education, real estate) or use advanced business vocabulary.
- 31.02 Integrate all forms of communication in the successful pursuit of a secretarial career.
- 31.03 Discuss the need to use appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, and conversation.
- 32.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 32.01 Discuss communication systems - cultural, organizational, technological, and interpersonal.

- 32.02 Write complex executive level business communications.
- 33.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
  - 33.01 Discuss performance evaluation methods and instruments used to assess employee progress and performance.
- 34.0 Incorporate appropriate customer service strategies to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 34.01 Develop an understanding of the integral value of a customer and practice skills to provide excellent customer service.
  - 34.02 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.
- 35.0 Incorporate appropriate leadership and supervision techniques and standards of personal ethics to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 35.01 Facilitate focus group discussions regarding service, supervision, and ethical considerations that impact the workplace, business, or learning environment.
  - 35.02 Discuss the main causes of accidents in the office and identify preventive measures.
  - 35.03 Discuss the role of agencies that establish and monitor health and safety standards (e.g., OSHA) and discuss standards established by these agencies.
  - 35.04 Discuss the responsibilities organizations have to their employees (e.g., Right to Work laws, risk management).
- 36.0 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:
  - 36.01 Plan ethical, political strategies to achieve goals and advance careers.
  - 36.02 Discuss the role and understand how to use professional networking resources, including web-based resources.
- 37.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:
  - 37.01 Develop professional workplace relationship skills both internally and externally to include team building and group dynamics. Understand how individual personalities fit the team.
  - 37.02 Develop initiative and problem-solving skills to effectively deal with conflict resolution.
- 38.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 38.01 Apply the use of information management tools (e.g., calendars, ticklers, schedulers) to develop and coordinate distribution of work.

- 38.02 Maintain equipment and supplies.
  - 38.03 Perform financial functions (e.g., payroll, invoices, bank deposits, travel vouchers).
  - 38.04 Have knowledge of transcription and how to prepare documents using machine dictation.
  - 38.05 Perform specialized records management functions.
  - 38.06 Determine the most efficient method to send mail (e.g., fax, e-mail, external/internal courier systems, U.S. Mail).
- 39.0 Use technology to increase administrative office support productivity and enhance workplace performance. – The student will be able to:
- 39.01 Access, process, and transmit information through all mediums (e.g., fax, e-mail, modem, Internet, teleconferencing).
  - 39.02 Create documents using advanced features in word processing, database, spreadsheet, presentation, and multimedia software.
  - 39.03 Discuss how to and where access is possible install and update software for current office use.
  - 39.04 Use technology to research, compile, create, and deliver an oral presentation.
  - 39.05 Key with speed and accuracy to meet industry standards for employment as a secretary or administrative assistant.
  - 39.06 Perform integrated functions using various software applications.
  - 39.07 Perform proofreading skills including electronic reference tools.
  - 39.08 Identify various means to scan, store and manage electronic documents and understand how to use.
  - 39.09 Identify and understand various ways to hold a meeting through web conferencing.
- 40.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
- 40.01 Identify the importance of making decisions that are based on ethical reasoning.
  - 40.02 Identify and discuss personal and long term consequences of unethical choices in the workplace.
- 41.0 Use information technology tools. – The students will be able to:
- 41.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
  - 41.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, email, and internet applications. IT 2.0
  - 41.03 Employ computer operations applications to access, create, manage, integrate, and store information. IT 3.0
  - 41.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0
- 42.0 Participate in work-based learning experiences. – The student will be able to:
- 42.01 Participate in work-based learning experiences in the secretarial field.
  - 42.02 Discuss the use of technology in the secretarial field.
  - 42.03 Compare and contrast the software applications used in the secretarial field.

- 42.04 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.

**Course Number: OTA0631**  
**Occupational Completion Point – C**  
**Medical Office Technologist – 300 Hours – SOC Code 43-6013**

- 43.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:

- 43.01 Perform specialized medical office procedures including health insurance and insurance verification, billing and collections, and scheduling auxiliary services.  
 43.02 Prepare medical documents.  
 43.03 Maintain and utilize a medical reference library.  
 43.04 Discuss and simulate legal and ethical procedures in the medical office.  
 43.05 Recognize usage of specialized medical software.  
 43.06 Proofread to include mechanics, content, and specialized medical formats.  
 43.07 Perform specialized records management functions specific to the medical field.  
 43.08 Simulate professional communication skills in situations with patients and medical contacts.  
 43.09 Use medical terminology.  
 43.10 Identify key standards for privacy of health information as mandated in Health Insurance Portability and Accountability Act (HIPAA), including online application process, state standards and standards for minors.  
 43.11 Transcribe medical documents, including the use of voice-integration applications and scanning technology for medical records.  
 43.12 Discuss how to use encryption to support patient confidentiality when sending communication.

- 44.0 Participate in work-based learning experiences. — The student will be able to:

- 44.01 Participate in work-based learning experiences in a medical office environment.  
 44.02 Discuss the use of technology in a medical office environment.  
 44.03 Discuss the management/supervisory skills needed in a medical office environment.

- 45.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The student will be able to:

- 45.01 Describe the nature and types of business organizations. SY 1.0  
 45.02 Explain the effect of key organizational systems on performance and quality.  
 45.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0  
 45.04 Explain the impact of the global economy on business organizations.

- 46.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. – The student will be able to:

- 46.01 Employ leadership skills to accomplish organizational goals and objectives. LT 1.0  
 46.02 Establish and maintain effective working relationships with others in order to

- |       |   |        |
|-------|---|--------|
|       | accomplish objectives and tasks.                              | LT 3.0 |
| 46.03 | Conduct and participate in meetings to accomplish work tasks. | LT 4.0 |
| 46.04 | Employ mentoring skills to inspire and teach others.          | LT 5.0 |

**Course Number: OTA0651**  
**Occupational Completion Point – D**  
**Medical Administrative Specialist – 300 Hours – SOC Code 43-6013**

- 47.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
- 47.01 Use medical terminology.
  - 47.02 Demonstrate knowledge of medical emergency management procedures (e.g., perform CPR, call 911, etc.).
  - 47.03 Demonstrate an understanding of insurance fraud and abuse.
  - 47.04 Communicate with health organizations to process referrals and verify patient coverage.
  - 47.05 Demonstrate knowledge of OSHA regulations and compliances as they relate to medical offices (e.g., disposal of biohazard waste, do's and don'ts of transporting files into and out of contaminated areas, etc.).
  - 47.06 Identify and discuss various State Insurance Licenses offered covering physicians' offices.
  - 47.07 Participate in work-based learning experiences in a medical office environment.
  - 47.08 Discuss the use of technology in a medical office environment.
- 48.0 Use technology to increase medical office support productivity and enhance workplace performance. — The student will be able to:
- 48.01 Transcribe medical documents, including the use of voice-integration technology applications and scanning technology.
  - 48.02 Key with speed and accuracy to meet industry standards for employment as a medical secretary.
  - 48.03 Integrate all forms of communication in the successful pursuit of a career as a medical secretary.
- 49.0 Participate in work-based learning experiences. — The student will be able to:
- 49.01 Participate in work-based learning experiences in a medical office environment.
  - 49.02 Compare and contrast the software applications used in a medical office environment.
  - 49.03 Discuss ways to respond positively to change and reduce stress in a business medical office.
- 50.0 Demonstrate employability skills. — The student will be able to:
- 50.01 Demonstrate successful interview techniques.
  - 50.02 Maintain and update a career portfolio.
  - 50.03 Define terms related to medical office careers.
  - 50.04 Apply for positions with a letter of application and resume.

- 51.0 Explain the importance of employability skill and entrepreneurial skills. – The student will be able to:
- 51.01 Identify and demonstrate positive work behaviors needed to be employable. ECD 1.0
  - 51.02 Develop personal career plan that includes goals, objectives, and strategies. ECD 2.0
  - 51.03 Examine licensing, certification, and industry credentialing requirements. ECD 3.0
  - 51.04 Maintain a career portfolio to document knowledge, skills, and experience. ECD 5.0
  - 51.05 Evaluate and compare employment opportunities that match career goals. ECD 6.0
  - 51.06 Identify and exhibit traits for retaining employment. ECD 7.0
  - 51.07 Identify opportunities and research requirements for career advancement. ECD 8.0
  - 51.08 Research the benefits of ongoing professional development. ECD 9.0
  - 51.09 Examine and describe entrepreneurship opportunities as a career planning option. ECD 10.0
- 52.0 Demonstrate business management skills. – The student will be able to:
- 52.01 Apply the major functions of management in all areas of the internship workplace.
- 53.0 Demonstrate positive human relations and leadership skills in the workplace. – The student will be able to:
- 53.01 Apply ethnocentric, polycentric, regiocentric, and geocentric approaches to managing human resources.
  - 53.02 Demonstrate communication strategies (verbal and non-verbal) necessary and appropriate for effective medical office business relations.
  - 53.03 Demonstrate skills as a team member.
  - 53.04 Participate in leadership activities in FBLA or BPA.
  - 53.05 Participate in community service activities.
- 54.0 Demonstrate business ethics. – The student will be able to:
- 54.01 Demonstrate ethical medical business behavior.
- 55.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
- 55.01 Evaluate and justify decisions based on ethical reasoning. ELR 1.0
  - 55.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities and employer policies. ELR 1.1
  - 55.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. ELR 1.2
  - 55.04 Interpret and explain written organizational policies and procedures. ELR 2.0
- 56.0 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:
- 56.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. SHE 1.0
  - 56.02 Explain the effect of key organizational systems on performance and quality.



- 56.03 Create a disaster and/or emergency response plan. SHE 2.0
- 57.0 Demonstrate personal money-management concepts, procedures, and strategies. – The student will be able to:
- 57.01 Identify and describe the services and legal responsibilities of financial institutions. FL 2.0
  - 57.02 Describe the effect of money management on personal and career goals. FL 3.0
  - 57.03 Develop a personal budget and financial goals. FL 3.1
  - 57.04 Complete financial instruments for making deposits and withdrawals. FL 3.2
  - 57.05 Maintain financial records. FL 3.3
  - 57.06 Read and reconcile financial statements. FL 3.4
  - 57.07 Research, compare and contrast investment opportunities.

**Florida Department of Education  
Student Performance Standards**

**Course Title:**                    **Keyboarding and Business Skills**  
**Course Number:**               **8200320**  
**Course Credit:**                 **.5**

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental word processing applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society.

This course, along with Computer and Business Skills is equivalent to Computing for College and Careers. Students should complete this course before enrolling in Computer and Business Skills.

01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:

- 01.01 Develop keyboarding skills to enter and manipulate text and data.
- 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Demonstrate basic file management skills.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
- 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.
- 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and

complete business tasks.

- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member. – The student will be able to:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 07.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 07.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 07.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up.)

- 07.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
  - 08.01 Accept constructive criticism.
  - 08.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 08.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 09.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.).
  - 09.02 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, etc.).

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computer and Business Skills  
**Course Number:** 8200330  
**Course Credit:** .5

**Course Description:**

This course is designed to introduce students to the basic skills and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards.

This course, along with Keyboarding and Business Skills is equivalent to Computing for College and Careers. Students should complete Keyboarding and Business Skills before enrolling in this course.

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic file management skills.
  - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. – The student will be able to:
- 02.01 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.02 Accurately follow written and oral instructions.
  - 02.03 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.  
– The student will be able to:
- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications.
  - 03.02 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 04.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 04.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 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 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 05.02 Identify, analyze and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 05.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 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 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 06.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 06.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate.
- 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 Assess, analyze, and reassess individual talents, aptitudes, interests, and

- personal characteristics as they relate to potential future careers in business environments.
- 07.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
- 07.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 08.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
- 08.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
- 08.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
- 08.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
- 08.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 08.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
- 08.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
- 08.08 Build mentor relationships with local professionals in the industry.
- 09.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
- 09.01 Accept constructive criticism.
- 09.02 Apply appropriate strategies to manage and resolve conflict in work situations.
- 09.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 10.01 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, etc.).
- 11.0 Perform e-mail activities. – The student will be able to:
- 11.01 Describe e-mail capabilities and functions.
- 11.02 Use the Internet to perform e-mail activities.
- 12.0 Demonstrate operating systems. – The student will be able to:

- 12.01 Identify operating system file naming conventions.
  - 12.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 12.03 Demonstrate a working knowledge of standard file formats.
  - 12.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 13.0 Develop an awareness of emerging technologies. – The student will be able to:
- 13.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 13.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 13.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).



2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computing for College and Careers  
**Course Number:** 8209020  
**Course Credit:** 1

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society. This also includes proficiency with computers using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards.

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Demonstrate basic computer file management skills.
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentation, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.

- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate personal and interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.

- 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
  - 11.01 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, etc.).
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. – The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies - The student will be able to:
  - 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Introduction to Information Technology  
**Course Number:** 8207310  
**Course Credit:** 1

**Course Description:**

This course is designed to provide an introduction to information technology concepts and careers as well as the impact information technology has on the world, people, and industry and basic web design concepts. The content includes information technology career research; operating systems and software applications; electronic communications including e-mail and Internet services; basic HTML, DHTML, and XML web commands and design; and emerging technologies and web page design.

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.06 Describe ethical issues and problems associated with computers and information systems.

02.0 Demonstrate comprehension and communication skills. — The student will be able to:

- 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
- 02.02 Organize ideas and communicate oral and written messages appropriate for information technology environments.
- 02.03 Collaborate with individuals and teams to complete tasks and solve information technology problems.
- 02.04 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
- 02.05 Apply the writing process to the creation of appropriate documents following designated business formats.
- 02.06 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).

- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communication.
  - 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 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.
- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).

- 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
- 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
- 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
- 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
- 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
- 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
- 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.
- 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Participate in work-based learning experiences. — The student will be able to:
- 11.01 Participate in work-based learning experiences in an information technology environment.
- 11.02 Discuss the use of technology in an information technology environment.
- 12.0 Perform e-mail activities. — The student will be able to:
- 12.01 Describe e-mail capabilities and functions.
- 12.02 Identify components of an e-mail message.
- 12.03 Identify the components of an e-mail address.

- 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.
  - 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
- 13.0 Demonstrate knowledge of different operating systems. – The student will be able to:
- 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Demonstrate proficiency navigating the Internet, intranet, and the WWW. – The student will be able to:
- 14.01 Identify and describe Web terminology.
  - 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 14.05 Trace the evolution of the Internet from its inception to the present and into the future.
  - 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, PDF, etc.).
  - 14.08 Identify effective Boolean search strategies.
- 15.0 Demonstrate proficiency using HTML commands. – The student will be able to:
- 15.01 Identify elements of a Web page.
  - 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 15.03 Define basic HTML terminology.
  - 15.04 Analyze HTML source code developed by others.
  - 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, tables).
  - 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 15.07 Edit and test HTML documents for accuracy and validity.
  - 15.08 Use basic functions of WYSIWYG editors.



- 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
- 15.10 Enhance web pages through the addition of images and graphics including animation.
- 16.0 Demonstrate proficiency in page design applicable to the WWW. – The student will be able to:
  - 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
  - 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
  - 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
  - 16.04 Use image design software to create and edit images.
  - 16.05 Demonstrate proficiency in publishing to the Internet.
  - 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
  - 16.07 Explain the need for web-based applications.
- 17.0 Demonstrate proficiency using specialized Web design software. – The student will be able to:
  - 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  - 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
- 18.0 Develop an awareness of the information technology industry. – The student will be able to:
  - 18.01 Explain how information technology impacts the operation and management of business and society.
  - 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
  - 18.03 Explain the emergence of a paperless society.
- 19.0 Develop an awareness of microprocessors and digital computers. – The student will be able to:
  - 19.01 Describe the evolution of the digital computer.
  - 19.02 Explain the general architecture of a microcomputer system.
  - 19.03 Explain the evolution of microprocessors.
  - 19.04 Explain software hierarchy and its impact on microprocessors.
  - 19.05 Explain the need for and use of peripherals.
  - 19.06 Demonstrate proficiency using peripherals.
  - 19.07 Identify the basic concepts of computer maintenance and upgrades.
  - 19.08 Differentiate between diagnosing and troubleshooting.
- 20.0 Develop an awareness of programming languages. – The student will be able to:
  - 20.01 Explain the history of programming languages.
  - 20.02 Explain the need for and use of compilers.

- 20.03 Explain how compilers work.
- 20.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).
- 21.0 Develop an awareness of emerging technologies. – The student will be able to:
  - 21.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model. – The student will be able to:
  - 22.01 Identify how types of networks and how they work.
  - 22.02 Identify the role of servers and clients on a network.
  - 22.03 Identify benefits and risks of networked computing.
  - 22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
  - 22.05 Identify Intranets, Extranets and how they relate to the Internet.
  - 22.06 Demonstrate basic understanding of network administration.
  - 22.07 Describe the evolution of OSI from its inception to the present and into the future.
  - 22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software.
- 23.0 Demonstrate proficiency using common software applications. – The student will be able to:
  - 23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
  - 23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
- 24.0 Demonstrate proficiency using specialized software applications. – The student will be able to:
  - 24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).
  - 24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
  - 24.03 Demonstrate the ability to incorporate digital sound.

2011-2012

**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 application of higher level office procedures tasks and communications skills through the use of technology.

- 25.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace of performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 25.01 Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data.
  - 25.02 Use communications and networking to perform tasks and solve problems in business environments.
- 26.0 Demonstrate language arts knowledge and skills. – The students will be able to: AF 2.0
- 26.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4
  - 26.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
  - 26.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 27.0 Demonstrate mathematics knowledge and skills. – The student will be able to: AF 3.0
- 27.01 Demonstrate knowledge of arithmetic operations. AF 3.2
  - 27.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
  - 27.03 Construct charts/tables/graphs using functions and data. AF 3.5
- 28.0 Demonstrate science knowledge and skills. – The students will be able to: AF 4.0
- 28.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1
  - 28.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 29.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The students will be able to:
- 29.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. CM 1.0
  - 29.02 Locate, organize and reference written information from various sources. CM 3.0

- 29.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. CM 5.0
- 29.04 Interpret verbal and nonverbal cues/behaviors that enhance communication. CM 6.0
- 29.05 Apply active listening skills to obtain and clarify information. CM 7.0
- 29.06 Develop and interpret tables and charts to support written and oral communications. CM 8.0
- 29.07 Exhibit public relations skills that aid in achieving customer satisfaction. CM 10.0
- 30.0 Solve problems using critical thinking skills, creativity and innovation. – The students will be able to:
- 30.01 Employ critical thinking skills independently and in teams to solve problems and make decisions.  
PS 1.0
- 30.02 Employ critical thinking and interpersonal skills to resolve conflicts.  
PS 2.0
- 30.03 Identify and document workplace performance goals and monitor progress toward those goals.  
PS 3.0
- 30.04 Conduct technical research to gather information necessary for decision-making.  
PS 4.0
- 31.0 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:
- 31.01 Use job specific terminology if training for specialized support fields (e.g., construction, education, real estate) or use advanced business vocabulary.
- 31.02 Integrate all forms of communication in the successful pursuit of a secretarial career.
- 31.03 Discuss the need to use appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, and conversation.
- 32.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. – The students will be able to:
- 32.01 Discuss communication systems - cultural, organizational, technological, and interpersonal.
- 32.02 Write complex executive level business communications.
- 33.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 33.01 Discuss performance evaluation methods and instruments used to assess employee progress and performance.
- 34.0 Incorporate appropriate customer service strategies to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 34.01 Develop an understanding of the integral value of a customer and practice skills

- to provide excellent customer service.
- 34.02 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.
- 35.0 Incorporate appropriate leadership and supervision techniques and standards of personal ethics to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 35.01 Facilitate focus group discussions regarding service, supervision, and ethical considerations that impact the workplace, business, or learning environment.
  - 35.02 Discuss the main causes of accidents in the office and identify preventive measures.
  - 35.03 Discuss the role of agencies that establish and monitor health and safety standards (e.g., OSHA) and discuss standards established by these agencies.
  - 35.04 Discuss the responsibilities organizations have to their employees (e.g., Right to Work laws, risk management).
- 36.0 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:
- 36.01 Plan ethical, political strategies to achieve goals and advance careers.
  - 36.02 Discuss the role of and understand how to use professional networking resources, including web-based resources.
- 37.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:
- 37.01 Develop professional workplace relationship skills both internally and externally to include team building and group dynamics. Understand how individual personalities fit the team.
  - 37.02 Develop initiative and problem-solving skills to effectively deal with conflict resolution.
- 38.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 38.01 Apply the use of information management tools (e.g., calendars, ticklers, schedulers) to develop and coordinate distribution of work.
  - 38.02 Maintain equipment and supplies.
  - 38.03 Perform financial functions (e.g., payroll, invoices, bank deposits, travel vouchers).
  - 38.04 Have knowledge of transcription and how to prepare documents using machine dictation.
  - 38.05 Perform specialized records management functions.
  - 38.06 Determine the most efficient method to send mail (e.g., fax, e-mail, external/internal courier systems, U.S. Mail).

40.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:

- 40.01 Identify the importance of making decisions that are based on ethical reasoning.
- 40.02 Identify and discuss personal and long term consequences of unethical choices in the workplace.

42.0 Participate in work-based learning experiences. – The student will be able to:

- 42.01 Participate in work-based learning experiences in the secretarial field.
- 42.02 Compare and contrast the software applications used in the secretarial field.
- 42.03 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.
- 42.04 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Business Software Applications 1  
**Course Number:** 8212120  
**Course Credit:** 1

**Course Description:**

This course is designed to develop proficiency in using the advanced features of software programs to perform office-related tasks.

39.0 Use technology to increase administrative office support productivity and enhance workplace performance. – The student will be able to:

- 39.01 Access, process, and transmit information through all mediums (e.g., fax, e-mail, modem, Internet, teleconferencing).
- 39.02 Create documents using advanced features in word processing, database, spreadsheet, presentation, and multimedia software.
- 39.03 Discuss how to and where access is possible install and update software for current office use.
- 39.04 Use technology to research, compile, create, and deliver an oral presentation.
- 39.05 Key with speed and accuracy to meet industry standards for employment as a secretary or administrative assistant.
- 39.06 Perform integrated functions using various software applications.
- 39.07 Perform proofreading skills including electronic reference tools.
- 39.08 Identify various means to scan, store and manage electronic documents and understand how to use.

41.0 Use information technology tools. – The students will be able to:

- 41.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
- 41.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, email, and internet applications. IT 2.0
- 41.03 Employ computer operations applications to access, create, manage, integrate, and store information. IT 3.0
- 41.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0

42.0 Participate in work-based learning experiences. – The student will be able to:

- 42.01 Participate in work-based learning experiences in the secretarial field.
- 42.02 Compare and contrast the software applications used in the secretarial field.
- 42.03 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.

2011-2012

**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 application of higher level office procedures tasks and communication skills.

58.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:

- 58.01 Perform specialized medical office procedures including health insurance and insurance verification, billing and collections, and scheduling auxiliary services.
- 58.02 Prepare medical documents.
- 58.03 Maintain and utilize a medical reference library.
- 58.04 Discuss and simulate legal and ethical procedures in the medical office.
- 58.05 Recognize usage of specialized medical software.
- 58.06 Proofread to include mechanics, content, and specialized medical formats.
- 58.07 Perform specialized records management functions specific to the medical field.
- 58.08 Use medical terminology.
- 58.09 Identify key standards for privacy of health information as mandated in Health Insurance Portability and Accountability Act (HIPAA), including online application process, state standards and standards for minors.
- 58.10 Transcribe medical documents, including use of voice-integration technology applications and scanning technology for medical records.
- 58.11 Discuss how to use encryption to support patient confidentiality when sending communication.

44.0 Participate in work-based learning experiences. — The student will be able to:

- 44.01 Participate in work-based learning experiences in a medical office environment.
- 44.02 Discuss the use of technology in a medical office environment.
- 44.03 Discuss the management/supervisory skills needed in a medical office environment.

45.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The student will be able to:

- 45.01 Describe the nature and types of business organizations. SY 1.0
- 45.02 Explain the effect of key organizational systems on performance and quality.
- 45.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
- 45.04 Explain the impact of the global economy on business organizations.



46.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. – The student will be able to:

- |       |   |        |
|-------|---|--------|
| 46.01 | Employ leadership skills to accomplish organizational goals and objectives.                                     | LT 1.0 |
| 46.02 | Establish and maintain effective working relationships with others in order to accomplish objectives and tasks. | LT 3.0 |
| 46.03 | Conduct and participate in meetings to accomplish work tasks.   | LT 4.0 |
| 46.04 | Employ mentoring skills to inspire and teach others.  | LT 5.0 |

2011-2012

**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 in an efficient manner.

- 59.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
- 59.01 Simulate professional communication skills in situations with patients and medical contacts.
  - 59.02 Use medical terminology.
- 60.0 Use technology to increase medical office support productivity and enhance workplace performance. – The student will be able to:
- 60.01 Transcribe medical documents, including the use of voice-integration technology applications and scanning technology for medical records.
  - 60.02 Discuss how to use encryption to support patient confidentiality when sending communication.
- 44.0 Participate in work-based learning experiences. — The student will be able to:
- 44.01 Participate in work-based learning experiences in a medical office environment.
  - 44.02 Discuss the use of technology in a medical office environment.
  - 44.03 Discuss the management/supervisory skills needed in a medical office environment.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Medical Office Technology 3  
**Course Number:** 8212203  
**Course Credit:** 1

**Course Description:**

This course expands the competencies learned in Medical Office Technology 2 and is designed to develop medical vocabulary and skill in transcribing medical documents from machine transcription. Students will use technology to produce high-quality employment portfolios, research job opportunities, and compile and disseminate job-seeking documents.

- 61.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
- 61.01 Use medical terminology.
  - 61.02 Demonstrate knowledge of medical emergency management procedures (e.g., perform CPR, call 911, etc.).
  - 61.03 Demonstrate an understanding of insurance fraud and abuse.
  - 61.04 Communicate with health organizations to process referrals and verify patient coverage.
  - 61.05 Demonstrate knowledge of OSHA regulations and compliances as they relate to medical offices (e.g., disposal of biohazard waste, do's and don'ts of transporting files into and out of contaminated areas, etc.).
  - 61.06 Identify and discuss various State Insurance Licenses offered covering physicians' offices.
  - 61.07 Participate in work-based learning experiences in a medical office environment.
  - 61.08 Discuss the use of technology in a medical office environment.
- 48.0 Use technology to increase medical office support productivity and enhance workplace performance. — The student will be able to:
- 48.01 Transcribe medical documents, including the use of voice-integrations technology applications and scanning technology.
  - 48.02 Key with speed and accuracy to meet industry standards for employment as a medical secretary.
  - 48.03 Integrate all forms of communication in the successful pursuit of a career as a medical secretary.
- 49.0 Participate in work-based learning experiences. — The student will be able to:
- 49.01 Participate in work-based learning experiences in a medical office environment.
  - 49.02 Compare and contrast the software applications used in a medical office environment.
  - 49.03 Discuss ways to respond positively to change and reduce stress in a business medical office.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Medical Office Internship  
**Course Number:** 8212204  
**Course Credit:** 1

**Course Description:**

This course is designed to provide students with the opportunity to stimulate their career interest in medical secretarial technology. 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 medical office 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 in Microsoft Word format at <http://www.fldoe.org/workforce/programs/doc/coopm.doc>.

50.0 Demonstrate employability skills. – The student will be able to:

- 50.01 Demonstrate successful interview techniques.
- 50.02 Maintain and update a career portfolio.
- 50.03 Define terms related to medical office careers.
- 50.04 Apply for positions with a letter of application and resume.

51.0 Explain the importance of employability skills and entrepreneurial skills. – The student will be able to:

- 51.01 Identify and demonstrate positive work behaviors needed to be employable. ECD 1.0
- 51.02 Develop personal career plan that includes goals, objectives, and strategies. ECD 2.0
- 51.03 Examine licensing, certification, and industry credentialing requirements. ECD 3.0
- 51.04 Maintain a career portfolio to document knowledge, skills, and experience. ECD 5.0
- 51.05 Evaluate and compare employment opportunities that match career goals. ECD 6.0
- 51.06 Identify and exhibit traits for retaining employment. ECD 7.0
- 51.07 Identify opportunities and research requirements for career advancement. ECD 8.0
- 51.08 Research the benefits of ongoing professional development. ECD 9.0
- 51.09 Examine and describe entrepreneurship opportunities as a career planning option. ECD 10.0

52.0 Demonstrate business management skills. – The student will be able to:

- 52.01 Apply the major functions of management in all areas of the internship workplace.

53.0 Demonstrate positive human relations and leadership skills in the workplace. – The student will be able to:

- 53.01 Apply ethnocentric, polycentric, regiocentric, and geocentric approaches to managing human resources.

- 53.02 Demonstrate communication strategies (verbal and non-verbal) necessary and appropriate for effective medical office business relations.
- 53.03 Demonstrate skills as a team member.
- 53.04 Participate in leadership activities in FBLA or BPA.
- 53.05 Participate in community service activities.
- 54.0 Demonstrate business ethics. – The student will be able to:
- 54.01 Demonstrate ethical medical business behavior.
- 55.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
- 55.01 Evaluate and justify decisions based on ethical reasoning. ELR 1.0
- 55.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities and employer policies. ELR 1.1
- 55.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. ELR 1.2
- 55.04 Interpret and explain written organizational policies and procedures. ELR 2.0
- 56.0 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:
- 56.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. SHE 1.0
- 56.02 Explain the effect of key organizational systems on performance and quality.
- 56.03 Create a disaster and/or emergency response plan. SHE 2.0
- 57.0 Demonstrate personal money-management concepts, procedures, and strategies. – The student will be able to:
- 57.01 Identify and describe the services and legal responsibilities of financial institutions. FL 2.0
- 57.02 Describe the effect of money management on personal and career goals. FL 3.0
- 57.03 Develop a personal budget and financial goals. FL 3.1
- 57.04 Complete financial instruments for making deposits and withdrawals. FL 3.2
- 57.05 Maintain financial records. FL 3.3
- 57.06 Read and reconcile financial statements. FL 3.4
- 57.07 Research, compare and contrast investment opportunities.

2011-2012

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Administrative Assistant/Administrative Office Specialist  
**Program Type:** Career Preparatory  
**Career Cluster:** Business, Management, and Administration

	<b>Secondary</b>	<b>PSAV</b>
Program Number	8212500	B070330
CIP Number	0507.040103	0507.040103
Grade Level	9-12, 30, 31	30, 31
Standard Length	7 credit hours	1050 hours
Teacher Certification	BUS ED 1 @2 VOE @7 TEACH CBE @7 STENOG @4 @ 7 CLERICAL @7 G SECRETAR @7 G MANAG SUPV @7 G	BUS ED 1 @2 VOE @7 TEACH CBE @7 STENOG @4 @ 7 CLERICAL @7 G SECRETAR @7 G MANAG SUPV @7 G
Additional Teacher Certifications:	Intro to IT: COMP SCI 6	Intro to IT: COMP SCI 6
CTSO	FBLA BPA	Phi Beta Lambda BPA
SOC Codes (all applicable)	43-6011	43-6011
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)	
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>	
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>	
Industry Certifications	<a href="http://www.fldoe.org/workforce/fcpea/default.asp">http://www.fldoe.org/workforce/fcpea/default.asp</a>	
Basic Skills Level	N/A	Mathematics: 10.0 Language: 10.0 Reading: 10.0

### **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.

### Program Structure

This program is a planned sequence of instruction consisting of the Business Technology Education Core and three additional occupational completion points. Secondary or postsecondary students who have previously completed the Business Technology Education Core will not have to repeat the core. A student who completes the applicable competencies at any occupational completion point may either continue with the training program or exit as an occupational completer.

When offered at the post secondary level, 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.

The following table illustrates the **PSAV** program structure:

OCP	Course Number	Course Title	Course Length	SOC Code
A	OTA0040	Information Technology Assistant *	150	15-1041
B	OTA0041	Front Desk Specialist	300	43-1011
C	OTA0030	Assistant Digital Production Designer	150	43-9031
D	OTA0043	Administrative Assistant	450	43-6011

\* Note: OTA0040 is a core program.

The following table illustrates the **Secondary** program structure:

OCP	Course Number	Course Title	Length	SOC Code	Level
A	8200320	Keyboarding and Business Skills <i>and</i>	.5 credit	15-1061	2
	8200330	Computer and Business Skills	.5 credit		2
	<b>Or</b>				
	8209020	Computing for College and Careers <i>or</i>	1 credit	43-9031	2
8207310	Introduction to Information Technology	1 credit	2		
B	8212110	Administrative Office Technology 1	1 credit	43-1011	2
	8212120	Business Software Applications 1	1 credit		2
C	8209510	Digital Design 1	1 credit	43-9031	2
D	8212410	Administrative Office Technology 2	1 credit	43-6011	2
	8212420	Administrative Office Technology 3	1 credit		2
	8212160	Business Software Applications 2	1 credit		2

## **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organization for providing leadership training and reinforcing specific career and technical skills for secondary students. For postsecondary students, Phi Beta Lambda and BPA are the appropriate student organizations. 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.

### **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 program-specific OJT framework apply.

There is a **Cooperative Education Manual** available on-line that has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the DOE website at <http://www.fldoe.org/workforce/programs/doc/coopm.doc>.

### **Basic Skills**

In PSAV 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: Mathematics 10.0, Language 10.0, and Reading 10.0. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination. Students may be exempt from meeting the Basic Skills requirements by earning an eligible industry certification. See the Basic Skills Exemption List document for a list of eligible industry certifications (<http://www.fldoe.org/workforce/dwdframe/rtf/basic-skills.rtf>).

Adult students with disabilities, as defined in Section 1004.02(7), 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(3)(a), F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91(3), F.S.

Students who possess a college degree at the Associate of Applied Science level or higher; who have completed or are exempt from the college entry-level examination pursuant to Section 1008.29, F.S.; or who have passed a state, national, or industry licensure exam are exempt from meeting the Basic Skills requirement (Rule 6A-10.040, F.A.C.)



## **Essential Skills**

Essential skills identified by the Division of Career and Adult Education have been integrated into the standards and benchmarks of this program. These skills represent the general knowledge and skills considered by industry to be essential for success in careers across all career clusters. Students preparing for a career served by this program at any level should be able to demonstrate these skills in the context of this program. A complete list of Essential Skills and links to instructional resources in support of these Essential Skills are published on the CTE Essential Skills page of the FL-DOE website ([http://www.fldoe.org/workforce/dwdframe/essential\\_skills.asp](http://www.fldoe.org/workforce/dwdframe/essential_skills.asp)).

## **Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 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 occupational completion point (OCP) or a modified occupational completion point (MOCP). 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 an OCP/MOCP. The student should work on different competencies and new applications of competencies each year toward completion of the OCP(s)/MOCP. 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).

## **Articulation**

The PSAV component of this program (B070330) has one statewide articulation agreement approved by the Articulation Coordinating Committee.

1. Office Administration AS/AAS (0507060300/0507060300) – 18 credits

For details on statewide articulation agreements which correlate to programs and industry certifications, refer to [http://www.fldoe.org/workforce/dwdframe/artic\\_frame.asp](http://www.fldoe.org/workforce/dwdframe/artic_frame.asp).

### **Bright Futures/Gold Seal Scholarship**

Course substitutions as defined in the Comprehensive Course Table for this program area may be used to qualify a student for Florida's Gold Seal Vocational Scholarship, providing all other eligibility requirements are met. Eligibility requirements are available online at [https://www.osfaffelp.org/bfiehs/fnbpcm02\\_CCTMain.aspx](https://www.osfaffelp.org/bfiehs/fnbpcm02_CCTMain.aspx).

### **Fine Arts/Practical Arts Credit**

Many courses in CTE programs meet the Fine Arts/Practical Arts credit for high school graduation. For additional information refer to <http://www.fldoe.org/schools/pdf/ListPracticalArtsCourses.pdf>.

### **Standards**

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

#### **Keyboarding and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace.
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.

**AND**

#### **Computer and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.

- 03.0 Use Technology to apply and enhance communications skills in technical reading, writing.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 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 Perform e-mail activities.
- 12.0 Demonstrate operating systems.
- 13.0 Develop an awareness of emerging technologies.

OR

**Computing for College and Careers competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance and enhance personal performance in relation to the workplace. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal and professional ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 09.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 10.0 Demonstrate personal and interpersonal skills and attributes appropriate for the workplace.
- 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance

- workplace performance.
- 12.0 Perform e-mail activities.
- 13.0 Demonstrate operating systems.
- 14.0 Develop an awareness of emerging technologies.

**OR**

**Introduction to IT Competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance.
- 02.0 Demonstrate Comprehension and communication skills.
- 03.0 Use technology to enhance the effectiveness of communication skills.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 09.0 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.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 11.0 Participate in work-based learning experiences.
- 12.0 Perform e-mail activities.
- 13.0 Demonstrate knowledge of different operating systems.
- 14.0 Demonstrate proficiency navigating the Internet, intranet, and the WWW.
- 15.0 Demonstrate proficiency using HTML commands.
- 16.0 Demonstrate proficiency in page design applicable to the WWW.
- 17.0 Demonstrate proficiency using specialized web design software.
- 18.0 Develop an awareness of the information technology industry.
- 19.0 Develop an awareness of microprocessors and digital computers.
- 20.0 Develop an awareness of programming languages.
- 21.0 Develop an awareness of emerging technologies.
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model.
- 23.0 Demonstrate proficiency using common software applications.
- 24.0 Demonstrate proficiency using specialized software applications.

**Technical Competencies**

- 25.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace of performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 26.0 Demonstrate language arts knowledge and skills.
- 27.0 Demonstrate mathematics knowledge and skills.

- 28.0 Demonstrate science knowledge and skills.
- 29.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas.
- 30.0 Solve problems using critical thinking skills, creativity and innovation.
- 31.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise and correct manner on personal and professional levels.
- 32.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance.
- 33.0 Practice quality performance in the learning environment and the workplace.
- 34.0 Incorporate appropriate customer service strategies to accomplish job objectives and enhance workplace performance.
- 35.0 Incorporate appropriate leadership and supervision techniques and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 36.0 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.
- 37.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 38.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 39.0 Use technology to increase administrative office support productivity and enhance workplace performance.
- 40.0 Describe the importance of professional ethics and legal responsibilities.
- 41.0 Use information technology tools.
- 42.0 Participate in work-based learning experiences.
- 43.0 Demonstrate proficiency in computer skills.
- 44.0 Demonstrate knowledge of digital publishing concepts.
- 45.0 Perform decision –making activities.
- 46.0 Perform layout, design, and measurement activities.
- 47.0 Demonstrate proficiency in digital publishing operations.
- 48.0 Demonstrate proficiency in digital imaging.
- 49.0 Apply communication skills (reading, writing speaking, listening and viewing) in a courteous, concise, and correct manner on personal and professional levels.
- 50.0 Use information to accomplish job objectives and enhance workplace performance.
- 51.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 52.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 53.0 Use technology to increase administrative office support productivity and enhance workplace performance.
- 54.0 Participate in a work-based learning experiences.
- 55.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
- 56.0 Demonstrate the importance of health, safety, and environmental management in organizations and their importance to organizational performance and regulatory compliance.
- 57.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
- 58.0 Describe the importance of professional ethics and legal responsibilities.
- 59.0 Explain the importance of employability skill and entrepreneurship skills.
- 60.0 Demonstrate personal money-management concepts, procedures, and strategies.

- 61.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 62.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title: Administrative Assistant**  
**PSAV Number: B070330**

**Course Number: OTA0040**  
**Occupational Completion Point: A**  
**Information Technology Assistant – 150 Hours – SOC Code 15-1041**

**Keyboarding and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Demonstrate basic file management skills.
- 02.0 Demonstrate comprehension and communication skills. – The student will be able to:
- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
  - 02.02 Write clear and well-organized research papers, integrating a variety of information.
  - 02.03 Prepare and deliver an oral report with appropriate materials to the class
  - 02.04 Participate in large group discussions as a member and/or a leader.
  - 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.06 Accurately follow written and oral instructions.
  - 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member. – The student will be able to:

- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 07.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 07.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 07.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up.)
  - 07.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:



- 08.01 Accept constructive criticism.
  - 08.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 08.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 09.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.).
  - 09.02 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, etc.).

**AND**

**Computer and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic file management skills.
  - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. – The student will be able to:
- 02.01 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.02 Accurately follow written and oral instructions.
  - 02.03 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications.
  - 03.02 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 04.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 04.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 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 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 05.02 Identify, analyze and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 05.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 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 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 06.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 06.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate.
- 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 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 07.02 Use personal assessment tools to identify personal strengths and weaknesses

related to learning and work environments.

- 07.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
  - 08.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 08.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 08.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 08.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 08.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 08.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 08.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 08.08 Build mentor relationships with local professionals in the industry.
- 09.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
  - 09.01 Accept constructive criticism.
  - 09.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 09.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 10.01 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, etc.).
- 11.0 Perform e-mail activities. – The student will be able to:
  - 11.01 Describe e-mail capabilities and functions.
  - 11.02 Use the Internet to perform e-mail activities.
- 12.0 Demonstrate operating systems. – The student will be able to:
  - 12.01 Identify operating system file naming conventions.

- 12.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
- 12.03 Demonstrate a working knowledge of standard file formats.
- 12.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).

13.0 Develop an awareness of emerging technologies. – The student will be able to:

- 13.01 Compare and contrast various methods of evaluation for emerging technologies.
- 13.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
- 13.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

OR

**Computing for College and Careers competencies:**

01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. – The students will be able to:

- 01.01 Develop keyboarding skills to enter and manipulate text and data.
- 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Demonstrate basic computer file management skills.
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

- 03.0 Use technology to enhance the effectiveness of communication skills. – The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentations, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.

- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. – The student will be able to:
- 08.01 Access, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.

- 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Perform functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 11.01 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, etc.).
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. – The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies. — The student will be able to:
  - 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

OR

**Introduction to Information Technology competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
  - 01.06 Describe ethical issues and problems associated with computers and information systems.

- 02.0 Demonstrate comprehension and communication skills. – The student will be able to:
- 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
  - 02.02 Use professional business vocabulary appropriate for information technology environments.
  - 02.03 Organize ideas and communicate oral and written messages appropriate for information technology environments.
  - 02.04 Collaborate with individuals and teams to complete tasks and solve information technology problems.
  - 02.05 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
  - 02.06 Apply the writing process to the creation of appropriate documents following designated business formats.
  - 02.07 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).
- 03.0 Use technology to enhance the effectiveness of communication skills. – The student will be able to:
- 03.01 Use database, spreadsheet, and presentation software, scheduling, and integrated software packages to enhance communication.
  - 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).



- 06.0 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:
- 06.01 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.
- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. – The student will be able to:
- 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
  - 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
  - 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
  - 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
  - 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.

- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:
  - 10.01 Accept constructive criticism.
  - 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
  
- 11.0 Participate in work-based learning experiences. – The student will be able to:
  - 11.01 Participate in work-based learning experiences in an information technology environment.
  - 11.02 Discuss the use of technology in an information technology environment.
  
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Identify components of an e-mail message.
  - 12.03 Identify the components of an e-mail address.
  - 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.
  - 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
  
- 13.0 Demonstrate knowledge of different operating systems. – The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
  
- 14.0 Demonstrate proficiency navigating the internet, intranet, and the WWW. – The student will be able to:
  - 14.01 Identify and describe Web terminology.
  - 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 14.05 Trace the evolution of the Internet from its inception to the present and into the future.

- 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, pdf, etc.).
  - 14.08 Identify effective Boolean search strategies.
- 15.0 Demonstrate proficiency using HTML commands. – The student will be able to:
- 15.01 Identify elements of a Web page.
  - 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 15.03 Define basic HTML terminology.
  - 15.04 Analyze HTML source code developed by others.
  - 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, and tables).
  - 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 15.07 Edit and test HTML documents for accuracy and validity.
  - 15.08 Use basic functions of WYSIWYG editors.
  - 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
  - 15.10 Enhance web pages through the addition of images and graphics including animation.
- 16.0 Demonstrate proficiency in page design applicable to the WWW. – The student will be able to:
- 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
  - 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
  - 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
  - 16.04 Use image design software to create and edit images.
  - 16.05 Demonstrate proficiency in publishing to the Internet.
  - 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
  - 16.07 Explain the need for web-based applications.
- 17.0 Demonstrate proficiency using specialized web design software. – The student will be able to:
- 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  - 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
- 18.0 Develop an awareness of the information technology industry. – The student will be able to:
- 18.01 Explain how information technology impacts the operation and management of business and society.

- 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
- 18.03 Explain the emergence of a paperless society.
- 19.0 Develop an awareness of microprocessors and digital computers. – The student will be able to:
  - 19.01 Describe the evolution of the digital computer.
  - 19.02 Explain the general architecture of a microcomputer system.
  - 19.03 Explain the evolution of microprocessors.
  - 19.04 Explain software hierarchy and its impact on microprocessors.
  - 19.05 Explain the need for and use of peripherals.
  - 19.06 Demonstrate proficiency using peripherals.
  - 19.07 Identify the basic concepts of computer maintenance and upgrades.
  - 19.08 Differentiate between diagnosing and troubleshooting.
- 20.0 Develop an awareness of programming languages. – The student will be able to:
  - 20.01 Explain the history of programming languages.
  - 20.02 Explain the need for and use of compilers.
  - 20.03 Explain how compilers work.
  - 20.04 Identify the three types of programming design approaches (e.g., top-down, structured and object-oriented).
- 21.0 Develop an awareness of emerging technologies. – The student will be able to:
  - 21.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).
- 22.0 Demonstrate an understanding of the seven layers of the open systems interface (OSI) model. – The student will be able to:
  - 22.01 Identify how types of networks and how they work.
  - 22.02 Identify the role of servers and clients on a network.
  - 22.03 Identify benefits and risks of networked computing.
  - 22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
  - 22.05 Identify Intranets, Extranets and how they relate to the Internet.
  - 22.06 Demonstrate basic understanding of network administration.
  - 22.07 Describe the evolution of OSI from its inception to the present and into the future.
  - 22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software
- 23.0 Demonstrate proficiency using common software applications. – The student will be able to:
  - 23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail,

- presentation, database, scheduling, financial management, Java applet, music, etc.).
- 23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
- 24.0 Demonstrate proficiency using specialized software applications. – The student will be able to:
- 24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).
- 24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
- 24.03 Demonstrate the ability to incorporate digital sound.

**Course Number: OTA0041**  
**Occupational Completion Point – B**  
**Front Desk Specialist – 300 Hours – SOC Code 43-1011**

- 25.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace of performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 25.01 Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data.
- 25.02 Use communications and networking to perform tasks and solve problems in business environments.
- 26.0 Demonstrate language arts knowledge and skills. – The students will be able to: AF 2.0
- 26.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4
- 26.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
- 26.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 27.0 Demonstrate mathematics knowledge and skills. – The student will be able to: AF 3.0
- 27.01 Demonstrate knowledge of arithmetic operations. AF 3.2
- 27.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
- 27.03 Construct charts/tables/graphs using functions and data. AF 3.5
- 28.0 Demonstrate science knowledge and skills. – The students will be able to: AF 4.0
- 28.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1

- 28.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 29.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The students will be able to:
- 29.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.  
CM 1.0
- 29.02 Locate, organize and reference written information from various sources.  
CM 3.0
- 29.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.  
CM 5.0
- 29.04 Interpret verbal and nonverbal cues/behaviors that enhance communication.  
CM 6.0
- 29.05 Apply active listening skills to obtain and clarify information.  
CM 7.0
- 29.06 Develop and interpret tables and charts to support written and oral communications.  
CM 8.0
- 29.07 Exhibit public relations skills that aid in achieving customer satisfaction.  
CM 10.0
- 30.0 Solve problems using critical thinking skills, creativity and innovation. – The students will be able to:
- 30.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0
- 30.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 2.0
- 30.03 Identify and document workplace performance goals and monitor progress toward those goals. PS 3.0
- 30.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- 31.0 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:
- 31.01 Use job specific terminology if training for specialized support fields (e.g., construction, education, real estate) or use advanced business vocabulary.
- 31.02 Integrate all forms of communication in the successful pursuit of a secretarial career.
- 31.03 Discuss the need to use appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, and conversation.
- 32.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 32.01 Discuss communication systems - cultural, organizational, technological, and interpersonal.

- 32.02 Write complex executive level business communications.
- 33.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
  - 33.01 Discuss performance evaluation methods and instruments used to assess employee progress and performance.
- 34.0 Incorporate appropriate customer service strategies to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 34.01 Develop an understanding of the integral value of a customer and practice skills to provide excellent customer service.
  - 34.02 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.
- 35.0 Incorporate appropriate leadership and supervision techniques and standards of personal ethics to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 35.01 Facilitate focus group discussions regarding service, supervision, and ethical considerations that impact the workplace, business, or learning environment.
  - 35.02 Discuss the main causes of accidents in the office and identify preventive measures.
  - 35.03 Discuss the role of agencies that establish and monitor health and safety standards (e.g., OSHA) and discuss standards established by these agencies.
  - 35.04 Discuss the responsibilities organizations have to their employees (e.g., Right to Work laws, risk management).
- 36.0 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:
  - 36.01 Plan ethical, political strategies to achieve goals and advance careers.
  - 36.02 Discuss the role and understand how to use professional networking resources, including web-based resources.
- 37.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:
  - 37.01 Develop professional workplace relationship skills both internally and externally to include team building and group dynamics. Understand how individual personalities fit the team.
  - 37.02 Develop initiative and problem-solving skills to effectively deal with conflict resolution.
- 38.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 38.01 Apply the use of information management tools (e.g., calendars, ticklers, schedulers) to develop and coordinate distribution of work.

- 38.02 Maintain equipment and supplies.
  - 38.03 Perform financial functions (e.g., payroll, invoices, bank deposits, travel vouchers).
  - 38.04 Have knowledge of transcription and how to prepare documents using machine dictation.
  - 38.05 Perform specialized records management functions.
  - 38.06 Determine the most efficient method to send mail (e.g., fax, e-mail, external/internal courier systems, U.S. Mail).
- 39.0 Use technology to increase administrative office support productivity and enhance workplace performance. – The student will be able to:
- 39.01 Access, process, and transmit information through all mediums (e.g., fax, e-mail, modem, Internet, teleconferencing).
  - 39.02 Create documents using advanced features in word processing, database, spreadsheet, presentation, and multimedia software.
  - 39.03 Discuss how to and where access is possible install and update software for current office use.
  - 39.04 Use technology to research, compile, create, and deliver an oral presentation.
  - 39.05 Key with speed and accuracy to meet industry standards for employment as a secretary or administrative assistant.
  - 39.06 Perform integrated functions using various software applications.
  - 39.07 Perform proofreading skills including electronic reference tools.
  - 39.08 Identify various means to scan, store and manage electronic documents and understand how to use.
  - 39.09 Identify and understand various ways to hold a meeting through web conferencing.
- 40.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
- 40.01 Identify the importance of making decisions that are based on ethical reasoning.
  - 40.02 Identify and discuss personal and long term consequences of unethical choices in the workplace.
- 41.0 Use information technology tools. – The students will be able to:
- 41.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
  - 41.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, email, and internet applications. IT 2.0
  - 41.03 Employ computer operations applications to access, create, manage, integrate, and store information. IT 3.0
  - 41.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0
- 42.0 Participate in work-based learning experiences. – The student will be able to:
- 42.01 Participate in work-based learning experiences in the secretarial field.
  - 42.02 Discuss the use of technology in the secretarial field.
  - 42.03 Compare and contrast the software applications used in the secretarial field.



- 42.04 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.

**Course Number: OTA0030**

Occupational Completion Point – C

Assistant Digital Production Designer – 150 Hours – SOC Code 43-9031

- 42.0 Participate in work-based learning experiences. – The student will be able to:
  - 42.01 Discuss the use of technology in a digital publishing environment.
- 43.0 Demonstrate proficiency in computer skills. – The student will be able to:
  - 43.01 Identify all computer parts (e.g., RAM, ROM).
  - 43.02 Demonstrate an understanding of all functions of a computer.
  - 43.03 Utilize appropriate font management techniques (e.g., TrueType, postscript, install and remove fonts).
  - 43.04 Perform storage management (e.g., hard drive, floppy disk).
  - 43.05 Perform maintenance of computers and peripherals.
- 44.0 Demonstrate knowledge of digital publishing concepts. – The student will be able to:
  - 44.01 Identify the skills needed by a digital designer.
  - 44.02 Define commonly used terms in graphic communications.
  - 44.03 Identify characteristics of paper.
  - 44.04 Identify different kinds of color (e.g., spot, process).
  - 44.05 Identify software used in digital publishing.
  - 44.06 Demonstrate knowledge of copyright laws.
- 45.0 Perform decision-making activities. – The student will be able to:
  - 45.01 Determine work priorities.
  - 45.02 Evaluate information to be used and choose relevant material.
  - 45.03 Determine the audience.
  - 45.04 Demonstrate an understanding of various advertising mediums.
  - 45.05 Recognize and maintain ethical standards.
- 46.0 Perform layout, design, and measurement activities. – The student will be able to:
  - 46.01 Identify characteristics of type, type families, type series, and type styles.
  - 46.02 Paste up mechanical elements electronically.
  - 46.03 Prepare rough layout designs.
  - 46.04 Copycat and markup using type sizes and styles.
  - 46.05 Identify elements of design.
- 47.0 Demonstrate proficiency in digital publishing operations. – The student will be able to:
  - 47.01 Key with speed and accuracy to meet industry standards.
  - 47.02 Complete projects using a variety of fonts, sizes, leading, and alignments.
  - 47.03 Output projects using a variety of devices (e.g., printers, image setters).

- 47.04 Design with type using kerning, tracking, horizontal/vertical scale, baseline shift, etc.
  - 47.05 Produce projects using table and indents.
  - 47.06 Produce projects using white space.
  - 47.07 Assemble multipage documents.
  - 47.08 Create documents that use master pages.
  - 47.09 Use a variety of styles to produce effective layouts
  - 47.10 Produce a document using printer and reader spreads.
  - 47.11 Use publishing software to create a pre-press profile.
  - 47.12 Produce a variety of designs using layout/paste-up software.
- 48.0 Demonstrate proficiency in digital imaging. – The student will be able to:
- 48.01 Demonstrate proper use of a scanner/slide scanner.
  - 48.02 Proofread electronically and manually.

**Course Number: OTA0043**

**Occupational Completion Point – D**

**Administrative Assistant – 450 Hours – SOC Code 43-6011**

- 49.0 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:
- 49.01 Deliver impromptu and planned speeches.
  - 49.02 Synthesize information from multiple speakers in a group and respond in an effective manner.
  - 49.03 Communicate in a multicultural setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds).
- 50.0 Use information to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 50.01 Gather and compile data for supervisors and for company reports.
- 51.0 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:
- 51.01 Serve as interviewer, interviewee, and liaison in public relations, civic, media, community, and employment situations.
  - 51.02 Train and assist others in business behavior, procedures, and skills.
  - 51.03 Demonstrate leadership behavior to include delegation of duties.
- 52.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 52.01 Organize and conduct a meeting using parliamentary procedures.
  - 52.02 Perform budgeting and accounting procedures.
  - 52.03 Plan and arrange business functions.

- 52.04 Plan and design the physical layout of an office to meet ergonomic and federal requirements.
  - 52.05 Analyze equipment specifications to meet required needs and make purchase recommendations.
  - 52.06 Maintain and utilize a resource library.
  - 52.07 Perform specialized office procedures.
  - 52.08 Identify ways to maintain an operative, professional and clean facility. Discuss need to contract services for certain needs while performing others effectively completed as a secretary or administrative assistant.
  - 52.09 Identify responsibilities of a landlord and discuss ways to manage maintenance needs with landlord.
- 53.0 Use technology to increase administrative office support productivity and enhance workplace performance. – The student will be able to:
- 53.01 Key with speed and accuracy to meet industry standards for employment as an executive secretary or administrative assistant.
  - 53.02 Integrate all forms of communication in the successful pursuit of a career as an executive secretary or administrative assistant.
- 54.0 Participate in work-based learning experiences. – The student will be able to:
- 54.01 Participate in work-based learning experiences in an administrative office environment.
  - 54.02 Discuss the use of technology in an administrative office environment.
  - 54.03 Compare and contrast the software applications used in an administrative office environment.
  - 54.04 Discuss the changing role of administrative support in today’s business environment and the ways to manage stress related to these changes.
  - 54.05 Discuss the management/supervisory skills needed in an administrative office environment.
- 55.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The student will be able to:
- 55.01 Describe the nature and types of business organizations. SY 1.0
  - 55.02 Explain the effect of key organizational systems on performance, quality and excellent customer service.
  - 55.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
  - 55.04 Explain the impact of the global economy on business organizations.
- 56.0 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:
- 56.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. SHE 1.0
  - 56.02 Explain emergency procedures to follow in response to workplace accidents. SHE 2.0
  - 56.03 Create a disaster and/or emergency response plan.

- 57.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. – The student will be able to:
- 57.01 Employ leadership skills to accomplish organizational goals and objectives. LT 1.0
  - 57.02 Establish and maintain positive working relationships with others in order to effectively accomplish objectives and tasks. LT 3.0
  - 57.03 Conduct and participate in meetings to accomplish work tasks. LT 4.0
  - 57.04 Employ mentoring skills to inspire and teach others. LT 5.0
- 58.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
- 58.01 Evaluate and justify decisions based on ethical reasoning. ELR 1.0
  - 58.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. ELR 1.1
  - 58.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. ELR 1.2
  - 58.04 Interpret and explain written organizational policies and procedures. ELR 2.0
- 59.0 Explain the importance of employability skill and entrepreneurship skills. – The student will be able to:
- 59.01 Identify and demonstrate positive work behaviors needed to be employable. ECD 1.0
  - 59.02 Develop personal career plan that includes goals, objectives, and strategies. ECD 2.0
  - 59.03 Examine licensing, certification, and industry credentialing requirements. ECD 3.0
  - 59.04 Maintain a career portfolio to document knowledge, skills, and experience. ECD 5.0
  - 59.05 Evaluate and compare employment opportunities that match career goals. ECD 6.0
  - 59.06 Identify and exhibit traits for retaining employment. ECD 7.0
  - 59.07 Identify opportunities and research requirements for career advancement. ECD 8.0
  - 59.08 Research the benefits of ongoing professional development. ECD 9.0
  - 59.09 Examine and describe entrepreneurship opportunities as a career planning option. ECD 10.0
  - 59.10 Practice administrative skills using online assessments to prepare for interviews.
- 60.0 Demonstrate personal money-management concepts, procedures, and strategies. – The student will be able to:
- 60.01 Identify and describe the services and legal responsibilities of financial institutions. FL 2.0
  - 60.02 Describe the effect of money management on personal and career goals. FL 3.0
  - 60.03 Develop a personal budget and financial goals. FL 3.1
  - 60.04 Complete financial instruments for making deposits and withdrawals. FL 3.2
  - 60.05 Maintain financial records. FL 3.3
  - 60.06 Read and reconcile financial statements. FL 3.4
  - 60.07 Research, compare and contrast investment opportunities.



**Florida Department of Education  
Student Performance Standards**

**Course Title:**                    **Keyboarding and Business Skills**  
**Course Number:**               **8200320**  
**Course Credit:**                 **.5**

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental word processing applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society.

This course, along with Computer and Business Skills is equivalent to Computing for College and Careers. Students should complete this course before enrolling in Computer and Business Skills.

01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:

- 01.01 Develop keyboarding skills to enter and manipulate text and data.
- 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Demonstrate basic file management skills.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
- 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.
- 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and

complete business tasks.

- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member. – The student will be able to:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 07.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 07.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 07.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up.)

- 07.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
  - 08.01 Accept constructive criticism.
  - 08.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 08.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 09.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.).
  - 09.02 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, etc.).



**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computer and Business Skills  
**Course Number:** 8200330  
**Course Credit:** .5

**Course Description:**

This course is designed to introduce students to the basic skills and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards.

This course, along with Keyboarding and Business Skills is equivalent to Computing for College and Careers. Students should complete Keyboarding and Business Skills before enrolling in this course.

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic file management skills.
  - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. – The student will be able to:
- 02.01 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.02 Accurately follow written and oral instructions.
  - 02.03 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications.
  - 03.02 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 04.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 04.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 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 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 05.02 Identify, analyze and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 05.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 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 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 06.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 06.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate.
- 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 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 07.02 Use personal assessment tools to identify personal strengths and weaknesses

related to learning and work environments.

- 07.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 08.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 08.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 08.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 08.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 08.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 08.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 08.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 08.08 Build mentor relationships with local professionals in the industry.
- 09.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
- 09.01 Accept constructive criticism.
  - 09.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 09.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 10.01 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, etc.).
- 11.0 Perform e-mail activities. – The student will be able to:
- 11.01 Describe e-mail capabilities and functions.
  - 11.02 Use the Internet to perform e-mail activities.
- 12.0 Demonstrate operating systems. – The student will be able to:
- 12.01 Identify operating system file naming conventions.

- 12.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 12.03 Demonstrate a working knowledge of standard file formats.
  - 12.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 13.0 Develop an awareness of emerging technologies. – The student will be able to:
- 13.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 13.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 13.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computing for College and Careers  
**Course Number:** 8209020  
**Course Credit:** 1

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society. This also includes proficiency with computers using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards. After successful completion of this core course, students will have met Occupational Completion Point A, Information Technology Assistant - SOC Code 15-1041.

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Demonstrate basic computer file management skills.
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.

- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to enhance the effectiveness of communication skills. – The student will be able to:
  - 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentations, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
  - 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
  - 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
  - 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.

- 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. – The student will be able to:
- 08.01 Access, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, and interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:

- 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.
  - 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 11.01 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, etc.).
- 12.0 Perform e-mail activities. – The student will be able to:
- 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. – The student will be able to:
- 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies. – The student will be able to:
- 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).



2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Introduction to Information Technology  
**Course Number:** 8207310  
**Course Credit:** 1

**Course Description:**

This course is designed to provide an introduction to information technology concepts and careers as well as the impact information technology has on the world, people, and industry and basic web design concepts. The content includes information technology career research; operating systems and software applications; electronic communications including e-mail and Internet services; basic HTML, DHTML, and XML web commands and design; and emerging technologies and web page design. After successful completion of Introduction to Information Technology, students will have met Occupational Completion Point A, Information Technology Assistant, SOC Code 15-1041.

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.06 Describe ethical issues and problems associated with computers and information systems.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
- 02.02 Organize ideas and communicate oral and written messages appropriate for information technology environments.
- 02.03 Collaborate with individuals and teams to complete tasks and solve information technology problems.
- 02.04 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
- 02.05 Apply the writing process to the creation of appropriate documents following designated business formats.
- 02.06 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).

- 03.0 Use technology to enhance the effectiveness of communication skills. – The student will be able to:
- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communication.
  - 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 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.
- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).

- 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. – The student will be able to:
- 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
- 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
- 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
- 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
- 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
- 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
- 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:
- 10.01 Accept constructive criticism.
- 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Participate in work-based learning experiences. – The student will be able to:
- 11.01 Participate in work-based learning experiences in an information technology environment.
- 11.02 Discuss the use of technology in an information technology environment.
- 12.0 Perform e-mail activities. – The student will be able to:
- 12.01 Describe e-mail capabilities and functions.
- 12.02 Identify components of an e-mail message.
- 12.03 Identify the components of an e-mail address.

- 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.
  - 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
- 13.0 Demonstrate knowledge of different operating systems. – The student will be able to:
- 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Demonstrate proficiency navigating the Internet, intranet, and the WWW. – The student will be able to:
- 14.01 Identify and describe Web terminology.
  - 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 14.05 Trace the evolution of the Internet from its inception to the present and into the future.
  - 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, PDF, etc.).
  - 14.08 Identify effective Boolean search strategies.
- 15.0 Demonstrate proficiency using HTML commands. – The student will be able to:
- 15.01 Identify elements of a Web page.
  - 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 15.03 Define basic HTML terminology.
  - 15.04 Analyze HTML source code developed by others.
  - 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, and tables).
  - 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 15.07 Edit and test HTML documents for accuracy and validity.
  - 15.08 Use basic functions of WYSIWYG editors.

- 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
- 15.10 Enhance web pages through the addition of images and graphics including animation.
- 16.0 Demonstrate proficiency in page design applicable to the WWW. – The student will be able to:
  - 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
  - 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
  - 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
  - 16.04 Use image design software to create and edit images.
  - 16.05 Demonstrate proficiency in publishing to the Internet.
  - 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
  - 16.07 Explain the need for web-based applications.
- 17.0 Demonstrate proficiency using specialized Web design software. – The student will be able to:
  - 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  - 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
- 18.0 Develop an awareness of the information technology industry. – The student will be able to:
  - 18.01 Explain how information technology impacts the operation and management of business and society.
  - 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
  - 18.03 Explain the emergence of a paperless society.
- 19.0 Develop an awareness of microprocessors and digital computers. – The student will be able to:
  - 19.01 Describe the evolution of the digital computer.
  - 19.02 Explain the general architecture of a microcomputer system.
  - 19.03 Explain the evolution of microprocessors.
  - 19.04 Explain software hierarchy and its impact on microprocessors.
  - 19.05 Explain the need for and use of peripherals.
  - 19.06 Demonstrate proficiency using peripherals.
  - 19.07 Identify the basic concepts of computer maintenance and upgrades.
  - 19.08 Differentiate between diagnosing and troubleshooting.
- 20.0 Develop an awareness of programming languages. – The student will be able to:
  - 20.01 Explain the history of programming languages.
  - 20.02 Explain the need for and use of compilers.

- 20.03 Explain how compilers work.
- 20.04 Identify the three types of programming design approaches (e.g., top-down, structured and object-oriented).
- 21.0 Develop an awareness of emerging technologies. – The student will be able to:
  - 21.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model. – The student will be able to:
  - 22.01 Identify how types of networks and how they work.
  - 22.02 Identify the role of servers and clients on a network.
  - 22.03 Identify benefits and risks of networked computing.
  - 22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
  - 22.05 Identify Intranets, Extranets and how they relate to the Internet.
  - 22.06 Demonstrate basic understanding of network administration.
  - 22.07 Describe the evolution of OSI from its inception to the present and into the future.
  - 22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software.
- 23.0 Demonstrate proficiency using common software applications. – The student will be able to:
  - 23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
  - 23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
- 24.0 Demonstrate proficiency using specialized software applications. – The student will be able to:
  - 24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).
  - 24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
  - 24.03 Demonstrate the ability to incorporate digital sound.

2011-2012

**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 application of higher level office procedures tasks and communications skills through the use of technology.

- 25.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace of performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 25.01 Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data.
  - 25.02 Use communications and networking to perform tasks and solve problems in business environments.
- 26.0 Demonstrate language arts knowledge and skills. – The students will be able to: AF 2.0
- 26.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4
  - 26.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
  - 26.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 27.0 Demonstrate mathematics knowledge and skills. – The student will be able to: AF 3.0
- 27.01 Demonstrate knowledge of arithmetic operations. AF 3.2
  - 27.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
  - 27.03 Construct charts/tables/graphs using functions and data. AF 3.5
- 28.0 Demonstrate science knowledge and skills. – The students will be able to: AF 4.0
- 28.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1
  - 28.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 29.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The students will be able to:
- 29.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. CM 1.0
  - 29.02 Locate, organize and reference written information from various sources. CM 3.0

- 29.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. CM 5.0
- 29.04 Interpret verbal and nonverbal cues/behaviors that enhance communication. CM 6.0
- 29.05 Apply active listening skills to obtain and clarify information. CM 7.0
- 29.06 Develop and interpret tables and charts to support written and oral communications. CM 8.0
- 29.07 Exhibit public relations skills that aid in achieving customer satisfaction. CM 10.0
- 30.0 Solve problems using critical thinking skills, creativity and innovation. – The students will be able to:
- 30.01 Employ critical thinking skills independently and in teams to solve problems and make decisions.  
PS 1.0
- 30.02 Employ critical thinking and interpersonal skills to resolve conflicts.  
PS 2.0
- 30.03 Identify and document workplace performance goals and monitor progress toward those goals.  
PS 3.0
- 30.04 Conduct technical research to gather information necessary for decision-making.  
PS 4.0
- 31.0 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:
- 31.01 Use job specific terminology if training for specialized support fields (e.g., construction, education, real estate) or use advanced business vocabulary.
- 31.02 Integrate all forms of communication in the successful pursuit of a secretarial career.
- 31.03 Discuss the need to use appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, and conversation.
- 32.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. – The students will be able to:
- 32.01 Discuss communication systems - cultural, organizational, technological, and interpersonal.
- 32.02 Write complex executive level business communications.
- 33.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 33.01 Discuss performance evaluation methods and instruments used to assess employee progress and performance.
- 34.0 Incorporate appropriate customer service strategies to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 34.01 Develop an understanding of the integral value of a customer and practice skills



- to provide excellent customer service.
- 34.02 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.
- 35.0 Incorporate appropriate leadership and supervision techniques and standards of personal ethics to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 35.01 Facilitate focus group discussions regarding service, supervision, and ethical considerations that impact the workplace, business, or learning environment.
- 35.02 Discuss the main causes of accidents in the office and identify preventive measures.
- 35.03 Discuss the role of agencies that establish and monitor health and safety standards (e.g., OSHA) and discuss standards established by these agencies.
- 35.04 Discuss the responsibilities organizations have to their employees (e.g., Right to Work laws, risk management).
- 36.0 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:
- 36.01 Plan ethical, political strategies to achieve goals and advance careers.
- 36.02 Discuss the role of and understand how to use professional networking resources, including web-based resources.
- 37.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:
- 37.01 Develop professional workplace relationship skills both internally and externally to include team building and group dynamics. Understand how individual personalities fit the team.
- 37.02 Develop initiative and problem-solving skills to effectively deal with conflict resolution.
- 38.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 38.01 Apply the use of information management tools (e.g., calendars, ticklers, schedulers) to develop and coordinate distribution of work.
- 38.02 Maintain equipment and supplies.
- 38.03 Perform financial functions (e.g., payroll, invoices, bank deposits, travel vouchers).
- 38.04 Have knowledge of transcription and how to prepare documents using machine dictation.
- 38.05 Perform specialized records management functions.
- 38.06 Determine the most efficient method to send mail (e.g., fax, e-mail, external/internal courier systems, U.S. Mail).
- 40.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:

- 40.01 Identify the importance of making decisions that are based on ethical reasoning.
- 40.02 Identify and discuss personal and long term consequences of unethical choices in the workplace.

42.0 Participate in work-based learning experiences. – The student will be able to:

- 42.01 Participate in work-based learning experiences in the secretarial field.
- 42.02 Compare and contrast the software applications used in the secretarial field.
- 42.03 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.
- 42.04 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Business Software Applications 1  
**Course Number:** 8212120  
**Course Credit:** 1

**Course Description:**

This course is designed to develop proficiency in using the advanced features of software programs to perform office-related tasks.

39.0 Use technology to increase administrative office support productivity and enhance workplace performance. – The student will be able to:

- 39.01 Access, process, and transmit information through all mediums (e.g., fax, e-mail, modem, Internet, teleconferencing).
- 39.02 Create documents using advanced features in word processing, database, spreadsheet, presentation, and multimedia software.
- 39.03 Discuss how to and where access is possible Install and update software for current office use.
- 39.04 Use technology to research, compile, create, and deliver an oral presentation.
- 39.05 Key with speed and accuracy to meet industry standards for employment as a secretary or administrative assistant.
- 39.06 Perform integrated functions using various software applications.
- 39.07 Perform proofreading skills including electronic reference tools.
- 39.08 Identify various means to scan, store and manage electronic documents and understand how to use.

41.0 Use information technology tools. – The students will be able to:

- 41.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
- 41.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, email, and internet applications. IT 2.0
- 41.03 Employ computer operations applications to access, create, manage, integrate, and store information. IT 3.0
- 41.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0

42.0 Participate in work-based learning experiences. – The student will be able to:

- 42.01 Participate in work-based learning experiences in the secretarial field.
- 42.02 Compare and contrast the software applications used in the secretarial field.
- 42.03 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Digital Design 1  
**Course Number:** 8209510  
**Course Credit:** 1

**Course Description:**

This course is designed to develop basic entry-level skills required for careers in the digital publishing industry. The content includes computer skills; digital publishing concepts and operations; layout, design, and measurement activities; decision-making activities; and digital imaging. After successful completion of Digital Publishing 1 students will have met Occupational Completion Point C, Assistant Digital Production Designer, SOC Code 43-9031.

- 42.0 Participate in work-based learning experiences. – The student will be able to:
- 42.01 Discuss the use of technology in a digital publishing environment.
- 43.0 Demonstrate proficiency in computer skills. – The student will be able to:
- 43.01 Identify all computer parts (e.g., RAM, ROM).
  - 43.02 Demonstrate an understanding of all functions of a computer.
  - 43.03 Utilize appropriate font management techniques (e.g., TrueType, postscript, install and remove fonts).
  - 43.04 Perform storage management (e.g., hard drive, floppy disk).
  - 43.05 Perform maintenance of computers and peripherals.
- 44.0 Demonstrate knowledge of digital publishing concepts. – The student will be able to:
- 44.01 Identify the skills needed by a digital designer.
  - 44.02 Define commonly used terms in graphic communications.
  - 44.03 Identify characteristics of paper.
  - 44.04 Identify different kinds of color (e.g., spot, process).
  - 44.05 Identify software used in digital publishing.
  - 44.06 Demonstrate knowledge of copyright laws.
- 45.0 Perform decision-making activities. – The students will be able to:
- 45.01 Determine work priorities.
  - 45.02 Evaluate information to be used and choose relevant material.
  - 45.03 Determine the audience.
  - 45.04 Demonstrate an understanding of various advertising mediums.
  - 45.05 Recognize and maintain ethical standards.
- 46.0 Perform layout, design, and measurement activities. – The students will be able to:
- 46.01 Identify characteristics of type, type families, type series, and type styles.
  - 46.02 Paste up mechanical elements electronically.

- 46.03 Prepare rough layout designs.
- 46.04 Copycat and markup using type sizes and styles.
- 46.05 Identify elements of design.

47.0 Demonstrate proficiency in digital publishing operations. – The student will be able to:

- 47.01 Key with speed and accuracy to meet industry standards.
- 47.02 Complete projects using a variety of fonts, sizes, leading, and alignments.
- 47.03 Output projects using a variety of devices (e.g., printers, image setters).
- 47.04 Design with type using kerning, tracking, horizontal/vertical scale, baseline shift, etc.
- 47.05 Produce projects using table and indents.
- 47.06 Produce projects using white space.
- 47.07 Assemble multipage documents.
- 47.08 Create documents that use master pages.
- 47.09 Use a variety of styles to produce effective layouts
- 47.10 Produce a document using printer and reader spreads.
- 47.11 Use publishing software to create a pre-press profile.
- 47.12 Produce a variety of designs using layout/paste-up software.

48.0 Demonstrate proficiency in digital imaging. – The student will be able to:

- 48.01 Demonstrate proper use of a scanner/slide scanner.
- 48.02 Proofread electronically and manually.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Administrative Office Technology 2  
**Course Number:** 8212410  
**Course Credit:** 1

**Course Description:**

This course explores and expands the competencies learned in Administrative Office Technology 1 and promotes application of higher level office procedures tasks and communication skills.

- 42.0 Participate in work-based learning experiences. – The student will be able to:
- 42.01 Participate in work-based learning experiences in the secretarial field.
  - 42.02 Discuss the use of technology.
- 49.0 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:
- 49.01 Deliver impromptu and planned speeches.
  - 49.02 Synthesize information from multiple speakers in a group and respond in an effective manner.
  - 49.03 Communicate in a multicultural setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds).
- 50.0 Use information to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 50.01 Gather and compile data for supervisors and for company reports.
- 51.0 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:
- 51.01 Serve as interviewer, interviewee, and liaison in public relations, civic, media, community, and employment situations.
  - 51.03 Demonstrate leadership behavior to include delegation of duties.
- 52.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 52.03 Organize and conduct a meeting using parliamentary procedures.
  - 52.04 Plan and arrange business functions.
  - 52.05 Maintain and utilize a resource library.
  - 52.06 Perform specialized office procedures.
  - 52.07 Identify ways to maintain an operative, professional and clean facility. Discuss

need to contract services for certain needs while performing others effectively completed as a secretary or administrative assistant.

- 52.08 Identify responsibilities of a landlord and discuss ways to manage maintenance needs with landlord.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Administrative Office Technology 3  
**Course Number:** 8212420  
**Course Credit:** 1

**Course Description:**

This course expands the competencies learned in Administrative Office Technology 2. 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 in an efficient manner

- 54.0 Participate in work-based learning experiences. – The student will be able to:
- 54.01 Participate in work-based learning experiences in an administrative office environment.
  - 54.02 Discuss the use of technology in an administrative office environment.
  - 54.03 Compare and contrast the software applications used in an administrative office environment.
  - 54.04 Discuss the changing role of administrative support in today's business environment and the ways to manage stress related to these changes.
  - 54.05 Discuss the management/supervisory skills needed in an administrative office environment.
- 55.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The student will be able to:
- 55.01 Describe the nature and types of business organizations. SY 1.0
  - 55.02 Explain the effect of key organizational systems on performance, quality and excellent customer service.
  - 55.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
  - 55.04 Explain the impact of the global economy on business organizations.
- 56.0 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:
- 56.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. SHE 1.0
  - 56.02 Explain emergency procedures to follow in response to workplace accidents. SHE 2.0
  - 56.03 Create a disaster and/or emergency response plan.
- 61.0 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:



- 61.02 Train and assist others in business behavior, procedures and skills.
- 62.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 62.01 Perform budgeting and accounting procedures.
  - 62.02 Plan and design the physical layout of an office to meet ergonomic and federal requirements.
  - 62.03 Analyze equipment specifications to meet required needs and make purchase recommendations.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Business Software Applications 2  
**Course Number:** 8212160  
**Course Credit:** 1

**Course Description:**

This course is designed to use technology to produce high quality employment portfolios, research job opportunities, and compile and disseminate job-seeking documents

53.0 Use technology to increase administrative office support productivity and enhance workplace performance. – The student will be able to:

53.01 Key with speed and accuracy to meet industry standards for employment as an executive secretary or administrative assistant.

53.02 Integrate all forms of communication in the successful pursuit of a career as an executive secretary or administrative assistant.

54.0 Participate in work-based learning experiences. – The student will be able to:

54.01 Participate in work-based learning experiences in an administrative office environment.

54.02 Discuss the use of technology in an administrative office environment.

54.03 Compare and contrast the software applications used in an administrative office environment.

54.04 Discuss the changing role of administrative support in today's business environment and the ways to manage stress related to these changes.

54.05 Discuss the management/supervisory skills needed in an administrative office environment.

57.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. – The student will be able to:

57.01 Employ leadership skills to accomplish organizational goals and objectives. LT 1.0

57.02 Establish and maintain positive working relationships with others in order to effectively accomplish objectives and tasks. LT 3.0

57.03 Conduct and participate in meetings to accomplish work tasks. LT 4.0

57.04 Employ mentoring skills to inspire and teach others. LT 5.0

58.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:

58.01 Evaluate and justify decisions based on ethical reasoning. ELR 1.0

58.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. ELR 1.1

58.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. ELR 1.2

58.04 Interpret and explain written organizational policies and procedures. ELR 2.0

59.0 Explain the importance of employability skill and entrepreneurship skills. – The student will be able to:

- |       |  |          |
|-------|--|----------|
| 59.01 | Identify and demonstrate positive work behaviors needed to be employable.          | ECD 1.0  |
| 59.02 | Develop personal career plan that includes goals, objectives, and strategies.      | ECD 2.0  |
| 59.03 | Examine licensing, certification, and industry credentialing requirements.         | ECD 3.0  |
| 59.04 | Maintain a career portfolio to document knowledge, skills, and experience.         | ECD 5.0  |
| 59.05 | Evaluate and compare employment opportunities that match career goals.             | ECD 6.0  |
| 59.06 | Identify and exhibit traits for retaining employment.                              | ECD 7.0  |
| 59.07 | Identify opportunities and research requirements for career advancement.           | ECD 8.0  |
| 59.08 | Research the benefits of ongoing professional development.                         | ECD 9.0  |
| 59.09 | Examine and describe entrepreneurship opportunities as a career planning option.   | ECD 10.0 |
| 59.10 | Practice administrative skills using online assessments to prepare for interviews. |          |

60.0 Demonstrate personal money-management concepts, procedures, and strategies. – The student will be able to:

- |       |  |        |
|-------|--|--------|
| 60.01 | Identify and describe the services and legal responsibilities of financial institutions. | FL 2.0 |
| 60.02 | Describe the effect of money management on personal and career goals.                    | FL 3.0 |
| 60.03 | Develop a personal budget and financial goals.   | FL 3.1 |
| 60.04 | Complete financial instruments for making deposits and withdrawals.                      | FL 3.2 |
| 60.05 | Maintain financial records.  | FL 3.3 |
| 60.06 | Read and reconcile financial statements.   | FL 3.4 |
| 60.07 | Research, compare and contrast investment opportunities.                                 |        |

2011-2012

**Florida Department of Education  
Curriculum Framework**

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

	<b>Secondary</b>	<b>PSAV</b>
Program Number	8215200	B060200
CIP Number	0506.040101	0506.040101
Grade Level	9-12, 30, 31	30, 31
Standard Length	6 credit hours	900 hours
Teacher Certification	BUS ED 1 @2 VOE @7 TEACH CBE @7 MANAG SUPV @7 G BOOKKEEPIN @4 @7 G	BUS ED 1 @2 VOE @7 TEACH CBE@7 MANAG SUPV @7 G BOOKKEEPIN @4 @7 G
CTSO	FBLA BPA	Phi Beta Lambda BPA
SOC Codes (all applicable)	11-1021	11-1021
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)	
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>	
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>	
Industry Certifications	<a href="http://www.fldoe.org/workforce/fcpea/default.asp">http://www.fldoe.org/workforce/fcpea/default.asp</a>	
Basic Skills Level	N/A	Mathematics: 9.0 Language: 9.0 Reading: 9.0

### **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, business law concepts, leadership skills, business ethics, cultural diversity, insurance awareness, governmental regulations, human resources management issues, and career development.

### Program Structure

This program is a planned sequence of instruction consisting of the Business Technology Education Core and two additional occupational completion points. Secondary or postsecondary students who have previously completed the Business Technology Education Core will not have to repeat the core. A student who completes the applicable competencies at any occupational completion point may either continue with the training program or exit as an occupational completer.

When offered at the post secondary level, 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.

The following table illustrates the **PSAV** program structure:

OCP	Course Number	Course Title	Course Length	SOC Code
A	OTA0040	Information Technology Assistant *	150	15-1041
B	MNA0080	Supervisor/Manager Trainee	300	11-1021
C	MNA0082	Supervisor	450	11-1021

\* Note: OTA0040 is a core program.

The following table illustrates the **Secondary** program structure:

OCP	Course Number	Course Title	Length	SOC Code	Level	
A	8200320	Keyboarding and Business Skills <b>and</b>	.5 credit	15-1041	2	
	8200330	Computer and Business Skills	.5 credit		2	
	<b>or</b>					
	8209020	Computing for College and Careers <b>or</b>	1 credit		2	
B	8207310	Introduction to Information Technology	1 credit		2	
	8215120	Business and Entrepreneurial Principles	1 credit	11-1021	3	
8215130	Legal Aspects of Business	1 credit	3			
C	8215140	Business Supervision 1	1 credit	11-1021	2	
	8215150	Business Supervision 2	1 credit		2	
	8215160	Business Supervision 3	1 credit		2	

### Laboratory Activities

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organization for providing leadership training and reinforcing specific career and technical skills for secondary students. For postsecondary students, Phi Beta Lambda and BPA are the appropriate student organizations. 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.

### **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 program-specific OJT framework apply.

There is a **Cooperative Education Manual** available on-line that has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the DOE website at <http://www.fldoe.org/workforce/programs/doc/coopm.doc>.

### **Basic Skills**

In PSAV 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: Mathematics 9.0, Language 9.0, and Reading 9.0. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination. Students may be exempt from meeting the Basic Skills requirements by earning an eligible industry certification. See the Basic Skills Exemption List document for a list of eligible industry certifications (<http://www.fldoe.org/workforce/dwdframe/rtf/basic-skills.rtf>).

Adult students with disabilities, as defined in Section 1004.02(7), 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(3)(a), F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91(3), F.S.

Students who possess a college degree at the Associate of Applied Science level or higher; who have completed or are exempt from the college entry-level examination pursuant to Section 1008.29, F.S.; or who have passed a state, national, or industry licensure exam are exempt from meeting the Basic Skills requirement (Rule 6A-10.040, F.A.C.)

### **Essential Skills**

Essential skills identified by the Division of Career and Adult Education have been integrated into the standards and benchmarks of this program. These skills represent the general knowledge and skills considered by industry to be essential for success in careers across all career clusters. Students preparing for a career served by this program at any level should be able to demonstrate these skills in the context of this program. A complete list of Essential Skills and links to instructional resources in support of these Essential Skills are published on the CTE Essential Skills page of the FL-DOE website ([http://www.fldoe.org/workforce/dwdframe/essential\\_skills.asp](http://www.fldoe.org/workforce/dwdframe/essential_skills.asp)).

### **Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 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 occupational completion point (OCP) or a modified occupational completion point (MOCP). 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 an OCP/MOCP. The student should work on different competencies and new applications of competencies each year toward completion of the OCP(s)/MOCP. 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).

### **Articulation**

The PSAV component of this program has no statewide articulation agreement approved by the Articulation Coordinating Committee. However, this does not preclude the awarding of credits by any college through local agreements.

For details on statewide articulation agreements which correlate to programs and industry certifications, refer to [http://www.fldoe.org/workforce/dwdframe/artic\\_frame.asp](http://www.fldoe.org/workforce/dwdframe/artic_frame.asp).

### **Bright Futures/Gold Seal Scholarship**

Course substitutions as defined in the Comprehensive Course Table for this program area may be used to qualify a student for Florida's Gold Seal Vocational Scholarship, providing all other eligibility requirements are met. Eligibility requirements are available online at [https://www.osfaffelp.org/bfiehs/fnbpcm02\\_CCTMain.aspx](https://www.osfaffelp.org/bfiehs/fnbpcm02_CCTMain.aspx).

### **Fine Arts/Practical Arts Credit**

Many courses in CTE programs meet the Fine Arts/Practical Arts credit for high school graduation. For additional information refer to <http://www.fldoe.org/schools/pdf/ListPracticalArtsCourses.pdf>.

### **Standards**

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

#### **Keyboarding and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace.
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.

**AND**

#### **Computer and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use Technology to apply and enhance communications skills in technical reading, writing.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 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 Perform e-mail activities.
- 12.0 Demonstrate operating systems.
- 13.0 Develop an awareness of emerging technologies.

**OR**

**Computing for College and Careers competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance and enhance personal performance in relation to the workplace. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal and professional ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 09.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 10.0 Demonstrate personal and interpersonal skills and attributes appropriate for the workplace.
- 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 12.0 Perform e-mail activities.
- 13.0 Demonstrate operating systems.
- 14.0 Develop an awareness of emerging technologies.

**OR**

### **Introduction to IT Competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance.
- 02.0 Demonstrate Comprehension and communication skills.
- 03.0 Use technology to enhance the effectiveness of communication skills.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 09.0 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.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 11.0 Participate in work-based learning experiences.
- 12.0 Perform e-mail activities.
- 13.0 Demonstrate knowledge of different operating systems.
- 14.0 Demonstrate proficiency navigating the Internet, intranet, and the WWW.
- 15.0 Demonstrate proficiency using HTML commands.
- 16.0 Demonstrate proficiency in page design applicable to the WWW.
- 17.0 Demonstrate proficiency using specialized web design software.
- 18.0 Develop an awareness of the information technology industry.
- 19.0 Develop an awareness of microprocessors and digital computers.
- 20.0 Develop an awareness of programming languages.
- 21.0 Develop an awareness of emerging technologies.
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model.
- 23.0 Demonstrate proficiency using common software applications.
- 24.0 Demonstrate proficiency using specialized software applications.

### **Technical Competencies**

- 25.0 Demonstrate language arts knowledge and skills.
- 26.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels.
- 27.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas.
- 28.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance.
- 29.0 Use information technology tools.
- 30.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing.

- 31.0 Analyze current and emerging workplace trends and issues and determine potential impact on career and job objectives and workplace performance.
- 32.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 33.0 Practice quality performance in the learning environment and the workplace.
- 34.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 35.0 Demonstrate science knowledge and skills.
- 36.0 Solve problems using critical thinking skills, creativity and innovation.
- 37.0 Demonstrate mathematics knowledge and skills.
- 38.0 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.
- 39.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 40.0 Participate in work-based learning experiences.
- 41.0 Justify the need to gain and maintain competitive advantage.
- 42.0 Perform human resources management activities.
- 43.0 Analyze the impact and relationship of government regulations and community involvement on business management decisions.
- 44.0 Perform supervisory/management functions.
- 45.0 Demonstrate an understanding of business law concepts.
- 46.0 Demonstrate an understanding of different types of insurance.
- 47.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels.
- 48.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance.
- 49.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
- 50.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 51.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
- 52.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
- 53.0 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.
- 54.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 55.0 Participate in work-based learning experiences.
- 56.0 Justify the need to gain and maintain competitive advantage.
- 57.0 Perform human resources management activities.
- 58.0 Analyze the impact and relationship of government regulations and community involvement on business management decisions.
- 59.0 Perform supervisory/management functions.
- 60.0 Apply operations management principles and procedures to an operations plan.
- 61.0 Describe the importance of professional ethics and legal responsibilities.

- 62.0 Explain the importance of employability skills and entrepreneurship skills.
- 63.0 Describe the role of organized labor and its influences on government and business.
- 64.0 Analyze the relationships among contract law, law of sales, consumer law, agency law, and environmental law.
- 65.0 Analyze financial data to make long-term and short-term management decisions.
- 66.0 Demonstrate personal money-management concepts, procedures and strategies.
- 67.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 68.0 Practice quality performance in the learning environment and the workplace.
- 69.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 70.0 Justify the need to gain and maintain competitive advantage.
- 71.0 Perform human resources management activities.
- 72.0 Analyze the impact and relationship of government regulations and community involvement on business management decisions.
- 73.0 Perform supervisory/management functions.
- 74.0 Describe the role of organized labor and its influences on government and business.
- 75.0 Analyze the relationship among contract law, law of sales, consume law, agency law and environmental law.
- 76.0 Analyze financial data to make long-term and short-term management decisions.
- 77.0 Apply communication skills (reading, writing, speaking, listening and viewing) in a courteous, concise, and correct manger on personal and professional levels.
- 78.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance.
- 79.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 80.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects transition from school to work, lifelong learning, and personal and professional goals.
- 81.0 Justify the need to gain and maintain competitive advantage.
- 82.0 Perform human resources management activities.
- 83.0 Analyze the impact and relationship of government regulations and community involvement on business management decisions.
- 84.0 Perform supervisory/management functions.
- 85.0 Analyze the relationship among contract law, law of sales, consumer law, agency law, and environmental law.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title: Business Supervision and Management**  
**PSAV Number: B060200**

**Course Number: OTA0040**  
**Occupational Completion Point: A**  
**Information Technology Assistant – 150 Hours – SOC Code 15-1041**

**Keyboarding and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Demonstrate basic file management skills.
- 02.0 Demonstrate comprehension and communication skills. – The student will be able to:
- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
  - 02.02 Write clear and well-organized research papers, integrating a variety of information.
  - 02.03 Prepare and deliver an oral report with appropriate materials to the class
  - 02.04 Participate in large group discussions as a member and/or a leader.
  - 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.06 Accurately follow written and oral instructions.
  - 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member. – The

student will be able to:

- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 07.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 07.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 07.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up.)
  - 07.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.

- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
- 08.01 Accept constructive criticism.
  - 08.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 08.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 09.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.).
  - 09.02 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, etc.).

**AND**

**Computer and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic file management skills.
  - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. – The student will be able to:
- 02.01 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.02 Accurately follow written and oral instructions.
  - 02.03 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications.
  - 03.02 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 04.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 04.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 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 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 05.02 Identify, analyze and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 05.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 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 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 06.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 06.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate.
- 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 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.



- 07.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
- 07.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
  - 08.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 08.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 08.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 08.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 08.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 08.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 08.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 08.08 Build mentor relationships with local professionals in the industry.
- 09.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
  - 09.01 Accept constructive criticism.
  - 09.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 09.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 10.01 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, etc.).
- 11.0 Perform e-mail activities. – The student will be able to:
  - 11.01 Describe e-mail capabilities and functions.
  - 11.02 Use the Internet to perform e-mail activities.
- 12.0 Demonstrate operating systems. – The student will be able to:
  - 12.01 Identify operating system file naming conventions.

- 12.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
- 12.03 Demonstrate a working knowledge of standard file formats.
- 12.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).

13.0 Develop an awareness of emerging technologies. – The student will be able to:

- 13.01 Compare and contrast various methods of evaluation for emerging technologies.
- 13.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
- 13.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

OR

**Computing for College and Careers competencies:**

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Demonstrate basic computer file management skills.
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

02.0 Demonstrate comprehension and communication skills. — The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentation, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.

- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.

- 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Perform functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
  - 11.01 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, etc.).
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. – The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies. — The student will be able to:
  - 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

OR

**Introduction to Information Technology competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
  - 01.06 Describe ethical issues and problems associated with computers and information systems.

- 02.0 Demonstrate comprehension and communication skills. — The student will be able to:
- 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
  - 02.02 Use professional business vocabulary appropriate for information technology environments.
  - 02.03 Organize ideas and communicate oral and written messages appropriate for information technology environments.
  - 02.04 Collaborate with individuals and teams to complete tasks and solve information technology problems.
  - 02.05 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
  - 02.06 Apply the writing process to the creation of appropriate documents following designated business formats.
  - 02.07 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).
- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Use database, spreadsheet, and presentation software, scheduling, and integrated software packages to enhance communication.
  - 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).

- 06.0 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:
- 06.01 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.
- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
  - 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
  - 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
  - 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
  - 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.

- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. — The student will be able to:
  - 10.01 Accept constructive criticism.
  - 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
  
- 11.0 Participate in work-based learning experiences. — The student will be able to:
  - 11.01 Participate in work-based learning experiences in an information technology environment.
  - 11.02 Discuss the use of technology in an information technology environment.
  
- 12.0 Perform e-mail activities. — The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Identify components of an e-mail message.
  - 12.03 Identify the components of an e-mail address.
  - 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.
  - 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
  
- 13.0 Demonstrate knowledge of different operating systems. — The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
  
- 14.0 Demonstrate proficiency navigating the internet, intranet, and the WWW. — The student will be able to:
  - 14.01 Identify and describe Web terminology.
  - 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 14.05 Trace the evolution of the Internet from its inception to the present and into the future.



- 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, pdf, etc.).
  - 14.08 Identify effective Boolean search strategies.
- 15.0 Demonstrate proficiency using HTML commands. — The student will be able to:
- 15.01 Identify elements of a Web page.
  - 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 15.03 Define basic HTML terminology.
  - 15.04 Analyze HTML source code developed by others.
  - 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, tables).
  - 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 15.07 Edit and test HTML documents for accuracy and validity.
  - 15.08 Use basic functions of WYSIWYG editors.
  - 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
  - 15.10 Enhance web pages through the addition of images and graphics including animation.
- 16.0 Demonstrate proficiency in page design applicable to the WWW. — The student will be able to:
- 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
  - 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
  - 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
  - 16.04 Use image design software to create and edit images.
  - 16.05 Demonstrate proficiency in publishing to the Internet.
  - 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
  - 16.07 Explain the need for web-based applications.
- 17.0 Demonstrate proficiency using specialized web design software. — The student will be able to:
- 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  - 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
- 18.0 Develop an awareness of the information technology industry. — The student will be able to:
- 18.01 Explain how information technology impacts the operation and management of business and society.

- 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
- 18.03 Explain the emergence of a paperless society.
- 19.0 Develop an awareness of microprocessors and digital computers. — The student will be able to:
  - 19.01 Describe the evolution of the digital computer.
  - 19.02 Explain the general architecture of a microcomputer system.
  - 19.03 Explain the evolution of microprocessors.
  - 19.04 Explain software hierarchy and its impact on microprocessors.
  - 19.05 Explain the need for and use of peripherals.
  - 19.06 Demonstrate proficiency using peripherals.
  - 19.07 Identify the basic concepts of computer maintenance and upgrades.
  - 19.08 Differentiate between diagnosing and troubleshooting.
- 20.0 Develop an awareness of programming languages. — The student will be able to:
  - 20.01 Explain the history of programming languages.
  - 20.02 Explain the need for and use of compilers.
  - 20.03 Explain how compilers work.
  - 20.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).
- 21.0 Develop an awareness of emerging technologies. — The student will be able to:
  - 21.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).
- 22.0 Demonstrate an understanding of the seven layers of the open systems interface (OSI) model. — The student will be able to:
  - 22.01 Identify how types of networks and how they work.
  - 22.02 Identify the role of servers and clients on a network.
  - 22.03 Identify benefits and risks of networked computing.
  - 22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
  - 22.05 Identify Intranets, Extranets and how they relate to the Internet.
  - 22.06 Demonstrate basic understanding of network administration.
  - 22.07 Describe the evolution of OSI from its inception to the present and into the future.
  - 22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software
- 23.0 Demonstrate proficiency using common software applications. — The student will be able to:
  - 23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail,

- presentation, database, scheduling, financial management, Java applet, music, etc.).
- 23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
- 24.0 Demonstrate proficiency using specialized software applications. — The student will be able to:
- 24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).
- 24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
- 24.03 Demonstrate the ability to incorporate digital sound.

**Course Number: MNA0080**  
**Occupational Completion Point – B**  
**Supervisor/Manager Trainee – 300 Hours – SOC Code 11-1021**

- 25.0 Demonstrate language arts knowledge and skills. – The student will be able to: AF 2.0
- 25.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4
- 25.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
- 25.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 26.0 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:
- 26.01 Deliver impromptu and planned speeches.
- 26.02 Communicate in a multicultural setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds).
- 26.03 Perform telephone activities (e.g., receive calls, place calls, gather and record information).
- 26.04 Project a positive first impression on the telephone.
- 26.05 Project a positive impression in person and acknowledging the importance of making eye contact.
- 26.06 Function as a team member and participate in group discussions to identify and resolve problems.
- 26.07 Identify how team's effectiveness impacts company's profitability.
- 26.08 Organize and lead discussions.
- 26.09 Participate as a team leader and team member at meetings.
- 26.10 Answer questions in formal and information situations.
- 26.11 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.

- 26.12 Interpret information obtained from various sources (e.g., business correspondence, professional articles, supporting graphic materials, manuals, computer printouts, electronic sources).
  - 26.13 Describe methods used by management to communicate with employees (e.g., formal and informal).
  - 26.14 Differentiate among various electronic and non-electronic telecommunication methods used to communicate with employees.
  - 26.15 Demonstrate active listening techniques.
  - 26.16 Identify and overcome major barriers to listening.
  - 26.17 Identify relevant information in oral communications.
  - 26.18 Determine when more information is needed and ask appropriate questions.
  - 26.19 Distinguish fact from opinion (e.g., media, Internet).
  - 26.20 Obtain key facts through courteous attention to multiple speakers within a group.
  - 26.21 Assess and respond to a speaker's nonverbal messages.
  - 26.22 Discuss the value of the use of silence in communication as a nonverbal cue.
  - 26.23 Give examples of how nonverbal messages have different meanings in various cultures.
  - 26.24 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.
  - 26.25 Use appropriate etiquette and manners when communicating with people of varying cultures.
- 27.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The student will be able to:
- 27.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. CM 1.0
  - 27.02 Locate, organize and reference written information from various sources. CM 3.0
  - 27.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. CM 5.0
  - 27.04 Interpret verbal and nonverbal cues/behaviors that enhance communication. CM 6.0
  - 27.05 Apply active listening skills to obtain and clarify information. CM 7.0
  - 27.06 Develop and interpret tables and charts to support written and oral communications. CM 8.0
  - 27.07 Exhibit public relations skills that aid in achieving customer service satisfaction. CM 10.0
- 28.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 28.01 Gather and compile data using a wide variety of references and research resources (e.g., electronic bulletin boards, information services).
  - 28.02 Communicate using electronic messaging technologies (e.g., facsimile machines, voice mail, conference calls, pagers, e-mail).
  - 28.03 Apply the rules of electronic messaging etiquette.
  - 28.04 Revise and edit business documents and e-mails to ensure they are clear, correct, concise, complete, consistent, and courteous.
  - 28.05 Compose and create business communications appropriate for specific audiences.
- 29.0 Use information technology tools. – The student will be able to:

- 29.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
- 29.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail, and internet applications. IT 2.0
- 29.03 Employ computer operations applications to access, create, manage, integrate, and store information. IT 3.0
- 29.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0
- 31.0 Analyze current and emerging workplace trends and issues and determine potential impact on career and job objectives and workplace performance. – The student will be able to:
- 31.01 Identify changing trends in the workplace.
- 32.0 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:
- 32.01 Define management.
- 32.02 Identify the different levels of management.
- 32.03 Compare and contrast the various forms of business ownership (e.g., sole proprietorships, partnerships, corporations) and other organizational structures (e.g., nonprofit organizations, governmental agencies).
- 32.04 Identify variations of basic forms of business ownership (e.g., franchises, employer stock ownership programs).
- 32.05 List the advantages and disadvantages of each form of business ownership.
- 32.06 Describe the advantages and disadvantages of the team concept to an organization.
- 32.07 Analyze organizational charts and discuss how various supervisory/management positions fit into the organizational structure.
- 32.08 Describe the role of technology in the overall management process.
- 32.09 Define the entrepreneurial way of thinking (e.g., opportunity, recognition, risk and reward) and discuss its importance to the American economy.
- 32.10 Apply the entrepreneurial way of thinking in one's own life.
- 32.11 Compare and contrast the legal procedures and processes for forming various forms of business ownership (e.g., sole proprietorship, partnership, limited partnership, joint ventures, limited partnership associations, registered partnerships having limited liability, limited liability company, corporation, franchise).
- 32.12 Compare and contrast the advantages and disadvantages of doing business using various forms of business ownership.
- 32.13 Distinguish a limited partnership from a general partnership.
- 32.14 Discuss partnership rights (e.g., tenancy in partnership, sharing of profits, right to manage, right to reimbursement, right to inspect the books, right to an account).
- 32.15 Describe the powers and duties of partners (limited partners, general partners in a limited partnership, silent, dormant, secret).
- 32.16 Describe how partnerships may be dissolved (e.g., acts of the partners, operation of the law, order of the court).
- 32.17 Explain the winding up of partnership affairs and the distribution of assets after the dissolution of a partnership.
- 32.18 Define a limited liability company.

- 32.19 Describe the nature of management responsibilities in a limited liability company.
- 32.20 Describe the effects of failing to maintain the proper structure of a limited liability company.
- 32.21 Define a corporation and explain why a corporation is a legal entity.
- 32.22 Identify characteristics of a franchise and describe where franchises fit in the economic and legal framework.
- 32.23 Describe the pros and cons of owning a franchise.
- 33.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 33.01 Discuss the importance of time management, both professional and personally, including the consequences of poor time management skills.
- 33.02 Perform a personal time management analysis.
- 33.03 Discuss the impact of time management practices on one's personal and professional image.
- 34.0 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:
- 34.01 Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
- 34.02 Apply decision-making processes to business applications.
- 34.03 Describe the characteristics (e.g., leadership qualities, leadership styles, personality traits) of effective business supervisors, managers, or entrepreneurs.
- 34.04 Develop a personal and business code of ethical behavior.
- 34.05 Explain the importance of trust for the successful conduct of business.
- 34.06 Identify examples of unethical behaviors that result in higher prices for consumers (e.g., insurance fraud).
- 34.07 Identify ethical issues resulting from technological advances (e.g., computer snooping, hacking).
- 34.08 Identify ethical issues involving employer/employee relationships (e.g., poor working conditions, hours wasted on the job, employee theft).
- 34.09 Identify ethical issues affecting consumers (e.g., false advertising, shoplifting).
- 34.10 Apply principles of group dynamics in structured activities.
- 34.11 Exhibit a positive attitude and professional behavior.
- 34.12 Participate in school, community, and/or volunteer activities.
- 35.0 Demonstrate science knowledge and skills. – The student will be able to: AF 4.0
- 35.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1
- 35.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 36.0 Solve problems using critical thinking skills, creativity and innovation. – The student will be able to:
- 36.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0

- 36.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 1.0
- 36.03 Identify and document workplace performance goals and monitor progress toward those goals. PS 3.0
- 36.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- 37.0 Demonstrate mathematics knowledge and skills. – The student will be able to:
- 37.01 Demonstrate knowledge of arithmetic operations. AF 3.2
- 37.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
- 37.03 Construct charts/tables/graphs using functions and data. AF 3.5
- 38.0 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:
- 38.01 Describe the importance of financial statements.
- 39.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. – The student will be able to:
- 39.01 Identify career paths in supervisory, management, and small business environments.
- 40.0 Participate in work-based learning experiences. – The student will be able to:
- 40.01 Participate in work-based learning experiences in a supervisory, management, or small business environment.
- 40.02 Discuss the use of technology in a supervisory, management, or small business environment.
- 40.03 Compare and contrast software applications used in a supervisory, management, or small business environment.
- 40.04 Develop an understanding of the integral value of a customer and practice the skills required to provide excellent customer service.
- 41.0 Justify the need to gain and maintain competitive advantage. – The student will be able to:
- 41.01 Identify ways in which businesses compete with each other (e.g., quality, service, status, price).
- 41.02 Define market share.
- 41.03 Identify various forms of competition (e.g., pure competition, oligopoly, monopolistic competition, monopoly).
- 42.0 Perform human resources management activities. – The student will be able to:
- 42.01 Identify the benefits of professional staff development (e.g., workshops, conferences, course work, membership in professional associations).
- 42.02 Explain the need for employee evaluations, describe the procedures used in the evaluation process, and identify the consequences of positive or negative performance appraisals.

- 42.03 Describe legislation affecting the workplace and discuss the impact on businesses (e.g., affirmative action, right to privacy, drug testing, sexual harassment, safety).
  - 42.04 Identify the kinds of benefits offered to employees (e.g., insurance plans; retirement plans; payroll deductions for savings bonds, cafeteria plans, 401K plans).
  - 42.05 Describe methods used to compensate employees (e.g., wages, salary, commission).
  - 42.06 Define “downsizing” and explain why it occurs.
- 43.0 Analyze the impact and relationship of government regulations and community involvement on business management decisions. – The student will be able to:
- 43.01 Identify ways companies can help their communities (e.g., jobs, taxes, contributions to community projects).
- 44.0 Perform supervisory/management functions. – The student will be able to:
- 44.01 Describe the functions of management (e.g., planning, organizing, staffing, directing, controlling) and discuss how the functions are interrelated.
  - 44.02 Identify factors of strategic planning and define the role of strategic planning in a business environment.
  - 44.03 Define the purpose of a business plan and describe the major components included in a business plan.
  - 44.04 Define the marketing concept and explain its impact on consumers.
  - 44.05 Identify and describe examples of diverse marketing activities.
  - 44.06 Define long-term and short-term planning.
  - 44.07 Perform long-term and short-term planning activities for a specific event.
  - 44.08 Develop a basic business plan.
- 45.0 Demonstrate an understanding of business law concepts. – The student will be able to:
- 45.01 Demonstrate an understanding of contractual relationships.
  - 45.02 Identify the elements of an enforceable contract.
  - 45.03 Differentiate among classes of contracts (e.g., bilateral and unilateral, express and implied, oral and written).
  - 45.04 Explain how offer and acceptance can create contractual rights and duties.
  - 45.05 Determine whether an agreement is enforceable as a contract.
  - 45.06 Differentiate among the ways that assent can be disrupted (e.g., fraud, non-disclosure, misrepresentation, mistake, duress, undue influence).
  - 45.07 Define and distinguish among different types of consideration and list the exceptions to the requirements of consideration.
  - 45.08 Identify people who lack contractual capacity.
  - 45.09 Explain a minor’s right to avoid a contract.
  - 45.10 Describe the rules that apply to the interpretation of contracts.
  - 45.11 Describe the rules that apply to contracts involving third parties.
  - 45.12 List the ways a contract can be discharged.
  - 45.13 Describe breach of contract and the remedies available when a contract is breached.
  - 45.14 Define an agency relationship and list the ways that agency relationships may be created.



- 45.15 Discuss potential problems with signing employment contracts.
  - 45.16 Determine questions that can and cannot be asked during an employment interview.
  - 45.17 Determine which employees or applicants may be asked to participate in employee testing (e.g., aptitude, psychological, polygraph, drug).
  - 45.18 Identify legislation that regulates employee rights (e.g., Americans with Disabilities Act, Age Discrimination in Employment Act, Family and Medical Leave Act).
  - 45.19 Identify legislation that regulates employment conditions (e.g., Fair Labor Standards Act, Immigration Reform and Control Act, Occupational Safety and Health Act).
  - 45.20 Define key terms in computer law.
  - 45.21 Identify circumstances under which the copyright of a computer program has been violated.
  - 45.22 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.
  - 45.23 Describe the purposes of various consumer laws and explain their affect on the consumer's well being.
  - 45.24 Describe how local businesses can be a source of consumer assistance and identify consumer organizations, businesses, and governmental agencies that provide consumer assistance.
  - 45.25 Differentiate among the various types of consumer fraud and explain steps that can be taken by victims to gain redress.
  - 45.26 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.
- 46.0 Demonstrate an understanding of different types of insurance. – The student will be able to:
- 46.01 Differentiate between requirements for insurable interest for property insurance with those needed for life insurance.
  - 46.02 Compare and contrast the different types of life insurance (e.g., ordinary, limited payment, endowment, term).
  - 46.03 Compare and contrast the different types of other insurance (e.g., property, liability, automobile, homeowners', disability, marine).
  - 46.04 Compare and contrast the differences in health insurance coverages.

**Course Number: MNA0082**  
**Occupational Completion Point – C**  
**Supervisor – 450 Hours – SOC Code 11-1021**

- 47.0 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:
- 47.01 Function as a team member and team leader to identify and solve problems inherent in a capstone project.
  - 47.02 Analyze and respond in writing to routine business problems both individually and collaboratively.
  - 47.03 Demonstrate interactive listening techniques.
  - 47.04 Listen objectively and record major points of a speaker's message.
  - 47.05 Synthesize information from multiple speakers in a group and respond in an effective manner.
  - 47.06 Use comprehensive corporate vocabulary.
  - 47.07 Lead a brainstorming session.
- 48.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 48.01 Compose and create business communications that address specific needed improvements.
  - 48.02 Apply information systems hardware and software appropriate to accomplish business tasks.
  - 48.03 Use electronic resources (e.g., Internet) to complete sophisticated projects.
  - 48.04 Collaborate via technology with business professionals and students in the international community.
  - 48.05 Compose and create business communications that reflect international differences, current practices, and protocol.
  - 48.06 Revise and edit business documents to improve content and effectiveness.
  - 48.07 Compose and create executive summaries.
  - 48.08 Present findings of projects in a formal presentation using appropriate graphics, media, and support materials.
  - 48.09 Analyze and synthesize information obtained from print and electronic resources for group discussions and team building activities.
- 49.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. – The student will be able to:
- 49.01 Employ leadership skills to accomplish organizational goals and objectives. LT 1.0
  - 49.02 Establish and maintain effective working relationships with others in order for accomplish objectives and tasks. LT 3.0
  - 49.03 Conduct and participate in meetings to accomplish work tasks. LT 4.0
  - 49.04 Employ mentoring skills to inspire and teach other. LT 5.0
- 50.0 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:
- 50.01 Analyze and respond to business case studies involving office politics.
  - 50.02 Discuss the ramifications of social behavior on professional image.

- 50.03 Analyze and discuss sexual harassment cases that have become legal precedents.
- 50.04 Discuss the concept of a comprehensive customer service philosophy.
- 50.05 Define corporate culture.
- 50.06 Compare and contrast corporate cultures of diverse organizations.
- 50.07 Analyze the impact of company policies and procedures on communications.
- 50.08 Explain the long-term monetary impact of a lost customer.
- 50.09 Analyze situations in which technology positively and negatively impacts customer service.
- 50.10 Enhance personal and professional self-concept and image through leading group activities.
- 50.11 Assume a leadership role in school, community, and/or volunteer activities.
- 50.12 Discuss how health, motivation, and physical fitness enhance performance.
- 50.13 Use appropriate leadership language (e.g., optimism, encouragement, action).
- 50.14 Lead a group in goal setting activities.
- 50.15 Compare and contrast alternative leadership styles and the appropriate style for a given situation.
- 50.16 Implement control practices and procedures for a planned business.
- 50.17 Chart five forms of business organization and illustrate an advantage and disadvantage for each.
- 50.18 Given facts about a possible new business, determine the form of business organization that could be used.
- 50.19 Analyze the personal advantages of owning your own business.
- 50.20 Analyze the personal risks of owning your own business.
- 50.21 Assess your qualifications to start a new business.
- 50.22 Discuss the impact of laws of different countries on partnerships, corporations, and limited liability corporations.
- 50.23 Analyze the impact of international law on partnerships, corporations, and limited liability corporations.
- 50.24 Describe the impact of international business activities on the local, regional, national, and international economies.
- 50.25 Analyze the potential impact on a community, region, state, and country of a domestic company involving itself in international trade opportunities.
- 51.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The students will be able to:
- 51.01 Describe the nature and types of business organizations. SY 1.0
- 51.02 Explain the effect of key organizational systems on performance and quality.
- 51.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
- 51.04 Explain the impact of the global economy on business organizations.
- 52.0 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:
- 52.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. SHE 1.0
- 52.02 Explain emergency procedures to follow in response to workplace accidents.
- 52.03 Create a disaster and/or emergency response plan. SHE 2.0

- 53.0 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:
- 53.01 Prepare and maintain payroll registers and individual earning records.
  - 53.02 Complete employer's quarterly federal tax returns.
  - 53.03 Prepare financial statements (e.g., income statement, balance sheet, cash flow statement, statement of net worth).
  - 53.04 Analyze financial statements and interpret data for decision making purposes.
- 54.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. – The student will be able to:
- 54.01 Relate the importance of education in meeting identified goals.
  - 54.02 Describe career pathways for career development in supervisory and management positions (e.g., upward and mobile).
  - 54.03 Design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. Analyze strengths, weaknesses, and associated risks.
  - 54.04 Describe career pathways for career development in business supervision and management.
  - 54.05 Identify resources for career development and demonstrate understanding of how to use professional networking resources, including web-based applications, career centers, professional and service organizations, newspapers and trade publications.
  - 54.06 Practice spreadsheet application skills using assessments in preparation for interviews.
- 55.0 Participate in work-based learning experiences. – The student will be able to:
- 55.01 Participate in work-based learning experiences in a supervisory, management, and small business environment.
  - 55.02 Discuss the supervisory/management skills needed in a supervisory, management, or small business environment.
- 56.0 Justify the need to gain and maintain competitive advantage. – The student will be able to:
- 56.01 Compare and contrast various forms of competition (e.g., pure competition, oligopoly, monopolistic competition, monopoly).
  - 56.02 Describe how various laws impact competition (e.g., Sherman Act, Robinson-Patman).
  - 56.03 Describe ways to increase market share.
  - 56.04 Explain the purposes of external research services and explain why businesses use them (e.g., consumer affairs, consumer panels, marketing research).
  - 56.05 Describe why an ongoing analysis of customer satisfaction indices is necessary for attaining competitive advantage.
- 57.0 Perform human resources management activities. – The student will be able to:

- 57.01 Describe components that may be included in employee evaluations.
  - 57.02 Describe how employee selection tools are used (e.g., interview, tests, reference checks).
  - 57.03 Describe how a job description is used in the recruiting process.
  - 57.04 Establish criteria for promoting employees.
  - 57.05 Develop strategies to accommodate impending changes in the workplace.
  - 57.06 Describe the legal implications of using performance appraisals to terminate or demote employees.
  - 57.07 Describe programs available to assist displaced employees.
  - 57.08 Discuss whether a company has a responsibility to provide retraining programs and severance packages for displaced workers.
- 58.0 Analyze the impact and relationship of government regulations and community involvement on business management decisions. – The student will be able to:
- 58.01 Explain the pros and cons of various levels of community involvement by a business.
  - 58.02 Explain how tax policies, licensure requirements, and governmental regulations affect a business.
- 59.0 Perform supervisory/management functions. – The student will be able to:
- 59.01 Identify information to be included in each component of a business plan.
  - 59.02 Identify sources of information to include in a business plan.
  - 59.03 Identify sources of technical assistance to use in preparing a business plan.
  - 59.04 Develop a comprehensive business plan for a specific business.
  - 59.05 Prepare a timetable for establishing a planned business.
  - 59.06 Develop a budget for a business.
  - 59.07 Describe how a sales forecast can be used in short- or long-term planning.
  - 59.08 Explain how and why a sales forecast may need to be adjusted due to controllable and uncontrollable factors.
  - 59.09 Explain the concept of employee empowerment.
  - 59.10 Discuss the concept that power is a trust and a responsibility.
  - 59.11 Identify essential records needed for the day-to-day operation of a business and describe the resulting consequences of a business that keeps poor quality business records.
  - 59.12 Demonstrate an understanding of the relationship of record keeping and tax reporting.
  - 59.13 Compare and contrast traditional and nontraditional sources for securing funding.
  - 59.14 Describe the role of variable costs on pricing.
  - 59.15 Establish prices for identified products.
  - 59.16 Modify and refine a comprehensive business plan for starting a business.
- 60.0 Apply operations management principles and procedures to an operations plan. – The student will be able to:
- 60.01 Compare and contrast inventory methods and calculate the value of ending inventory.
- 61.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:

- 61.01 Evaluate and justify decisions based on ethical reasoning.
- 61.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities and employer policies.
- 61.03 Identify and explain personal and long-term consequences of unethical or legal behaviors in the workplace.
- 61.04 Interpret and explain written organizational policies and procedures.
- 62.0 Explain the importance of employability skill and entrepreneurial skills. – The student will be able to:
- 62.01 Identify and demonstrate positive work behaviors needed to be employable. ECD 1.0
- 62.02 Develop personal career plan that includes goals, objectives, and strategies. ECD 2.0
- 62.03 Examine licensing, certification, and industry credentialing requirements. ECD 3.0
- 62.04 Maintain a career portfolio to document knowledge, skills and experience. ECD 5.0
- 62.05 Evaluate and compare employment opportunities that match career goals. ECD 6.0
- 62.06 Identify and exhibit traits for retaining employment. ECD 7.0
- 62.07 Identify opportunities and research requirements for career advancement. ECD 8.0
- 62.08 Research the benefits of ongoing professional development. ECD 9.0
- 62.09 Examine and describe entrepreneurship opportunities as a career planning option. ECD 10.0
- 63.0 Describe the role of organized labor and its influences on government and business. – The student will be able to:
- 63.01 Describe labor and management strategies used in business.
- 64.0 Analyze the relationship among contract law, law of sales, consumer law, agency law, and environmental law. – The student will be able to:
- 64.01 Compare and contrast various local, state, and national statutes that impact business.
- 64.02 Distinguish between an agent and individuals (e.g., independent contractor, real estate broker, bailee, trustee).
- 64.03 Distinguish between a general power of attorney and a limited power of attorney.
- 64.04 Compare and contrast the benefits of greater consumer protection against additional costs (e.g., protection of airbags vs. higher automobile costs).
- 64.05 Discuss the cost to society of fewer vs. more consumer-oriented laws.
- 64.06 Identify national sources of consumer assistance (e.g., FTC, FDA).
- 64.07 Explain the arbitration process available to help consumers resolve business disputes.
- 64.08 Evaluate various legal alternatives for resolving disputes that are available to consumers.
- 65.0 Analyze financial data to make long-term and short-term management decisions. – The student will be able to:
- 65.01 Calculate the operating profit or loss, the absolute loss, and the break-even point.
- 65.02 Demonstrate an understanding of total assets, liabilities, and owner's equity.
- 65.03 Identify factors that cause changes in the financial picture of a business.

66.0 Demonstrate personal money-management concepts, procedures and strategies. – The student will be able to:

- |       |  |        |
|-------|--|--------|
| 66.01 | Identify and describe the services and legal responsibilities of financial institutions. | FL 2.0 |
| 66.02 | Describe the effect of money management on personal and career goals.                    | FL 3.0 |
| 66.03 | Develop a personal budget and financial goals.   | FL 3.1 |
| 66.04 | Complete financial instruments for making deposits and withdrawals.                      | FL 3.2 |
| 66.05 | Maintain financial records.  | FL 3.3 |
| 66.06 | Read and reconcile financial statements.   | FL 3.4 |
| 66.07 | Research, compare and contrast investment opportunities.                                 |        |

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Keyboarding and Business Skills  
**Course Number:** 8200320  
**Course Credit:** .5

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental word processing applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society.

This course, along with Computer and Business Skills is equivalent to Computing for College and Careers. Students should complete this course before enrolling in Computer and Business Skills.

01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:

- 01.01 Develop keyboarding skills to enter and manipulate text and data.
- 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Demonstrate basic file management skills.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
- 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.
- 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.

04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member. – The student will be able to:

- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.



- 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 07.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 07.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 07.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up.)
  - 07.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
- 08.01 Accept constructive criticism.
  - 08.02 Apply appropriate strategies to manage and resolve conflict in work situations.

- 08.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 09.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.).
  - 09.02 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, etc.).

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computer and Business Skills  
**Course Number:** 8200330  
**Course Credit:** .5

**Course Description:**

This course is designed to introduce students to the basic skills and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards.

This course, along with Keyboarding and Business Skills is equivalent to Computing for College and Careers. Students should complete Keyboarding and Business Skills before enrolling in this course.

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic file management skills.
  - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. – The student will be able to:
- 02.01 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.02 Accurately follow written and oral instructions.
  - 02.03 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications.
  - 03.02 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 04.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 04.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 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 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 05.02 Identify, analyze and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 05.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 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 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 06.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 06.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate.
- 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 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 07.02 Use personal assessment tools to identify personal strengths and weaknesses

related to learning and work environments.

- 07.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 08.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 08.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 08.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 08.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 08.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 08.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 08.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 08.08 Build mentor relationships with local professionals in the industry.
- 09.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
- 09.01 Accept constructive criticism.
  - 09.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 09.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 10.01 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, etc.).
- 11.0 Perform e-mail activities. – The student will be able to:
- 11.01 Describe e-mail capabilities and functions.
  - 11.02 Use the Internet to perform e-mail activities.
- 12.0 Demonstrate operating systems. – The student will be able to:
- 12.01 Identify operating system file naming conventions.

- 12.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 12.03 Demonstrate a working knowledge of standard file formats.
  - 12.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 13.0 Develop an awareness of emerging technologies. – The student will be able to:
- 13.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 13.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 13.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computing for College and Careers  
**Course Number:** 8209020  
**Course Credit:** 1

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society. This also includes proficiency with computers using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards. After successful completion of this core course, students will have met Occupational Completion Point A, Information Technology Assistant - SOC Code 15-1041.

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Demonstrate basic computer file management skills.
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentation, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.



- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate personal and interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.

- 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
  - 11.01 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, etc.).
- 12.0 Perform e-mail activities. — The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. — The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies. — The student will be able to:
  - 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

**2011-2012**

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Introduction to Information Technology  
**Course Number:** 8207310  
**Course Credit:** 1

**Course Description:**

This course is designed to provide an introduction to information technology concepts and careers as well as the impact information technology has on the world, people, and industry and basic web design concepts. The content includes information technology career research; operating systems and software applications; electronic communications including e-mail and Internet services; basic HTML, DHTML, and XML web commands and design; and emerging technologies and web page design. After successful completion of Introduction to Information Technology, students will have met Occupational Completion Point A, Information Technology Assistant, SOC Code 15-1041.

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.06 Describe ethical issues and problems associated with computers and information systems.

02.0 Demonstrate comprehension and communication skills. — The student will be able to:

- 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
- 02.02 Organize ideas and communicate oral and written messages appropriate for information technology environments.
- 02.03 Collaborate with individuals and teams to complete tasks and solve information technology problems.
- 02.04 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
- 02.05 Apply the writing process to the creation of appropriate documents following designated business formats.
- 02.06 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).

- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communication.
  - 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 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.
- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).

- 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
- 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
- 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
- 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
- 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
- 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
- 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.
- 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Participate in work-based learning experiences. — The student will be able to:
- 11.01 Participate in work-based learning experiences in an information technology environment.
- 11.02 Discuss the use of technology in an information technology environment.
- 12.0 Perform e-mail activities. — The student will be able to:
- 12.01 Describe e-mail capabilities and functions.
- 12.02 Identify components of an e-mail message.
- 12.03 Identify the components of an e-mail address.

- 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.
  - 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
- 13.0 Demonstrate knowledge of different operating systems. – The student will be able to:
- 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Demonstrate proficiency navigating the Internet, intranet, and the WWW. – The student will be able to:
- 14.01 Identify and describe Web terminology.
  - 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 14.05 Trace the evolution of the Internet from its inception to the present and into the future.
  - 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, PDF, etc.).
  - 14.08 Identify effective Boolean search strategies.
- 15.0 Demonstrate proficiency using HTML commands. – The student will be able to:
- 15.01 Identify elements of a Web page.
  - 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 15.03 Define basic HTML terminology.
  - 15.04 Analyze HTML source code developed by others.
  - 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, tables).
  - 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 15.07 Edit and test HTML documents for accuracy and validity.
  - 15.08 Use basic functions of WYSIWYG editors.

- 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
- 15.10 Enhance web pages through the addition of images and graphics including animation.
- 16.0 Demonstrate proficiency in page design applicable to the WWW. – The student will be able to:
  - 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
  - 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
  - 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
  - 16.04 Use image design software to create and edit images.
  - 16.05 Demonstrate proficiency in publishing to the Internet.
  - 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
  - 16.07 Explain the need for web-based applications.
- 17.0 Demonstrate proficiency using specialized Web design software. – The student will be able to:
  - 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  - 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
- 18.0 Develop an awareness of the information technology industry. – The student will be able to:
  - 18.01 Explain how information technology impacts the operation and management of business and society.
  - 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
  - 18.03 Explain the emergence of a paperless society.
- 19.0 Develop an awareness of microprocessors and digital computers. – The student will be able to:
  - 19.01 Describe the evolution of the digital computer.
  - 19.02 Explain the general architecture of a microcomputer system.
  - 19.03 Explain the evolution of microprocessors.
  - 19.04 Explain software hierarchy and its impact on microprocessors.
  - 19.05 Explain the need for and use of peripherals.
  - 19.06 Demonstrate proficiency using peripherals.
  - 19.07 Identify the basic concepts of computer maintenance and upgrades.
  - 19.08 Differentiate between diagnosing and troubleshooting.
- 20.0 Develop an awareness of programming languages. – The student will be able to:
  - 20.01 Explain the history of programming languages.
  - 20.02 Explain the need for and use of compilers.

- 20.03 Explain how compilers work.
- 20.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).
  
- 21.0 Develop an awareness of emerging technologies. – The student will be able to:
  - 21.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).
  
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model. – The student will be able to:
  - 22.01 Identify how types of networks and how they work.
  - 22.02 Identify the role of servers and clients on a network.
  - 22.03 Identify benefits and risks of networked computing.
  - 22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
  - 22.05 Identify Intranets, Extranets and how they relate to the Internet.
  - 22.06 Demonstrate basic understanding of network administration.
  - 22.07 Describe the evolution of OSI from its inception to the present and into the future.
  - 22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software.
  
- 23.0 Demonstrate proficiency using common software applications. – The student will be able to:
  - 23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
  - 23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
  
- 24.0 Demonstrate proficiency using specialized software applications. – The student will be able to:
  - 24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).
  - 24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
  - 24.03 Demonstrate the ability to incorporate digital sound.



2011-2012

**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.

- 25.0 Demonstrate language arts knowledge and skills. – The student will be able to: AF 2.0
- 25.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4
  - 25.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
  - 25.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 26.0 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:
- 26.01 Deliver impromptu and planned speeches.
  - 26.02 Communicate in a multicultural setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds).
  - 26.03 Perform telephone activities (e.g., receive calls, place calls, gather and record information).
  - 26.04 Project a positive first impression on the telephone.
  - 26.05 Project a positive impression in person and acknowledging the importance of making eye contact.
  - 26.06 Function as a team member and participate in group discussions to identify and resolve problems.
  - 26.07 Identify how team's effectiveness impacts company's profitability.
  - 26.08 Organize and lead discussions.
  - 26.09 Participate as a team leader and team member at meetings.
  - 26.10 Answer questions in formal and information situations.
  - 26.11 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.
  - 26.12 Interpret information obtained from various sources (e.g., business correspondence, professional articles, supporting graphic materials, manuals, computer printouts, electronic sources).
  - 26.13 Describe methods used by management to communicate with employees (e.g., formal and informal).

- 26.14 Differentiate among various electronic and non-electronic telecommunication methods used to communicate with employees.
- 26.15 Demonstrate active listening techniques.
- 26.16 Identify and overcome major barriers to listening.
- 26.17 Identify relevant information in oral communications.
- 26.18 Determine when more information is needed and ask appropriate questions.
- 26.19 Distinguish fact from opinion (e.g., media, Internet).
- 26.20 Obtain key facts through courteous attention to multiple speakers within a group.
- 26.21 Assess and respond to a speaker's nonverbal messages.
- 26.22 Discuss the value of the use of silence in communication as a nonverbal cue.
- 26.23 Give examples of how nonverbal messages have different meanings in various cultures.
- 26.24 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.
- 26.25 Use appropriate etiquette and manners when communicating with people of varying cultures.
- 27.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The student will be able to:
- 27.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. CM 1.0
- 27.02 Locate, organize and reference written information from various sources. CM 3.0
- 27.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. CM 5.0
- 27.04 Interpret verbal and nonverbal cues/behaviors that enhance communication. CM 6.0
- 27.05 Apply active listening skills to obtain and clarify information. CM 7.0
- 27.06 Develop and interpret tables and charts to support written and oral communications. CM 8.0
- 27.07 Exhibit public relations skills that aid in achieving customer service satisfaction. CM 10.0
- 28.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 28.01 Gather and compile data using a wide variety of references and research resources (e.g., electronic bulletin boards, information services).
- 28.02 Communicate using electronic messaging technologies (e.g., facsimile machines, voice mail, conference calls, pagers, e-mail).
- 28.03 Apply the rules of electronic messaging etiquette.
- 28.04 Revise and edit business documents and e-mails to ensure they are clear, correct, concise, complete, consistent, and courteous.
- 28.05 Compose and create business communications appropriate for specific audiences.
- 29.0 Use information technology tools. – The student will be able to:
- 29.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
- 29.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail and internet applications. IT 2.0

- 29.03 Employ computer operations applications to access, create, manage, integrate, and store information. IT 3.0
- 29.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0
- 31.0 Analyze current and emerging workplace trends and issues and determine potential impact on career and job objectives and workplace performance. – The student will be able to:
- 31.01 Identify changing trends in the workplace.
- 32.0 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:
- 32.01 Define management.
- 32.02 Identify the different levels of management.
- 32.03 Compare and contrast the various forms of business ownership (e.g., sole proprietorships, partnerships, corporations) and other organizational structures (e.g., nonprofit organizations, governmental agencies).
- 32.04 Identify variations of basic forms of business ownership (e.g., franchises, employer stock ownership programs).
- 32.05 List the advantages and disadvantages of each form of business ownership.
- 32.06 Describe the advantages and disadvantages of the team concept to an organization.
- 32.07 Analyze organizational charts and discuss how various supervisory/management positions fit into the organizational structure.
- 32.08 Describe the role of technology in the overall management process.
- 32.09 Define the entrepreneurial way of thinking (e.g., opportunity, recognition, risk and reward) and discuss its importance to the American economy.
- 32.10 Apply the entrepreneurial way of thinking in one's own life.
- 32.11 Compare and contrast the legal procedures and processes for forming various forms of business ownership (e.g., sole proprietorship, partnership, limited partnership, joint ventures, limited partnership associations, registered partnerships having limited liability, limited liability company, corporation, franchise).
- 32.12 Compare and contrast the advantages and disadvantages of doing business using various forms of business ownership.
- 32.13 Distinguish a limited partnership from a general partnership.
- 32.14 Discuss partnership rights (e.g., tenancy in partnership, sharing of profits, right to manage, right to reimbursement, right to inspect the books, right to an account).
- 32.15 Describe the powers and duties of partners (limited partners, general partners in a limited partnership, silent, dormant, secret).
- 32.16 Describe how partnerships may be dissolved (e.g., acts of the partners, operation of the law, order of the court).
- 32.17 Explain the winding up of partnership affairs and the distribution of assets after the dissolution of a partnership.
- 32.18 Define a limited liability corporation.
- 32.19 Describe the nature of management responsibilities in a limited liability corporation.
- 32.20 Describe the effects of failing to maintain the proper structure of a limited liability corporation.
- 32.21 Define a corporation and explain why a corporation is a legal entity.

- 32.22 Identify characteristics of a franchise and describe where franchises fit in the economic and legal framework.
- 32.23 Describe the pros and cons of owning a franchise.
- 33.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 33.01 Discuss the importance of time management, both professional and personally, including the consequences of poor time management skills.
- 33.02 Perform a personal time management analysis.
- 34.0 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:
- 34.01 Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
- 34.02 Apply decision-making processes to business applications.
- 34.03 Describe the characteristics (e.g., leadership qualities, leadership styles, personality traits) of effective business supervisors, managers, or entrepreneurs.
- 34.04 Develop a personal and business code of ethical behavior.
- 34.05 Explain the importance of trust for the successful conduct of business.
- 34.06 Identify examples of unethical behaviors that result in higher prices for consumers (e.g., insurance fraud).
- 34.07 Identify ethical issues resulting from technological advances (e.g., computer snooping, hacking).
- 34.08 Identify ethical issues involving employer/employee relationships (e.g., poor working conditions, hours wasted on the job, employee theft).
- 34.09 Identify ethical issues affecting consumers (e.g., false advertising, shoplifting).
- 34.10 Apply principles of group dynamics in structured activities.
- 34.11 Exhibit positive attitude and professional behavior.
- 34.12 Participate in school, community, and/or volunteer activities.
- 35.0 Demonstrate science knowledge and skills. – The student will be able to: AF 4.0
- 35.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1
- 35.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 36.0 Solve problems using critical thinking skills, creativity and innovation. – The student will be able to:
- 36.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0
- 36.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 1.0
- 36.03 Identify and document workplace performance goals and monitor progress toward those goals. PS 3.0
- 36.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- 37.0 Demonstrate mathematics knowledge and skills. – The student will be able to:

- 37.01 Demonstrate knowledge of arithmetic operations. AF 3.2
- 37.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
- 37.03 Construct charts/tables/graphs using functions and data. AF 3.5
- 38.0 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:
- 38.01 Describe the importance of financial statements.
- 39.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. – The student will be able to:
- 39.01 Identify career paths in supervisory, management, and small business environments.
- 40.0 Participate in work-based learning experiences. – The student will be able to:
- 40.01 Participate in work-based learning experiences in a supervisory, management, or small business environment.
- 40.02 Discuss the use of technology in a supervisory, management, or small business environment.
- 40.03 Compare and contrast software applications used in a supervisory, management, or small business environment.
- 40.04 Develop an understanding of the integral value of a customer and practice the skills required to provide excellent customer service.
- 41.0 Justify the need to gain and maintain competitive advantage. – The student will be able to:
- 41.01 Identify ways in which businesses compete with each other (e.g., quality, service, status, price).
- 41.02 Define market share.
- 41.03 Identify various forms of competition (e.g., pure competition, oligopoly, monopolistic competition, monopoly).
- 42.0 Perform human resources management activities. – The student will be able to:
- 42.01 Identify the benefits of professional staff development (e.g., workshops, conferences, course work, membership in professional associations).
- 42.02 Explain the need for employee evaluations, describe the procedures used in the evaluation process, and identify the consequences of positive or negative performance appraisals.
- 42.03 Describe legislation affecting the workplace and discuss the impact on businesses (e.g., affirmative action, right to privacy, drug testing, sexual harassment, safety).
- 42.04 Identify the kinds of benefits offered to employees (e.g., insurance plans; retirement plans; payroll deductions for savings bonds, cafeteria plans, 401K plans).

- 42.05 Describe methods used to compensate employees (e.g., wages, salary, commission).
- 42.06 Define “downsizing” and explain why it occurs.
- 43.0 Analyze the impact and relationship of government regulations and community involvement on business management decisions. – The student will be able to:
  - 43.01 Identify ways companies can help their communities (e.g., jobs, taxes, contributions to community projects).
- 44.0 Perform supervisory/management functions. – The student will be able to:
  - 44.01 Describe the functions of management (e.g., planning, organizing, staffing, directing, controlling) and discuss how the functions are interrelated.
  - 44.02 Identify factors of strategic planning and define the role of strategic planning in a business environment.
  - 44.03 Define the purpose of a business plan and describe the major components included in a business plan.
  - 44.04 Define the marketing concept and explain its impact on consumers.
  - 44.05 Identify and describe examples of diverse marketing activities.
  - 44.06 Define long-term and short-term planning.
  - 44.07 Perform long-term and short-term planning activities for a specific event.
  - 44.08 Develop a basic business plan.

2011-2012

**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.

- 30.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. — The student will be able to:
- 30.01 Demonstrate an understanding of the importance of establishing and maintaining a work-related network through social contacts.
  - 30.02 Use appropriate etiquette and manners when communicating with people of varying cultures.
- 40.0 Participate in work-based learning experiences. — The student will be able to:
- 40.01 Participate in work-based learning experiences in a supervisory, management, or small business environment.
  - 40.02 Discuss the use of technology in a supervisory, management, or small business environment.
  - 40.03 Compare and contrast software applications used in a supervisory, management, or small business environment.
- 45.0 Demonstrate an understanding of business law concepts. — The student will be able to:
- 45.01 Demonstrate an understanding of contractual relationships.
  - 45.02 Identify the elements of an enforceable contract.
  - 45.03 Differentiate among classes of contracts (e.g., bilateral and unilateral, express and implied, oral and written).
  - 45.04 Explain how offer and acceptance can create contractual rights and duties.
  - 45.05 Determine whether an agreement is enforceable as a contract.
  - 45.06 Differentiate among the ways that assent can be disrupted (e.g., fraud, non-disclosure, misrepresentation, mistake, duress, undue influence).
  - 45.07 Define and distinguish among different types of consideration and list the exceptions to the requirements of consideration.
  - 45.08 Identify people who lack contractual capacity.
  - 45.09 Explain a minor's right to avoid a contract.
  - 45.10 Describe the rules that apply to the interpretation of contracts.
  - 45.11 Describe the rules that apply to contracts involving third parties.
  - 45.12 List the ways a contract can be discharged.
  - 45.13 Describe breach of contract and the remedies available when a contract is breached.

- 45.14 Define an agency relationship and list the ways that agency relationships may be created.
  - 45.15 Discuss potential problems with signing employment contracts.
  - 45.16 Determine questions that can and cannot be asked during an employment interview.
  - 45.17 Determine which employees or applicants may be asked to participate in employee testing (e.g., aptitude, psychological, polygraph, drug).
  - 45.18 Identify legislation that regulates employee rights (e.g., Americans with Disabilities Act, Age Discrimination in Employment Act, Family and Medical Leave Act).
  - 45.19 Identify legislation that regulates employment conditions (e.g., Fair Labor Standards Act, Immigration Reform and Control Act, Occupational Safety and Health Act).
  - 45.20 Define key terms in computer law.
  - 45.21 Identify circumstances under which the copyright of a computer program has been violated.
  - 45.22 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.
  - 45.23 Describe the purposes of various consumer laws and explain their affect on the consumer's well being.
  - 45.24 Describe how local businesses can be a source of consumer assistance and identify consumer organizations, businesses, and governmental agencies that provide consumer assistance.
  - 45.25 Differentiate among the various types of consumer fraud and explain steps that can be taken by victims to gain redress.
  - 45.26 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.
- 46.0 Demonstrate an understanding of different types of insurance. — The student will be able to:
- 46.01 Differentiate between requirements for insurable interest for property insurance with those needed for life insurance.
  - 46.02 Compare and contrast the different types of life insurance (e.g., ordinary, limited payment, endowment, term).
  - 46.03 Compare and contrast the different types of other insurance (e.g., property, liability, automobile, homeowners', disability, marine).
  - 46.04 Compare and contrast the differences in health insurance coverages.
- 67.0 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:
- 67.01 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, franchise).
- 68.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:



- 68.01 Discuss the impact of time management practices on one's personal and professional image.
- 69.0 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:
  - 69.01 Project professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
  - 69.02 Apply principles of group dynamics in structured activities.
  - 69.03 Exhibit a positive attitude and professional behavior.
  - 69.04 Participate in school, community, and/or volunteer activities.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Business Supervision 1  
**Course Number:** 8215140  
**Course Credit:** 1

**Course Description:**

This course continues the study of business supervisory functions. Students are required to perform higher-level thinking and decision-making and to use technology as a resource to efficiently perform communications activities. The use of computers is required.

- 47.0 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:
- 47.01 Function as a team member and team leader to identify and solve problems inherent in a capstone project.
  - 47.02 Analyze and respond in writing to routine business problems both individually and collaboratively.
  - 47.03 Demonstrate interactive listening techniques.
  - 47.04 Listen objectively and record major points of a speaker's message.
  - 47.05 Synthesize information from multiple speakers in a group and respond in an effective manner.
  - 47.06 Use comprehensive corporate vocabulary.
  - 47.07 Lead a brainstorming session.
- 48.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. — The student will be able to:
- 48.01 Compose and create business communications that address specific needed improvements.
  - 48.02 Apply information systems hardware and software appropriate to accomplish business tasks.
  - 48.03 Use electronic resources (e.g., Internet) to complete sophisticated projects.
  - 48.04 Collaborate via technology with business professional and student in the international community.
  - 48.05 Compose and create business communications that reflect international differences, current practices, and protocol.
  - 48.06 Revise and edit business documents to improve content and effectiveness.
  - 48.07 Compose and create executive summaries.
  - 48.08 Present findings of projects in a formal presentation using appropriate graphics, media, and support materials.
  - 48.09 Analyze and synthesize information obtained from print and electronic resources for group discussions and team building activities.
- 49.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. — The student will be able to:

- 49.01 Employ leadership skills to accomplish organizational goals and objectives.
  - 49.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks.
  - 49.03 Conduct and participate in meetings to accomplish work tasks.
  - 49.04 Employ mentoring skills to inspire and teach others.
- 50.0 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:
- 50.01 Analyze and respond to business case studies involving office politics.
  - 50.02 Discuss the ramifications of social behavior on professional image.
  - 50.03 Analyze and discuss sexual harassment cases that have become legal precedents.
  - 50.04 Discuss the concept of a comprehensive customer service philosophy.
  - 50.05 Define corporate culture.
  - 50.06 Compare and contrast corporate cultures of diverse organizations.
  - 50.07 Analyze the impact of company policies and procedures on communications.
  - 50.08 Explain the long-term monetary impact of a lost customer.
  - 50.09 Analyze situations in which technology positively and negatively impacts customer service.
  - 50.10 Enhance personal and professional self-concept and image through leading group activities.
  - 50.11 Assume a leadership role in school, community and/or volunteer activities.
  - 50.12 Discuss how health, motivation, and physical fitness enhance performance.
  - 50.13 Use appropriate leadership language (e.g., optimism, encouragement, action).
  - 50.14 Lead a group in goal setting activities.
  - 50.15 Compare and contrast alternative leadership styles and the appropriate style for a given situation.
  - 50.16 Implement control practices and procedures for a planned business.
  - 50.17 Chart five forms of business organization and illustrate an advantage and disadvantage for each.
  - 50.18 Given facts about a possible new business, determine the form of business organization that could be used.
  - 50.19 Analyze the personal advantages of owning your own business.
  - 50.20 Analyze the personal risks of owning your own business.
  - 50.21 Assess your qualifications to start a new business.
  - 50.22 Discuss the impact of laws of different countries on partnerships, corporations, and limited liability corporations.
  - 50.23 Analyze the impact of international law on partnerships, corporations, and limited liability corporations.
  - 50.24 Describe the impact of international business activities on the local, regional, national, and international economies.
  - 50.25 Analyze the potential impact on a community, region, state, and country of a domestic company involving itself in international trade opportunities.
- 51.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The students will be able to:
- 51.01 Describe the nature and types of business organizations.

- 51.02 Explain the effect of key organizational systems on performance and quality.
- 51.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
- 51.04 Explain the impact of the global economy on business organizations.
- 52.0 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:
- 52.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. SHE 1.0
- 52.02 Explain emergency procedures to follow in response to workplace accidents.
- 52.03 Create a disaster and/or emergency response plan. SHE 2.0
- 53.0 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:
- 53.01 Prepare and maintain payroll registers and individual earning records.
- 53.02 Complete employer's quarterly federal tax returns.
- 53.03 Prepare financial statements (e.g., income statement, balance sheet, cash flow statement, statement of net worth).
- 53.04 Analyze financial statements and interpret data for decision-making purposes.
- 54.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. – The student will be able to:
- 54.01 Relate the importance of education in meeting identified goals.
- 54.02 Describe career pathways for career development in supervisory and management positions (e.g., upward and mobile).
- 54.03 Design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. Analyze strengths, weaknesses, and associated risks.
- 54.04 Describe career pathways for career development in business supervision and management.
- 54.05 Identify resources for career development and demonstrate understanding of how to use professional networking resources, including web-based applications, career centers, professional and service organizations, newspapers and trade publications.
- 54.06 Practice spreadsheet application skills using assessments in preparation for interviews.
- 55.0 Participate in work-based learning experiences. – The student will be able to:
- 55.01 Participate in work-based learning experiences in a supervisory, management, and small business environment.
- 55.02 Discuss the supervisory/management skills needed in a supervisory, management, or small business environment.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Business Supervision 2  
**Course Number:** 8215150  
**Course Credit:** 1

**Course Description:**

This course continues the study of business supervisory/management functions and business law concepts. Students are required to perform higher-level thinking and decision-making and to use technology as a resource to efficiently perform supervisory functions.

- 55.0 Participate in work-based learning experiences. – The student will be able to:
- 55.01 Participate in work-based learning experiences in a supervisory, management, and small business environment.
  - 55.02 Discuss the supervisory/management skills needed in a supervisory, management, or small business environment.
- 60.0 Apply operations management principles and procedures to an operation plan. – The student will be able to:
- 60.01 Compare and contrast inventory methods and calculate the value of ending inventory.
- 70.0 Justify the need to gain and maintain competitive advantage. —The student will be able to:
- 70.01 Compare and contrast various forms of competition (e.g., pure competition, oligopoly, monopolistic competition, monopoly).
  - 70.02 Describe how various laws impact competition (e.g., Sherman Act, Robinson-Patman).
- 71.0 Perform human resources management activities. —The student will be able to:
- 71.01 Describe components that may be included in employee evaluations.
  - 71.02 Describe how employee selection tools are used (e.g., interview, tests, reference checks).
  - 71.03 Describe how a job description is used in the recruiting process.
  - 71.04 Describe the legal implications of using performance appraisals to terminate or demote employees.
  - 71.05 Discuss whether a company has a responsibility to provide retraining programs and severance packages for displaced workers.
- 72.0 Analyze the impact and relationship of government regulations and community involvement on business management decisions. — The student will be able to:

- 72.01 Explain how tax policies, licensure requirements, and governmental regulations affect a business.
- 73.0 Perform supervisory/management functions. — The student will be able to:
- 73.01 Identify information to be included in each component of a business plan.
  - 73.02 Identify sources of information to include in a business plan.
  - 73.03 Identify sources of technical assistance to use in preparing a business plan.
  - 73.04 Develop a comprehensive business plan for a specific business.
  - 73.05 Prepare a timetable for establishing a planned business.
  - 73.06 Develop a budget for a business.
  - 73.07 Describe how a sales forecast can be used in short- or long-term planning.
  - 73.08 Explain how and why a sales forecast may need to be adjusted due to controllable and uncontrollable factors.
  - 73.09 Discuss the concept that power is a trust and a responsibility.
  - 73.10 Identify essential records needed for the day-to-day operation of a business and describe the resulting consequences of a business that keeps poor quality business records.
  - 73.11 Demonstrate an understanding of the relationship of record keeping and tax reporting.
  - 73.12 Compare and contrast traditional and nontraditional sources for securing funding.
- 74.0 Describe the role of organized labor and its influences on government and business. — The student will be able to:
- 74.01 Describe labor and management strategies used in business.
- 75.0 Analyze the relationship among contract law, law of sales, consumer law, agency law, and environmental law. —The student will be able to:
- 75.01 Compare and contrast various local, state, and national statutes that impact business.
  - 75.02 Distinguish between an agent and individuals (e.g., independent contractor, real estate broker, bailee, trustee).
  - 75.03 Distinguish between a general power of attorney and a limited power of attorney.
  - 75.04 Compare and contrast the benefits of greater consumer protection against additional costs (e.g., protection of airbags vs. higher automobile costs).
  - 75.05 Discuss the cost to society of fewer vs. more consumer-oriented laws.
  - 75.06 Identify national sources of consumer assistance (e.g., FTC, FDA).
  - 75.07 Explain the arbitration process available to help consumers resolve business disputes and describe legal actions that may be taken to resolve consumer business disputes (e.g., small claims court, class action suits).
- 76.0 Analyze financial data to make long-term and short-term management decisions. —The student will be able to:
- 76.01 Calculate the operating profit or loss, the absolute loss, and the break-even point.
  - 76.02 Demonstrate an understanding of total assets, liabilities, and owner's equity.
  - 76.03 Identify factors that cause changes in the financial picture of a business.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Business Supervision 3  
**Course Number:** 8215160  
**Course Credit:** 1

**Course Description:**

This course continues the study of business supervisory/management functions and business law concepts. Students are required to perform higher-level thinking and decision-making and to use technology as a resource to efficiently perform supervisory functions. The use of computers is required.

66.0 Demonstrate personal money-management concepts, procedures and strategies. – The student will be able to:

- 66.01 Identify and describe the services and legal responsibilities of financial institutions.
- 66.02 Describe the effect of money management on personal and career goals.
- 66.03 Develop a personal budget and financial goals.
- 66.04 Complete financial instruments for making deposits and withdrawals.
- 66.05 Maintain financial records.
- 66.06 Read and reconcile financial statements.
- 66.07 Research, compare and contrast investment opportunities.

77.0 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:

- 77.01 Lead a brainstorming session.

78.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. — The student will be able to:

- 78.01 Collaborate via technology with business professionals and students in the international community.
- 78.02 Compose and create business communications that reflect international differences, current practices, and protocol.

79.0 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:

- 79.01 Define corporate culture.
- 79.02 Compare and contrast corporate cultures of diverse organizations.
- 79.03 Enhance personal and professional self-concept and image through leading group activities.
- 79.04 Assume a leadership role in school, community, and/or volunteer activities.

- 79.05 Use appropriate leadership language (e.g., optimism, encouragement, action).
- 80.0 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:
- 80.01 Create and present a career portfolio to an audience.
  - 80.02 Model behavior that contributes to a successful interview.
- 55.0 Participate in work-based learning experiences. — The student will be able to:
- 55.01 Participate in work-based learning experiences in a supervisory, management, and small business environment.
  - 55.02 Discuss the supervisory/management skills needed in a supervisory, management, or small business environment.
- 81.0 Justify the need to gain and maintain competitive advantage. —The student will be able to:
- 81.01 Describe ways to increase market share.
  - 81.02 Explain the purposes of external research services and explain why businesses use them (e.g., consumer affairs, consumer panels, marketing research).
  - 81.03 Describe why an ongoing analysis of customer satisfaction indices is necessary for attaining competitive advantage.
- 82.0 Perform human resources management activities. – The student will be able to:
- 82.01 Establish criteria for promoting employees.
  - 82.02 Develop strategies to accommodate impending changes in the workplace.
  - 82.03 Describe programs available to assist displaced employees.
- 83.0 Analyze the impact and relationship of government regulations and community involvement on business management decisions. – The student will be able to:
- 83.01 Explain the pros and cons of various levels of community involvement by a business.
- 84.0 Perform supervisory/management functions. – The student will be able to:
- 84.01 Explain the concept of employee empowerment.
  - 84.02 Describe the role of variable costs on pricing.
  - 84.03 Establish prices for identified products.
  - 84.04 Modify and refine a comprehensive business plan for starting a business.
- 85.0 Analyze the relationship among contract law, law of sales, consumer law, agency law, and environmental law. – The student will be able to:
- 85.01 Evaluate various legal alternatives for resolving disputes that are available to consumers.



2011-2012

**Florida Department of Education  
Curriculum Framework**

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

	<b>Secondary</b>	<b>PSAV</b>
Program Number	8216100	B060901
CIP Number	0506.090110	0506.090110
Grade Level	9-12, 30, 31	30, 31
Standard Length	5 credit hours	750 hours
Teacher Certification	BUS ED 1 @2 VOE @7 TEACH CBE @7 MANAG SUPV @7 G BOOKKEEPIN @4 @7 G	BUS ED 1 @2 VOE @7 TEACH CBE@7 MANAG SUPV @7 G BOOKKEEPIN @4 @7 G
CTSO	FBLA BPA	Phi Beta Lambda BPA
SOC Codes (all applicable)	11-1021	11-1021
Facility Code	[212]; <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)	
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>	
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>	
Industry Certifications	<a href="http://www.fldoe.org/workforce/fcpea/default.asp">http://www.fldoe.org/workforce/fcpea/default.asp</a>	
Basic Skills Level	N/A	Mathematics: 9.0 Language: 9.0 Reading: 9.0

### **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.

### Program Structure

This program is a planned sequence of instruction consisting of the Business Technology Education Core and one additional occupational completion point. Secondary or postsecondary students who have previously completed the Business Technology Education Core will not have to repeat the core. A student who completes the applicable competencies at any occupational completion point may either continue with the training program or exit as an occupational completer.

When offered at the post secondary level, 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.

The following table illustrates the **PSAV** program structure:

OCP	Course Number	Course Title	Course Length	SOC Code
A	OTA0040	Information Technology Assistant *	150	15-1041
B	MNA0000	Manager Trainee 1	300	11-1021
	MNA0001	Manager Trainee 2	300	

\* Note: OTA0040 is a core program.

The following table illustrates the **Secondary** program structure:

OCP	Course Number	Course Title	Length	SOC Code	Level	
A	8200320	Keyboarding and Business Skills <i>and</i>	.5 credit	15-1041	2	
	8200330	Computer and Business Skills	.5 credit		2	
	<i>Or</i>					
	8209020	Computing for College and Careers <i>or</i>	1 credit		2	
B	8207310	Introduction to Information Technology	1 credit	11-1021	2	
	8203310	Accounting Applications 1	1 credit		2	
	8216110	International Business Systems	1 credit		2	
	8216120	International Finance and Law	1 credit		3	
	8216130	Business Internship	1 credit		2	

### Laboratory Activities

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **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.

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) and Business Professionals of America (BPA) are the appropriate career and technical student organization for providing leadership training and reinforcing specific career and technical skills for secondary students. For postsecondary students, Phi Beta Lambda and BPA are the appropriate student organizations. 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.

### **Cooperative Training – OJT**

On-the-job training is appropriate and is included as part of this program in the form of a six to eight-week internship. Whenever offered, the rules, guidelines, and requirements specified in the Florida Department of Education Cooperative Education Manual apply.

There is a **Cooperative Education Manual** available on-line that has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the DOE website at <http://www.fldoe.org/workforce/programs/doc/coopm.doc>.

### **Basic Skills**

In PSAV 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: Mathematics 9.0, Language 9.0, and Reading 9.0. These grade level numbers correspond to a grade equivalent score obtained on a state

designated basic skills examination. Students may be exempt from meeting the Basic Skills requirements by earning an eligible industry certification. See the Basic Skills Exemption List document for a list of eligible industry certifications (<http://www.fldoe.org/workforce/dwdframe/rtf/basic-skills.rtf>).

Adult students with disabilities, as defined in Section 1004.02(7), 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(3)(a), F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91(3), F.S.

Students who possess a college degree at the Associate of Applied Science level or higher; who have completed or are exempt from the college entry-level examination pursuant to Section 1008.29, F.S.; or who have passed a state, national, or industry licensure exam are exempt from meeting the Basic Skills requirement (Rule 6A-10.040, F.A.C.)

### **Essential Skills**

Essential skills identified by the Division of Career and Adult Education have been integrated into the standards and benchmarks of this program. These skills represent the general knowledge and skills considered by industry to be essential for success in careers across all career clusters. Students preparing for a career served by this program at any level should be able to demonstrate these skills in the context of this program. A complete list of Essential Skills and links to instructional resources in support of these Essential Skills are published on the CTE Essential Skills page of the FL-DOE website ([http://www.fldoe.org/workforce/dwdframe/essential\\_skills.asp](http://www.fldoe.org/workforce/dwdframe/essential_skills.asp)).

### **Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 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 occupational completion point (OCP) or a modified occupational completion point (MOCP). 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 an OCP/MOCP. The student should work on different competencies and new applications of competencies each year toward completion of the OCP(s)/MOCP. 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).

### **Articulation**

The PSAV component of this program has no statewide articulation agreement approved by the Articulation Coordinating Committee. However, this does not preclude the awarding of credits by any college through local agreements.

For details on statewide articulation agreements which correlate to programs and industry certifications, refer to [http://www.fldoe.org/workforce/dwdframe/artic\\_frame.asp](http://www.fldoe.org/workforce/dwdframe/artic_frame.asp).

### **Bright Futures/Gold Seal Scholarship**

Course substitutions as defined in the Comprehensive Course Table for this program area may be used to qualify a student for Florida's Gold Seal Vocational Scholarship, providing all other eligibility requirements are met. Eligibility requirements are available online at [https://www.osfaffelp.org/bfiehs/fnbpcm02\\_CCTMain.aspx](https://www.osfaffelp.org/bfiehs/fnbpcm02_CCTMain.aspx).

### **Fine Arts/Practical Arts Credit**

Many courses in CTE programs meet the Fine Arts/Practical Arts credit for high school graduation. For additional information refer to <http://www.fldoe.org/schools/pdf/ListPracticalArtsCourses.pdf>.

### **Standards**

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

#### **Keyboarding and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace.
  - 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.

**AND**

**Computer and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use Technology to apply and enhance communications skills in technical reading, writing.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 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 Perform e-mail activities.
- 12.0 Demonstrate operating systems.
- 13.0 Develop an awareness of emerging technologies.

**OR**

**Computing for College and Careers competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance and enhance personal performance in relation to the workplace. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service

- strategies, and standards of personal and professional ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
  - 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
  - 09.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
  - 10.0 Demonstrate personal and interpersonal skills and attributes appropriate for the workplace.
  - 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.
  - 12.0 Perform e-mail activities.
  - 13.0 Demonstrate operating systems.
  - 14.0 Develop an awareness of emerging technologies.

OR

**Introduction to IT Competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance.
- 02.0 Demonstrate Comprehension and communication skills.
- 03.0 Use technology to enhance the effectiveness of communication skills.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 09.0 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.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 11.0 Participate in work-based learning experiences.
- 12.0 Perform e-mail activities.
- 13.0 Demonstrate knowledge of different operating systems.
- 14.0 Demonstrate proficiency navigating the Internet, intranet, and the WWW.
- 15.0 Demonstrate proficiency using HTML commands.
- 16.0 Demonstrate proficiency in page design applicable to the WWW.
- 17.0 Demonstrate proficiency using specialized web design software.
- 18.0 Develop an awareness of the information technology industry.
- 19.0 Develop an awareness of microprocessors and digital computers.

- 20.0 Develop an awareness of programming languages.
- 21.0 Develop an awareness of emerging technologies.
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model.
- 23.0 Demonstrate proficiency using common software applications.
- 24.0 Demonstrate proficiency using specialized software applications.

### **Technical Competencies**

- 25.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels.
- 26.0 Demonstrate language arts knowledge and skills.
- 27.0 Demonstrate mathematics knowledge and skills.
- 28.0 Demonstrate science knowledge and skills.
- 29.0 Use oral and written and communication skills in creating, expressing and interpreting information and ideas.
- 30.0 Use information to accomplish job objectives and enhance workplace performance.
- 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 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 34.0 Explain the importance of employability skill and entrepreneurial skills.
- 35.0 Describe the importance of professional ethics and legal responsibilities.
- 36.0 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.
- 37.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring personal and business situations.
- 38.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 39.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 40.0 Participate in work-based learning experiences.
- 41.0 Apply accounting principles and concepts to the performance of accounting activities.
- 42.0 Apply accounting principles and concepts using appropriate technology.
- 43.0 Exhibit positive human relations and leadership skills.
- 44.0 Demonstrate employability skills.
- 45.0 Perform technology applications.
- 46.0 Demonstrate an understanding of the principles of business in global economy.
- 47.0 Develop an understanding of cultural diversity/customs.
- 48.0 Identify business ethics.
- 49.0 Identify channels of promoting and distributing goods.
- 50.0 Identify governmental and political influences.
- 51.0 Perform financial operations.
- 52.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 53.0 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.



- 54.0 Use information technology tools.
- 55.0 Exhibit positive human relations and leadership skills.
- 56.0 Demonstrate employability skills.
- 57.0 Identify business ethics.
- 58.0 Identify channels of promoting and distributing goods.
- 59.0 Perform financial operations.
- 60.0 Demonstrate personal money-management concepts, procedures, and strategies.
- 61.0 Demonstrate knowledge of trade law.
- 62.0 Identify import/export activities.
- 63.0 Identify global organizational structures.
- 64.0 Demonstrate business management skills.
- 65.0 Demonstrate positive human relations and leadership skills in the workplace.
- 66.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
- 67.0 Solve problems using critical thinking skills, creativity and innovation.
- 68.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
- 69.0 Describe the roles within teams, work units, departments, organizations, inter-organizations systems, and the larger environment.
- 70.0 Demonstrate knowledge of historical and current ethical international business behavior.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title: International Business**  
**PSAV Number: B060901**

**Course Number: OTA0040**  
**Occupational Completion Point: A**  
**Information Technology Assistant – 150 Hours – SOC Code 15-1041**

**Keyboarding and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Demonstrate basic file management skills.
- 02.0 Demonstrate comprehension and communication skills. – The student will be able to:
- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
  - 02.02 Write clear and well-organized research papers, integrating a variety of information.
  - 02.03 Prepare and deliver an oral report with appropriate materials to the class
  - 02.04 Participate in large group discussions as a member and/or a leader.
  - 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.06 Accurately follow written and oral instructions.
  - 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member. – The student will be able to:

- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 07.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 07.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 07.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up.)
  - 07.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:

- 08.01 Accept constructive criticism.
  - 08.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 08.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 09.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.).
  - 09.02 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, etc.).

**AND**

**Computer and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic file management skills.
  - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. – The student will be able to:
- 02.01 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.02 Accurately follow written and oral instructions.
  - 02.03 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.  
– The student will be able to:
- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications.
  - 03.02 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 04.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 04.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 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 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 05.02 Identify, analyze and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 05.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 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 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 06.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 06.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate.
- 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 Assess, analyze, and reassess individual talents, aptitudes, interests, and

personal characteristics as they relate to potential future careers in business environments.

07.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.

07.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.

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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:

08.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.

08.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.

08.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).

08.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.

08.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.

08.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.

08.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.

08.08 Build mentor relationships with local professionals in the industry.

09.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:

09.01 Accept constructive criticism.

09.02 Apply appropriate strategies to manage and resolve conflict in work situations.

09.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).

10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:

10.01 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, etc.).

11.0 Perform e-mail activities. – The student will be able to:

11.01 Describe e-mail capabilities and functions.

11.02 Use the Internet to perform e-mail activities.

- 12.0 Demonstrate operating systems. – The student will be able to:
- 12.01 Identify operating system file naming conventions.
  - 12.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 12.03 Demonstrate a working knowledge of standard file formats.
  - 12.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 13.0 Develop an awareness of emerging technologies. – The student will be able to:
- 13.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 13.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 13.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

OR

**Computing for College and Careers competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic computer file management skills.
  - 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills. — The student will be able to:
- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
  - 02.02 Write clear and well-organized research papers, integrating a variety of information.
  - 02.03 Prepare and deliver an oral report with appropriate materials to the class
  - 02.04 Participate in large group discussions as a member and/or a leader.
  - 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.06 Accurately follow written and oral instructions.

- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentation, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.



- 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.

- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace — The student will be able to:
  - 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.
  - 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
  
- 11.0 Perform functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
  - 11.01 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, etc.).
  
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
  
- 13.0 Demonstrate operating systems. – The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
  
- 14.0 Develop an awareness of emerging technologies. — The student will be able to:
  - 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

**OR**

**Introduction to Information Technology competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.

- 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.06 Describe ethical issues and problems associated with computers and information systems.
- 02.0 Demonstrate comprehension and communication skills. — The student will be able to:
  - 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
  - 02.02 Use professional business vocabulary appropriate for information technology environments.
  - 02.03 Organize ideas and communicate oral and written messages appropriate for information technology environments.
  - 02.04 Collaborate with individuals and teams to complete tasks and solve information technology problems.
  - 02.05 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
  - 02.06 Apply the writing process to the creation of appropriate documents following designated business formats.
  - 02.07 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).
- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
  - 03.01 Use database, spreadsheet, and presentation software, scheduling, and integrated software packages to enhance communication.
  - 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
  - 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
  - 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).

- 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 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.
- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
- 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
- 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
- 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
- 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
- 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
- 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
- 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.

- 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. — The student will be able to:
  - 10.01 Accept constructive criticism.
  - 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Participate in work-based learning experiences. — The student will be able to:
  - 11.01 Participate in work-based learning experiences in an information technology environment.
  - 11.02 Discuss the use of technology in an information technology environment.
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Identify components of an e-mail message.
  - 12.03 Identify the components of an e-mail address.
  - 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.
  - 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
- 13.0 Demonstrate knowledge of different operating systems. — The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Demonstrate proficiency navigating the internet, intranet, and the WWW. — The student will be able to:
  - 14.01 Identify and describe Web terminology.
  - 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).

- 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 14.05 Trace the evolution of the Internet from its inception to the present and into the future.
  - 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, pdf, etc.).
  - 14.08 Identify effective Boolean search strategies.
- 15.0 Demonstrate proficiency using HTML commands. — The student will be able to:
- 15.01 Identify elements of a Web page.
  - 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 15.03 Define basic HTML terminology.
  - 15.04 Analyze HTML source code developed by others.
  - 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, tables).
  - 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 15.07 Edit and test HTML documents for accuracy and validity.
  - 15.08 Use basic functions of WYSIWYG editors.
  - 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
  - 15.10 Enhance web pages through the addition of images and graphics including animation.
- 16.0 Demonstrate proficiency in page design applicable to the WWW. — The student will be able to:
- 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
  - 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
  - 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
  - 16.04 Use image design software to create and edit images.
  - 16.05 Demonstrate proficiency in publishing to the Internet.
  - 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
  - 16.07 Explain the need for web-based applications.
- 17.0 Demonstrate proficiency using specialized web design software. — The student will be able to:
- 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  - 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).

- 18.0 Develop an awareness of the information technology industry. — The student will be able to:
- 18.01 Explain how information technology impacts the operation and management of business and society.
  - 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
  - 18.03 Explain the emergence of a paperless society.
- 19.0 Develop an awareness of microprocessors and digital computers. — The student will be able to:
- 19.01 Describe the evolution of the digital computer.
  - 19.02 Explain the general architecture of a microcomputer system.
  - 19.03 Explain the evolution of microprocessors.
  - 19.04 Explain software hierarchy and its impact on microprocessors.
  - 19.05 Explain the need for and use of peripherals.
  - 19.06 Demonstrate proficiency using peripherals.
  - 19.07 Identify the basic concepts of computer maintenance and upgrades.
  - 19.08 Differentiate between diagnosing and troubleshooting.
- 20.0 Develop an awareness of programming languages. — The student will be able to:
- 20.01 Explain the history of programming languages.
  - 20.02 Explain the need for and use of compilers.
  - 20.03 Explain how compilers work.
  - 20.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).
- 21.0 Develop an awareness of emerging technologies. — The student will be able to:
- 21.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model. — The student will be able to:
- 22.01 Identify how types of networks and how they work.
  - 22.02 Identify the role of servers and clients on a network.
  - 22.03 Identify benefits and risks of networked computing.
  - 22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
  - 22.05 Identify Intranets, Extranets and how they relate to the Internet.
  - 22.06 Demonstrate basic understanding of network administration.
  - 22.07 Describe the evolution of OSI from its inception to the present and into the future.
  - 22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software

- 23.0 Demonstrate proficiency using common software applications. — The student will be able to:
- 23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
  - 23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
- 24.0 Demonstrate proficiency using specialized software applications. — The student will be able to:
- 24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).
  - 24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
  - 24.03 Demonstrate the ability to incorporate digital sound.

**Course Number: MNA0000**  
**Occupational Completion Point – B**  
**Manager Trainee – 300 Hours – SOC Code 11-1021**

- 25.0 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:
- 25.01 Organize ideas and communicate oral and written messages appropriate to an accounting environment.
  - 25.02 Collaborate with individuals and teams to complete tasks and solve accounting problems.
  - 25.03 Identify, define, and discuss professional accounting terminology appropriate for internal and external communications in an accounting environment.
- 26.0 Demonstrate language arts knowledge and skills. – The student will be able to: AF 2.0
- 26.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4
  - 26.02 Draft, revise and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
  - 26.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 27.0 Demonstrate mathematics knowledge and skills. – The student will be able to: AF 3.0
- 27.01 Demonstrate knowledge of arithmetic operations. AF 3.2
  - 27.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
  - 27.03 Construct charts/tables/graphs using functions of data. AF 3.5



- 28.0 Demonstrate science knowledge and skills. – The student will be able to: AF 4.0
- 28.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1
- 28.02 Formulate scientifically investigable questions, construct investigation, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 29.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The student will be able to:
- 29.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. CM 1.0
- 29.02 Locate, organize and reference written information from various sources. CM 3.0
- 29.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. CM 5.0
- 29.04 Interpret verbal and nonverbal cues/behaviors that enhance communication. CM 6.0
- 29.05 Apply active listening skills to obtain and clarify information. CM 7.0
- 29.06 Develop and interpret tables and charts to support written and oral communications. CM 8.0
- 29.07 Exhibit public relations skills that aid in achieving customer satisfaction. CM 10.0
- 30.0 Use information to accomplish job objectives and enhance workplace performance. — The student will be able to:
- 30.01 Gather information, extract key elements, analyze the impact of the data, and develop an appropriate solution.
- 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 Demonstrate an awareness of the roles and responsibilities of employees within the organization of an accounting department.
- 31.02 Participate as an active team leader and/or team member.
- 31.03 Identify the major functions of management.
- 31.04 Identify international business environmental factors that influence business operations.
- 32.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 32.01 Apply appropriate organizational skills to manage time and resources.
- 32.02 Perform tasks accurately, completely, and with attention to detail on a consistent basis.
- 32.03 Examine quality control, quality circle, total quality management and other management styles and how they relate to an organization's international business operations.

- 33.0 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:
- 33.01 Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
  - 33.02 Follow accepted rules, regulations, policies, and workplace safety.
  - 33.03 Identify the factors that influence how managerial styles are applied in different countries.
  - 33.04 Accomplish tasks within given deadlines.
  - 33.05 Identify the major issues related to the work environment (i.e., safety regulations, ergonomics, gender equity, family leave, work week, fringe benefits).
  - 33.06 Recognize differences in work environments (i.e., safety regulations, ergonomics, gender equity, family leave, work week, fringe benefits).
- 34.0 Explain the importance of employability skill and entrepreneurship. – The student will be able to:
- 34.01 Identify and demonstrate positive work behaviors needed to be employable. ECD 1.0
  - 34.02 Develop personal career plan that includes goals, objectives, and strategies. ECD 2.0
  - 34.03 Examine licensing, certification, and industry credentialing requirements. ECD 3.0
  - 34.04 Maintain a career portfolio to document knowledge, skills, and experience. ECD 5.0
  - 34.05 Evaluate and compare employment opportunities that match career goals. ECD 6.0
  - 34.06 Identify and exhibit traits for retaining employment. ECD 7.0
  - 34.07 Identify opportunities and research requirements for career advancement. ECD 8.0
  - 34.08 Research the benefits of ongoing professional development. ECD 9.0
  - 34.09 Examine and describe entrepreneurship opportunities as a career planning option. ECD10.0
- 35.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
- 35.01 Evaluate and justify decisions based on ethical reasoning. ELR 1.0
  - 35.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. ELR 1.1
  - 35.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. ELR 1.2
  - 35.04 Interpret and explain written organizational policies and procedures. ELR 2.0
- 36.0 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:
- 36.01 Apply appropriate mathematical processes to accounting applications.
- 38.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 38.01 Analyze job and career requirements and relate career interests to opportunities in accounting occupations in the global economy.

- 39.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. — The student will be able to:
- 39.01 Practice appropriate interpersonal skills working with and for others.
- 40.0 Participate in work-based learning experiences. — The student will be able to:
- 40.01 Participate in work-based learning experiences in an accounting environment.
  - 40.02 Discuss the application of accounting principles in an accounting environment.
  - 40.03 Discuss the use of technology in an accounting environment.
- 41.0 Apply accounting principles and concepts to the performance of accounting activities. — The student will be able to:
- 41.01 Demonstrate an understanding of the application of the full accounting cycle.
  - 41.02 Prepare bank reconciliations.
- 42.0 Apply accounting principles and concepts using appropriate technology. — The student will be able to:
- 42.01 Use spreadsheet and accounting software to maintain accounting records.
  - 42.02 Describe the differences between manual and computerized accounting systems.
- 43.0 Exhibit positive human relations and leadership skills. — The student will be able to:
- 43.01 Compare ethnocentric, polycentric, regiocentric, and geocentric approaches to managing human resources.
  - 43.02 Explain how staffing needs are determined, potential employees are recruited, and qualified applicants are selected for employment.
  - 43.03 Identify the factors that influence how managerial styles are applied in different countries.
  - 43.04 Recognize that employee motivation is culturally based.
  - 43.05 Differentiate host-country nationals, home-country nationals, and third-country nationals.
- 44.0 Demonstrate employability skills. — The student will be able to:
- 44.01 Explore domestic and international business career opportunities.
  - 44.02 Describe the steps in the career planning process.
  - 44.03 Research sources of career planning information.
  - 44.04 Identify international business career opportunities based on personal factors and job availability.
  - 44.05 Evaluate the advantages/disadvantages of entrepreneurship opportunities.
  - 44.06 Identify local businesses involved in international trade.
  - 44.07 Create a plan to obtain the skills/qualifications to enter a selected international business career.
  - 44.08 Create a letter of application and resume.
  - 44.09 Maintain and update a career portfolio.
  - 44.10 Define terms related to international business careers.

- 45.0 Perform technology applications. – The student will be able to:
- 45.01 Prepare documents using word processing software.
  - 45.02 Prepare documents using database software.
  - 45.03 Prepare documents using spreadsheet software.
  - 45.04 Operate and troubleshoot peripherals.
  - 45.05 Identify ethical issues related to technology.
  - 45.06 Demonstrate proficiency using the Internet.
  - 45.07 Demonstrate an awareness of the differing stages of technological development in other countries.
- 46.0 Demonstrate an understanding of the principles of business in a global economy. – The student will be able to:
- 46.01 Define terms related to business.
  - 46.02 Define international business.
  - 46.03 Discuss the reasons why international business is important.
  - 46.04 Explain the components of the international business environment.
  - 46.05 Describe the impact of international business activities on the local, regional, national, and international economies.
  - 46.06 Interpret the impact of emerging economic and political changes in international operations.
  - 46.07 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.
  - 46.08 Determine the impact of geography on international business, to include areas such as climate, time zones, distance, topography, and social, economic and natural resources.
  - 46.09 Determine social and cultural influences on the form of business ownership used or required in different countries.
  - 46.10 Determine qualifications necessary for a successful business.
- 47.0 Develop an understanding of cultural diversity/customs. – The student will be able to:
- 47.01 Demonstrate knowledge of multi-cultural environments.
  - 47.02 Identify distinctive social and cultural factors affecting business protocol.
  - 47.03 Explain the impact of cultures on human resource management.
  - 47.04 Identify personal documentation for international travel (i.e., passport, visa).
  - 47.05 Describe the importance of verbal and non-verbal communications.
  - 47.06 Compare social customs (i.e., holidays, attire, gifts).
  - 47.07 Plan marketing strategies for diverse cultures.
  - 47.08 Compare customs for conducting business in other countries (i.e., the need for consensus, closing for the Mexican siesta and staying open until late in the evening, etc.).
- 48.0 Identify business ethics. – The student will be able to:
- 48.01 Recognize ethical international business issues.
  - 48.02 Describe the factors in the international business environment affecting ethical business behavior.

- 49.0 Identify channels of promoting and distributing goods. – The student will be able to:
- 49.01 Define terms related to international marketing.
  - 49.02 Recognize risks in overseas markets.
  - 49.03 Illustrate how social, cultural, technological, and geographic factors influence consumer buying behavior in different cultures.
  - 49.04 Identify trends that influence global marketing opportunities.
  - 49.05 Identify the differences in roles of agents, wholesalers, retailers, freight forwarders, export companies, trading companies and customs brokers.
  - 49.06 Define procedures and prepare documentation associated with transportation of goods.
- 50.0 Identify governmental and political influences. – The student will be able to:
- 50.01 Define terms related to international economics.
  - 50.02 Identify the impact of geography and resources on trade.
  - 50.03 Describe the impact of supply and demand.
  - 50.04 Identify advantages and disadvantages of free trade.
  - 50.05 Describe the role that US Customs and the customs agencies of other countries play in international trade activities.
  - 50.06 Analyze the impact of political environments on international business.
- 51.0 Perform financial operations. – The student will be able to:
- 51.01 Identify factors that influence consumer behavior in different countries.
  - 51.02 Calculate currency exchange rates.
  - 51.03 Explain how currency exchange rates affect international trade.

**Course Number: MNA0001**  
**Occupational Completion Point – B**  
**Manager Trainee – 300 Hours – SOC Code 11-1021**

- 52.0 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:
- 52.01 Identify the major issues related to the work environment (i.e., safety regulations, ergonomics, gender equity, family leave, workweek, fringe benefits).
- 53.0 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:
- 53.01 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
  - 53.02 Analyze and discuss graphs and tables as used in the business world.
  - 53.03 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.

- 53.04 Apply concepts of forecasting with financial information using appropriate technology (graphing calculators, business calculators and/or computer software) for written and oral presentations.
- 53.05 Investigate and discuss the impact of probability and statistics in all aspects of business activities.
- 54.0 Use information technology tools. – The student will be able to:
- 54.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
- 54.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail, and internet applications. IT 2.0
- 54.03 Employ computer operations to access, create, manage, integrate, and store information. IT 3.0
- 54.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0
- 55.0 Exhibit positive human relations and leadership skills. – The student will be able to:
- 55.01 Apply communication strategies (verbal and non-verbal) necessary and appropriate for effective and profitable international business relations.
- 55.02 Develop the ability to work in teams.
- 55.03 Participate in leadership activities in FBLA or BPA.
- 55.04 Participate in community service activities.
- 56.0 Demonstrate employability skills. – The student will be able to:
- 56.01 Define the requirements of business careers.
- 56.02 Explore domestic and international business career opportunities.
- 56.03 Describe the steps in the career planning process.
- 56.04 Research sources of career planning information.
- 56.05 Identify international business career opportunities based on personal factors and job availability.
- 56.06 Evaluate the advantages/disadvantages of entrepreneurship opportunities.
- 56.07 Identify local business involved in international trade.
- 56.08 Create a plan to obtain the skills/qualifications to enter a selected international business career.
- 56.09 Create a letter of application and resume.
- 56.10 Exhibit successful interview techniques.
- 56.11 Maintain and update a career portfolio.
- 56.12 Define terms related to international business careers.
- 56.13 Apply for positions with a letter of application and resume.
- 57.0 Identify business ethics. – The student will be able to:
- 57.01 Recognize ethical international business issues.
- 57.02 Describe the factors in the international business environment affecting ethical business behavior.
- 57.03 Define terms, such as ethics, social responsibility and bribe.

- 57.04 Analyze the effect of an international business organization's action on a host country, the company's home country, owners, employees, consumers and society.
- 58.0 Identify channels of promoting and distributing goods. – The student will be to:
- 58.01 Identify trends that influence global marketing opportunities.
  - 58.02 Identify the differences in roles of agents, wholesalers, retailers, freight forwarders, export companies, trading companies and customs brokers.
  - 58.03 Define procedures and prepare documentation associated with transportation of goods.
  - 58.04 Explain how foreign exchange, economic conditions, and the international business environment affect prices charged in foreign markets.
  - 58.05 Describe business documents used in international trade (i.e., shipping, billing, method of payment).
- 59.0 Perform financial operations. – The student will be able to:
- 59.01 Explain how currency exchange rates affect international trade.
  - 59.02 Define terms related to international finance and law.
  - 59.03 Describe methods and procedures used to control risks.
  - 59.04 Identify international services and practices of financial institutions.
  - 59.05 Identify the components of the US balance of payments account.
  - 59.06 Recognize pricing factors.
  - 59.07 Explain how currency exchange rates affect international trade.
  - 59.08 Describe how economic conditions, balance of payment situations, and political stability affect currency values.
- 60.0 Demonstrate personal money-management concepts, procedures, and strategies. – The student will be able to:
- 60.01 Identify and describe the services and legal responsibilities of financial institutions. FL 2.0
  - 60.02 Describe the effect of money management on personal and career goals. FL 3.0
  - 60.03 Develop a personal budget and financial goals. FL 3.1
  - 60.04 Complete financial instruments for making deposits and withdrawals. FL 3.2
  - 60.05 Maintain financial records. FL 3.3
  - 60.06 Read and reconcile financial statements. FL 3.4
  - 60.07 Research, compare and contrast investment opportunities.
- 61.0 Demonstrate knowledge of trade law. – The student will be able to:
- 61.01 Describe the differences among various legal systems such as code, statutory, and common law.
  - 61.02 Define terms related to trade law.
  - 61.03 Describe how trade barriers, tariffs, quotas, and taxation policies affect choices of location for companies operating internationally.
  - 61.04 Recognize government's role in international law (i.e., protect against illegal imports, protect individual rights, ecology).

- 61.05 Recognize legal differences that exist between/among countries in areas such as consumer protection, product guidelines, labor laws, contract formulation, liability, and taxation.
- 61.06 Identify unfair trade practices.
- 62.0 Identify import/export activities. – The student will be able to:
  - 62.01 Define terms related to import/export.
  - 62.02 Describe barriers to international trade.
  - 62.03 Identify practices that influence international trade (i.e., quotas, tariffs, embargoes).
  - 62.04 Explain reasons governments attempt to regulate trade.
  - 62.05 Identify different standards and measures (i.e., weight, volume, distance).
  - 62.06 Identify specific job skills needed for import and export activities.
- 63.0 Identify global organizational structures. – The student will be able to:
  - 63.01 Identify international banking organizations.
  - 63.02 Describe the international monetary system, including the International Monetary Fund, World Bank, and Eurocurrency.
  - 63.03 Define terms related to global organizations and trade alliances.
  - 63.04 Explain purpose of trade alliances.
  - 63.05 Identify major trade alliances (e.g., NAFTA, GATT, Mercosur, Caribbean basin initiative, European union, Pacific Rim initiative, etc.).
- 64.0 Demonstrate business management skills. – The student will be able to:
  - 64.01 Apply the major functions of management in all areas of the internship workplace.
- 65.0 Demonstrate positive human relations and leadership skills in the workplace. – The student will be able to:
  - 65.01 Apply ethnocentric, polycentric, regiocentric, and geocentric approaches to managing human resources.
  - 65.02 Demonstrate communication strategies (verbal and non-verbal) necessary and appropriate for effective and profitable international business relations.
  - 65.03 Demonstrate skills as a team member.
  - 65.04 Participate in leadership activities in FBLA or BPA.
  - 65.05 Participate in community service activities.
- 66.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. – The students will be able to:
  - 66.01 Employ leadership skills to accomplish organizational goals and objectives. LT 1.0
  - 66.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks. LT 3.0
  - 66.03 Conduct and participate in meetings to accomplish work tasks. LT 4.0
  - 66.04 Employ mentoring skills to inspire and teach others. LT 5.0



- 67.0 Solve problems using critical thinking skills, creativity and innovation. – The student will be able to:
- 67.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0
  - 67.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 2.0
  - 67.03 Identify and document workplace performance goals and monitor progress toward those goals. PS 3.0
  - 67.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- 68.0 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:
- 68.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. SHE 1.0
  - 68.02 Explain emergency procedures to follow in response to workplace accidents.
  - 68.03 Create a disaster and/or emergency response plan. SHE 2.0
- 69.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The student will be able to:
- 69.01 Describe the nature and types of business organizations. SY 1.0
  - 69.02 Explain the effect of key organizational systems on performance and quality.
  - 69.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
  - 69.04 Explain the impact of the global economy on business organizations.
- 70.0 Demonstrate knowledge of historical and current ethical international business behavior. – The student will be able to:
- 70.01 Demonstrate ethical international business behavior.

**Florida Department of Education  
Student Performance Standards**

**Course Title:**                    **Keyboarding and Business Skills**  
**Course Number:**               **8200320**  
**Course Credit:**                 **.5**

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental word processing applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society.

This course, along with Computer and Business Skills is equivalent to Computing for College and Careers. Students should complete this course before enrolling in Computer and Business Skills.

01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:

- 01.01 Develop keyboarding skills to enter and manipulate text and data.
- 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Demonstrate basic file management skills.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
- 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.
- 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and

complete business tasks.

- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member. – The student will be able to:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 07.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 07.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 07.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up.)

- 07.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
  - 08.01 Accept constructive criticism.
  - 08.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 08.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 09.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.).
  - 09.02 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, etc.).

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computer and Business Skills  
**Course Number:** 8200330  
**Course Credit:** .5

**Course Description:**

This course is designed to introduce students to the basic skills and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards.

This course, along with Keyboarding and Business Skills is equivalent to Computing for College and Careers. Students should complete Keyboarding and Business Skills before enrolling in this course.

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic file management skills.
  - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. – The student will be able to:
- 02.01 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.02 Accurately follow written and oral instructions.
  - 02.03 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications.
  - 03.02 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 04.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 04.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 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 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 05.02 Identify, analyze and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 05.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 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 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 06.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 06.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate.
- 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 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 07.02 Use personal assessment tools to identify personal strengths and weaknesses

related to learning and work environments.

- 07.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
  - 08.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 08.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 08.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 08.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 08.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 08.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 08.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 08.08 Build mentor relationships with local professionals in the industry.
- 09.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
  - 09.01 Accept constructive criticism.
  - 09.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 09.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 10.01 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, etc.).
- 11.0 Perform e-mail activities. – The student will be able to:
  - 11.01 Describe e-mail capabilities and functions.
  - 11.02 Use the Internet to perform e-mail activities.
- 12.0 Demonstrate operating systems. – The student will be able to:
  - 12.01 Identify operating system file naming conventions.

- 12.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 12.03 Demonstrate a working knowledge of standard file formats.
  - 12.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 13.0 Develop an awareness of emerging technologies. – The student will be able to:
- 13.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 13.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 13.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).



2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computing for College and Careers  
**Course Number:** 8209020  
**Course Credit:** 1

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society. This also includes proficiency with computers using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards.

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Demonstrate basic computer file management skills.
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentation, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.

- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate personal and interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.

- 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
  - 11.01 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, etc.).
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. – The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies - The student will be able to:
  - 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Introduction to Information Technology  
**Course Number:** 8207310  
**Course Credit:** 1

**Course Description:**

This course is designed to provide an introduction to information technology concepts and careers as well as the impact information technology has on the world, people, and industry and basic web design concepts. The content includes information technology career research; operating systems and software applications; electronic communications including e-mail and Internet services; basic HTML, DHTML, and XML web commands and design; and emerging technologies and web page design.

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.06 Describe ethical issues and problems associated with computers and information systems.

02.0 Demonstrate comprehension and communication skills. — The student will be able to:

- 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
- 02.02 Organize ideas and communicate oral and written messages appropriate for information technology environments.
- 02.03 Collaborate with individuals and teams to complete tasks and solve information technology problems.
- 02.04 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
- 02.05 Apply the writing process to the creation of appropriate documents following designated business formats.
- 02.06 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).

- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communication.
  - 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 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.
- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).

- 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
- 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
- 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
- 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
- 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
- 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
- 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.
- 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Participate in work-based learning experiences. — The student will be able to:
- 11.01 Participate in work-based learning experiences in an information technology environment.
- 11.02 Discuss the use of technology in an information technology environment.
- 12.0 Perform e-mail activities. — The student will be able to:
- 12.01 Describe e-mail capabilities and functions.
- 12.02 Identify components of an e-mail message.
- 12.03 Identify the components of an e-mail address.

- 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.
  - 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
- 13.0 Demonstrate knowledge of different operating systems. – The student will be able to:
- 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Demonstrate proficiency navigating the Internet, intranet, and the WWW. – The student will be able to:
- 14.01 Identify and describe Web terminology.
  - 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 14.05 Trace the evolution of the Internet from its inception to the present and into the future.
  - 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, PDF, etc.).
  - 14.08 Identify effective Boolean search strategies.
- 15.0 Demonstrate proficiency using HTML commands. – The student will be able to:
- 15.01 Identify elements of a Web page.
  - 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 15.03 Define basic HTML terminology.
  - 15.04 Analyze HTML source code developed by others.
  - 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, tables).
  - 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 15.07 Edit and test HTML documents for accuracy and validity.
  - 15.08 Use basic functions of WYSIWYG editors.



- 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
- 15.10 Enhance web pages through the addition of images and graphics including animation.
  
- 16.0 Demonstrate proficiency in page design applicable to the WWW. – The student will be able to:
  - 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
  - 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
  - 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
  - 16.04 Use image design software to create and edit images.
  - 16.05 Demonstrate proficiency in publishing to the Internet.
  - 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
  - 16.07 Explain the need for web-based applications.
  
- 17.0 Demonstrate proficiency using specialized Web design software. – The student will be able to:
  - 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  - 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  
- 18.0 Develop an awareness of the information technology industry. – The student will be able to:
  - 18.01 Explain how information technology impacts the operation and management of business and society.
  - 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
  - 18.03 Explain the emergence of a paperless society.
  
- 19.0 Develop an awareness of microprocessors and digital computers. – The student will be able to:
  - 19.01 Describe the evolution of the digital computer.
  - 19.02 Explain the general architecture of a microcomputer system.
  - 19.03 Explain the evolution of microprocessors.
  - 19.04 Explain software hierarchy and its impact on microprocessors.
  - 19.05 Explain the need for and use of peripherals.
  - 19.06 Demonstrate proficiency using peripherals.
  - 19.07 Identify the basic concepts of computer maintenance and upgrades.
  - 19.08 Differentiate between diagnosing and troubleshooting.
  
- 20.0 Develop an awareness of programming languages. – The student will be able to:
  - 20.01 Explain the history of programming languages.
  - 20.02 Explain the need for and use of compilers.

- 20.03 Explain how compilers work.
- 20.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).
- 21.0 Develop an awareness of emerging technologies. – The student will be able to:
  - 21.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model. – The student will be able to:
  - 22.01 Identify how types of networks and how they work.
  - 22.02 Identify the role of servers and clients on a network.
  - 22.03 Identify benefits and risks of networked computing.
  - 22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
  - 22.05 Identify Intranets, Extranets and how they relate to the Internet.
  - 22.06 Demonstrate basic understanding of network administration.
  - 22.07 Describe the evolution of OSI from its inception to the present and into the future.
  - 22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software.
- 23.0 Demonstrate proficiency using common software applications. – The student will be able to:
  - 23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
  - 23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
- 24.0 Demonstrate proficiency using specialized software applications. – The student will be able to:
  - 24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).
  - 24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
  - 24.03 Demonstrate the ability to incorporate digital sound.

2011-2012

**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 is required.

- 25.0 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:
- 25.01 Organize ideas and communicate oral and written messages appropriate to an accounting environment.
  - 25.02 Collaborate with individuals and teams to complete tasks and solve accounting problems.
  - 25.03 Identify, define, and discuss professional accounting terminology appropriate for internal and external communications in an accounting environment.
- 26.0 Demonstrate language arts knowledge and skills. – The student will be able to: AF 2.0
- 26.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4
  - 26.02 Draft, revise and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
  - 26.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 27.0 Demonstrate mathematics knowledge and skills. – The student will be able to: AF 3.0
- 27.01 Demonstrate knowledge of arithmetic operations. AF 3.2
  - 27.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
  - 27.03 Construct charts/tables/graphs using functions of data. AF 3.5
- 28.0 Demonstrate science knowledge and skills. – The student will be able to: AF 4.0
- 28.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1
  - 28.02 Formulate scientifically investigable questions, construct investigation, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 29.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The student will be able to:

- 29.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. CM 1.0
- 29.02 Locate, organize and reference written information from various sources. CM 3.0
- 29.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. CM 5.0
- 29.04 Interpret verbal and nonverbal cues/behaviors that enhance communication. CM 6.0
- 29.05 Apply active listening skills to obtain and clarify information. CM 7.0
- 29.06 Develop and interpret tables and charts to support written and oral communications. CM 8.0
- 29.07 Exhibit public relations skills that aid in achieving customer satisfaction. CM 10.0
- 30.0 Use technology to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 30.01 Gather information, extract key elements, analyze the impact of the data, and develop an appropriate solution.
- 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 Demonstrate an awareness of the roles and responsibilities of employees within the organization of an accounting department.
- 31.02 Participate as an active team leader and/or team member.
- 31.03 Compare and contrast the roles and responsibilities of employees within the organization of an accounting department.
- 32.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 32.01 Apply appropriate organizational skills to manage time and resources.
- 32.02 Perform tasks accurately, completely, and with attention to detail a consistent basis.
- 32.03 Think critically and make informed decisions.
- 33.0 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:
- 33.01 Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
- 33.02 Follow accepted rules, regulations, policies, and workplace safety.
- 36.0 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:
- 36.01 Apply appropriate mathematical processes to accounting applications.
- 37.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring personal and business situations. – The student will be able to:
- 37.01 Develop an awareness of effective credit management.

- 37.02 Prepare and analyze a personal budget.
- 38.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. – The student will be able to:
- 38.01 Analyze job and career requirements and relate career interests to opportunities in accounting occupations in the global economy.
- 39.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. – The student will be able to:
- 39.01 Practice appropriate interpersonal skills working with and for others.
- 40.0 Develop an awareness for accounting work-based learning experiences. – The student will be able to:
- 40.01 Complete a work-based simulation.  
40.02 Discuss the application of accounting principles in an accounting environment.
- 41.0 Apply accounting principles and concepts to the performance of accounting activities. – The student will be able to:
- 41.01 Demonstrate an understanding of the application of the full accounting cycle.  
41.02 Prepare bank reconciliation.  
41.03 Prepare and process cash receipts.  
41.04 Establish and maintain petty cash.  
41.05 Prepare and maintain payroll records.  
41.06 Analyze transactions for accuracy and prepare appropriate correcting entries.  
41.07 Prepare tax forms (e.g. .personal, payroll, sales) appropriate to the jurisdiction of local, state, and federal agencies.
- 42.0 Apply accounting principles and concepts using appropriate technology. – The student will be able to:
- 42.01 Discuss the use of technology in an accounting environment.  
42.02 Describe the differences between manual and computerized accounting systems.  
42.03 Use spreadsheet and accounting software to maintain accounting records.

2011-2012

**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 which affect business systems in the international environment.

- 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 Identify the major functions of management.
  - 31.02 Identify international business environmental factors that influence business operations.
- 32.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 32.01 Examine quality control, quality circle, total quality management and other management styles and how they relate to an organization's international business operations.
- 33.0 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:
- 33.01 Identify the factors that influence how managerial styles are applied in different countries.
  - 33.02 Accomplish tasks within given deadlines.
  - 33.03 Recognize differences in work environments (i.e., safety regulations, ergonomics, gender equity, family leave, work week, fringe benefits).
- 34.0 Explain the importance of employability skill and entrepreneurship. – The student will be able to:
- 34.01 Identify and demonstrate positive work behaviors needed to be employable. ECD 1.0
  - 34.02 Develop personal career plan that includes goals, objectives, and strategies. ECD 2.0
  - 34.03 Examine licensing, certification, and industry credentialing requirements. ECD 3.0
  - 34.04 Maintain a career portfolio to document knowledge, skills, and experience. ECD 5.0
  - 34.05 Evaluate and compare employment opportunities that match career goals. ECD 6.0
  - 34.06 Identify and exhibit traits for retaining employment. ECD 7.0
  - 34.07 Identify opportunities and research requirements for career advancement. ECD 8.0
  - 34.08 Research the benefits of ongoing professional development. ECD 9.0
  - 34.09 Examine and describe entrepreneurship opportunities as a career planning option. ECD10.0

- 35.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
- 35.01 Evaluate and justify decisions based on ethical reasoning. ELR 1.0
  - 35.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. ELR 1.1
  - 35.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. ELR 1.2
  - 35.04 Interpret and explain written organizational policies and procedures. ELR 2.0
- 43.0 Exhibit positive human relations and leadership skills. – The student will be able to:
- 43.01 Compare ethnocentric, polycentric, regiocentric, and geocentric approaches to managing human resources.
  - 43.02 Explain how staffing needs are determined, potential employees are recruited, and qualified applicants are selected for employment.
  - 43.03 Identify the factors that influence how managerial styles are applied in different countries.
  - 43.04 Recognize that employee motivation is culturally based.
  - 43.05 Differentiate host-country nationals, home-country nationals, and third-country nationals.
- 44.0 Demonstrate employability skills. – The student will be able to:
- 44.01 Explore domestic and international business career opportunities.
  - 44.02 Describe the steps in the career planning process.
  - 44.03 Research sources of career planning information.
  - 44.04 Identify international business career opportunities based on personal factors and job availability.
  - 44.05 Evaluate the advantages/disadvantages of entrepreneurship opportunities.
  - 44.06 Identify local business involved in international trade.
  - 44.07 Create a plan to obtain the skills/qualifications to enter an elected international business career.
  - 44.08 Create a letter of application and resume.
  - 44.09 Exhibit successful interview techniques.
  - 44.10 Maintain and update a career portfolio.
  - 44.11 Define terms related to international business careers.
- 45.0 Perform technology applications. – The student will be able to:
- 45.01 Prepare documents using word processing software.
  - 45.02 Prepare documents using database software.
  - 45.03 Prepare documents using spreadsheet software.
  - 45.04 Operate and troubleshoot peripherals.
  - 45.05 Identify ethical issues related to technology.
  - 45.06 Demonstrate proficiency using the Internet.
  - 45.07 Demonstrate an awareness of the differing stages of technological development in other countries.

- 46.0 Demonstrate an understanding of the principles of business in a global economy. – The student will be able to:
- 46.01 Define terms related to business.
  - 46.02 Define international business.
  - 46.03 Discuss the reasons why international business is important.
  - 46.04 Explain the components of the international business environment.
  - 46.05 Describe the impact of international business activities on the local, regional, national, and international economies.
  - 46.06 Interpret the impact of emerging economic and political changes in international operations.
  - 46.07 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.
  - 46.08 Determine the impact of geography on international business, to include areas such as climate, time zones, distance, topography, and social, economic and natural resources.
  - 46.09 Determine social and cultural influences on the form of business ownership used or required in different countries.
  - 46.10 Determine qualifications necessary for a successful business.
- 47.0 Develop an understanding of cultural diversity/customs. – The student will be able to:
- 47.01 Demonstrate knowledge of multi-cultural environments.
  - 47.02 Identify distinctive social and cultural factors affecting business protocol.
  - 47.03 Explain the impact of cultures on human resource management.
  - 47.04 Identify personal documentation for international travel (i.e., passport, visa).
  - 47.05 Describe the importance of verbal and non-verbal communications.
  - 47.06 Compare social customs (i.e., holidays, attire, gifts).
  - 47.07 Plan marketing strategies for diverse cultures.
  - 47.08 Compare customs for conducting business in other countries (i.e., the need for consensus, closing for the Mexican siesta and staying open until late in the evening, etc.).
- 48.0 Identify business ethics. – The student will be able to:
- 48.01 Recognize ethical international business issues.
  - 48.02 Describe the factors in the international business environment affecting ethical behavior.
- 49.0 Identify channels of promoting and distributing goods. – The students will be able to:
- 49.01 Define terms related to international marketing.
  - 49.02 Recognize risks in overseas markets.
  - 49.03 Illustrate how social, cultural, technological, and geographic factors influence consumer buying behavior in different cultures.
  - 49.04 Identify trends that influence global marketing opportunities.
  - 49.05 Identify the differences in roles of agents, wholesalers, retailers, freight forwarders, export companies, trading companies, and customs brokers.
  - 49.06 Define procedures and prepare documentation associated with transportation of goods.



50.0 Identify governmental and political influences. – The student will be able to:

- 50.01 Define terms related to international economics.
- 50.02 Identify the impact of geography and resources on trade.
- 50.03 Describe the impact of supply and demand.
- 50.04 Identify advantages and disadvantages of free trade.
- 50.05 Describe the role that US Customs and the customs agencies of other countries play in international trade activities.
- 50.06 Analyze the impact of political environments on international business.

51.0 Perform financial operations. – The student will be able to:

- 51.01 Identify factors that influence consumer behavior in different countries.
- 51.02 Calculate currency exchange rates.
- 51.03 Explain how currency exchange rates affect international trade.

54.0 Use information technology tools. – The student will be able to:

- 54.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
- 54.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail, and internet applications. IT 2.0
- 54.03 Employ computer operations to access, create, manage, integrate, and store information. IT 3.0
- 54.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0

2011-2012

**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.

- 52.0 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:
- 52.01 Identify the major issues related to the work environment (i.e., safety regulations, ergonomics, gender equity, family leave, workweek, fringe benefits).
- 53.0 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:
- 53.01 Use estimation and approximation strategies to compare, contrast, and analyze a variety of business-related financial calculations.
  - 53.02 Analyze and discuss graphs and tables as used in the business world.
  - 53.03 Construct and discuss tables, graphs, and charts using appropriate computer software and data from the business world.
  - 53.04 Apply concepts of forecasting with financial information using appropriate technology (graphing calculators, business calculators and/or computer software) for written and oral presentations.
  - 53.05 Investigate and discuss the impact of probability and statistics in all aspects of business activities.
- 55.0 Exhibit positive human relations and leadership skills. — The student will be able to:
- 55.01 Apply communication strategies (verbal and non-verbal) necessary and appropriate for effective and profitable international business relations.
  - 55.02 Develop the ability to work in teams.
  - 55.03 Participate in leadership activities in FBLA or BPA.
  - 55.04 Participate in community service activities.
- 56.0 Demonstrate employability skills. — The student will be able to:
- 56.01 Define the requirements of business careers.
  - 56.02 Explore domestic and international business career opportunities.
  - 56.03 Describe the steps in the career planning process.
  - 56.04 Research sources of career planning information.

- 56.05 Identify international business career opportunities based on personal factors and job availability.
  - 56.06 Evaluate the advantages/disadvantages of entrepreneurship opportunities.
  - 56.07 Identify local business involved in international trade.
  - 56.08 Create a plan to obtain the skills/qualifications to enter a selected international business career.
  - 56.09 Create a letter of application and resume.
  - 56.10 Exhibit successful interview techniques.
  - 56.11 Maintain and update a career portfolio.
  - 56.12 Define terms related to international business careers.
- 57.0 Identify business ethics. – The student will be able to:
- 57.01 Recognize ethical international business issues.
  - 57.02 Describe the factors in the international business environment affecting ethical business behavior.
  - 57.03 Define terms, such as ethics, social responsibility and bribe.
  - 57.04 Analyze the effect of an international business organization's action on a host country, the company's home country, owners, employees, consumers and society.
- 58.0 Identify channels of promoting and distributing goods. – The student will be to:
- 58.01 Identify trends that influence global marketing opportunities.
  - 58.02 Identify the differences in roles of agents, wholesalers, retailers, freight forwarders, export companies, trading companies and customs brokers.
  - 58.03 Define procedures and prepare documentation associated with transportation of goods.
  - 58.04 Explain how foreign exchange, economic conditions, and the international business environment affect prices charged in foreign markets.
  - 58.05 Describe business documents used in international trade (i.e., shipping, billing, method of payment).
- 59.0 Perform financial operations. – The student will be able to:
- 59.01 Explain how currency exchange rates affect international trade.
  - 59.02 Define terms related to international finance and law.
  - 59.03 Describe methods and procedures used to control risks.
  - 59.04 Identify international services and practices of financial institutions.
  - 59.05 Identify the components of the US balance of payments account.
  - 59.06 Recognize pricing factors.
  - 59.07 Explain how currency exchange rates affect international trade.
  - 59.08 Describe how economic conditions, balance of payment situations, and political stability affect currency values.
- 60.0 Demonstrate personal money-management concepts, procedures, and strategies. – The student will be able to:
- 60.01 Identify and describe the services and legal responsibilities of financial institutions.
  - 60.02 Describe the effect of money management on personal and career goals.

FL 2.0  
FL 3.0

- 60.03 Develop a personal budget and financial goals. FL 3.1
- 60.04 Complete financial instruments for making deposits and withdrawals. FL 3.2
- 60.05 Maintain financial records. FL 3.3
- 60.06 Read and reconcile financial statements. FL 3.4
- 60.07 Research, compare and contrast investment opportunities.
- 61.0 Demonstrate knowledge of trade law. – The student will be able to:
- 61.01 Describe the differences among various legal systems such as code, statutory, and common law.
- 61.02 Define terms related to trade law.
- 61.03 Describe how trade barriers, tariffs, quotas, and taxation policies affect choices of location for companies operating internationally.
- 61.04 Recognize government's role in international law (i.e., protect against illegal imports, protect individual rights, ecology).
- 61.05 Recognize legal differences that exist between/among countries in areas such as consumer protection, product guidelines, labor laws, contract formulation, liability, and taxation.
- 61.06 Identify unfair trade practices.
- 62.0 Identify import/export activities. – The student will be able to:
- 62.01 Define terms related to import/export.
- 62.02 Describe barriers to international trade.
- 62.03 Identify practices that influence international trade (i.e., quotas, tariffs, embargoes).
- 62.04 Explain reasons governments attempt to regulate trade.
- 62.05 Identify different standards and measures (i.e., weight, volume, distance).
- 62.06 Identify specific job skills needed for import and export activities.
- 63.0 Identify global organizational structures. – The student will be able to:
- 63.01 Identify international banking organizations.
- 63.02 Describe the international monetary system, including the International Monetary Fund, World Bank, and Eurocurrency.
- 63.03 Define terms related to global organizations and trade alliances.
- 63.04 Explain purpose of trade alliances.
- 63.05 Identify major trade alliances (e.g., NAFTA, GATT, Mercosur, Caribbean basin initiative, European union, Pacific Rim initiative, etc.).
- 66.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. – The students will be able to:
- 66.01 Employ leadership skills to accomplish organizational goals and objectives. LT 1.0
- 66.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks. LT 3.0
- 66.03 Conduct and participate in meetings to accomplish work tasks. LT 4.0
- 66.04 Employ mentoring skills to inspire and teach others. LT 5.0

2011-2012

**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 in Microsoft Word format at <http://www.fldoe.org/workforce/programs/doc/coopm.doc>.

56.0 Demonstrate employability skills. – The student will be able to:

- 56.01 Demonstrate successful interview techniques.
- 56.02 Maintain and update a career portfolio.
- 56.03 Define terms related to international business careers.
- 56.04 Apply for positions with a letter of application and resume.

64.0 Demonstrate business management skills. – The student will be able to:

- 64.01 Apply the major functions of management in all areas of the internship workplace.

65.0 Demonstrate positive human relations and leadership skills in the workplace. – The student will be able to:

- 65.01 Apply ethnocentric, polycentric, regiocentric, and geocentric approaches to managing human resources.
- 65.02 Demonstrate communication strategies (verbal and non-verbal) necessary and appropriate for effective and profitable international business relations.
- 65.03 Demonstrate skills as a team member.
- 65.04 Participate in leadership activities in FBLA or BPA.
- 65.05 Participate in community service activities.

67.0 Solve problems using critical thinking skills, creativity and innovation. – The student will be able to:

- 67.01 Employ critical thinking skills independently and in teams to solve problems and make decisions.
- 67.02 Employ critical thinking and interpersonal skills to resolve conflicts.
- 67.03 Identify and document workplace performance goals and monitor progress toward those goals.

PS 1.0

PS 2.0

PS 3.0

- 67.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- 68.0 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:
- 68.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. SHE 1.0
- 68.02 Explain emergency procedures to follow in response to workplace accidents. SHE 2.0
- 68.03 Create a disaster and/or emergency response plan. SHE 2.0
- 69.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The student will be able to:
- 69.01 Describe the nature and types of business organizations. SY 1.0
- 69.02 Explain the effect of key organizational systems on performance and quality. SY 2.0
- 69.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
- 69.04 Explain the impact of the global economy on business organizations.
- 70.0 Demonstrate knowledge of historical and current ethical international business behavior. – The student will be able to:
- 70.01 Demonstrate ethical international business behavior.

**2011-2012**

**Florida Department of Education  
Curriculum Framework**

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

	<b>Secondary</b>	<b>PSAV</b>
Program Number	8217100	B017100
CIP Number	0506180102	0506180102
Grade Level	9-12, 30, 31	30, 31
Standard Length	7 credit hours	1050 hours
Teacher Certification	BUS ED 1 @2 VOE @7 TEACH CBE @7 BUS DP @7 G ELECT DP @7 G CLERICAL @7 G SECRETAR @7 G STENOGRAPH @4 @ 7 TEC ELEC \$7 G COMP SCI 6 COMM ART @7 G	BUS ED 1 @2 VOE @7 TEACH CBE @7 BUS DP @7 G ELECT DP @7 G CLERICAL @7 G SECRETAR @7 G STENOGRAPH @4 @ 7 TEC ELEC \$7 G COMP SCI 6 COMM ART @7
CTSO	FBLA BPA	Phi Beta Lambda BPA
SOC Codes (all applicable)	15-1041; 27-1021; 41-1011; 11-2021	15-1041; 27-1021; 41-1011; 11-2021
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)	
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>	
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>	
Industry Certifications	<a href="http://www.fldoe.org/workforce/fcpea/default.asp">http://www.fldoe.org/workforce/fcpea/default.asp</a>	
Basic Skills Level	N/A	Mathematics: 9.0 Language: 9.0 Reading: 9.0

### **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 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.

### Program Structure

This program is a planned sequence of instruction consisting of the Business Technology Education Core and four additional occupational completion points. Secondary or postsecondary students who have previously completed the Business Technology Education Core will not have to repeat the core. A student who completes the applicable competencies at any occupational completion point may either continue with the training program or exit as an occupational completer.

When offered at the post secondary level, 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.

The following table illustrates the **PSAV** program structure:

OCP	Course Number	Course Title	Course Length	SOC Code
A	OTA0040	Information Technology Assistant *	150	15-1041
B	GRA0079	Custom Promotional Design Manager	300	27-1021
C	MNA0081	First Line Supervisor	150	41-1011
D	SBM0200	Small Business Manager	300	11-2021
E	MNA0090	General Operations Manager/Owner	150	11-2021

\* Note: OTA0040 is a core program.

The following table illustrates the **Secondary** program structure:

OCP	Course Number	Course Title	Length	SOC Code	Level
A	8200320	Keyboarding and Business Skills <i>and</i>	.5 credit	15-1041	2
	8200330	Computer and Business Skills	.5 credit		2
	<i>Or</i>				
	8209020	Computing for College and Careers <i>or</i>	1 credit		2
	8207310	Introduction to Information Technology	1 credit		2



OCP	Course Number	Course Title	Length	SOC Code	Level
B	8217110**	Custom Promotional Layout Design	1 credit	27-1021	2
	8217120	Promotional Design Management	1 credit		2
C	8217130	Custom Promotional Sales and Distribution Management	1 credit	41-1011	2
D	8217140	Promotional Business Management and Supervision 1	1 credit	11-2021	2
	8217150	Promotional Business Management and Supervision 2	1 credit		2
E	8217160	Legal Aspects of Promotional Industry Ownership	1 credit	11-2021	2

### Laboratory Activities

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### Special Notes

#### Career and Technical Student Organization (CTSO)

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organization for providing leadership training and reinforcing specific career and technical skills for secondary students. For postsecondary students, Phi Beta Lambda and BPA are the appropriate student organizations. 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.

#### 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 program-specific OJT framework apply.

There is a **Cooperative Education Manual** available on-line that has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the DOE website at <http://www.fldoe.org/workforce/programs/doc/coopm.doc>.

#### Basic Skills

In PSAV 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: Mathematics 9.0, Language 9.0, and Reading 9.0. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination. Students may be exempt from meeting the Basic Skills requirements by earning an eligible industry certification. See the Basic Skills Exemption List

document for a list of eligible industry certifications (<http://www.fldoe.org/workforce/dwdframe/rtf/basic-skills.rtf>).

Adult students with disabilities, as defined in Section 1004.02(7), 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(3)(a), F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91(3), F.S.

Students who possess a college degree at the Associate of Applied Science level or higher; who have completed or are exempt from the college entry-level examination pursuant to Section 1008.29, F.S.; or who have passed a state, national, or industry licensure exam are exempt from meeting the Basic Skills requirement (Rule 6A-10.040, F.A.C.)

### **Essential Skills**

Essential skills identified by the Division of Career and Adult Education have been integrated into the standards and benchmarks of this program. These skills represent the general knowledge and skills considered by industry to be essential for success in careers across all career clusters. Students preparing for a career served by this program at any level should be able to demonstrate these skills in the context of this program. A complete list of Essential Skills and links to instructional resources in support of these Essential Skills are published on the CTE Essential Skills page of the FL-DOE website ([http://www.fldoe.org/workforce/dwdframe/essential\\_skills.asp](http://www.fldoe.org/workforce/dwdframe/essential_skills.asp)).

### **Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 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 occupational completion point (OCP) or a modified occupational completion point (MOCP). 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 an OCP/MOCP. The student should work on

different competencies and new applications of competencies each year toward completion of the OCP(s)/MOCP. 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).

### **Articulation**

The PSAV component of this program has no statewide articulation agreement approved by the Articulation Coordinating Committee. However, this does not preclude the awarding of credits by any college through local agreements.

For details on statewide articulation agreements which correlate to programs and industry certifications, refer to [http://www.fldoe.org/workforce/dwdframe/artic\\_frame.asp](http://www.fldoe.org/workforce/dwdframe/artic_frame.asp).

### **Bright Futures/Gold Seal Scholarship**

Course substitutions as defined in the Comprehensive Course Table for this program area may be used to qualify a student for Florida's Gold Seal Vocational Scholarship, providing all other eligibility requirements are met. Eligibility requirements are available online at [https://www.osfaffelp.org/bfiehs/fnbpcm02\\_CCTMain.aspx](https://www.osfaffelp.org/bfiehs/fnbpcm02_CCTMain.aspx).

### **Fine Arts/Practical Arts Credit**

Many courses in CTE programs meet the Fine Arts/Practical Arts credit for high school graduation. For additional information refer to <http://www.fldoe.org/schools/pdf/ListPracticalArtsCourses.pdf>.

### **Standards**

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

#### **Keyboarding and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace.

- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.

**AND**

**Computer and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use Technology to apply and enhance communications skills in technical reading, writing.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 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 Perform e-mail activities.
- 12.0 Demonstrate operating systems.
- 13.0 Develop an awareness of emerging technologies.

**OR**

**Computing for College and Careers competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance and enhance personal performance in relation to the workplace. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal and professional ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 09.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 10.0 Demonstrate personal and interpersonal skills and attributes appropriate for the workplace.
- 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 12.0 Perform e-mail activities.
- 13.0 Demonstrate operating systems.
- 14.0 Develop an awareness of emerging technologies.

**OR**

**Introduction to IT Competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance.
- 02.0 Demonstrate Comprehension and communication skills.
- 03.0 Use technology to enhance the effectiveness of communication skills.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 09.0 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.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 11.0 Participate in work-based learning experiences.
- 12.0 Perform e-mail activities.
- 13.0 Demonstrate knowledge of different operating systems.
- 14.0 Demonstrate proficiency navigating the Internet, intranet, and the WWW.
- 15.0 Demonstrate proficiency using HTML commands.
- 16.0 Demonstrate proficiency in page design applicable to the WWW.
- 17.0 Demonstrate proficiency using specialized web design software.
- 18.0 Develop an awareness of the information technology industry.
- 19.0 Develop an awareness of microprocessors and digital computers.
- 20.0 Develop an awareness of programming languages.
- 21.0 Develop an awareness of emerging technologies.
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model.

- 23.0 Demonstrate proficiency using common software applications.
- 24.0 Demonstrate proficiency using specialized software applications.

### **Technical Competencies**

- 25.0 Participate in work-based learning experiences.
- 26.0 Demonstrate language arts knowledge and skills.
- 27.0 Demonstrate mathematics knowledge and skills.
- 28.0 Demonstrate science knowledge and skills.
- 29.0 Demonstrate proficiency in computer skills.
- 30.0 Demonstrate knowledge of digital design concepts.
- 31.0 Use information technology tools.
- 32.0 Perform decision-making activities.
- 33.0 Perform layout, design, and measurement activities.
- 34.0 Demonstrate proficiency in digital design operations.
- 35.0 Demonstrate proficiency in digital imaging.
- 38.0 Justify the need to gain and maintain competitive advantage.
- 36.0 Demonstrate an understanding of entrepreneurship.
- 37.0 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.
- 39.0 Perform supervisory/management functions.
- 40.0 Maintain an E-Portfolio for job applications purposes
- 41.0 Discuss importance of ethics in business.
- 42.0 Identify strategies and methods for generating a business idea.
- 43.0 Demonstrate the knowledge of merchandising and inventory.
- 44.0 Identify the elements of manufacturing and production.
- 45.0 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.
- 46.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas.
- 47.0 Explain the importance of employability skill and entrepreneurship skills.
- 48.0 Describe the importance of professional ethics and legal responsibilities.
- 49.0 Participate in work-based learning experiences.
- 50.0 Perform decision-making activities.
- 51.0 Demonstrate proficiency in digital design operations.
- 52.0 Demonstrate proficiency in digital imaging.
- 53.0 Maintain an e-portfolio for job application purposes.
- 54.0 Participate in work-based learning experiences.
- 55.0 Discuss role of the entrepreneur.
- 56.0 Demonstrate personal money-management concepts, procedures, and strategies.
- 57.0 Identify basic economic principles of entrepreneurship.
- 58.0 Demonstrate knowledge of the global economy.
- 59.0 Outline steps in planning a new business.
- 60.0 Identify principles of marketing.
- 61.0 Identify principles of selling.
- 62.0 Identify principles of financing.
- 63.0 Identify principles of pricing.
- 64.0 Identify and demonstrate employability and human relations skills.
- 65.0 Identify principles of management.

- 66.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
- 67.0 Solve problems using critical thinking skills, creativity and innovation.
- 68.0 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.
- 69.0 Participate in work-based learning experiences.
- 70.0 Demonstrate proficiency in digital design operations.
- 71.0 Maintain an e-portfolio for job application purposes.
- 72.0 Demonstrate an understanding of entrepreneurship and the free enterprise system.
- 73.0 Identify types and sources of government regulations and taxation that may affect a business.
- 74.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
- 75.0 Describe roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Number: OTA0040**

**Occupational Completion Point: A**

**Information Technology Assistant – 150 Hours – SOC Code 15-1041**

**Keyboarding and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Demonstrate basic file management skills.
- 02.0 Demonstrate comprehension and communication skills. – The student will be able to:
- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
  - 02.02 Write clear and well-organized research papers, integrating a variety of information.
  - 02.03 Prepare and deliver an oral report with appropriate materials to the class
  - 02.04 Participate in large group discussions as a member and/or a leader.
  - 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.06 Accurately follow written and oral instructions.
  - 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member. – The student will be able to:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.



- 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 07.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 07.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 07.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up.)
  - 07.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
- 08.01 Accept constructive criticism.
  - 08.02 Apply appropriate strategies to manage and resolve conflict in work situations.

- 08.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 09.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.).
  - 09.02 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, etc.).

**AND**

**Computer and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
  - 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic file management skills.
  - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. – The student will be able to:
  - 02.01 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.02 Accurately follow written and oral instructions.
  - 02.03 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:
  - 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications.
  - 03.02 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.

- 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
  - 04.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 04.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 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 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 05.02 Identify, analyze and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 05.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 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 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 06.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 06.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate.
- 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 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 07.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 07.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.

- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 08.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 08.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 08.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 08.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 08.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 08.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 08.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 08.08 Build mentor relationships with local professionals in the industry.
- 09.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
- 09.01 Accept constructive criticism.
  - 09.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 09.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 10.01 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, etc.).
- 11.0 Perform e-mail activities. – The student will be able to:
- 11.01 Describe e-mail capabilities and functions.
  - 11.02 Use the Internet to perform e-mail activities.
- 12.0 Demonstrate operating systems. – The student will be able to:
- 12.01 Identify operating system file naming conventions.
  - 12.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 12.03 Demonstrate a working knowledge of standard file formats.
  - 12.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).

- 13.0 Develop an awareness of emerging technologies. – The student will be able to:
- 13.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 13.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 13.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

OR

**Computing for College and Careers competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic computer file management skills.
  - 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills. — The student will be able to:
- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
  - 02.02 Write clear and well-organized research papers, integrating a variety of information.
  - 02.03 Prepare and deliver an oral report with appropriate materials to the class
  - 02.04 Participate in large group discussions as a member and/or a leader.
  - 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.06 Accurately follow written and oral instructions.
  - 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.

- 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentation, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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:

- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.
  - 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).

- 11.0 Perform functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
- 11.01 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, etc.).
- 12.0 Perform e-mail activities. – The student will be able to:
- 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. – The student will be able to:
- 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies. — The student will be able to:
- 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

OR

**Introduction to Information Technology competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
  - 01.06 Describe ethical issues and problems associated with computers and information systems.
- 02.0 Demonstrate comprehension and communication skills. — The student will be able to:
- 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.



- 02.02 Use professional business vocabulary appropriate for information technology environments.
  - 02.03 Organize ideas and communicate oral and written messages appropriate for information technology environments.
  - 02.04 Collaborate with individuals and teams to complete tasks and solve information technology problems.
  - 02.05 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
  - 02.06 Apply the writing process to the creation of appropriate documents following designated business formats.
  - 02.07 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).
- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Use database, spreadsheet, and presentation software, scheduling, and integrated software packages to enhance communication.
  - 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:

- 06.01 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.
- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
- 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
- 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
- 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
- 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
- 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
- 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
- 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
- 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.

- 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Participate in work-based learning experiences. — The student will be able to:
  - 11.01 Participate in work-based learning experiences in an information technology environment.
  - 11.02 Discuss the use of technology in an information technology environment.
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Identify components of an e-mail message.
  - 12.03 Identify the components of an e-mail address.
  - 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.
  - 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
- 13.0 Demonstrate knowledge of different operating systems. — The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Demonstrate proficiency navigating the internet, intranet, and the WWW. — The student will be able to:
  - 14.01 Identify and describe Web terminology.
  - 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 14.05 Trace the evolution of the Internet from its inception to the present and into the future.
  - 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, pdf, etc.).

- 14.08 Identify effective Boolean search strategies.
- 15.0 Demonstrate proficiency using HTML commands. — The student will be able to:
  - 15.01 Identify elements of a Web page.
  - 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 15.03 Define basic HTML terminology.
  - 15.04 Analyze HTML source code developed by others.
  - 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, tables).
  - 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 15.07 Edit and test HTML documents for accuracy and validity.
  - 15.08 Use basic functions of WYSIWYG editors.
  - 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
  - 15.10 Enhance web pages through the addition of images and graphics including animation.
- 16.0 Demonstrate proficiency in page design applicable to the WWW. — The student will be able to:
  - 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
  - 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
  - 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
  - 16.04 Use image design software to create and edit images.
  - 16.05 Demonstrate proficiency in publishing to the Internet.
  - 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
  - 16.07 Explain the need for web-based applications.
- 17.0 Demonstrate proficiency using specialized web design software. — The student will be able to:
  - 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  - 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
- 18.0 Develop an awareness of the information technology industry. — The student will be able to:
  - 18.01 Explain how information technology impacts the operation and management of business and society.
  - 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
  - 18.03 Explain the emergence of a paperless society.

- 19.0 Develop an awareness of microprocessors and digital computers. — The student will be able to:
- 19.01 Describe the evolution of the digital computer.
  - 19.02 Explain the general architecture of a microcomputer system.
  - 19.03 Explain the evolution of microprocessors.
  - 19.04 Explain software hierarchy and its impact on microprocessors.
  - 19.05 Explain the need for and use of peripherals.
  - 19.06 Demonstrate proficiency using peripherals.
  - 19.07 Identify the basic concepts of computer maintenance and upgrades.
  - 19.08 Differentiate between diagnosing and troubleshooting.
- 20.0 Develop an awareness of programming languages. — The student will be able to:
- 20.01 Explain the history of programming languages.
  - 20.02 Explain the need for and use of compilers.
  - 20.03 Explain how compilers work.
  - 20.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).
- 21.0 Develop an awareness of emerging technologies. — The student will be able to:
- 21.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model. — The student will be able to:
- 22.01 Identify how types of networks and how they work.
  - 22.02 Identify the role of servers and clients on a network.
  - 22.03 Identify benefits and risks of networked computing.
  - 22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
  - 22.05 Identify Intranets, Extranets and how they relate to the Internet.
  - 22.06 Demonstrate basic understanding of network administration.
  - 22.07 Describe the evolution of OSI from its inception to the present and into the future.
  - 22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software
- 23.0 Demonstrate proficiency using common software applications. — The student will be able to:
- 23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
  - 23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail,

presentation, database, scheduling, financial management, Java applet, music, etc.).

24.0 Demonstrate proficiency using specialized software applications. — The student will be able to:

- 24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).
- 24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
- 24.03 Demonstrate the ability to incorporate digital sound.

**Course Number: GRA0079**

Occupational Completion Point – B

Custom Promotional Design Manager – 300 Hours – SOC Code 27-1021

25.0 Participate in work-based learning experiences. – The student will be able to:

- 25.01 Operate and perform basic maintenance on a digital embroidery machine.
- 25.02 Operate and perform basic maintenance on a digital cutter.
- 25.03 Operate and perform basic maintenance on a flat heat press.
- 25.04 Operate and perform basic maintenance on a round/mug heat press.
- 25.05 Operate and perform basic maintenance on a hat/cap heat press.
- 25.06 Operate and perform basic maintenance on a sublimation printer.
- 25.07 Operate and perform basic maintenance on a direct to garment printer.
- 25.08 Operate and perform basic maintenance on a grommet press.

26.0 Demonstrate language arts knowledge and skills. – The student will be able to: AF 2.0

- 26.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4
- 26.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
- 26.03 Present information formally and informally for specific purposes and audiences. AF 2.9

27.0 Demonstrate mathematics knowledge and skills. – The student will be able to: AF 3.0

- 27.01 Demonstrate knowledge of arithmetic operations. AF 3.2
- 27.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
- 27.03 Construct charts/tables/graphs using functions of data. AF 3.5

28.0 Demonstrate science and knowledge skills. – The student will be able to: AF 4.0

- 28.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1
- 28.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF4.3

- 29.0 Demonstrate proficiency in computer skills. — The student will be able to:
- 29.01 Identify all computer parts (e.g., RAM, ROM).
  - 29.02 Demonstrate an understanding of all functions of a computer.
  - 29.03 Utilize appropriate font management techniques (e.g., TrueType, postscript, install and remove fonts).
  - 29.04 Perform storage management (e.g., hard drive, floppy disk).
  - 29.05 Perform maintenance of computers and peripherals.
- 30.0 Demonstrate knowledge of digital design concepts. — The student will be able to:
- 30.01 Identify the skills needed by a digital designer.
  - 30.02 Define commonly used terms in graphic communications.
  - 30.03 Identify characteristics of paper.
  - 30.04 Identify different kinds of color (e.g., spot, process).
  - 30.05 Identify software used in digital design.
  - 30.06 Demonstrate knowledge of copyright laws.
- 31.0 Use information technology tools. – The student will be able to:
- 31.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
  - 31.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail, and internet applications. IT 2.0
  - 31.03 Employ computer operations applications to access, create, manage, integrate, and store information. IT 3.0
  - 31.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0
- 32.0 Perform decision-making activities. — The student will be able to:
- 32.01 Determine work priorities.
  - 32.02 Evaluate information to be used and choose relevant material.
  - 32.03 Determine the audience.
  - 32.04 Demonstrate an understanding of various advertising mediums.
  - 32.05 Recognize and maintain ethical standards.
- 33.0 Perform layout, design, and measurement activities. — The student will be able to:
- 33.01 Identify characteristics of type, type families, type series, and type styles.
  - 33.02 Paste up mechanical elements electronically.
  - 33.03 Prepare rough layout designs.
  - 33.04 Identify elements of design.
- 34.0 Demonstrate proficiency in digital design operations. — The student will be able to:
- 34.01 Complete projects using a variety of fonts, sizes, leading, and alignments.
  - 34.02 Output projects using a variety of devices (e.g., printers, image setters).
  - 34.03 Design with type using kerning, tracking, horizontal/vertical scale, baseline shift, etc.
  - 34.04 Produce projects using tables.

- 34.05 Produce projects using white space.
  - 34.06 Assemble multi-page documents.
  - 34.07 Create documents that use master pages.
  - 34.08 Use a variety of styles to produce effective layouts
  - 34.09 Produce a document using printer and reader spreads.
  - 34.10 Use publishing software to create a pre-press profile.
  - 34.11 Produce a variety of designs using layout/paste-up software.
- 35.0 Demonstrate proficiency in digital imaging. — The student will be able to:
- 35.01 Demonstrate proper use of a scanner/input devices/ digital camera.
  - 35.02 Crop and scale photographs electronically.
  - 35.03 Demonstrate an understanding of formats and modes (e.g., EPS, TIFF, PICT, JPEG, ASCII, binary).
  - 35.04 Demonstrate use of image editing software.
  - 35.05 Proofread electronically and manually.
- 36.0 Demonstrate an understanding of entrepreneurship. – The student will be able to:
- 36.01 Define "entrepreneurship."
  - 36.02 Discuss evolution of entrepreneurship.
  - 36.03 Describe the differences between a product-based business and a service-based business.
  - 36.04 Identify contributions of entrepreneurs to the economic growth of the United States.
  - 36.05 Discuss future prospects for entrepreneurship and its anticipated impact on the economy.
  - 36.06 Discuss the role of the entrepreneur in his/her local community (mentoring, philanthropy).
- 37.0 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:
- 37.01 Identify personal strengths and weaknesses relating to work habits
  - 37.02 Identify short-term goals for work readiness
  - 37.03 Design a plan to strengthen work habits
- 38.0 Justify the need to gain and maintain competitive advantage. — The student will be able to:
- 38.01 Identify ways in which businesses compete with each other (e.g., quality, service, status, price).
  - 38.02 Define market share.
  - 38.03 Identify various forms of competition (e.g., pure competition, oligopoly, monopolistic competition, monopoly).
- 39.0 Perform supervisory/management functions. – The student will be able to:
- 39.01 Describe the functions of management (e.g., planning, organizing, staffing, directing, controlling) and discuss how the functions are interrelated.



- 39.02 Identify factors of strategic planning and define the role of strategic planning in a business environment.
  - 39.03 Define the purpose of a business plan and describe the major components included in a business plan.
  - 39.04 Define the marketing concept and explain its impact on consumers.
  - 39.05 Identify and describe examples of diverse marketing activities.
- 40.0 Maintain an e-portfolio for job application purposes. – The student will be able to:
- 40.01 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.
  - 40.02 Prepare and submit a résumé to use for online job applications.
  - 40.03 Prepare and submit a letter of application online.
- 41.0 Discuss importance of ethics in business. – The student will be able to:
- 41.01 Define "ethics" and "ethical behavior."
  - 41.02 Identify examples of ethical business practices.
  - 41.03 Discuss role of the entrepreneur in promoting ethical business practices and relationships.
  - 41.04 Identify social responsibilities and/or legal issues involved in making ethical choices in business.
- 42.0 Identify strategies and methods for generating a business idea. – The student will be able to:
- 42.01 Identify current publications and websites available to assist with determining what type of business to start.
  - 42.02 Discuss importance of personality and ability when selecting type of business to open.
  - 42.03 Identify changes and trends as a source of new enterprise ideas (e.g., outsourcing).
  - 42.04 Discuss how brainstorming, creative thinking, and observations can be used to develop new enterprise ideas.
  - 42.05 Explain how personal goals, life style, background, hobbies, interests, experience, abilities, and financial resources will impact ones' choice of business.
- 43.0 Demonstrate the knowledge of merchandising and inventory. – The student will be able to:
- 43.01 Define planned sales, planned stock levels, estimated markdowns, and shrinkage.
  - 43.02 Analyze options for inventory control (cost vs. retail).
  - 43.03 Explain the purchasing procedures for a small business by defining model stock.
  - 43.04 Describe factors to consider when selecting vendors (e.g., terms of sale, cash discount, quantity discount, seasonal discount, future dating, Free On Board destination, consignment buying).

- 43.05 Define and calculate basic business measurements (e.g., break-even point, stock turnover, cost of goods sold, markup, markdown, and discounts/terms).
- 43.06 Explain methods that businesses use to authorize payments for goods and services.
- 43.07 Identify use of computer systems in managing merchandise and inventory.
- 44.0 Identify the elements of manufacturing and production. – The student will be able to:
  - 44.01 Identify different types of manufacturing (e.g., custom, mass, continuous, repetitive, and intermittent).
  - 44.02 Identify the elements of product production planning (e.g., inventory, human resources, and production scheduling).
  - 44.03 Identify factors that influence the location of a manufacturing business.
  - 44.04 Discuss the principles of quality management.

**Course Number: MNA0081**  
**Occupational Completion Point – C**  
**First Line Supervisor – 150 Hours – SOC Code 41-1011**

- 45.0 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:
  - 45.01 Prepare a portfolio.
  - 45.02 Present a portfolio to an audience.
- 46.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The student will be able to:
  - 46.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. CM 1.0
  - 46.02 Locate, organize and reference written information from various sources. CM 3.0
  - 46.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. CM 5.0
  - 46.04 Interpret verbal and nonverbal cues/behaviors that enhance communication. CM 6.0
  - 46.05 Apply active listening skills to obtain and clarify information. CM 7.0
  - 46.06 Develop and interpret tables and charts to support written and oral communications. CM 8.0
  - 46.07 Exhibit public relations skills that aid in achieving customer satisfaction. CM10.0
- 47.0 Explain the importance of employability skill and entrepreneurship skills. – The student will be able to:
  - 47.01 Identify and demonstrate positive work behaviors needed to be employable. ECD 1.0
  - 47.02 Develop personal career plan that includes goals, objectives, and strategies. ECD 2.0
  - 47.03 Examine licensing, certification, and industry credentialing requirements. ECD 3.0
  - 47.04 Maintain a career portfolio to document knowledge, skills, and experience. ECD 5.0
  - 47.05 Evaluate and compare employment opportunities that match career goals. ECD 6.0
  - 47.06 Identify and exhibit traits for retaining employment. ECD 7.0
  - 47.07 Identify opportunities and research requirements for career advancement. ECD 8.0

- 47.08 Research the benefits of ongoing professional development. ECD 9.0
- 47.09 Examine and describe entrepreneurship opportunities as a career planning option. ECD 10.0
- 48.0 Describe the importance of professional ethics and legal responsibilities. — The students will be able to:
- 48.01 Evaluate and justify decisions based on ethical reasoning. ELR 1.0
- 48.02 Evaluate alternative responses to workplace situations based on personal professional, ethical, legal responsibilities, and employer policies. ELR 1.1
- 48.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. ELR 1.2
- 48.04 Interpret and explain written organizational policies and procedures. ELR 2.0
- 49.0 Participate in work-based learning experiences. — The student will be able to:
- 49.01 Participate in work-based learning experiences in a digital design environment.
- 49.02 Compare and contrast the software applications used in a digital design environment.
- 50.0 Perform decision-making activities. — The student will be able to:
- 50.01 Determine project specifications.
- 51.0 Demonstrate proficiency in digital design operations. — The student will be able to:
- 51.01 Produce multiple color designs using different color techniques including process color and spot color.
- 51.02 Prepare output files using pre-press preparations (e.g., color separation, font management, file management, use of postscript fonts, etc.)
- 51.03 Read work orders and prepare electronic files that meet all specifications.
- 51.04 Design a document using grids and formats.
- 51.05 Produce documents integrating elements of design.
- 51.06 Demonstrate proficiency in the use of a vector based illustration program.
- 52.0 Demonstrate proficiency in digital imaging. —The student will be able to:
- 52.01 Crop and scale photographs electronically.
- 52.02 Demonstrate proficiency in use of an understanding of formats and modes (e.g., EPS, TIFF, PICT, JPEG, ASCII, binary).
- 52.03 Demonstrate use of image editing software.
- 52.04 Complete projects using proper resolution and screen values (e.g., PPI, LPI, DPI).
- 52.05 Produce electronically retouched photographs.
- 52.06 Produce projects using a digital camera.
- 52.07 Scan multiple documents.
- 52.08 Crop and scale photographs electronically using a scanner.
- 52.09 Apply the use of proper resolution and screen values (e.g., PPI, LPI, DPI in documents).
- 52.10 Produce electronically retouched photographs using tones, hues, and values.
- 52.11 Apply special effects to image files.

- 53.0 Maintain an e-portfolio for job application purposes. – The student will be able to:
- 53.01 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.
  - 53.02 Analyze e-portfolio web site for graphical changes to improve communication of products and ideas.

**Course Number: SBM0200**  
**Occupational Completion Point – D**  
**Small Business Manager – 300 Hours – SOC Code 11-1021**

- 54.0 Participate in work-based learning experiences. – The student will be able to:
- 54.01 Advanced operation and maintenance of a digital embroidery machine.
  - 54.02 Advanced operation and maintenance of on a digital cutter.
  - 54.03 Operate and perform advanced maintenance on a flat heat press.
  - 54.04 Advanced operation and maintenance of a round/mug heat press.
  - 54.05 Advanced operation and maintenance of a hat/cap heat press.
  - 54.06 Operate and perform advanced maintenance on a sublimation printer.
  - 54.07 Advanced operation and maintenance of a direct to garment printer.
  - 54.08 Advanced operation and maintenance of a grommet press.

- 55.0 Discuss role of the entrepreneur. – The student will be able to:
- 55.01 Define "entrepreneurship."
  - 55.02 Discuss future prospects for entrepreneurship and its anticipated impact on the economy.
  - 55.03 Discuss the role of the entrepreneur in his/her local community (mentoring, philanthropy).

- 56.0 Demonstrate personal money-management concepts, procedures, and strategies. – The student will be able to:
- 56.01 Identify and describe the services and legal responsibilities of financial institutions. FL 2.0
  - 56.02 Describe the effect of money management on personal and career goals. FL 3.0
  - 56.03 Develop a personal budget and financial goals. FL 3.1
  - 56.04 Complete financial instruments for making deposits and withdrawals. FL 3.2
  - 56.05 Maintain financial records. FL 3.3
  - 56.06 Read and reconcile financial statements. FL 3.4
  - 56.07 Research, compare and contrast investment opportunities.

- 57.0 Identify basic economic principles of entrepreneurship. – The student will be able to:
- 57.01 Identify role of small business in the global economy.
  - 57.02 Discuss profit motive and its impact on business.
  - 57.03 Identify the different types of competition and explain their impact on business (e.g., direct, indirect, price, non-price, competitive position).
  - 57.04 Identify the stages of the product life cycle and the characteristics of each.

- 57.05 Identify role and types of producers, distributors, and services in today's business economy.
  - 57.06 Discuss major fields of business activity (e.g., extractive, subcontracting, manufacturing, wholesaling, retailing, services, cottage industries, urban street sales).
  - 57.07 Discuss the four parts of a business (production, finance, marketing, customer service).
  - 57.08 Identify factors that contribute to success of a small business.
  - 57.09 Describe the process of starting a small business.
  - 57.10 Explain procedure for registering a sole proprietorship and obtaining a sales tax identification number.
  - 57.11 Discuss reasons for small business failure.
  - 57.12 Recognize opportunities for small business in the global marketplace.
- 58.0 Demonstrate knowledge of the global economy. – The student will be able to:
- 58.01 Identify the role of an Internet site in generating international interest.
  - 58.02 Define and explain exchange rate, letter of credit (L/C), and freight forwarder.
  - 58.03 Analyze characteristics of the global economy.
  - 58.04 Discuss impact of international trade on small business (e.g., balance of trade).
  - 58.05 Compare and contrast global business opportunities.
  - 58.06 Describe methods of researching specific international markets.
  - 58.07 Identify potential barriers to international trade.
  - 58.08 Identify differences between importing and exporting.
  - 58.09 Examine impact of changes in trade barriers and technology.
- 59.0 Outline steps in planning a new business. – The student will be able to:
- 59.01 Discuss importance of "defining" a prospective business.
  - 59.02 List reasons for writing a business plan.
  - 59.03 Identify and describe components of a business plan.
  - 59.04 Describe importance of a vision/mission statement in identifying direction and objectives of a business.
  - 59.05 Discuss importance of determining what products and services will be offered by the business.
  - 59.06 Identify how scope of products and services will vary based upon type of business (e.g., wholesale, retail, service).
  - 59.07 Explain importance of and the factors influencing a business' image.
  - 59.08 Identify and discuss the legal forms of business ownership (sole proprietorship, partnership, corporation, franchise, licensing).
  - 59.09 Identify and discuss different types of corporations (subchapter S, limited liability, nonprofit).
  - 59.10 Identify factors that influence choice of ownership type.
  - 59.11 Describe legal implications and taxes for each type of business structure.
  - 59.12 Discuss the internal organization of a business and assignment of tasks to be performed.
  - 59.13 Discuss the different types of organization charts (e.g., line and staff).
  - 59.14 Describe different types of records needed by small businesses.
  - 59.15 Identify factors that affect purchasing.
  - 59.16 Explain importance and types of inventory control.

- 59.17 Identify procedures to be followed in shipping and receiving (channels of distribution).
- 59.18 Describe role of selling in small business.
- 59.19 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]).

60.0 Identify principles of marketing. – The student will be able to:

- 60.01 Define and explain market, market research, market mix, market positioning, market penetration strategy, market segmentation, market share, target market, and customer profile survey.
- 60.02 Identify and explain the marketing functions (e.g., financing, risk management, selling, promotion, pricing, purchasing, marketing-information management, product/ service planning, distribution).
- 60.03 Discuss methods of forecasting sales.
- 60.04 Discuss importance of the five (5) P's of the marketing mix: product, place, price, promotion, and people.
- 60.05 Discuss methods, costs, and importance of promoting products and services (e.g., publicity, public relations, press release, community events, advertising, Internet).
- 60.06 Describe factors that should be evaluated in a promotion (e.g., source, message, media, budget).
- 60.07 Distinguish between institutional and promotional advertising.
- 60.08 Identify types of advertising media and describe the strengths and weaknesses of each.
- 60.09 Identify components of a marketing plan.
- 60.10 Describe the importance of coordinating promotional activities.
- 60.11 Explain the differences between selling direct and going through external sales representatives.
- 60.12 Identify and describe examples of diverse marketing activities.

61.0 Identify principles of selling. – The student will be able to:

- 61.01 Identify ways to satisfy consumer needs.
- 61.02 Identify features/benefits of selling.
- 61.03 Discuss the principles of selling.
- 61.04 Identify the steps of a sale.
- 61.05 Identify the stages of selling (e.g., attention, interest, desire, and action).
- 61.06 Discuss the advantages and disadvantages of establishing sales quotas/commissions.
- 61.07 Discuss importance of customer service.
- 61.08 Discuss telemarketing as a sales tool.
- 61.09 Discuss the role of selling via the Internet.
- 61.10 Discuss network marketing (multilevel marketing).
- 61.11 Discuss selling opportunities at flea markets and trade shows.

62.0 Identify principles of financing. – The student will be able to:

- 62.01 Explain difference between income (credit) and expense (debit).
- 62.02 Discuss the importance of maintaining an accounting journal.

- 62.03 Discuss personal risks involved in financing a business.
  - 62.04 Define 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.
  - 62.05 Explain the importance of financial accounting and management to the entrepreneur.
  - 62.06 Identify start-up costs and operating expenses (fixed and variable) for a new business.
  - 62.07 Identify sources of funds for financing a new business.
  - 62.08 Discuss impact of interest rates on short and long term financing.
  - 62.09 Describe methods for establishing credit and obtaining a credit card.
  - 62.10 Identify sources of credit and list steps in applying for a loan.
  - 62.11 Discuss importance of maintaining a favorable credit rating.
  - 62.12 Describe differences between short-term and long-term capital needs.
  - 62.13 Identify circumstances that could require additional financing.
  - 62.14 Describe differences between cash basis and accrual basis accounting.
  - 62.15 Identify differences between bookkeeping, tax accounting, and managerial accountants.
- 63.0 Identify principles of pricing. – The student will be able to:
- 63.01 Define selling price, fixed costs, variable costs, elastic demand, inelastic demand, price fixing, bait-and-switch advertising.
  - 63.02 Identify factors that affect selling price (e.g., target market, competition, government regulations, economic conditions, supply and demand).
  - 63.03 Describe how cost of goods sold influences selling price.
  - 63.04 Define break-even point, fixed expenses, and variable expenses.
  - 63.05 Explain the difference between markup based on cost and markup based on retail.
  - 63.06 Identify types of adjustments to selling price.
  - 63.07 Define pricing policy, psychological pricing, unit pricing, product line pricing, and promotional pricing.
  - 63.08 Define pricing strategy, penetration pricing, and price skimming.
- 64.0 Identify and demonstrate employability and human relations skills. – The student will be able to:
- 64.01 Identify and utilize resources used in a job search (e.g., networking, newspaper, Internet).
  - 64.02 Discuss importance of drug tests and criminal background checks in identifying possible employment options.
  - 64.03 Identify steps in the job application process including arranging for references and proper documentation (e.g., green card).
  - 64.04 Identify procedures and documents required when applying for a job (e.g., application, W-4, I-9).
  - 64.05 Prepare a resume (electronic and written), letter of application, follow-up letter, acceptance/rejection letter, letter of resignation, and letter of recommendation.
  - 64.06 Identify and demonstrate appropriate dress and grooming for employment.
  - 64.07 Identify and demonstrate effective interviewing skills (e.g., behavioral).
  - 64.08 Describe methods for handling illegal interview and application questions.

- 64.09 Discuss state and federal labor laws regulating the workplace (e.g., Child Labor Law, sexual harassment, EEOC, ADA, FMLA, OSHA).
  - 64.10 Identify positive work attitudes and behaviors such as honesty, compassion, respect, responsibility, fairness, trustworthiness, and caring.
  - 64.11 diverse populations and the physically challenged.
  - 64.12 Describe importance of producing quality work and meeting performance standards.
  - 64.13 Identify personal and business ethics (e.g., preventing theft, pilfering, and unauthorized discounting).
  - 64.14 Demonstrate orderly and systematic behavior by creating and maintaining a monthly planner.
  - 64.15 Identify qualities typically required for promotion (e.g., productivity, dependability, responsibility).
  - 64.16 Identify how to prepare for job separation and re-employment.
  - 64.17 Create and maintain a portfolio of documents for job placement (e.g., resume, letters of recommendation, awards, evidence of participation in school/community/volunteer activities, employer evaluations).
  - 64.18 Identify and practice stress management and relaxation techniques.
  - 64.19 Maintain confidentiality of business matters.
  - 64.20 Discuss importance of practicing positive customer service skills.
- 65.0 Identify principles of management. – The student will be able to:
- 65.01 Discuss the evolution of management as a science and as an art.
  - 65.02 Explain role of management in small business.
  - 65.03 Define five (5) functions of management: planning, organizing, staffing, directing, and controlling.
  - 65.04 Discuss different types of leadership styles.
  - 65.05 Identify characteristics of effective leaders.
  - 65.06 Explain the steps in decision-making and problem solving.

**Course Number: MNA0090**

Occupational Completion Point – E

General Operations Manager/Owner – 150 Hours – SOC Code 11-2021

- 66.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. – The student will be able to:

- 66.01 Employ leadership skills to accomplish organizational goals and objectives. LT 1.0
- 66.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks. LT 3.0
- 66.03 Conduct and participate in meetings to accomplish work tasks. LT 4.0
- 66.04 Employ mentoring skills to inspire and teach others. LT 5.0

- 67.0 Solve problems using critical thinking skills, creativity and innovation. – The student will be able to:

- 67.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0
- 67.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 2.0



- 67.03 Identify and document workplace performance goals and monitor progress toward those goals. PS 3.0
- 67.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- 68.0 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:
- 68.01 Create an electronic resume.
- 68.02 Create an electronic portfolio.
- 68.03 Present a portfolio to an audience.
- 69.0 Participate in work-based learning experiences. – The student will be able to:
- 69.01 Participate in work-based learning experiences in a digital design environment.
- 69.02 Perform decision-making activities
- 69.03 Compare and select appropriate multimedia tools.
- 70.0 Demonstrate proficiency in digital design operations. – The student will be able to:
- 70.01 Produce a variety of designs integrating multimedia
- 70.02 Create electronic presentations.
- 70.03 Demonstrate proficiency in multimedia presentations/web design.
- 71.0 Maintain an e-portfolio for job application purposes. – The student will be able to:
- 71.01 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.
- 71.02 Analyze e-portfolio web site for graphical changes to improve communication of products and ideas.
- 72.0 Demonstrate an understanding of entrepreneurship and the free enterprise system. – The student will be able to:
- 72.01 Research the role of entrepreneurship in the free enterprise system.
- 72.02 Compare and contrast different types of business ownership.
- 72.03 Assess advantages and disadvantages of business ownership.
- 72.04 Analyze risks and responsibilities involved in ownership of a business.
- 72.05 Examine the obligations of business ownership.
- 72.06 Diagram the economic/business cycle.
- 72.07 Interpret concepts of Law of Supply and Demand in relation to a specific product and/or service.
- 72.08 Investigate current trends contributing to economic change.
- 73.0 Identify types and sources of government regulations and taxation that may affect a business. – The student will be able to:
- 73.01 Define license, permit, contract, patent, copyright, trademark, and logo.
- 73.02 Identify major state laws affecting the operation of a business.

- 73.03 Identify major federal laws affecting the operation of a business, (e.g., OSHA, Social Security, EEOC, Affirmative Action, ADA, FMLA).
- 73.04 Discuss 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]).
- 73.05 Identify types of federal, state, and local taxes that are the responsibility of the entrepreneur (e.g., sales, income, self-employment).
- 73.06 Discuss importance of obtaining outside professional counsel to ensure compliance with government regulations and taxation (i.e., accountant, lawyer).
  
- 74.0 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:
  - 74.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. SHE 1.0
  - 74.02 Explain emergency procedures to follow in response to workplace accidents.
  - 74.03 Create a disaster and/or emergency response plan. SHE 2.0
  
- 75.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The student will be able to:
  - 75.01 Describe the nature and types of business organizations. SY 1.0
  - 75.02 Explain the effect of key organizational systems on performance and quality.
  - 75.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
  - 75.04 Explain the impact of the global economy on business organizations.

**Florida Department of Education  
Student Performance Standards**

**Course Title:**                    **Keyboarding and Business Skills**  
**Course Number:**               **8200320**  
**Course Credit:**                 **.5**

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental word processing applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society.

This course, along with Computer and Business Skills is equivalent to Computing for College and Careers. Students should complete this course before enrolling in Computer and Business Skills.

01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:

- 01.01 Develop keyboarding skills to enter and manipulate text and data.
- 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Demonstrate basic file management skills.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
- 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.

- 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member. – The student will be able to:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 07.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 07.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.

- 07.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up.)
- 07.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
  - 08.01 Accept constructive criticism.
  - 08.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 08.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 09.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.).
  - 09.02 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, etc.).

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computer and Business Skills  
**Course Number:** 8200330  
**Course Credit:** .5

**Course Description:**

This course is designed to introduce students to the basic skills and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards.

This course, along with Keyboarding and Business Skills is equivalent to Computing for College and Careers. Students should complete Keyboarding and Business Skills before enrolling in this course.

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic file management skills.
  - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. – The student will be able to:
- 02.01 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.02 Accurately follow written and oral instructions.
  - 02.03 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications.
  - 03.02 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 04.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 04.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 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 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 05.02 Identify, analyze and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 05.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 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 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 06.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 06.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate.
- 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 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 07.02 Use personal assessment tools to identify personal strengths and weaknesses

related to learning and work environments.

- 07.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 08.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 08.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 08.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 08.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 08.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 08.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 08.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 08.08 Build mentor relationships with local professionals in the industry.
- 09.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
- 09.01 Accept constructive criticism.
  - 09.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 09.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 10.01 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, etc.).
- 11.0 Perform e-mail activities. – The student will be able to:
- 11.01 Describe e-mail capabilities and functions.
  - 11.02 Use the Internet to perform e-mail activities.
- 12.0 Demonstrate operating systems. – The student will be able to:
- 12.01 Identify operating system file naming conventions.



- 12.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 12.03 Demonstrate a working knowledge of standard file formats.
  - 12.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 13.0 Develop an awareness of emerging technologies. – The student will be able to:
- 13.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 13.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 13.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computing for College and Careers  
**Course Number:** 8209020  
**Course Credit:** 1

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society. This also includes proficiency with computers using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards.

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Demonstrate basic computer file management skills.
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.7.1, 7.2; A.1.4, 1.5, 2.1, 2.2; S.1.2, 3.2

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.

- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentation, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- This standard supports the following Sunshine State Standards: MA.912.A.10.1, 10.2; F.5.2
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.

- 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
- 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.

07.0 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:

This standard supports the following Sunshine State Standards: MA.912.S.1.2, 3.2; A.1.4,1.5, 3.1, 3.2, 3.4, 3.5

- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
- 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
- 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.

08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:

- 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
- 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
- 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.

09.0 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:

- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
- 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
- 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
- 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
- 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
- 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.

- 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate personal and interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.
  - 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
- 11.01 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, etc.).
- 12.0 Perform e-mail activities. – The student will be able to:
- 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. – The student will be able to:
- 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies - The student will be able to:
- This standard supports the following Sunshine State Standards: MA.912.D.7.1, 7.2
- 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Introduction to Information Technology  
**Course Number:** 8207310  
**Course Credit:** 1

**Course Description:**

This course is designed to provide an introduction to information technology concepts and careers as well as the impact information technology has on the world, people, and industry and basic web design concepts. The content includes information technology career research; operating systems and software applications; electronic communications including e-mail and Internet services; basic HTML, DHTML, and XML web commands and design; and emerging technologies and web page design.

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.06 Describe ethical issues and problems associated with computers and information systems.

02.0 Demonstrate comprehension and communication skills. — The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.A.1.1; 1.2, 1.3, 1.4, 1.5

- 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
- 02.02 Organize ideas and communicate oral and written messages appropriate for information technology environments.
- 02.03 Collaborate with individuals and teams to complete tasks and solve information technology problems.
- 02.04 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
- 02.05 Apply the writing process to the creation of appropriate documents following designated business formats.

- 02.06 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).
- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communication.
  - 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- This standard supports the following Sunshine State Standards: MA.912.A.10.1, 10.2; F.5.2
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 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.
- 07.0 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:

This standard supports the following Sunshine State Standards: MA.912.S.3.1; A.1.5, 2.10, 2.13

- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
  - 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
  - 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
  - 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
  - 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).



- 11.0 Participate in work-based learning experiences. — The student will be able to:
- 11.01 Participate in work-based learning experiences in an information technology environment.
  - 11.02 Discuss the use of technology in an information technology environment.
- 12.0 Perform e-mail activities. – The student will be able to:
- 12.01 Describe e-mail capabilities and functions.
  - 12.02 Identify components of an e-mail message.
  - 12.03 Identify the components of an e-mail address.
  - 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.
  - 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
- 13.0 Demonstrate knowledge of different operating systems. – The student will be able to:
- 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Demonstrate proficiency navigating the Internet, intranet, and the WWW. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.7.1, 7.2

- 14.01 Identify and describe Web terminology.
- 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
- 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
- 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
- 14.05 Trace the evolution of the Internet from its inception to the present and into the future.
- 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
- 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, PDF, etc.).
- 14.08 Identify effective Boolean search strategies.

15.0 Demonstrate proficiency using HTML commands. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.G.1.3, D.6.1, D.6.6

- 15.01 Identify elements of a Web page.
- 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
- 15.03 Define basic HTML terminology.
- 15.04 Analyze HTML source code developed by others.
- 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, tables).
- 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
- 15.07 Edit and test HTML documents for accuracy and validity.
- 15.08 Use basic functions of WYSIWYG editors.
- 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
- 15.10 Enhance web pages through the addition of images and graphics including animation.

16.0 Demonstrate proficiency in page design applicable to the WWW. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.2.1, 9.1,9.2; A. 2.4

- 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
- 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
- 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
- 16.04 Use image design software to create and edit images.
- 16.05 Demonstrate proficiency in publishing to the Internet.
- 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
- 16.07 Explain the need for web-based applications.

17.0 Demonstrate proficiency using specialized Web design software. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912. A.2.3, 2.4; D.9.1, 9.2

- 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
- 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).

18.0 Develop an awareness of the information technology industry. – The student will be able to:

- 18.01 Explain how information technology impacts the operation and management of business and society.
- 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
- 18.03 Explain the emergence of a paperless society.

19.0 Develop an awareness of microprocessors and digital computers. – The student will be able to:

- 19.01 Describe the evolution of the digital computer.
- 19.02 Explain the general architecture of a microcomputer system.
- 19.03 Explain the evolution of microprocessors.
- 19.04 Explain software hierarchy and its impact on microprocessors.
- 19.05 Explain the need for and use of peripherals.
- 19.06 Demonstrate proficiency using peripherals.
- 19.07 Identify the basic concepts of computer maintenance and upgrades.
- 19.08 Differentiate between diagnosing and troubleshooting.

20.0 Develop an awareness of programming languages. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.1.1

- 20.01 Explain the history of programming languages.
- 20.02 Explain the need for and use of compilers.
- 20.03 Explain how compilers work.
- 20.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).

21.0 Develop an awareness of emerging technologies. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.7.1, 7.2

- 21.01 Compare and contrast various methods of evaluation for emerging technologies.
- 21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
- 21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.7.1, 7.2

- 22.01 Identify how types of networks and how they work.
- 22.02 Identify the role of servers and clients on a network.
- 22.03 Identify benefits and risks of networked computing.
- 22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).

- 22.05 Identify Intranets, Extranets and how they relate to the Internet.
- 22.06 Demonstrate basic understanding of network administration.
- 22.07 Describe the evolution of OSI from its inception to the present and into the future.
- 22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software.

23.0 Demonstrate proficiency using common software applications. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.G.2.1, 2.3, 2.4

- 23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
- 23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).

24.0 Demonstrate proficiency using specialized software applications. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.7.1, 7.2

- 24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).
- 24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
- 24.03 Demonstrate the ability to incorporate digital sound.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Custom Promotional Layout Design  
**Course Number:** 8217110  
**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 students will be able to perform basic design and layout in predictable situations.

25.0 Participate in work-based learning experiences. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.G.4.2,7.1, 7.3, 8.2,8.3; SC.912.N.1.1

- 25.01 Operate and perform basic maintenance on a digital embroidery machine.
- 25.02 Operate and perform basic maintenance on a digital cutter.
- 25.03 Operate and perform basic maintenance on a flat heat press.
- 25.04 Operate and perform basic maintenance on a round/mug heat press.
- 25.05 Operate and perform basic maintenance on a hat/cap heat press.
- 25.06 Operate and perform basic maintenance on a sublimation printer.
- 25.07 Operate and perform basic maintenance on a direct to garment printer.
- 25.08 Operate and perform basic maintenance on a grommet press.
- 25.09 Operate and perform basic maintenance on a laser engraver

26.0 Demonstrate language arts knowledge and skills. – The student will be able to: AF 2.0

- 26.01 Locate, comprehend and evaluate key elements for oral and written information. AF 2.4
- 26.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
- 26.03 Present information formally and informally for specific purposes and audiences. AF 2.9

27.0 Demonstrate mathematics knowledge and skills. – The student will be able to: AF 3.0

- 27.01 Demonstrate knowledge of arithmetic operations. AF 3.2
- 27.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
- 27.03 Construct charts/tables/graphs using functions and data. AF 3.5

28.0 Demonstrate science knowledge and skills. – The student will be able to: AF 4.0

- 28.01 Discuss the role of creativity and constructing scientific questions, methods, and explanations. AF 4.1

- 28.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 29.0 Demonstrate proficiency in computer skills. — The student will be able to:
- This standard supports the following Sunshine State Standards: MA.912.A.1.5, 10.1; G.2.4; SC.912.N.1.1
- 29.01 Identify all computer parts (e.g., RAM, ROM).  
 29.02 Demonstrate an understanding of all functions of a computer.  
 29.03 Utilize appropriate font management techniques (e.g., TrueType, postscript, install and remove fonts).  
 29.04 Perform storage management (e.g., hard drive, floppy disk).  
 29.05 Perform maintenance of computers and peripherals.
- 30.0 Demonstrate knowledge of digital design concepts. – The student will be able to:
- This standard supports the following Sunshine State Standards: MA.912.A.1.5; G.1.4, 2.1, 2.3, 2.4, 2.7, 3.1, 3.3, 4.5; A.2.1, 2.3, 2.4, 2.13, 10.1,10.2; SC.912.N.1.1
- 30.01 Identify the skills needed by a digital designer.  
 30.02 Define commonly used terms in graphic communications.  
 30.03 Identify characteristics of paper and other products.  
 30.04 Identify different kinds of color (e.g., spot, process).  
 30.05 Identify software used in digital design.  
 30.06 Demonstrate knowledge of copyright laws.
- 31.0 Use information technology tools. – The student will be able:
- 31.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0  
 31.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail, and internet applications. IT 2.0  
 31.03 Employ computer operations applications to access, create, manage, integrate, and store information. IT 3.0  
 31.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0
- 32.0 Perform decision-making activities. — The student will be able to:
- This standard supports the following Sunshine State Standards: MA.912.S.2.1, 3.1
- 32.01 Determine work priorities.  
 32.02 Evaluate information to be used and choose relevant material.  
 32.03 Determine the audience.  
 32.04 Demonstrate an understanding of various promotional mediums.  
 32.05 Recognize and maintain ethical standards.
- 33.0 Perform layout, design, and measurement activities. — The student will be able to:
- 33.01 Identify characteristics of type, type families, type series, and type styles.

- 33.02 Paste up mechanical elements electronically.
- 33.03 Prepare rough layout designs.
- 33.04 Identify elements of design.

34.0 Demonstrate proficiency in digital design operations. — The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.F.4.1

- 34.01 Complete projects using a variety of fonts, sizes, leading, and alignments.
- 34.02 Output projects using a variety of devices (e.g., printers, image setters).
- 34.03 Design with type using kerning, tracking, horizontal/vertical scale, baseline shift, etc.
- 34.04 Produce projects using tables.
- 34.05 Produce projects using white space.
- 34.06 Assemble products.
- 34.07 Create documents that use master pages.
- 34.08 Use a variety of styles to produce effective layouts
- 34.09 Produce a document using printer and reader spreads.
- 34.10 Use design software to create a pre-press profile.
- 34.11 Produce a variety of designs using layout/paste-up software.

35.0 Demonstrate proficiency in digital imaging. — The student will be able to:

- 35.01 Demonstrate proper use of a scanner/input devices/ digital camera.
- 35.02 Crop and scale photographs electronically.
- 35.03 Demonstrate an understanding of formats and modes (e.g., EPS, TIFF, PICT, JPEG, ASCII, binary).
- 35.04 Demonstrate use of image editing software.
- 35.05 Proofread electronically and manually.

38.0 Justify the need to gain and maintain competitive advantage. — The student will be able to:

- 38.01 Identify ways in which businesses compete with each other (e.g., quality, service, status, price).
- 38.02 Define market share.
- 38.03 Identify various forms of competition (e.g., pure competition, oligopoly, monopolistic competition, monopoly).

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Promotional Design Management  
**Course Number:** 8217120  
**Course Credit:** 1

**Course Description:**

This course is designed to develop organizational skills needed for the imprinted merchandise industry. The content includes entrepreneur concepts, basic supervision and management activities, portfolio development activities, and workforce development skills evaluation activities. After successful completion of Promotional Design Management the student will be able to manage small production runs of imprinted merchandise in unpredictable situations.

36.0 Demonstrate an understanding of entrepreneurship. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.S.3.2; D.6.6,8.2, 8.6; F.2.4; G.2.1, 2.3, 2.4

- 36.01 Define entrepreneurship.
- 36.02 Discuss evolution of entrepreneurship.
- 36.03 Describe the differences between a product-based business and a service-based business.
- 36.04 Identify contributions of entrepreneurs to the economic growth of the United States.
- 36.05 Discuss future prospects for entrepreneurship and its anticipated impact on the economy.
- 36.06 Discuss the role of the entrepreneur in his/her local community (mentoring, philanthropy).

37.0 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:

- 37.01 Identify personal strengths and weaknesses relating to work habits
- 37.02 Identify short-term goals for work readiness
- 37.03 Design a plan to strengthen work habits

39.0 Perform supervisory/management functions. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.A.3.15, 2.3, 2.13; D.1.1

- 39.01 Describe the functions of management (e.g., planning, organizing, staffing, directing, controlling) and discuss how the functions are interrelated.
- 39.02 Identify factors of strategic planning and define the role of strategic planning in a business environment.



- 39.03 Define the purpose of a business plan and describe the major components included in a business plan.
- 39.04 Define the marketing concept and explain its impact on consumers.
- 39.05 Identify and describe examples of diverse marketing activities.

40.0 Maintain an e-portfolio for job application purposes. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.A.5.7, 7.9, 10.1; SC.912.N.1.1

- 40.01 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.
- 40.02 Prepare and submit a résumé to use for online job applications.
- 40.03 Prepare and submit a letter of application online.

41.0 Discuss importance of ethics in business. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.F.4.1, 4.2,4.3,4.5,4.6,4.7,4.8,4.9

- 41.01 Define "ethics" and "ethical behavior."
- 41.02 Identify examples of ethical business practices.
- 41.03 Discuss role of the entrepreneur in promoting ethical business practices and relationships.
- 41.04 Identify social responsibilities and/or legal issues involved in making ethical choices in business.

42.0 Identify strategies and methods for generating a business idea. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.7.2

- 42.01 Identify current publications and websites available to assist with determining what type of business to start.
- 42.02 Discuss importance of personality and ability when selecting type of business to open.
- 42.03 Identify changes and trends as a source of new enterprise ideas (e.g., outsourcing).
- 42.04 Discuss how brainstorming, creative thinking, and observations can be used to develop new enterprise ideas.
- 42.05 Explain how personal goals, life style, background, hobbies, interests, experience, abilities, and financial resources will impact ones' choice of business.

43.0 Demonstrate the knowledge of merchandising and inventory. – The student will be able to:

- 43.01 Define planned sales, planned stock levels, estimated markdowns, and shrinkage.

- 43.02 Analyze options for inventory control (cost vs. retail).
- 43.03 Explain the purchasing procedures for a small business by defining model stock.
- 43.04 Describe factors to consider when selecting vendors (e.g., terms of sale, cash discount, quantity discount, seasonal discount, future dating, Free On Board destination, consignment buying).
- 43.05 Define and calculate basic business measurements (e.g., break-even point, stock turnover, cost of goods sold, markup, markdown, and discounts/terms).
- 43.06 Explain methods that businesses use to authorize payments for goods and services.
- 43.07 Identify use of computer systems in managing merchandise and inventory.

44.0 Identify the elements of manufacturing and production. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.2.3,9.3; G.1.1, 2.1,2.2,2.3,2.4,2.5,6.4,6.5,7.5,7.7

- 44.01 Identify different types of manufacturing (e.g., custom, mass, continuous, repetitive, and intermittent).
- 44.02 Identify the elements of product production planning (e.g., inventory, human resources, and production scheduling).
- 44.03 Identify factors that influence the location of a manufacturing business.
- 44.04 Discuss the principles of quality management.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Custom Promotional Sales and Distribution  
**Course Number:** 82171310  
**Course Credit:** 1

**Course Description:**

This course is designed to develop mid-level 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 the student will be able to manage a production line from customer product design through delivery of final product.

- 45.0 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:

This standard supports the following Sunshine State Standards: MA.912.D.2.1, 2.2,2.3,9.3; G.2.4

- 45.01 Prepare a portfolio.  
 45.02 Present a portfolio to an audience.

- 46.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The student will be able to:

- |       |   |         |
|-------|---|---------|
| 46.01 | Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. | CM 1.0  |
| 46.02 | Locate, organize, and reference written information from various sources.   | CM 3.0  |
| 46.03 | Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.   | CM 5.0  |
| 46.04 | Interpret verbal and nonverbal cues/behaviors that enhance communication.   | CM 6.0  |
| 46.05 | Apply active listening skills to obtain and clarify information.  | CM 7.0  |
| 46.06 | Develop and interpret tables and charts to support written and oral communications.   | CM 8.0  |
| 46.07 | Exhibit public relations skills that aid in achieving customer satisfaction.  | CM 10.0 |

- 47.0 Explain the importance of employability skill and entrepreneurship skills. – The student will be able to:

- |       |   |         |
|-------|---|---------|
| 47.01 | Identify and demonstrate positive work behaviors needed to be employable.     | ECD 1.0 |
| 47.02 | Develop personal career plan that includes goals, objectives, and strategies. | ECD 2.0 |
| 47.03 | Examine licensing, certification, and industry credentialing requirements.    | ECD 3.0 |
| 47.04 | Maintain a career portfolio to documents knowledge, skills and experience.    | ECD 5.0 |

- 47.05 Evaluate and compare employment opportunities that match career goals. ECD 6.0
- 47.06 Identify and exhibit traits for retaining employment. ECD 7.0
- 47.07 Identify opportunities and research requirements for career advancement. ECD 8.0
- 47.08 Research the benefits of ongoing professional development. ECD 9.0
- 47.09 Examine and describe entrepreneurship opportunities as a career planning option. ECD10.0
  
- 48.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
  - 48.01 Evaluate and justify decisions based on ethical reasoning. ELR 1.0
  - 48.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. ELR 1.1
  - 48.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. ELR 1.2
  - 48.04 Interpret and explain written organizational policies and procedures. ELR 2.0
  
- 49.0 Participate in work-based learning experiences. – The student will be able to:
 

This standard supports the following Sunshine State Standards: MA.912.F.4.13

  - 49.01 Participate in work-based learning experiences in a digital design environment.
  - 49.02 Compare and contrast the software applications used in a digital design environment.
  
- 50.0 Perform decision-making activities. – The student will be able to:
  - 50.01 Determine project specifications.
  
- 51.0 Demonstrate proficiency in digital design operations. – The student will be able to:
 

This standard supports the following Sunshine State Standards: MA.912.F.3.15, 3.16,4.14; SC.912.L.17.11

  - 51.01 Produce multiple color designs using different color techniques including process color and spot color.
  - 51.02 Prepare output files using pre-press preparations (e.g., color separation, font management, file management, use of postscript fonts, etc.)
  - 51.03 Read work orders and prepare electronic files that meet all specifications.
  - 51.04 Design a document using grids and formats.
  - 51.05 Produce documents integrating elements of design.
  - 51.06 Demonstrate proficiency in the use of a vector based illustration program.
  
- 52.0 Demonstrate proficiency in digital imaging. – The student will be able to:
 

This standard supports the following Sunshine State Standards: MA.912.D.3.1; S.2.1,2.2,2.3,3.1; L.17.1

  - 52.01 Crop and scale photographs electronically.
  - 52.02 Demonstrate proficiency in use of an understanding of formats and modes (e.g., EPS, TIFF, PICT, JPEG, ASCII, binary).

- 52.03 Demonstrate use of image editing software.
- 52.04 Complete projects using proper resolution and screen values (e.g., PPI, LPI, DPI).
- 52.05 Produce electronically retouched photographs.
- 52.06 Produce projects using a digital camera.
- 52.07 Scan multiple documents.
- 52.08 Crop and scale photographs electronically using a scanner.
- 52.09 Apply the use of proper resolution and screen values (e.g., PPI, LPI, DPI in documents).
- 52.10 Produce electronically retouched photographs using tones, hues, and values.
- 52.11 Apply special effects to image files.

53.0 Maintain an e-portfolio for job application purposes. – The student will be able to:

This standard supports the following Sunshine State Standards: SC.912.L.17.1

- 53.01 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.
- 53.02 Analyze e-portfolio web site for graphical changes to improve communication of products and ideas.

55.0 Discuss role of the entrepreneur. – The student will be able to:

MA.912.A.2.13, 3.12, 3.13,3.15, 5.7, 7.9; D.8.1, 8.2; F.5.1

- 55.01 Define "entrepreneurship.
- 55.02 Discuss future prospects for entrepreneurship and its anticipated impact on the economy.
- 55.03 Discuss the role of the entrepreneur in his/her local community (mentoring, philanthropy).

2011-2012

**Florida Department of Education  
Student Performance Standards**

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

**Course Description:**

This course is designed to develop entry-level 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 1 students will be able to organize a small business in the imprinted merchandise industry.

54.0 Participate in work-based learning experiences. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.1.1, 4.1, 8.6, 11.1; F.1.1,1.2,1.3,1.4,2.1,2.2,2.3,2.4,3.1,3.2,3.3,3.4,3.5,3.6., 3.7,3.8,3.9, 3.10,3.11,3.12,3.13,3.14,3.17

- 54.01 Advanced operation and maintenance of a digital embroidery machine.
- 54.02 Advanced operation and maintenance of on a digital cutter.
- 54.03 Operate and perform advanced maintenance on a flat heat press.
- 54.04 Advanced operation and maintenance of a round/mug heat press.
- 54.05 Advanced operation and maintenance of a hat/cap heat press.
- 54.06 Operate and perform advanced maintenance on a sublimation printer.
- 54.07 Advanced operation and maintenance of a direct to garment printer.
- 54.08 Advanced operation and maintenance of a grommet press.

55.0 Discuss role of the entrepreneur. – The student will be able to:

MA.912.A.2.13, 3.12, 3.13,3.15, 5.7, 7.9; D.8.1, 8.2; F.5.1

- 55.01 Define "entrepreneurship.
- 55.02 Discuss future prospects for entrepreneurship and its anticipated impact on the economy.
- 55.03 Discuss the role of the entrepreneur in his/her local community (mentoring, philanthropy).

56.0 Demonstrate personal money-management concepts, procedures, and strategies. – The student will be able to:

- 56.01 Identify and describe the services and legal responsibilities of financial institutions. FL 2.0
- 56.02 Describe the effect of money-management on personal and career goals. FL 3.0
- 56.03 Develop personal budget and financial goals. FL 3.1
- 56.04 Complete financial instruments for making deposits and withdrawals. FL 3.2

- 56.05 Maintain financial records. FL 3.3
- 56.06 Read and reconcile financial statements. FL 3.4
- 56.07 Research, compare and contrast investment opportunities.

57.0 Identify basic economic principles of entrepreneurship – The student will be able to:

- 57.01 Identify role of small business in the global economy.
- 57.02 Discuss profit motive and its impact on business.
- 57.03 Identify the different types of competition and explain their impact on business (e.g., direct, indirect, price, non-price, competitive position).
- 57.04 Identify the stages of the product life cycle and the characteristics of each.
- 57.05 Identify role and types of producers, distributors, and services in today's business economy.
- 57.06 Discuss major fields of business activity (e.g., extractive, subcontracting, manufacturing, wholesaling, retailing, services, cottage industries, urban street sales).
- 57.07 Discuss the four parts of a business (production, finance, marketing, customer service).
- 57.08 Identify factors that contribute to success of a small business.
- 57.09 Describe the process of starting a small business.
- 57.10 Explain procedure for registering a sole proprietorship and obtaining a sales tax identification number.
- 57.11 Discuss reasons for small business failure.
- 57.12 Recognize opportunities for small business in the global marketplace.

58.0 Demonstrate knowledge of the global economy. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.F.4.1, 4.2, 4.3,4.5, 4.6, 4.7, 4.8, 4.9

- 58.01 Identify the role of an Internet site in generating international interest.
- 58.02 Define and explain exchange rate, letter of credit (L/C), and freight forwarder.
- 58.03 Analyze characteristics of the global economy.
- 58.04 Discuss impact of international trade on small business (e.g., balance of trade).
- 58.05 Compare and contrast global business opportunities.
- 58.06 Describe methods of researching specific international markets.
- 58.07 Identify potential barriers to international trade.
- 58.08 Identify differences between importing and exporting.
- 58.09 Examine impact of changes in trade barriers and technology.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Promotional Business Management and Supervision 2  
**Course Number:** 8217150  
**Course Credit:** 1

**Course Description:**

This course is designed to develop advanced skills required in management and supervision in the imprinted merchandise industry. The content includes development of a formal business plan for a small business. After successful completion of Promotional Business Management and Supervision 2 students will be able to organize operate a small business in the imprinted merchandise industry.

59.0 Outline steps in planning a new business. – The student will be able to:

- 59.01 Discuss importance of "defining" a prospective business.
- 59.02 List reasons for writing a business plan.
- 59.03 Identify and describe components of a business plan.
- 59.04 Describe importance of a vision/mission statement in identifying direction and objectives of a business.
- 59.05 Discuss importance of determining what products and services will be offered by the business.
- 59.06 Identify how scope of products and services will vary based upon type of business (e.g., wholesale, retail, service).
- 59.07 Explain importance of and the factors influencing a business' image.
- 59.08 Identify and discuss the legal forms of business ownership (sole proprietorship, partnership, corporation, franchise, licensing).
- 59.09 Identify and discuss different types of corporations (subchapter S, limited liability, nonprofit).
- 59.10 Identify factors that influence choice of ownership type.
- 59.11 Describe legal implications and taxes for each type of business structure.
- 59.12 Discuss the internal organization of a business and assignment of tasks to be performed.
- 59.13 Discuss the different types of organization charts (e.g., line and staff).
- 59.14 Describe different types of records needed by small businesses.
- 59.15 Identify factors that affect purchasing.
- 59.16 Explain importance and types of inventory control.
- 59.17 Identify procedures to be followed in shipping and receiving (channels of distribution).
- 59.18 Describe role of selling in small business.
- 59.19 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]).



60.0 Identify principles of marketing. – The student will be able to:

- 60.01 Define and explain market, market research, market mix, market positioning, market penetration strategy, market segmentation, market share, target market, and customer profile survey.
- 60.02 Identify and explain the marketing functions (e.g., financing, risk management, selling, promotion, pricing, purchasing, marketing-information management, product/ service planning, distribution).
- 60.03 Discuss methods of forecasting sales.
- 60.04 Discuss importance of the five (5) P's of the marketing mix: product, place, price, promotion, and people.
- 60.05 Discuss methods, costs, and importance of promoting products and services (e.g., publicity, public relations, press release, community events, advertising, Internet).
- 60.06 Describe factors that should be evaluated in a promotion (e.g., source, message, media, budget).
- 60.07 Distinguish between institutional and promotional advertising.
- 60.08 Identify types of advertising media and describe the strengths and weaknesses of each.
- 60.09 Identify components of a marketing plan.
- 60.10 Describe the importance of coordinating promotional activities.
- 60.11 Explain the differences between selling direct and going through external sales representatives.
- 60.12 Identify and describe examples of diverse marketing activities.

61.0 Identify principles of selling. – The student will be able to:

- 61.01 Identify ways to satisfy consumer needs.
- 61.02 Identify features/benefits of selling.
- 61.03 Discuss the principles of selling.
- 61.04 Identify the steps of a sale.
- 61.05 Identify the stages of selling (e.g., attention, interest, desire, and action).
- 61.06 Discuss the advantages and disadvantages of establishing sales quotas/commissions.
- 61.07 Discuss importance of customer service.
- 61.08 Discuss telemarketing as a sales tool.
- 61.09 Discuss the role of selling via the Internet.
- 61.10 Discuss network marketing (multilevel marketing).
- 61.11 Discuss selling opportunities at flea markets and trade shows.

62.0 Identify principles of financing. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.D.7.2

- 62.01 Explain difference between income (credit) and expense (debit).
- 62.02 Discuss the importance of maintaining an accounting journal.
- 62.03 Discuss personal risks involved in financing a business.
- 62.04 Define 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.

- 62.05 Explain the importance of financial accounting and management to the entrepreneur.
- 62.06 Identify start-up costs and operating expenses (fixed and variable) for a new business.
- 62.07 Identify sources of funds for financing a new business.
- 62.08 Discuss impact of interest rates on short and long term financing.
- 62.09 Describe methods for establishing credit and obtaining a credit card.
- 62.10 Identify sources of credit and list steps in applying for a loan.
- 62.11 Discuss importance of maintaining a favorable credit rating.
- 62.12 Describe differences between short-term and long-term capital needs.
- 62.13 Identify circumstances that could require additional financing.
- 62.14 Describe differences between cash basis and accrual basis accounting.
- 62.15 Identify differences between bookkeeping, tax accounting, and managerial accountants.

63.0 Identify principles of pricing. – The student will be able to:

This standard supports the following Sunshine State Standards: MA.912.F.5.1,5.2

- 63.01 Define selling price, fixed costs, variable costs, elastic demand, inelastic demand, price fixing, bait-and-switch advertising.
- 63.02 Identify factors that affect selling price (e.g., target market, competition, government regulations, economic conditions, supply and demand).
- 63.03 Describe how cost of goods sold influences selling price.
- 63.04 Define break-even point, fixed expenses, and variable expenses.
- 63.05 Explain the difference between markup based on cost and markup based on retail.
- 63.06 Identify types of adjustments to selling price.
- 63.07 Define pricing policy, psychological pricing, unit pricing, product line pricing, and promotional pricing.
- 63.08 Define pricing strategy, penetration pricing, and price skimming.

64.0 Identify and demonstrate employability and human relations skills. – The student will be able to:

- 64.01 Identify and utilize resources used in a job search (e.g., networking, newspaper, Internet).
- 64.02 Discuss importance of drug tests and criminal background checks in identifying possible employment options.
- 64.03 Identify steps in the job application process including arranging for references and proper documentation (e.g., green card).
- 64.04 Identify procedures and documents required when applying for a job (e.g., application, W-4, I-9).
- 64.05 Prepare a resume (electronic and written), letter of application, follow-up letter, acceptance/rejection letter, letter of resignation, and letter of recommendation.
- 64.06 Identify and demonstrate appropriate dress and grooming for employment.
- 64.07 Identify and demonstrate effective interviewing skills (e.g., behavioral).
- 64.08 Describe methods for handling illegal interview and application questions.
- 64.09 Discuss state and federal labor laws regulating the workplace (e.g., Child Labor Law, sexual harassment, EEOC, ADA, FMLA, OSHA).

- 64.10 Identify positive work attitudes and behaviors such as honesty, compassion, respect, responsibility, fairness, trustworthiness, and caring.
- 64.11 Diverse populations and the physically challenged.
- 64.12 Describe importance of producing quality work and meeting performance standards.
- 64.13 Identify personal and business ethics (e.g., preventing theft, pilfering, and unauthorized discounting).
- 64.14 Demonstrate orderly and systematic behavior by creating and maintaining a monthly planner.
- 64.15 Identify qualities typically required for promotion (e.g., productivity, dependability, responsibility).
- 64.16 Identify how to prepare for job separation and re-employment.
- 64.17 Create and maintain a portfolio of documents for job placement (e.g., resume, letters of recommendation, awards, evidence of participation in school/community/volunteer activities, employer evaluations).
- 64.18 Identify and practice stress management and relaxation techniques.
- 64.19 Maintain confidentiality of business matters.
- 64.20 Discuss importance of practicing positive customer service skills.
- 65.0 Identify principles of management. – The student will be able to:
- 65.01 Discuss the evolution of management as a science and as an art.
- 65.02 Explain role of management in small business.
- 65.03 Define five (5) functions of management: planning, organizing, staffing, directing, and controlling.
- 65.04 Discuss different types of leadership styles.
- 65.05 Identify characteristics of effective leaders.
- 65.06 Explain the steps in decision making and problem solving.
- 66.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. – The student will be able to:
- 66.01 Employ leadership skills to accomplish organizational goals and objectives. LT 1.0
- 66.02 Establish and maintain effective working relationships with other in order to accomplish objectives and tasks. LT 3.0
- 66.03 Conduct and participate in meetings to accomplish work tasks. LT 4.0
- 66.04 Employ mentoring skills to inspire and teach others. LT 5.0
- 67.0 Solve problems using critical thinking skills, creativity, and innovation. – The student will be able to:
- 67.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0
- 67.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 2.0
- 67.03 Identify and document workplace performance goals and monitor progress toward those goals. PS 3.0
- 67.04 Conduct technical research to gather information necessary for decision-making. PS 4.0

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Legal Aspects of Promotional Industry Ownership  
**Course Number:** 8217160  
**Course Credit:** 1

**Course Description:**

This course is designed to develop knowledge of legal requirements and resources for owners of businesses in the imprinted merchandise industry. The content includes activities on incorporating, taxation, legal recourses, and free enterprise design. After successful completion of Legal Aspects of Promotional Industry Ownership students will be able to set up a corporation in the imprinted merchandise industry.

68.0 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:

- 68.01 Create an electronic resume.
- 68.02 Create an electronic portfolio.
- 68.03 Present a portfolio to an audience.

69.0 Participate in work-based learning experiences. – The student will be able to:

- 69.01 Participate in work-based learning experiences in a digital design environment.
- 69.02 Perform decision-making activities
- 69.03 Compare and select appropriate multimedia tools.

70.0 Demonstrate proficiency in digital design operations. – The student will be able to:

- 70.01 Produce a variety of designs integrating multimedia
- 70.02 Create electronic presentations.
- 70.03 Demonstrate proficiency in multimedia presentations/web design.

71.0 Maintain an e-portfolio for job application purposes. – The student will be able to:

- 71.01 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.
- 71.02 Evaluate e-portfolio for completeness of content. Examples of imprinted merchandise demonstrating multimedia with range of skills, documentation of industry certifications, honors and awards received, and business plan/career plan.

72.0 Demonstrate an understanding of entrepreneurship and the free enterprise system. – The student will be able to:

- 72.01 Research the role of entrepreneurship in the free enterprise system.

- 72.02 Compare and contrast different types of business ownership.
- 72.03 Assess advantages and disadvantages of business ownership.
- 72.04 Analyze risks and responsibilities involved in ownership of a business.
- 72.05 Examine the obligations of business ownership.
- 72.06 Diagram the economic/business cycle.
- 72.07 Interpret concepts of Law of Supply and Demand in relation to a specific product and/or service.
- 72.08 Investigate current trends contributing to economic change.
- 73.0 Identify types and sources of government regulations and taxation that may affect a business. – The student will be able to:
- 73.01 Define license, permit, contract, patent, copyright, trademark, and logo.
- 73.02 Identify major state laws affecting the operation of a business.
- 73.03 Identify major federal laws affecting the operation of a business, (e.g., OSHA, Social Security, EEOC, Affirmative Action, ADA, FMLA).
- 73.04 Discuss 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]).
- 73.05 Identify types of federal, state, and local taxes that are the responsibility of the entrepreneur (e.g., sales, income, self-employment).
- 73.06 Discuss importance of obtaining outside professional counsel to ensure compliance with government regulations and taxation (i.e., accountant, lawyer).
- 74.0 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:
- 74.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. SHE 1.0
- 74.02 Explain emergency procedures to follow in response to workplace accidents. SHE 2.0
- 74.03 Create a disaster and/or emergency response plan. SHE 2.0
- 75.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The student will be able to:
- 75.01 Describe the nature and types of business organizations. SY 1.0
- 75.02 Explain the effect of key organizational systems on performance and quality. SY 1.0
- 75.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
- 75.04 Explain the impact of the global economy on business organizations. SY 2.0

2011-2012

**Florida Department of Education  
Curriculum Framework**

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

	Secondary	PSAV
Program Number	8218100	B079100
CIP Number	0507.999902	0507.999902
Grade Level	9-12, 30, 31	30, 31
Standard Length	3 credit hours	450 hours
Teacher Certification	BUS ED 1 @2 VOE @7 TEACH CBE @7 CLERICAL @7 G SECRETAR @7 G	BUS ED 1 @2 VOE @7 TEACH CBE @7 CLERICAL @7 G SECRETAR @7 G
CTSO	FBLA BPA	Phi Beta Lambda BPA
SOC Codes (all applicable)	43-4051	43-4051
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)	
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>	
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>	
Industry Certifications	<a href="http://www.fldoe.org/workforce/fcpea/default.asp">http://www.fldoe.org/workforce/fcpea/default.asp</a>	
Basic Skills Level	N/A	Mathematics: 9.0 Language: 9.0 Reading: 9.0

### 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 the Business Technology Education Core and two additional occupational completion points. Secondary or postsecondary students who have previously completed the Business Technology Education Core will not have to repeat the core. A student who completes the applicable competencies at any occupational completion point may either continue with the training program or exit as an occupational completer.

When offered at the post secondary level, 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.

The following table illustrates the **PSAV** program structure:

OCP	Course Number	Course Title	Course Length	SOC Code
A	OTA0040	Information Technology Assistant	150	15-1041
B	MNA0083	Customer Care Representative	150	43-4051
C	MNA0086	Customer Care Specialist	150	43-4051

The following table illustrates the **Secondary** program structure:

OCP	Course Number	Course Title	Length	SOC Code	Level	
A	8200320	Keyboarding and Business Skills <i>and</i>	.5 credit	15-1041	2	
	8200330	Computer and Business Skills	.5 credit		2	
	<i>Or</i>					
	8209020	Computing for College and Careers <i>or</i>	1 credit		2	
	8207310	Introduction to Information Technology	1 credit		2	
B	8218010	Customer Assistance 1	1 credit	43-4051	2	
C	8218020	Customer Assistance 2	1 credit	43-4051	2	

### Laboratory Activities

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## **Special Notes**

### **Career and Technical Student Organization (CTSO)**

Future Business Leaders of America (FBLA) and Business Professionals of America (BPA) are the appropriate career and technical student organization for providing leadership training and reinforcing specific career and technical skills for secondary students. For postsecondary students, Phi Beta Lambda and BPA are the appropriate student organizations. 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.

### **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 program-specific OJT framework apply.

There is a **Cooperative Education Manual** available on-line that has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the DOE website at <http://www.fldoe.org/workforce/programs/doc/coopm.doc>.

### **Basic Skills**

In PSAV 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: Mathematics 9.0, Language 9.0 and Reading 9.0. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination. Students may be exempt from meeting the Basic Skills requirements by earning an eligible industry certification. See the Basic Skills Exemption List document for a list of eligible industry certifications (<http://www.fldoe.org/workforce/dwdframe/rtf/basic-skills.rtf>).

Adult students with disabilities, as defined in Section 1004.02(7), 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(3)(a), F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91(3), F.S.

Students who possess a college degree at the Associate of Applied Science level or higher; who have completed or are exempt from the college entry-level examination pursuant to Section 1008.29, F.S.; or who have passed a state, national, or industry licensure exam are exempt from meeting the Basic Skills requirement (Rule 6A-10.040, F.A.C.)

### **Essential Skills**

Essential skills identified by the Division of Career and Adult Education have been integrated into the standards and benchmarks of this program. These skills represent the general knowledge and skills considered by industry to be essential for success in careers across all career clusters. Students preparing for a career served by this program at any level should be able to demonstrate these skills in the context of this program. A complete list of Essential Skills



and links to instructional resources in support of these Essential Skills are published on the CTE Essential Skills page of the FL-DOE website ([http://www.fldoe.org/workforce/dwdframe/essential\\_skills.asp](http://www.fldoe.org/workforce/dwdframe/essential_skills.asp)).

### **Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 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 occupational completion point (OCP) or a modified occupational completion point (MOCP). 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 an OCP/MOCP. The student should work on different competencies and new applications of competencies each year toward completion of the OCP(s)/MOCP. 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).

### **Articulation**

The PSAV component of this program has no statewide articulation agreement approved by the Articulation Coordinating Committee. However, this does not preclude the awarding of credits by any college through local agreements.

For details on statewide articulation agreements which correlate to programs and industry certifications, refer to [http://www.fldoe.org/workforce/dwdframe/artic\\_frame.asp](http://www.fldoe.org/workforce/dwdframe/artic_frame.asp).

### **Bright Futures/Gold Seal Scholarship**

Course substitutions as defined in the Comprehensive Course Table for this program area may be used to qualify a student for Florida's Gold Seal Vocational Scholarship, providing all other eligibility requirements are met. Eligibility requirements are available online at [https://www.osfaffelp.org/bfiehs/fnbpcm02\\_CCTMain.aspx](https://www.osfaffelp.org/bfiehs/fnbpcm02_CCTMain.aspx).

## **Fine Arts/Practical Arts Credit**

Many courses in CTE programs meet the Fine Arts/Practical Arts credit for high school graduation. For additional information refer to

<http://www.fldoe.org/schools/pdf/ListPracticalArtsCourses.pdf>.

### **Standards**

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

#### **Keyboarding and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace.
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.

**AND**

#### **Computer and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use Technology to apply and enhance communications skills in technical reading, writing.
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 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 Perform e-mail activities.
- 12.0 Demonstrate operating systems.
- 13.0 Develop an awareness of emerging technologies.

OR

**Computing for College and Careers competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance and enhance personal performance in relation to the workplace. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal and professional ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 09.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 10.0 Demonstrate personal and interpersonal skills and attributes appropriate for the workplace.
- 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.
- 12.0 Perform e-mail activities.
- 13.0 Demonstrate operating systems.
- 14.0 Develop an awareness of emerging technologies.

OR

**Introduction to IT Competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance.
- 02.0 Demonstrate Comprehension and communication skills.

- 03.0 Use technology to enhance the effectiveness of communication skills.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 09.0 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.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace.
- 11.0 Participate in work-based learning experiences.
- 12.0 Perform e-mail activities.
- 13.0 Demonstrate knowledge of different operating systems.
- 14.0 Demonstrate proficiency navigating the Internet, intranet, and the WWW.
- 15.0 Demonstrate proficiency using HTML commands.
- 16.0 Demonstrate proficiency in page design applicable to the WWW.
- 17.0 Demonstrate proficiency using specialized web design software.
- 18.0 Develop an awareness of the information technology industry.
- 19.0 Develop an awareness of microprocessors and digital computers.
- 20.0 Develop an awareness of programming languages.
- 21.0 Develop an awareness of emerging technologies.
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model.
- 23.0 Demonstrate proficiency using common software applications.
- 24.0 Demonstrate proficiency using specialized software applications.

### **Technical Competencies**

- 25.0 Demonstrate language arts knowledge and skills.
- 26.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels.
- 27.0 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.
- 28.0 Demonstrate mathematics knowledge and skills.
- 29.0 Demonstrate science knowledge and skills.
- 30.0 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.
- 31.0 Participate in work-based learning experiences.
- 32.0 Demonstrate human relations and interpersonal skills necessary for customer care services.
- 33.0 Perform problem-solving activities relevant to customer care services.
- 34.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas.

- 35.0 Develop telephone skills and techniques relevant to customer care services.
- 36.0 Demonstrate an understanding of global concepts relevant to customer care services.
- 37.0 Perform technology applications relevant to customer care services.
- 38.0 Explain the importance of employability skill and entrepreneurship skills.
- 39.0 Describe the importance of professional ethics and legal responsibilities.
- 40.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels.
- 41.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.
- 42.0 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.
- 43.0 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
- 44.0 Participate in work-based learning experiences.
- 45.0 Demonstrate human relations and interpersonal skills necessary for customer care services.
- 46.0 Perform problem solving activities relevant to customer care services.
- 47.0 Develop telephone skills and techniques relevant to customer care services.
- 48.0 Perform technology applications relevant to customer care services.
- 49.0 Use information technology tools.
- 50.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
- 51.0 Solve problems using critical thinking skills, creativity and innovation.
- 52.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
- 53.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
- 54.0 Demonstrate personal money-management concepts, procedures, and strategies.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title: Customer Assistance Technology**  
**PSAV Number: B079100**

**Course Number: OTA0040**  
**Occupational Completion Point: A**  
**Information Technology Assistant – 150 Hours – SOC Code 15-1041**

**Keyboarding and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Demonstrate basic file management skills.
- 02.0 Demonstrate comprehension and communication skills. – The student will be able to:
- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
  - 02.02 Write clear and well-organized research papers, integrating a variety of information.
  - 02.03 Prepare and deliver an oral report with appropriate materials to the class
  - 02.04 Participate in large group discussions as a member and/or a leader.
  - 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.06 Accurately follow written and oral instructions.
  - 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member. – The student will be able to:

- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 07.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 07.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 07.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up.)
  - 07.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:

- 08.01 Accept constructive criticism.
  - 08.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 08.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 09.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.).
  - 09.02 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, etc.).

**AND**

**Computer and Business Skills competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic file management skills.
  - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. – The student will be able to:
- 02.01 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.02 Accurately follow written and oral instructions.
  - 02.03 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.  
– The student will be able to:



- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications.
  - 03.02 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 04.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 04.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 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 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 05.02 Identify, analyze and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 05.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 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 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 06.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 06.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate.
- 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 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 07.02 Use personal assessment tools to identify personal strengths and weaknesses

related to learning and work environments.

- 07.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
  
- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
  - 08.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 08.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 08.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 08.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 08.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 08.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 08.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 08.08 Build mentor relationships with local professionals in the industry.
  
- 09.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
  - 09.01 Accept constructive criticism.
  - 09.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 09.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
  
- 10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 10.01 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, etc.).
  
- 11.0 Perform e-mail activities. – The student will be able to:
  - 11.01 Describe e-mail capabilities and functions.
  - 11.02 Use the Internet to perform e-mail activities.
  
- 12.0 Demonstrate operating systems. – The student will be able to:
  - 12.01 Identify operating system file naming conventions.

- 12.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
- 12.03 Demonstrate a working knowledge of standard file formats.
- 12.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).

13.0 Develop an awareness of emerging technologies. – The student will be able to:

- 13.01 Compare and contrast various methods of evaluation for emerging technologies.
- 13.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
- 13.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

OR

**Computing for College and Careers competencies:**

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Demonstrate basic computer file management skills.
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

02.0 Demonstrate comprehension and communication skills. — The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentation, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.

- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.

- 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Perform functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
  - 11.01 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, etc.).
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. – The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies. — The student will be able to:
  - 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

OR

**Introduction to Information Technology competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
  - 01.06 Describe ethical issues and problems associated with computers and information systems.
- 02.0 Demonstrate comprehension and communication skills. — The student will be able to:

- 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
  - 02.02 Use professional business vocabulary appropriate for information technology environments.
  - 02.03 Organize ideas and communicate oral and written messages appropriate for information technology environments.
  - 02.04 Collaborate with individuals and teams to complete tasks and solve information technology problems.
  - 02.05 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
  - 02.06 Apply the writing process to the creation of appropriate documents following designated business formats.
  - 02.07 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).
- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Use database, spreadsheet, and presentation software, scheduling, and integrated software packages to enhance communication.
  - 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).

- 06.0 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:
- 06.01 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.
- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
  - 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
  - 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
  - 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
  - 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.



- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Participate in work-based learning experiences. — The student will be able to:
- 11.01 Participate in work-based learning experiences in an information technology environment.
  - 11.02 Discuss the use of technology in an information technology environment.
- 12.0 Perform e-mail activities. — The student will be able to:
- 12.01 Describe e-mail capabilities and functions.
  - 12.02 Identify components of an e-mail message.
  - 12.03 Identify the components of an e-mail address.
  - 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.
  - 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
- 13.0 Demonstrate knowledge of different operating systems. — The student will be able to:
- 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Demonstrate proficiency navigating the internet, intranet, and the WWW. — The student will be able to:
- 14.01 Identify and describe Web terminology.
  - 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 14.05 Trace the evolution of the Internet from its inception to the present and into the future.

- 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, pdf, etc.).
  - 14.08 Identify effective Boolean search strategies.
- 15.0 Demonstrate proficiency using HTML commands. — The student will be able to:
- 15.01 Identify elements of a Web page.
  - 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 15.03 Define basic HTML terminology.
  - 15.04 Analyze HTML source code developed by others.
  - 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, tables).
  - 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 15.07 Edit and test HTML documents for accuracy and validity.
  - 15.08 Use basic functions of WYSIWYG editors.
  - 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
  - 15.10 Enhance web pages through the addition of images and graphics including animation.
- 16.0 Demonstrate proficiency in page design applicable to the WWW. — The student will be able to:
- 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
  - 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
  - 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
  - 16.04 Use image design software to create and edit images.
  - 16.05 Demonstrate proficiency in publishing to the Internet.
  - 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
  - 16.07 Explain the need for web-based applications.
- 17.0 Demonstrate proficiency using specialized web design software. — The student will be able to:
- 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  - 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
- 18.0 Develop an awareness of the information technology industry. — The student will be able to:
- 18.01 Explain how information technology impacts the operation and management of business and society.

- 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
- 18.03 Explain the emergence of a paperless society.
- 19.0 Develop an awareness of microprocessors and digital computers. — The student will be able to:
  - 19.01 Describe the evolution of the digital computer.
  - 19.02 Explain the general architecture of a microcomputer system.
  - 19.03 Explain the evolution of microprocessors.
  - 19.04 Explain software hierarchy and its impact on microprocessors.
  - 19.05 Explain the need for and use of peripherals.
  - 19.06 Demonstrate proficiency using peripherals.
  - 19.07 Identify the basic concepts of computer maintenance and upgrades.
  - 19.08 Differentiate between diagnosing and troubleshooting.
- 20.0 Develop an awareness of programming languages. — The student will be able to:
  - 20.01 Explain the history of programming languages.
  - 20.02 Explain the need for and use of compilers.
  - 20.03 Explain how compilers work.
  - 20.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).
- 21.0 Develop an awareness of emerging technologies. — The student will be able to:
  - 21.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).
- 22.0 Demonstrate an understanding of the seven layers of the open systems interface (OSI) model. — The student will be able to:
  - 22.01 Identify how types of networks and how they work.
  - 22.02 Identify the role of servers and clients on a network.
  - 22.03 Identify benefits and risks of networked computing.
  - 22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
  - 22.05 Identify Intranets, Extranets and how they relate to the Internet.
  - 22.06 Demonstrate basic understanding of network administration.
  - 22.07 Describe the evolution of OSI from its inception to the present and into the future.
  - 22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software
- 23.0 Demonstrate proficiency using common software applications. — The student will be able to:
  - 23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail,

- presentation, database, scheduling, financial management, Java applet, music, etc.).
- 23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
- 24.0 Demonstrate proficiency using specialized software applications. — The student will be able to:
- 24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).
- 24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
- 24.03 Demonstrate the ability to incorporate digital sound.

**Course Number: MNA0083**  
**Occupational Completion Point – B**  
**Customer Care Representative – 150 Hours – SOC Code 43-4051**

- 25.0 Demonstrate language arts skills and knowledge. – The student will be able to: AF 2.0
- 25.01 Locate, comprehend and evaluate key elements of oral and written communication. AF 2.4
- 25.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
- 25.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 26.0 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:
- 26.01 Communicate in a multicultural setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds).
- 26.02 Express ideas in a positive and confident manner.
- 26.03 Project a positive and caring telephone voice.
- 26.04 Develop listening skills to determine customer needs.
- 26.05 Use correct grammar and diction.
- 26.06 Demonstrate writing skills.
- 26.07 Demonstrate probing skills.
- 26.08 Use terminology specific to the customer care services environment.
- 26.09 Access reference materials.
- 26.10 Apply assertive service techniques.
- 27.0 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:

- 27.01 Apply appropriate mathematical processes relevant to the customer care services industry.
- 27.02 Demonstrate knowledge of basic bookkeeping principles.
- 27.03 Demonstrate proficiency using a ten-key pad.
- 27.04 Reconcile reports.
- 27.05 Recognize different types of customer numerical data.
- 28.0 Demonstrate mathematics knowledge and skills. – The student will be able to: AF 3.0
- 28.01 Demonstrate knowledge of arithmetic operations. AF 3.2
- 28.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
- 28.03 Construct charts/tables/graphs using functions and data. AF 3.5
- 29.0 Demonstrate science knowledge and skills. – The student will be able to: AF 4.0
- 29.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1
- 29.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 30.0 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:
- 30.01 Develop an employability plan related to job requirements and career expectations in the customer care services industry.
- 31.0 Participate in work-based learning experiences. – The student will be able to:
- 31.01 Participate in work-based learning experiences in a customer care services environment.
- 31.02 Discuss the use of technology in a customer care services environment.
- 32.0 Demonstrate human relations and interpersonal skills necessary for customer care services. – The student will be able to:
- 32.01 Demonstrate an understanding of the importance of human relations in business.
- 32.02 Exhibit the ability to get along with others and work as a member of a team.
- 32.03 Communicate a positive image.
- 32.04 Use effective time management skills.
- 32.05 Demonstrate the ability to work with stressful situations.
- 32.06 Exhibit a professional image.
- 32.07 Demonstrate ethical standards of behavior.
- 32.08 Demonstrate the ethical use of customer profiles.
- 32.09 Demonstrate initiative, courtesy, loyalty, honesty, and punctuality.
- 32.10 Demonstrate flexibility on the job.
- 32.11 Adhere to company policies and procedures.
- 32.12 Demonstrate knowledge of right to privacy issues.

- 33.0 Perform problem solving activities relevant to customer care services. – The student will be able to:
- 33.01 Apply problem solving techniques when dealing with customers.
  - 33.02 Develop techniques to resolve conflicts.
  - 33.03 Determine service breakdowns.
  - 33.04 Apply service recovery techniques.
  - 33.05 Apply service recovery breakdowns.
- 34.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – 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. CM 1.0
  - 34.02 Locate, organize and reference written information from various sources. CM 3.0
  - 34.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. CM 5.0
  - 34.04 Interpret verbal and nonverbal cues/behaviors that enhance communication. CM 6.0
  - 34.05 Apply active listening skills to obtain and clarify information. CM 7.0
  - 34.06 Develop and interpret tables and charts to support written and oral communications. CM 8.0
  - 34.07 Exhibit public relations skills that aid in achieving customer satisfaction. CM 10.0
- 35.0 Develop telephone skills and techniques relevant to customer care services. – The student will be able to:
- 35.01 Log in and out of a phone system.
  - 35.02 Apply call center vocabulary.
  - 35.03 Listen and input information simultaneously.
  - 35.04 Identify different types of call centers.
  - 35.05 Use the telephone to gather customer information.
- 36.0 Demonstrate an understanding of global concepts relevant to customer care services. – The student will be able to:
- 36.01 Demonstrate an understanding of and respect for diversity in the workplace.
  - 36.02 Apply knowledge of the global economy.
  - 36.03 Apply knowledge of domestic and international time zones.
  - 36.04 Demonstrate an understanding of gender, age, disability, and cultural courtesy.
  - 36.05 Demonstrate an understanding of geography.
- 37.0 Perform technology applications relevant to customer care services. – The student will be able to:
- 37.01 Keyboard by touch while communicating with customers.
  - 37.02 Compose and retrieve e-mail messages.
  - 37.03 Compose and retrieve voice mail messages.
  - 37.04 Operate industry specific software.
  - 37.05 Perform data entry operations.
  - 37.06 Obtain and transmit customer information.
  - 37.07 Perform basic computer operations.

- 37.08 Operate databases.
  - 37.09 Access on-line help.
  - 37.10 Use techniques to protect confidential messages that are transmitted via technology.
  - 37.11 Access and add to existing electronic files.
- 38.0 Explain the importance of employability skill and entrepreneurship skills. – The student will be able to:
- 38.01 Identify and demonstrate positive work behaviors needed to be employable. ECD 1.0
  - 38.02 Develop personal career plan that includes goals, objectives, and strategies. ECD 2.0
  - 38.03 Examine licensing, certification, and industry credentialing requirements. ECD 3.0
  - 38.04 Maintain a career portfolio to document knowledge, skills, and experience. ECD 5.0
  - 38.05 Evaluate and compare employment opportunities that match career goals. ECD 6.0
  - 38.06 Identify and exhibit traits for retaining employment. ECD 7.0
  - 38.07 Identify opportunities and research requirements for career advancement. ECD 8.0
  - 38.08 Research the benefits of ongoing professional development. ECD 9.0
  - 38.09 Examine and describe entrepreneurship opportunities as a career planning option. ECD 10.0
- 39.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
- 39.01 Evaluate and justify decisions based on ethical reasoning. ELR 1.0
  - 39.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. ELR 1.1
  - 39.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. ELR 1.2
  - 39.04 Interpret and explain written organizational policies and procedures. ELR 2.0

**Course Number: MNA0086****Occupational Completion Point – C****Customer Care Specialist – 150 Hours – SOC Code 43-4051**

- 40.0 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:
- 40.01 Apply communication skills when monitoring the team.
  - 40.02 Compose reports.
  - 40.03 Exchange ideas in formal and informal settings.
- 41.0 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:
- 41.01 Develop goals for customer care representatives.
  - 41.02 Coach and mentor customer care representatives.
  - 41.03 Assure productivity.
  - 41.04 Organize teams.

- 41.05 Motivate teams.
- 41.06 Oversee quality assurance in the delivery of services.
- 41.07 Encourage team members to demonstrate initiative, courtesy, loyalty, honesty, and punctuality.
  
- 42.0 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:
  - 42.01 Apply appropriate mathematical processes relevant to the customer care services industry.
  - 42.02 Demonstrate proficiency using a ten-key pad.
  - 42.03 Reconcile reports.
  - 42.04 Recognize different types of customer numerical data.
  - 42.05 Apply basic bookkeeping principles.
  - 42.06 Interpret charts and graphs.
  - 42.07 Forecast, schedule, and track data.
  
- 43.0 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:
  - 43.01 Develop an employability plan related to job requirements and career expectations in the customer care services industry.
  
- 44.0 Participate in work-based learning experiences. – The student will be able to:
  - 44.01 Participate in work-based learning experiences in a customer care services environment.
  - 44.02 Compare and contrast the software applications used in a customer care services environment.
  - 44.03 Discuss the supervisory/management skills needed in a customer care services environment.
  
- 45.0 Demonstrate human relations and interpersonal skills necessary for customer care services. – The student will be able to:
  - 45.01 Demonstrate the skills necessary for advancement in the customer care services industry.
  - 45.02 Manage stress.
  - 45.03 Provide service to diverse groups.
  - 45.04 Apply courtesy within a diverse workplace.
  - 45.05 Apply courtesy within the customer base.
  - 45.06 Implement company policies and procedures.
  - 45.07 Prepare work schedules for a call center/department.
  
- 46.0 Perform problem solving activities relevant to customer care services. – The student will be able to:
  - 46.01 Apply problem solving techniques when dealing with the team.
  - 46.02 Track service breakdowns.



- 47.0 Develop telephone skills and techniques relevant to customer care services. – The student will be able to:
- 47.01 Demonstrate an understanding of automated call distribution technology components.
  - 47.02 Operate automated call distribution technology.
  - 47.03 Monitor automated call distribution technology.
- 48.0 Perform technology applications relevant to customer care services. – The student will be able to:
- 48.01 Operate spreadsheet software.
  - 48.02 Access and research the Internet.
  - 48.03 Analyze situations in which technology can positively and negatively impact customer service.
  - 48.04 Implement techniques to protect confidential messages that are transmitted via technology.
  - 48.05 Read and correctly interpret data using call center statistical software.
- 49.0 Use information technology tools. – The student will be able to:
- 49.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
  - 49.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail, and internet applications. IT 2.0
  - 49.03 Employ computer operations applications to access, create, manage, integrate, and store information. IT 3.0
  - 49.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0
- 50.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. – The student will be able to:
- 50.01 Employ leadership skills to accomplish organizational goals and objectives. LT 1.0
  - 50.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks. LT 3.0
  - 50.03 Conduct and participate in meetings to accomplish work tasks. LT 4.0
  - 50.04 Employ mentoring skills to inspire and teach others. LT 5.0
- 51.0 Solve problems using critical thinking skills, creativity and innovation. – The student will be able to:
- 51.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0
  - 51.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 2.0
  - 51.03 Identify and documents workplace performance goals and monitor progress toward those goals. PS 3.0
  - 51.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- 52.0 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:
- 52.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. SHE 1.0
  - 52.02 Explain emergency procedures to follow in response to workplace accidents.
  - 52.03 Create a disaster and/or emergency response plan. SHE 2.0
- 53.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The student will be able to:
- 53.01 Describe the nature and types of business organizations. SY 1.0
  - 53.02 Explain the effect of key organizational systems on performance and quality.
  - 53.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
  - 53.04 Explain the impact of the global economy on business organizations.
- 54.0 Demonstrate personal money-management concepts, procedures and strategies. – The student will be able to:
- 54.01 Identify and describe the services and legal responsibilities of financial institutions. FL 2.0
  - 54.02 Describe the effect of money management on personal and career goals. FL 3.0
  - 54.03 Develop a personal budget and financial goals. FL 3.1
  - 54.04 Complete financial instruments for making deposits and withdrawals. FL 3.2
  - 54.05 Maintain financial records. FL 3.3
  - 54.06 Read and reconcile financial statements. FL 3.4
  - 54.07 Research, compare and contrast investment opportunities.

**Florida Department of Education  
Student Performance Standards**

**Course Title:**                    **Keyboarding and Business Skills**  
**Course Number:**               **8200320**  
**Course Credit:**                 **.5**

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental word processing applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society.

This course, along with Computer and Business Skills is equivalent to Computing for College and Careers. Students should complete this course before enrolling in Computer and Business Skills.

01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:

- 01.01 Develop keyboarding skills to enter and manipulate text and data.
- 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Demonstrate basic file management skills.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:

- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
- 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.
- 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and

complete business tasks.

- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation and punctuality as a team member. – The student will be able to:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 07.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 07.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 07.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up.)

- 07.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 08.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
  - 08.01 Accept constructive criticism.
  - 08.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 08.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 09.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
  - 09.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.).
  - 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, etc.).

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computer and Business Skills  
**Course Number:** 8200330  
**Course Credit:** .5

**Course Description:**

This course is designed to introduce students to the basic skills and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards.

This course, along with Keyboarding and Business Skills is equivalent to Computing for College and Careers. Students should complete Keyboarding and Business Skills before enrolling in this course.

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. – The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic file management skills.
  - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. – The student will be able to:
- 02.01 Take notes, organize, summarize, and paraphrase ideas and details.
  - 02.02 Accurately follow written and oral instructions.
  - 02.03 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. – The student will be able to:
- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications.

- 03.02 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
- 03.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 Practice quality performance in the learning environment and the workplace. – The student will be able to:
  - 04.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 04.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 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 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 05.02 Identify, analyze and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 05.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 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 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 06.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 06.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate.
- 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 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 07.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 07.03 Analyze job and career requirements and relate career interests to opportunities

in the global economy.

- 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. – The student will be able to:
- 08.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 08.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 08.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 08.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 08.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 08.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 08.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 08.08 Build mentor relationships with local professionals in the industry.
- 09.0 Demonstrate personal and interpersonal skills appropriate for the workplace. – The student will be able to:
- 09.01 Accept constructive criticism.
  - 09.02 Apply appropriate strategies to manage and resolve conflict in work situations.
  - 09.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).
- 10.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. – The student will be able to:
- 10.01 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, etc.).
- 11.0 Perform e-mail activities. – The student will be able to:
- 11.01 Describe e-mail capabilities and functions.
  - 11.02 Use the Internet to perform e-mail activities.
- 12.0 Demonstrate operating systems. – The student will be able to:
- 12.01 Identify operating system file naming conventions.
  - 12.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 12.03 Demonstrate a working knowledge of standard file formats.



- 12.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 13.0 Develop an awareness of emerging technologies. – The student will be able to:
  - 13.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 13.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 13.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Computing for College and Careers  
**Course Number:** 8209020  
**Course Credit:** 1

**Course Description:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basics and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications, so that they may be used as communication tools for enhancing personal and work place proficiency in an information-based society. This also includes proficiency with computers using databases, spreadsheets, presentation applications, and the integration of these programs using software that meets industry standards. After successful completion of this core course, students will have met Occupational Completion Point A, Information Technology Assistant - SOC Code 15-1041.

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Demonstrate basic computer file management skills.
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

02.0 Demonstrate comprehension and communication skills. – The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentation, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.

- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate personal and interpersonal skills appropriate for the workplace. — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.

- 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
  - 11.01 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, etc.).
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. – The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies - The student will be able to:
  - 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Course Title:** Introduction to Information Technology  
**Course Number:** 8207310  
**Course Credit:** 1

**Course Description:**

This course is designed to provide an introduction to information technology concepts and careers as well as the impact information technology has on the world, people, and industry and basic web design concepts. The content includes information technology career research; operating systems and software applications; electronic communications including e-mail and Internet services; basic HTML, DHTML, and XML web commands and design; and emerging technologies and web page design. After successful completion of Introduction to Information Technology, students will have met Occupational Completion Point A, Information Technology Assistant, SOC Code 15-1041.

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.06 Describe ethical issues and problems associated with computers and information systems.

02.0 Demonstrate comprehension and communication skills. — The student will be able to:

- 02.01 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
- 02.02 Organize ideas and communicate oral and written messages appropriate for information technology environments.
- 02.03 Collaborate with individuals and teams to complete tasks and solve information technology problems.
- 02.04 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
- 02.05 Apply the writing process to the creation of appropriate documents following designated business formats.
- 02.06 Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration, etc.).

- 03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:
- 03.01 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communication.
  - 03.02 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 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.
- 07.0 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:
- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).

- 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
  - 08.01 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.02 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
  - 09.01 Research, compare, and contrast information technology career clusters (e.g., characteristics needed, skills required, education required, industry certifications, advantages and disadvantages of information technology careers, the need for information technology workers, etc.).
  - 09.02 Describe the variety of occupations and professions within the world of information technology including those where information technology is either in a primary focus or in a supportive role.
  - 09.03 Describe job requirements for the variety of occupations and professions within the global world of information technology.
  - 09.04 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
  - 09.06 Develop and maintain an electronic career portfolio, to include, but not limited to the Resume and Letter of Application.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. — The student will be able to:
  - 10.01 Accept constructive criticism.
  - 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).
- 11.0 Participate in work-based learning experiences. — The student will be able to:
  - 11.01 Participate in work-based learning experiences in an information technology environment.
  - 11.02 Discuss the use of technology in an information technology environment.
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Identify components of an e-mail message.
  - 12.03 Identify the components of an e-mail address.



- 12.04 Identify when to use different e-mail options.
  - 12.05 Attach a file to an e-mail message.
  - 12.06 Forward an e-mail message.
  - 12.07 Use an address book.
  - 12.08 Reply to an e-mail message.
  - 12.09 Use the Internet to perform e-mail activities.
  - 12.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 12.11 Identify when to include information from an original e-mail message in a response.
  - 12.12 Identify common problems associated with widespread use of e-mail.
- 13.0 Demonstrate knowledge of different operating systems. – The student will be able to:
- 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Demonstrate proficiency navigating the Internet, intranet, and the WWW. – The student will be able to:
- 14.01 Identify and describe Web terminology.
  - 14.02 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 14.03 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 14.04 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 14.05 Trace the evolution of the Internet from its inception to the present and into the future.
  - 14.06 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 14.07 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, PDF, etc.).
  - 14.08 Identify effective Boolean search strategies.
- 15.0 Demonstrate proficiency using HTML commands. – The student will be able to:
- 15.01 Identify elements of a Web page.
  - 15.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 15.03 Define basic HTML terminology.
  - 15.04 Analyze HTML source code developed by others.
  - 15.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, tables).
  - 15.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 15.07 Edit and test HTML documents for accuracy and validity.
  - 15.08 Use basic functions of WYSIWYG editors.

- 15.09 Use basic functions of HTML, DHTML, and XML editors and converters.
- 15.10 Enhance web pages through the addition of images and graphics including animation.
- 16.0 Demonstrate proficiency in page design applicable to the WWW. – The student will be able to:
  - 16.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
  - 16.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
  - 16.03 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD-ROMs).
  - 16.04 Use image design software to create and edit images.
  - 16.05 Demonstrate proficiency in publishing to the Internet.
  - 16.06 Demonstrate proficiency in adding downloadable forms to web pages.
  - 16.07 Explain the need for web-based applications.
- 17.0 Demonstrate proficiency using specialized Web design software. – The student will be able to:
  - 17.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  - 17.02 Demonstrate proficiency using use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
- 18.0 Develop an awareness of the information technology industry. – The student will be able to:
  - 18.01 Explain how information technology impacts the operation and management of business and society.
  - 18.02 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
  - 18.03 Explain the emergence of a paperless society.
- 19.0 Develop an awareness of microprocessors and digital computers. – The student will be able to:
  - 19.01 Describe the evolution of the digital computer.
  - 19.02 Explain the general architecture of a microcomputer system.
  - 19.03 Explain the evolution of microprocessors.
  - 19.04 Explain software hierarchy and its impact on microprocessors.
  - 19.05 Explain the need for and use of peripherals.
  - 19.06 Demonstrate proficiency using peripherals.
  - 19.07 Identify the basic concepts of computer maintenance and upgrades.
  - 19.08 Differentiate between diagnosing and troubleshooting.
- 20.0 Develop an awareness of programming languages. – The student will be able to:
  - 20.01 Explain the history of programming languages.
  - 20.02 Explain the need for and use of compilers.

- 20.03 Explain how compilers work.
- 20.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).
- 21.0 Develop an awareness of emerging technologies. – The student will be able to:
  - 21.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 21.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 21.03 Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).
- 22.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model. – The student will be able to:
  - 22.01 Identify how types of networks and how they work.
  - 22.02 Identify the role of servers and clients on a network.
  - 22.03 Identify benefits and risks of networked computing.
  - 22.04 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
  - 22.05 Identify Intranets, Extranets and how they relate to the Internet.
  - 22.06 Demonstrate basic understanding of network administration.
  - 22.07 Describe the evolution of OSI from its inception to the present and into the future.
  - 22.08 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software.
- 23.0 Demonstrate proficiency using common software applications. – The student will be able to:
  - 23.01 Compare and contrast the appropriate use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
  - 23.02 Demonstrate proficiency in the use of various software applications (e.g., word processing, desktop publishing, graphics design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music, etc.).
- 24.0 Demonstrate proficiency using specialized software applications. – The student will be able to:
  - 24.01 Compare and contrast the appropriate use of specialized software applications (e.g., (OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation process control, materials management, etc.).
  - 24.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
  - 24.03 Demonstrate the ability to incorporate digital sound.

2011-2012

**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 the Business Technology Education Core (Computing for College and Careers or Introduction to 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.

- 25.0 Demonstrate language arts skills and knowledge. – The student will be able to: AF 2.0
- 25.01 Locate, comprehend and evaluate key elements of oral and written communication. AF 2.4
  - 25.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
  - 25.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 26.0 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:
- 26.01 Communicate in a multicultural setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds).
  - 26.02 Express ideas in a positive and confident manner.
  - 26.03 Project a positive and caring telephone voice.
  - 26.04 Development listening skills to determine customer needs.
  - 26.05 Use correct grammar and diction.
  - 26.06 Demonstrate writing skills.
  - 26.07 Demonstrate probing skills.
  - 26.08 Use terminology specific to the customer care services environment.
  - 26.09 Access references materials.
  - 26.10 Apply assertive service techniques.
- 27.0 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:
- 27.01 Apply appropriate mathematical processes relevant to the customer care services industry.
  - 27.02 Demonstrate knowledge of basic bookkeeping principles.
  - 27.03 Demonstrate proficiency using a ten-key pad.
  - 27.04 Reconcile reports.
  - 27.05 Recognize different types of customer numerical data.

- 28.0 Demonstrate mathematics knowledge and skills. – The student will be able to: AF 3.0
- 28.01 Demonstrate knowledge of arithmetic operations. AF 3.2
  - 28.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
  - 28.03 Construct charts/tables/graphs using functions and data. AF 3.5
- 29.0 Demonstrate science knowledge and skills. – The student will be able to: AF 4.0
- 29.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1
  - 29.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 30.0 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:
- 30.01 Develop an employability plan related to job requirements and career expectations in the customer care services industry.
- 31.0 Participate in work-based learning experiences. – The student will be able to:
- 31.01 Participate in work-based learning experiences in a customer care services environment.
  - 31.02 Discuss the use of technology in a customer care services environment.
- 32.0 Demonstrate human relations and interpersonal skills necessary for customer care services. – The student will be able to:
- 32.01 Demonstrate an understanding of the importance of human relations in business.
  - 32.02 Exhibit the ability to get along with others and work as a member of a team.
  - 32.03 Communicate a positive image.
  - 32.04 Use effective time management skills.
  - 32.05 Demonstrate the ability to work with stressful situations.
  - 32.06 Exhibit a professional image.
  - 32.07 Demonstrate ethical standards of behavior.
  - 32.08 Demonstrate the ethical use of customer profiles.
  - 32.09 Demonstrate initiative, courtesy, loyalty, honesty, and punctuality.
  - 32.10 Demonstrate flexibility on the job.
  - 32.11 Adhere to company policies and procedures.
  - 32.12 Demonstrate knowledge of right to privacy issues.
- 33.0 Perform problem solving activities relevant to customer care services. – The student will be able to:
- 33.01 Apply problem solving techniques when dealing with customers.
  - 33.02 Develop techniques to resolve conflicts.
  - 33.03 Determine service breakdowns.
  - 33.04 Apply service recovery techniques.

- 33.05 Apply service recovery breakdowns.
- 34.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – 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. CM 1.0
  - 34.02 Locate, organize and reference written information from various sources. CM 3.0
  - 34.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. CM 5.0
  - 34.04 Interpret verbal and nonverbal cues/behaviors that enhance communication. CM 6.0
  - 34.05 Apply active listening skills to obtain and clarify information. CM 7.0
  - 34.06 Develop and interpret tables and charts to support written and oral communications. CM 8.0
  - 34.07 Exhibit public relations skills that aid in achieving customer satisfaction. CM 10.0
- 35.0 Develop telephone skills and techniques relevant to customer care services. – The student will be able to:
- 35.01 Log in and out of a phone system.
  - 35.02 Apply call center vocabulary.
  - 35.03 Listen and input information simultaneously.
  - 35.04 Identify different types of call centers.
  - 35.05 Use the telephone to gather customer information.
- 36.0 Demonstrate an understanding of global concepts relevant to customer care services. – The student will be able to:
- 36.01 Demonstrate an understanding of and respect for diversity in the workplace.
  - 36.02 Apply knowledge of the global economy.
  - 36.03 Apply knowledge of domestic and international time zones.
  - 36.04 Demonstrate an understanding of gender, age, disability, and cultural courtesy.
  - 36.05 Demonstrate an understanding of geography.
- 37.0 Perform technology applications relevant to customer care services. – The student will be able to:
- 37.01 Keyboard by touch while communicating with customers.
  - 37.02 Compose and retrieve e-mail messages.
  - 37.03 Compose and retrieve voice mail messages.
  - 37.04 Operate industry specific software.
  - 37.05 Perform data entry operations.
  - 37.06 Obtain and transmit customer information.
  - 37.07 Perform basic computer operations.
  - 37.08 Operate databases.
  - 37.09 Access on-line help.
  - 37.10 Use techniques to protect confidential messages that are transmitted via technology.
  - 37.11 Access and add to existing electronic files.

- 38.0 Explain the importance of employability skill and entrepreneurship skills. – The student will be able to:
- 38.01 Identify and demonstrate positive work behaviors needed to be employable. ECD 1.0
  - 38.02 Develop personal career plan that includes goals, objectives, and strategies. ECD 2.0
  - 38.03 Examine licensing, certification, and industry credentialing requirements. ECD 3.0
  - 38.04 Maintain a career portfolio to document knowledge, skills, and experience. ECD 5.0
  - 38.05 Evaluate and compare employment opportunities that match career goals. ECD 6.0
  - 38.06 Identify and exhibit traits for retaining employment. ECD 7.0
  - 38.07 Identify opportunities and research requirements for career advancement. ECD 8.0
  - 38.08 Research the benefits of ongoing professional development. ECD 9.0
  - 38.09 Examine and describe entrepreneurship opportunities as a career planning option. ECD 10.0
- 39.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
- 39.01 Evaluate and justify decisions based on ethical reasoning. ELR 1.0
  - 39.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. ELR 1.1
  - 39.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. ELR 1.2
  - 39.04 Interpret and explain written organizational policies and procedures. ELR 2.0

2011-2012

**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 Care 1. Emphasis is placed on developing supervisory skills for customer care specialist positions.

- 40.0 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:
- 40.01 Apply communication skills when monitoring the team.
  - 40.02 Compose reports.
  - 40.03 Exchange ideas in formal and informal settings.
- 41.0 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:
- 41.01 Develop goals for customer care representatives.
  - 41.02 Coach and mentor customer care representatives.
  - 41.03 Assure productivity.
  - 41.04 Organize teams.
  - 41.05 Motivate teams.
  - 41.06 Oversee quality assurance in the delivery of services.
  - 41.07 Encourage team members to demonstrate initiative, courtesy, loyalty, honesty, and punctuality.
- 42.0 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:
- 42.01 Apply appropriate mathematical processes relevant to the customer care services industry.
  - 42.02 Demonstrate proficiency using a ten-key pad.
  - 42.03 Reconcile reports.
  - 42.04 Recognize different types of customer numerical data.
  - 42.05 Apply basic bookkeeping principles.
  - 42.06 Interpret charts and graphs.
  - 42.07 Forecast, schedule, and track data.
- 43.0 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:



- 43.01 Develop an employability plan related to job requirements and career expectations in the customer care services industry.
- 44.0 Participate in work-based learning experiences. – The student will be able to:
  - 44.01 Participate in work-based learning experiences in a customer care services environment.
  - 44.02 Compare and contrast the software applications used in a customer care services environment.
  - 44.03 Discuss the supervisory/management skills needed in a customer care services environment.
- 45.0 Demonstrate human relations and interpersonal skills necessary for customer care services. – The student will be able to:
  - 45.01 Demonstrate the skills necessary for advancement in the customer care services industry.
  - 45.02 Manage stress.
  - 45.03 Provide service to diverse groups.
  - 45.04 Apply courtesy within a diverse workplace.
  - 45.05 Apply courtesy within the customer base.
  - 45.06 Implement company policies and procedures.
  - 45.07 Prepare work schedules for a call center/department.
- 46.0 Perform problem solving activities relevant to customer care services. – The student will be able to:
  - 46.01 Apply problem solving techniques when dealing with the team.
  - 46.02 Track service breakdowns.
- 47.0 Develop telephone skills and techniques relevant to customer care services. – The student will be able to:
  - 47.01 Demonstrate an understanding of automated call distribution technology components.
  - 47.02 Operate automated call distribution technology.
  - 47.03 Monitor automated call distribution technology.
- 48.0 Perform technology applications relevant to customer care services. – The student will be able to:
  - 48.01 Operate spreadsheet software.
  - 48.02 Access and research the Internet.
  - 48.03 Analyze situations in which technology can positively and negatively impact customer service.
  - 48.04 Implement techniques to protect confidential messages that are transmitted via technology.
  - 48.05 Read and correctly interpret data using call center statistical software.
- 49.0 Use information technology tools. – The student will be able to:

- 49.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
- 49.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail, and internet applications. IT 2.0
- 49.03 Employ computer operations applications to access, create, manage, integrate, and store information. IT 3.0
- 49.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0
- 50.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. – The student will be able to:
- 50.01 Employ leadership skills to accomplish organizational goals and objectives. LT 1.0
- 50.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks. LT 3.0
- 50.03 Conduct and participate in meetings to accomplish work tasks. LT 4.0
- 50.04 Employ mentoring skills to inspire and teach others. LT 5.0
- 51.0 Solve problems using critical thinking skills, creativity and innovation. – The student will be able to:
- 51.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0
- 51.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 2.0
- 51.03 Identify and documents workplace performance goals and monitor progress toward those goals. PS 3.0
- 51.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- 52.0 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:
- 52.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. SHE 1.0
- 52.02 Explain emergency procedures to follow in response to workplace accidents. SHE 2.0
- 52.03 Create a disaster and/or emergency response plan. SHE 2.0
- 53.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The student will be able to:
- 53.01 Describe the nature and types of business organizations. SY 1.0
- 53.02 Explain the effect of key organizational systems on performance and quality. SY 2.0
- 53.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
- 53.04 Explain the impact of the global economy on business organizations.
- 54.0 Demonstrate personal money-management concepts, procedures and strategies. – The student will be able to:
- 54.01 Identify and describe the services and legal responsibilities of financial institutions. FL 2.0

54.02	Describe the effect of money management on personal and career goals.	FL 3.0
54.03	Develop a personal budget and financial goals.	FL 3.1
54.04	Complete financial instruments for making deposits and withdrawals.	FL 3.2
54.05	Maintain financial records.	FL 3.3
54.06	Read and reconcile financial statements.	FL 3.4
54.07	Research, compare and contrast investment opportunities.	

2011-2012

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Blueprint for Professional Success  
**Program Type:** Non Career Preparatory  
**Career Cluster:** Business, Management, and Administration

<b>Secondary – Non Career Preparatory</b>	
Program Number	8500375
CIP Number	0920.0119PA
Grade Level	9-12, 30, 31
Standard Length	1 credit hour
Teacher Certification	BUS ED 1 @2 VOC HME @4 HOME EC @2 PRAC NURSE @7 G VOC AGRI @4 AGRI @2 NURSING ED @5 AGRICULTURE 1 @2 TECH ED 1 @2 MKTG 1 @2 REG NURSE G FAM CON SC 1
CTSO	Any
Facility Code	[231], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)

### **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 "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.

The National Family and Consumer Sciences standards which correlate to student performance standards have been included. The national standards can be viewed at [www.aafcs.org/FCSstandards](http://www.aafcs.org/FCSstandards).

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.

### **Program Structure**

This program is a planned sequence of instruction consisting of 1 credit.

The following table illustrates the program structure:

Course Number	Course Title	Length	Level
8500375	Blueprint for Professional Success	1 credit	2

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

#### **Career and Technical Student Organization (CTSO)**

Any DOE-approved CTSO is an appropriate 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. 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 as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 cannot be modified.

## **Bright Futures/Gold Seal Scholarship**

Course substitutions as defined in the Comprehensive Course Table for this program area may be used to qualify a student for Florida's Gold Seal Vocational Scholarship, providing all other eligibility requirements are met. Eligibility requirements are available online at [https://www.osfaffelp.org/bfiehs/fnbpcm02\\_CCTMain.aspx](https://www.osfaffelp.org/bfiehs/fnbpcm02_CCTMain.aspx).

### **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.

2011-2012

**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.

01.0 Demonstrate leadership and organizational skills. – The student will be able to:

- 01.01 Define and practice brainstorming.
- 01.02 Identify and utilize the planning process.
- 01.03 Identify characteristics of a leader and team members.
- 01.04 Work cooperatively as a group member.
- 01.05 Practice developing confidence in leadership roles.
- 01.06 Identify professional and youth organizations.
- 01.07 Identify purposes and functions of organizations.
- 01.08 Develop a personal growth project.

02.0 Develop interpersonal skills for individual and job/career success. -- The student will be able to:

- 02.01 Define self-esteem and human resources.
- 02.02 Evaluate positive human resources 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.

03.0 Demonstrate skills for becoming a team player. – The student will be able to:

- 03.01 Define teamwork.
- 03.02 Weigh the benefits of working cooperatively.
- 03.03 Recognize potential conflicts of different personality types working 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.

05.0 Demonstrate employability skills. – The student will be able to:

- 05.01 Recognize factors that may influence your career choice.
  - 05.02 Identify sources of career information.
  - 05.03 Demonstrate the steps of a job search.
  - 05.04 Evaluate career opportunities.
- 06.0 Create a personal portfolio of employment forms and letters. – The student will be able to:
- 06.01 Identify the components of the portfolio.
  - 06.02 Discuss the value of the portfolio component as tools in the job search.
  - 06.03 Prepare a portfolio containing at least the following: copy of social security card, 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.
  - 06.04 Organize and maintain the portfolio components in an orderly manner.
- 07.0 Identify and integrate decision-making processes applicable to the workplace and work situations. – The student will be able to:
- 07.01 Define the decision-making process.
  - 07.02 Apply the decision-making process to narrow career choices.
  - 07.03 Connect the decision-making process with solving problems in the workplace and at home.
  - 07.04 Consider the consequences of current decisions on the future.
- 08.0 Develop effective communication skills for the workplace. – The student will be able to:
- 08.01 Identify the effectiveness of assertive, aggressive, and passive communication.
  - 08.02 Dramatize the impact of non-verbal behavior on communication.
  - 08.03 Develop ways to provide effective feedback and deal with criticism.
  - 08.04 Apply basic forms of written communication used in the workplace.
  - 08.05 Demonstrate effective interview and presentation techniques.
- 09.0 Plan appropriate wardrobes for different job experiences. -- The student will be able to:
- 09.01 Develop good grooming skills.
  - 09.02 Research grooming rules in various work environments.
  - 09.03 Distinguish factors needed to create an economical, coordinated, easy-care wardrobe.
  - 09.04 Select appropriate clothing for a variety of careers.
- 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 Identify appropriate conversation for work related settings.
  - 10.03 List the advantages of a culturally diverse workplace.
  - 10.04 Discuss the impact of the Americans with Disabilities Act and the job market.



- 10.05 Assess the job equity law - Equal Employment Opportunity Act.
- 11.0 Recognize and demonstrate appropriate workplace behavior. – The student will be able to:
- 11.01 Identify academic skills needed in a student's career.
  - 11.02 Describe the different types of businesses including corporations, partnerships, and cottage industries.
  - 11.03 Define entrepreneurship.
  - 11.04 Compare the advantages and risks of entrepreneurship.
- 12.0 Demonstrate the ability to use modern technological equipment in the workplace. – The student will be able to:
- 12.01 Demonstrate computer literacy by producing a computer generated document.
  - 12.02 Use electronic communication devices.
  - 12.03 Describe strategies for successful job performance.
- 13.0 Demonstrate resource management techniques. – The student will be able to:
- 13.01 Identify the benefits of managing time.
  - 13.02 Analyze the importance of time and how it applies to a job by preparing and keeping a daily planner.
  - 13.03 Describe ways a computer can be used as a time management tool.
  - 13.04 Discuss why planning and controlling money is necessary to be successful at home and on the job.
  - 13.05 Identify and prioritize benefits for a company that will include insurance, an employee assistance program, vacation, child care, flex hours, and job sharing.
- 14.0 Analyze the balancing of work, family, and community. – The student will be able to:
- 14.01 Discuss the importance of setting priorities at home and work.
  - 14.02 Examine and develop an understanding of equitable job division in the home.
  - 14.03 Discuss differences in financial needs of a one income versus a two-income family.
  - 14.04 Examine financial need changes throughout the family life cycle.
  - 14.05 Discuss advantages and disadvantages of taking a vacation.
  - 14.06 Evaluate the different types of child care available and how adults can be fulfilled as a worker and as a parent.
  - 14.07 Analyze ways of being involved in a child's educational process.
  - 14.08 List 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.
  - 15.02 Define coping behavior and discuss 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 assess power struggle(s) in the workplace.
  - 15.06 Analyze the importance of accepting criticism.
  - 15.07 Define and list the different types of substance abuse.
  - 15.08 Discuss how pervasive the problems of substance abuse are today.
  - 15.09 List free help that is available through federal, state, and community resources.
  - 15.10 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 protective articles required to ensure worker safety.
- 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 Identify academic skills needed in a student's career.
  - 17.02 Describe the different types of businesses including corporations, partnerships, and cottage industries.
  - 17.03 Define entrepreneurship.
  - 17.04 Compare the advantages and risks of entrepreneurships.
  - 17.05 Define job shadowing and the benefits of that experience.

**2011-2012**

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Court Reporting 1  
**Program Type:** Career Preparatory  
**Career Cluster:** Business, Management, and Administration

PSAV	
Program Number	B700500
CIP Number	0507.060204
Grade Level	30, 31
Standard Length	750 hours
Teacher Certification	BUS ED 1 @2 TEACH CBE @7 VOE @7 STENOGRAPH @4 @7 SECRETAR @7 G
CTSO	Phi Beta Lambda BPA
SOC Codes (all applicable)	23-2091
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>
Industry Certifications	<a href="http://www.fldoe.org/workforce/fcpea/default.asp">http://www.fldoe.org/workforce/fcpea/default.asp</a>
Basic Skills Level	Mathematics: 10.0 Language: 12.0 Reading: 12.0

### **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 machine shorthand 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.

### **Program Structure**

This program is a planned sequence of instruction consisting of one occupational completion points.

When offered at the post secondary adult career and technical level, 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.

The following table illustrates the program structure:

OCP	Course Number	Course Title	Course Length	SOC Code
A	OTA0040	Information Technology Assistant	150 hours	23-2091
	OTA0044	Court Reporting Transcriptionist I	150 hours	
	OTA0045	Court Reporting Transcriptionist II	300 hours	
	OTA0046	Court Reporting Transcriptionist III	150 hours	

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

#### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. The activities of such organizations are defined as part of the curriculum in accordance with Rule 6A-6.065, F.A.C.

#### **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 program-specific OJT framework apply.

There is a **Cooperative Education Manual** available on-line that has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the DOE website at <http://www.fldoe.org/workforce/programs/doc/coopm.doc>.

### **Basic Skills**

In PSAV 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: Mathematics 10.0, Language 12.0, and Reading 12.0. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination. Students may be exempt from meeting the Basic Skills requirements by earning an eligible industry certification. See the Basic Skills Exemption List document for a list of eligible industry certifications (<http://www.fldoe.org/workforce/dwdframe/rtf/basic-skills.rtf>).

Adult students with disabilities, as defined in Section 1004.02(7), 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(3)(a), F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91(3), F.S.

Students who possess a college degree at the Associate of Applied Science level or higher; who have completed or are exempt from the college entry-level examination pursuant to Section 1008.29, F.S.; or who have passed a state, national, or industry licensure exam are exempt from meeting the Basic Skills requirement (Rule 6A-10.040, F.A.C.)

### **Essential Skills**

Essential skills identified by the Division of Career and Adult Education have been integrated into the standards and benchmarks of this program. These skills represent the general knowledge and skills considered by industry to be essential for success in careers across all career clusters. Students preparing for a career served by this program at any level should be able to demonstrate these skills in the context of this program. A complete list of Essential Skills and links to instructional resources in support of these Essential Skills are published on the CTE Essential Skills page of the FL-DOE website ([http://www.fldoe.org/workforce/dwdframe/essential\\_skills.asp](http://www.fldoe.org/workforce/dwdframe/essential_skills.asp)).

### **Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 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 occupational completion point (OCP) or a modified occupational completion point (MOCP). 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 an OCP/MOCP. The student should work on different competencies and new applications of competencies each year toward completion of the OCP(s)/MOCP. 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).

### **Articulation**

This program has no statewide articulation agreement approved by the Articulation Coordinating Committee. However, this does not preclude the awarding of credits by any college through local agreements.

For details on statewide articulation agreements which correlate to programs and industry certifications, refer to [http://www.fldoe.org/workforce/dwdframe/artic\\_frame.asp](http://www.fldoe.org/workforce/dwdframe/artic_frame.asp).

### **Standards**

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

#### **Computing for College and Careers competencies**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance and enhance personal performance in relation to the workplace. Apply ergonomic principles applicable to the configuration of computer workstations.
- 02.0 Demonstrate comprehension and communication skills.
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing.
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles.
- 05.0 Practice quality performance in the learning environment and the workplace.
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal and professional ethics to accomplish job objectives and enhance workplace performance.
- 07.0 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.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals.
- 09.0 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. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.
- 10.0 Demonstrate personal and interpersonal skills and attributes appropriate for the workplace.
  - 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.
  - 12.0 Perform e-mail activities.
  - 13.0 Demonstrate operating systems.
  - 14.0 Develop an awareness of emerging technologies.

### **Technical Competencies**

- 15.0 Demonstrate language arts knowledge and skills.
- 16.0 Demonstrate mathematics knowledge and skills.
- 17.0 Perform oral & written communication activities.
- 18.0 Perform keyboarding/document production activities.
- 19.0 Demonstrate employability skills.
- 20.0 Demonstrate knowledge of legal principles and terminology.
- 21.0 Perform steno writer shorthand skills.
- 22.0 Demonstrate knowledge of computer/information systems.
- 23.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
- 24.0 Demonstrate science knowledge and skills.
- 25.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas.
- 26.0 Perform oral & written communication activities.
- 27.0 Perform keyboarding/document production activities.
- 28.0 Demonstrate employability skills.
- 29.0 Demonstrate knowledge of legal principles and terminology.
- 30.0 Perform steno writer shorthand skills.
- 31.0 Demonstrate knowledge of computer/information systems.
- 32.0 Perform mathematical computations.
- 33.0 Demonstrate an understanding of entrepreneurship.
- 34.0 Solve problems using critical thinking skills, creativity and innovation.
- 35.0 Explain the importance of employability skill and entrepreneurship skills.
- 36.0 Describe the importance of professional ethics and legal responsibilities.
- 37.0 Perform steno writer shorthand skills.
- 38.0 Demonstrate knowledge of computer/information systems.
- 39.0 Perform transcriptionist activities.
- 40.0 Participate in work-based learning activities.
- 41.0 Demonstrate the importance of health, safety and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title: Court Reporting 1  
PSAV Number: B700500**

**Course Number: OTA0040  
Occupational Completion Point: A  
Information Technology Assistant – 150 Hours – SOC Code 15-1041**

**Computing for College and Careers competencies:**

01.0 Demonstrate knowledge, skill, and application of information systems 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 and emerging computer technology and software to perform personal and business related tasks.
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
- 01.05 Demonstrate basic computer file management skills.
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

02.0 Demonstrate comprehension and communication skills. — The student will be able to:

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

03.0 Use technology to enhance the effectiveness of communication skills. — The student will be able to:

- 03.01 Select and use word processing software and accompanying features to enhance written business communications.



- 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
  - 03.03 Use database, spreadsheet, presentation, scheduling, and integrated software packages to enhance communication.
  - 03.04 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.05 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.
- 04.0 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:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 Practice quality performance in the learning environment and the workplace. — The student will be able to:
- 05.01 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 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:
- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
  - 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
  - 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.
- 07.0 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:

- 07.01 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures.
  - 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time).
  - 07.03 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate.
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. — The student will be able to:
- 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
  - 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
  - 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 09.0 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:
- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
  - 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
  - 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
  - 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
  - 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Build mentor relationships with local professionals in the industry.
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace — The student will be able to:
- 10.01 Accept constructive criticism.
  - 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.
  - 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).

- 11.0 Perform functions and responsibilities to accomplish job objectives and enhance workplace performance. — The student will be able to:
  - 11.01 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, etc.).
- 12.0 Perform e-mail activities. – The student will be able to:
  - 12.01 Describe e-mail capabilities and functions.
  - 12.02 Use the Internet to perform e-mail activities.
- 13.0 Demonstrate operating systems. – The student will be able to:
  - 13.01 Identify operating system file naming conventions.
  - 13.02 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 13.03 Demonstrate a working knowledge of standard file formats.
  - 13.04 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).
- 14.0 Develop an awareness of emerging technologies. — The student will be able to:
  - 14.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 14.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 14.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

**Course Number: OTA0044**  
**Occupational Completion Point – A**  
**Court Reporting Transcriptionist I – 150 Hours – SOC Code 23-2091**

- 15.0 Demonstrate language arts knowledge and skills. – The student will be able to: AF 2.0
  - 15.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4
  - 15.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
  - 15.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 16.0 Demonstrate mathematics knowledge and skills. – The student will be able to: AF 3.0
  - 16.01 Demonstrate knowledge of arithmetic operations. AF 3.2
  - 16.02 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
  - 16.03 Construct charts/tables/graphs using functions and data. AF 3.5
- 17.0 Perform oral & written communication activities. – The student will be able to:
  - 17.01 Use appropriate vocabulary.
- 18.0 Perform keyboarding/document production activities. – The student will be able to:

- 18.01 Key with speed and accuracy needed to meet industry standards for a position as a Court Reporting Transcriptionist I.
- 18.02 Proofread documents.
  
- 19.0 Demonstrate employability skills. – The student will be able to:
  - 19.01 Complete application forms.
  - 19.02 Compose and create resumes.
  - 19.03 Compose and create application letters.
  - 19.04 Demonstrate appropriate job interview skills.
  - 19.05 Demonstrate appropriate dress and grooming.
  - 19.06 Conduct a job search to include telecommunication media.
  - 19.07 Identify documents which may be required when applying for a job interview.
  - 19.08 Identify or demonstrate appropriate responses to criticism from employer, supervisor, or other employees.
  - 19.09 Identify and demonstrate acceptable work habits.
  - 19.10 Demonstrate knowledge of how to make job changes appropriately.
  - 19.11 Demonstrate acceptable employee health habits.
  - 19.12 Demonstrate knowledge of the "Florida Right-To-Know Law" as recorded in Florida Statutes Chapter 442.
  - 19.13 Demonstrate knowledge of local, state, national, and international events.
  
- 20.0 Demonstrate knowledge of legal principles and terminology. – The student will be able to:
  - 20.01 Research basic legal terms.
  
- 21.0 Perform steno writer shorthand skills. – The student will be able to:
  - 21.01 Read real-time, conflict-free steno writer machine shorthand theory.
  - 21.02 Read from steno notes, computer screens, or steno writers distinctly and with authority.
  
- 22.0 Demonstrate knowledge of computer/information systems. – The student will be able to:
  - 22.01 Perform care and maintenance of basic computer hardware and setup of a real-time system.
  
- 23.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. – The student will be able to:
  - 23.01 Employ leadership and teamwork skills needed to accomplish organizational goals and objectives. LT 1.0
  - 23.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks. LT 3.0
  - 23.03 Conduct and participate in meetings to accomplish work tasks. LT 4.0
  - 23.04 Employ mentoring skills to inspire and teach others. LT 5.0

**Course Number: OTA0045**  
**Occupational Completion Point – A**  
**Court Reporting Transcriptionist II – 300 Hours – SOC Code 23-2091**

- 24.0 Demonstrate science knowledge and skills. – The student will be able to: AF 4.0
- 24.01 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1
- 24.02 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
- 25.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The student will be able to:
- 25.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. CM 1.0
- 25.02 Locate, organize and reference written information from various sources. CM 3.0
- 25.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. CM 5.0
- 25.04 Interpret verbal and nonverbal cues/behaviors that enhance communication. CM 6.0
- 25.05 Apply active listening skills to obtain and clarify information. CM 7.0
- 25.06 Develop and interpret table and charts to support written and oral communications. CM 8.0
- 25.07 Exhibit public relations skills that aid in achieving customer satisfaction. CM 10.0
- 26.0 Perform oral & written communication activities. – The student will be able to:
- 26.01 Apply basic rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts.
- 26.02 Perform oral communication skills.
- 27.0 Perform keyboarding/document production activities. –The student will be able to:
- 27.01 Create business correspondence.
- 28.0 Demonstrate employability skills. — The student will be able to:
- 28.01 Demonstrate knowledge of how transcriptionist skills can be used in various fields including as an aid to the hearing impaired community.
- 28.02 Demonstration knowledge of various fields and careers available in the court reporting profession.
- 28.03 Demonstrate acceptable work habits and human relations skills.
- 28.04 Demonstrate an understanding of NCRA Code of Professional Conduct.
- 29.0 Demonstrate knowledge of legal principles and terminology. – The student will be able to:
- 29.01 Identify and define legal and Latin terminologies.
- 30.0 Perform steno writer shorthand skills. – The student will be able to:

- 30.01 Write real-time, conflict-free steno writer machine shorthand theory..
- 31.0 Demonstrate knowledge of computer/information systems. – The student will be able to:
- 31.01 Assume the role of the transcriptionist or court reporting assistant in the production of documents.
  - 31.02 Define real-time and on-line translation.
  - 31.03 Demonstrate knowledge of the use of video equipment in trials and depositions and of NCRA's CLVS program.
  - 31.04 Demonstrate knowledge of the NCRA Code of Professional Conduct.
  - 31.05 Identify appropriate reference sources used in transcript preparation including the Internet and the CR forum.
  - 31.06 Perform court reporting assisting functions.
- 32.0 Perform mathematical computations. – The student will be able to:
- 32.01 Perform mathematical calculations on the calculator and/or computer.
- 33.0 Demonstrate an understanding of entrepreneurship. – The student will be able to:
- 33.01 Define entrepreneurship.
  - 33.02 Describe the importance of entrepreneurship to the American economy.
  - 33.03 List the advantages and disadvantages of business ownership.
  - 33.04 Identify the risks involved in ownership of a business.
  - 33.05 Identify the necessary personal characteristics of a successful entrepreneur.
  - 33.06 Identify the business skills needed to operate a small business efficiently and effectively.
- 34.0 Solve problems using critical thinking skills, creativity and innovation. – The student will be able to:
- 34.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0
  - 34.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 2.0
  - 34.03 Identify and documents workplace performance goals and monitor progress toward those goals. PS 3.0
  - 34.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- Course Number: OTA0046**  
**Occupational Completion Point – A**  
**Court Reporting Transcriptionist III – 150 Hours – SOC Code 23-2091**
- 35.0 Explain the importance of employability skill and entrepreneurship skills. – The student will be able to:
- 35.01 Identify and demonstrate positive work behaviors needed to be employable. ECD 1.0
  - 35.02 Develop personal career plan that includes goals, objectives, and strategies. ECD 2.0
  - 35.03 Examine licensing, certification, and industry credentialing requirements. ECD 3.0
  - 35.04 Maintain a career portfolio to document knowledge, skills, and experience. ECD 5.0
  - 35.05 Evaluate and compare employment opportunities that match career goals. ECD 6.0

- 35.06 Identify and exhibit traits for retaining employment. ECD 7.0
- 35.07 Identify opportunities and research requirements or career advancement. ECD 8.0
- 35.08 Research the benefits of ongoing professional development. ECD 9.0
- 35.09 Examine and describe entrepreneurship opportunities as a career planning option. ECD 10.0
- 36.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
- 36.01 Evaluate and justify decisions based on ethical reasoning. ELR 1.0
- 36.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. ELR 1.1
- 36.03 Identify and explain personal and long-term consequences unethical or illegal behaviors in the workplace. ELR 1.2
- 36.04 Interpret and explain written organizational policies and procedures. ELR 2.0
- 37.0 Perform steno writer shorthand skills. — The student will be able to:
- 37.01 Write at incremental speeds on unfamiliar material.
- 37.02 Write real-time steno theory accurately.
- 37.03 Read and transcribe notes on timed writing material to industry standards.
- 37.04 Transcribe by computerized translation software.
- 38.0 Demonstrate knowledge of computer/information systems. — The student will be able to:
- 38.01 Demonstrate proficiency on a computer-aided transcription (CAT) system.
- 38.02 Edit a salable transcript of at least 10 pages on a computer-aided transcription system.
- 38.03 Explain the role that litigation support software plays in the judicial process.
- 38.04 Demonstrate knowledge in the application of various billing and scheduling software in a reporting environment.
- 38.05 Demonstrate knowledge of computer operating systems, ASCII disk preparation, and Internet transfer and downloading of data.
- 38.06 Demonstrate the operation of a real-time and captioning translation system in various environments including a computer-integrated courtroom (CIC), broadcasting, classroom, deposition, seminars, conventions, conferences, governmental, industry, and services to the hearing-impaired community.
- 39.0 Perform transcriptionist activities. — The student will be able to:
- 39.01 Assume the role of transcriptionist by transcribing simulated audio and/or video tapes of dictation material related to the legal and general business fields.
- 39.02 Prepare a transcript of an actual or simulated audio and/or video tape by producing at least 10 pages of transcript.
- 40.0 Participate in work-based learning activities. – The student will be able to:
- 40.01 Participate in work-based learning experiences as a Court Reporting Transcriptionist III.

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. SHE 1.0

41.02 Explain emergency procedures to follow in response to workplace accidents.

41.03 Create a disaster and/or emergency response plan. SHE 2.0



2011-2012

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Court Reporting 2  
**Program Type:** Career Preparatory  
**Career Cluster:** Business, Management, and Administration

PSAV	
Program Number	B700600
CIP Number	0507.060205
Grade Level	30, 31
Standard Length	600 hours
Teacher Certification	BUS ED 1 @2 TEACH CBE @7 VOE @7 STENOGRAPH @4 @ 7 SECRETAR @7 G
CTSO	Phi Beta Lambda BPA
SOC Codes (all applicable)	23-2091
Facility Code	212 <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>
Industry Certifications	<a href="http://www.fldoe.org/workforce/fcpea/default.asp">http://www.fldoe.org/workforce/fcpea/default.asp</a>
Basic Skills Level	Mathematics: 10.0 Language: 12.0 Reading: 12.0

### 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 stenewriter 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 machine shorthand 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.

### **Program Structure**

This program is a planned sequence of instruction consisting of one occupational completion points.

When offered at the post secondary adult career and technical level, 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.

The following table illustrates the program structure:

OCP	Course Number	Course Title	Course Length	SOC Code
A	OTA0047	Court Reporting Scopist I	600	23-2091

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

#### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. The activities of such organizations are defined as part of the curriculum in accordance with Rule 6A-6.065, F.A.C.

#### **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 program-specific OJT framework apply.

There is a **Cooperative Education Manual** available on-line that has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the DOE website at <http://www.fldoe.org/workforce/programs/doc/coopm.doc>.

## **Basic Skills**

In PSAV 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: Mathematics 10.0, Language 12.0, and Reading 12.0. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination. Students may be exempt from meeting the Basic Skills requirements by earning an eligible industry certification. See the Basic Skills Exemption List document for a list of eligible industry certifications (<http://www.fldoe.org/workforce/dwdframe/rtf/basic-skills.rtf>).

Adult students with disabilities, as defined in Section 1004.02(7), 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(3)(a), F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91(3), F.S.

Students who possess a college degree at the Associate of Applied Science level or higher; who have completed or are exempt from the college entry-level examination pursuant to Section 1008.29, F.S.; or who have passed a state, national, or industry licensure exam are exempt from meeting the Basic Skills requirement (Rule 6A-10.040, F.A.C.)

## **Essential Skills**

Essential skills identified by the Division of Career and Adult Education have been integrated into the standards and benchmarks of this program. These skills represent the general knowledge and skills considered by industry to be essential for success in careers across all career clusters. Students preparing for a career served by this program at any level should be able to demonstrate these skills in the context of this program. A complete list of Essential Skills and links to instructional resources in support of these Essential Skills are published on the CTE Essential Skills page of the FL-DOE website ([http://www.fldoe.org/workforce/dwdframe/essential\\_skills.asp](http://www.fldoe.org/workforce/dwdframe/essential_skills.asp)).

## **Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 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 occupational completion point (OCP) or a modified occupational completion point (MOCP). 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 an OCP/MOCP. The student should work on different competencies and new applications of competencies each year toward completion of the OCP(s)/MOCP. 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).

### **Articulation**

This program has no statewide articulation agreement approved by the Articulation Coordinating Committee. However, this does not preclude the awarding of credits by any college through local agreements.

For details on statewide articulation agreements which correlate to programs and industry certifications, refer to [http://www.fldoe.org/workforce/dwdframe/artic\\_frame.asp](http://www.fldoe.org/workforce/dwdframe/artic_frame.asp).

### **Standards**

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

- 01.0 Use information technology tools.
- 02.0 Demonstrate knowledge of legal systems & terminology.
- 03.0 Perform steno writer shorthand skills.
- 04.0 Demonstrate knowledge of computer/information systems.
- 05.0 Participate in work-based learning activities.
- 06.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
- 07.0 Demonstrate personal money-management concepts, procedures, and strategies.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title: Court Reporting 2**  
**PSAV Number: B700600**

**Course Number: OTA0047**  
**Occupational Completion Point – A**  
**Court Reporting Scopist I – 600 Hours – SOC Code 23-2099**

Intended outcomes of Court Reporting 1 should be completed previously. After completing the following competencies, the student will have achieved Occupational Completion Point A, Court Reporting Scopist I, SOC Code 23-2099, and the student will be able to:

- 01.0 Use information technology tools. – The student will be able to:
- 01.01 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
  - 01.02 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail, and internet applications. IT 2.0
  - 01.03 Employ computer operations applications to access, create, manage, integrate, and store information. IT 3.0
  - 01.04 Employ collaborative/groupware applications to facilitate group work. IT 4.0
- 02.0 Demonstrate knowledge of legal principles and terminology. – The student will be able to:
- 02.01 Identify basic legal concepts including civil and criminal law.
  - 02.02 Explain the various court systems.
  - 02.03 Explain the judicial system, including discovery, trial, hearings, administrative, and appellate processes.
  - 02.04 Explain the legislative, executive, and governmental processes.
  - 02.05 Demonstrate knowledge of various methods of researching legal citations including the use of current technology.
  - 02.06 Transcribe legal material dictated live or from audio and/or video tapes.
  - 02.07 Prepare a salable transcript of an actual or simulated document by producing at least 10 pages of transcript.
- 03.0 Perform steno writer shorthand skills. – The student will be able to:
- 03.01 Write and transcribe tests at incremental speeds on unfamiliar material in literary, jury charge, and 2-voice testimony.
  - 03.02 Analyze shorthand notes and transcription techniques.
- 04.0 Demonstrate knowledge of computer/information systems. —The student will be able to:

- 04.01 Assume the role of the Court Reporting Scopist I or court reporting assistant in the production of legal documents.
- 04.02 Demonstrate proficiency of a computer-aided transcription (CAT) system.
- 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 Reporting Scopist I.
- 06.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The student will be able to:
  - 06.01 Describe the nature and types of business organizations. SY 1.0
  - 06.02 Explain the effect of key organizational systems on performance and quality.
  - 06.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
  - 06.04 Explain the impact of the global economy on business organizations.
- 07.0 Demonstrate personal money-management concepts, procedures, and strategies. – The student will be able to:
  - 07.01 Identify and describe the services and legal responsibilities of financial institutions. FL 2.0
  - 07.02 Describe the effect of money management on personal and career goals. FL 3.0
  - 07.03 Develop a personal budget and financial goals. FL 3.1
  - 07.04 Complete financial instruments for making deposits and withdrawals. FL 3.2
  - 07.05 Maintain financial records. FL 3.3
  - 07.06 Read and reconcile financial statements. FL 3.4
  - 07.07 Research, compare and contrast investment opportunities.

2011-2012

**Florida Department of Education  
Curriculum Framework**

**Program Title:** Court Reporting 3  
**Program Type:** Career Preparatory  
**Career Cluster:** Business, Management, and Administration

PSAV	
Program Number	B700700
CIP Number	0507.060206
Grade Level	30, 31
Standard Length	1500 hours
Teacher Certification	BUS ED 1 @2 TEACH CBE @7 VOE @7 STENOGRAPH @4 @ 7 SECRETAR @7 G
CTSO	Phi Beta Lambda BPA
SOC Codes (all applicable)	23-2091
Facility Code	[212], <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>
Industry Certifications	<a href="http://www.fldoe.org/workforce/fcpea/default.asp">http://www.fldoe.org/workforce/fcpea/default.asp</a>
Basic Skills Level	Mathematics: 10.0 Language: 12.0 Reading: 12.0

### 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 stenographer 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 machine shorthand 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.

### **Program Structure**

This program is a planned sequence of instruction consisting of two occupational completion points.

When offered at the post secondary adult career and technical level, 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.

The following table illustrates the PSAV program structure:

<b>OCP</b>	<b>Course Number</b>	<b>Course Title</b>	<b>Course Length</b>	<b>SOC Code</b>
A	OTA0048	Court Reporter 1	375	23-2091
	OTA0049	Court Reporter 2	375	
	OTA0051	Court Reporter 3	375	
B	OTA0052	Court Reporter 4	375	23-2091

### **Laboratory Activities**

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

### **Special Notes**

#### **Career and Technical Student Organization (CTSO)**

Phi Beta Lambda and Business Professionals of America (BPA) are the appropriate career and technical student organizations 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. The activities of such organizations are defined as part of the curriculum in accordance with Rule 6A-6.065, F.A.C.

#### **Cooperative Training – OJT**

On-the-job training in the form of work-based experience is both appropriate and highly recommended for this program. Whenever offered, the rules, guidelines, and requirements specified in the program-specific OJT framework apply.

The objective of the work-based experience program is that the student spends some time in a freelance office, a courtroom, and a realtime environment, observing and participating in the role



of the court reporter using machine shorthand technology in the judicial or educational process. The work-based experience shall not commence until a student enters the 200 words per minute testimony class. A student prepared salable transcript shall be produced for educational and grading purposes only and shall not be sold.

The work-based experience shall be in the field of legal, law enforcement, education, government, medical, publishing, or other business and/or professional areas and shall include official, freelance, and realtime and/or captioning reporting experience where possible. The student shall not serve in the capacity of the actual reporter during participation in this work-based experience period.

The educational institution is responsible for arranging the student's work-based experience. Records must be maintained to verify the work-based experience. The student shall be under the supervision of a practicing court reporter using machine shorthand technology, verified by the reporter(s) under whom the work-based experience is being completed. The supervising reporter shall provide an evaluation of the student's work.

There is a **Cooperative Education Manual** available on-line that has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the DOE website at <http://www.fldoe.org/workforce/programs/doc/coopm.doc>.

### **Basic Skills**

In PSAV 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: Mathematics 10.0, Language 12.0, and Reading 12.0. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination. Students may be exempt from meeting the Basic Skills requirements by earning an eligible industry certification. See the Basic Skills Exemption List document for a list of eligible industry certifications (<http://www.fldoe.org/workforce/dwdframe/rtf/basic-skills.rtf>).

Adult students with disabilities, as defined in Section 1004.02(7), 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(3)(a), F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91(3), F.S.

Students who possess a college degree at the Associate of Applied Science level or higher; who have completed or are exempt from the college entry-level examination pursuant to Section 1008.29, F.S.; or who have passed a state, national, or industry licensure exam are exempt from meeting the Basic Skills requirement (Rule 6A-10.040, F.A.C.)

### **Essential Skills**

Essential skills identified by the Division of Career and Adult Education have been integrated into the standards and benchmarks of this program. These skills represent the general knowledge and skills considered by industry to be essential for success in careers across all career clusters. Students preparing for a career served by this program at any level should be able to demonstrate these skills in the context of this program. A complete list of Essential Skills

and links to instructional resources in support of these Essential Skills are published on the CTE Essential Skills page of the FL-DOE website ([http://www.fldoe.org/workforce/dwdframe/essential\\_skills.asp](http://www.fldoe.org/workforce/dwdframe/essential_skills.asp)).

### **Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan 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 postsecondary service provider. 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.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special 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 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 occupational completion point (OCP) or a modified occupational completion point (MOCP). 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 an OCP/MOCP. The student should work on different competencies and new applications of competencies each year toward completion of the OCP(s)/MOCP. 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).

### **Articulation**

This program has no statewide articulation agreement approved by the Articulation Coordinating Committee. However, this does not preclude the awarding of credits by any college through local agreements.

For details on statewide articulation agreements which correlate to programs and industry certifications, refer to [http://www.fldoe.org/workforce/dwdframe/artic\\_frame.asp](http://www.fldoe.org/workforce/dwdframe/artic_frame.asp).

### **Standards**

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

- 01.0 Perform steno writer shorthand skills.
- 02.0 Participate in work-based learning activities.
- 03.0 Demonstrate knowledge of medical systems and terminology.

- 04.0 Perform oral and written communication activities.
- 05.0 Perform steno writer shorthand skills.
- 06.0 Participate in work-based learning activities.
- 07.0 Perform steno writer shorthand skills.
- 08.0 Demonstrate knowledge of computer/information systems.
- 09.0 Participate in work-based learning activities.
- 10.0 Demonstrate knowledge of court reporting procedures.
- 11.0 Perform steno writer shorthand skills.
- 12.0 Participate in work-based learning activities.
- 13.0 Prepare for court reporter certification.

2011-2012

**Florida Department of Education  
Student Performance Standards**

**Program Title: Court Reporting 3**  
**PSAV Number: B700700**

**Course Numbers: OTA0048**  
**Occupational Completion Point – A**  
**Court Reporter 1 – 375 Hours – SOC Code 23-2091**

Prior to enrolling in this course, it is recommended that students complete Court Reporting 1 (B700500) and 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, SOC Code 23-2091, and the student will be able to:

- 01.0 Perform steno writer shorthand 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.
- 02.0 Participate in work-based learning activities. – The student will be able to:
  - 02.01 Participate in work-based learning experiences as a Court Reporter.
- 03.0 Demonstrate knowledge of medical systems and 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 tapes.

**Course Numbers: OTA0049**  
**Occupational Completion Point – A**  
**Court Reporter 2 – 375 Hours– SOC Code 23-2091**

Upon completion of this course, the student will be able to:

- 04.0 Perform oral & written communication activities. – The student will be able to:
  - 04.01 Apply advanced rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts.
- 05.0 Perform steno writer shorthand skills. – The student will be able to:

05.01 Write and transcribe tests at incremental speeds on unfamiliar material in literary, jury charge, and 2-voice testimony.

06.0 Participate in work-based learning activities. – The student will be able to:

06.01 Participate in work-based learning experiences as a Court Reporter.

**Course Numbers: OTA0051**  
**Occupational Completion Point – A**  
**Court Reporter 3 – 375 Hours – SOC Code 23-2091**

Upon completing the following competencies, the student will have achieved Occupational Completion Point A, Court Reporter, SOC Code 23-2091, and the student will be able to:

07.0 Perform steno writer shorthand skills. – The student will be able to:

07.01 Write and transcribe tests at incremental speeds on unfamiliar material in literary, jury charge, and 2-voice testimony.

08.0 Demonstrate knowledge of computer/information systems. – The student will be able to:

08.01 Produce a five-page, first pass transcript with a goal of 95% translation rate.

09.0 Participate in work-based learning activities. – The student will be able to:

09.01 Participate in work-based learning experiences as a Court Reporter.

10.0 Demonstrate knowledge of court reporting procedures. – The student will be able to:

10.01 Assume the role of the court reporter through simulated trials, hearings, and depositions by performing the following functions: administering an oath, marking and handling exhibits, indexing and storing notes/CAT files, and exercising responsibility for reporting the proceeding.

10.02 Produce a five-page, first pass transcript with a goal of 95% translation rate.

10.03 Produce a five-minute literary take at 180 wpm with a realtime goal of 95% accuracy.

10.04 Report objections, motions, colloquy, readback, sidebars, off-the record discussion, include files, parentheticals, and voir dire.

10.05 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.

10.06 Write and transcribe dictation materials related to local, national, and international events including geography.

**Course Numbers: OTA0052**  
**Occupational Completion Point – B**  
**Court Reporter 4 – 375 Hours – SOC Code 23-2091**

Intended outcomes of OCP A should be completed previously. After completing the following additional competencies, the student will have achieved Occupational Completion Point B, Court Reporter, SOC Code 23-2091, and the student will be able to:

11.0 Perform steno writer shorthand skills. – The student will be able to:

- 11.01 Record and transcribe a minimum of three 5-minute 2-voice testimony tests at a rate of 225 wpm at 95% accuracy as specified by the National Court Reporters Association.
- 11.02 Record and transcribe a minimum of three 5-minute jury charge tests at a rate of speed of 200 wpm at 95% accuracy as specified by the National Court Reporters Association.
- 11.03 Record and transcribe a minimum of three 5-minute literary tests at a rate of speed of 180 wpm at 95% accuracy as specified by the National Court Reporters Association.

12.0 Participate in work-based learning activities. – The student will be able to:

- 12.01 Participate in a court reporting internship for a minimum of 40 hours.
- 12.02 Prepare a 40-page salable transcript taken from the freelance, the official, or the realtime reporting internship.
- 12.03 Prepare a written or oral narrative summarizing the internship experience.

13.0 Prepare for court reporter certification. – The student will be able to:

- 13.01 Review court reporting terminology and procedures with a goal of passing the state or national written knowledge tests.
- 13.02 Transcribe a simulated Registered Professional Reporter (RPR) skills test at RPR speed levels in three hours.
- 13.03 Write a simulated Certified Realtime Reporter (CRR) test at a speed of 180-200 wpm literary for five minutes.