

Florida Department of Education  
CURRICULUM FRAMEWORK

**Program Title:** Business Supervision and Management  
**Program Type:** Job Preparatory  
**Occupational Area:** Business Technology Education  
**Components:** Three Occupational Completion Points including core

<b>Program Number:</b>	<b>8215200</b>	<b>B060200</b>
CIP Number:	0506.040101	0506.040101
Grade Level:	9-12, 30, 31	30, 31
Standard Length:	6 credits	900 hours
	Secondary	PSAV

Certification:	BUS ED	@4 1 @2	BUS ED	@4 1 @2
	VOE	@7	VOE	@7
	TEACH CBE	@7	TEACH CBE	@7
	MANAG SUPV	@7 G	MANAG SUPV	@7 G
	BOOKKEEPIN	@4 @7 G	BOOKKEEPIN	@4 @7 G

[Intro to IT Only:]  
 Additional Certification  
 Accepted: COMP SCI @ 2 @ 6

CSO:	FBLA	Phi Beta Lambda
	BPA	BPA
Coop Method:	Yes	Yes
Apprenticeship:	No	No
Facility Code:	212	212
Basic Skills:		
	Math	9
	Language	9
	Reading	9
SOC Code:	11-1021	

I. **PURPOSE:** This program is designed to prepare student or *supervisor* for employment as an Information Technology Assistant, Supervisor/Manager Trainee, and Supervisor and to provide supplemental training for persons previously or currently employed in any of these positions.

This program offers a broad foundation of knowledge and skills expanding the traditional role of the Supervisor. The content includes 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.

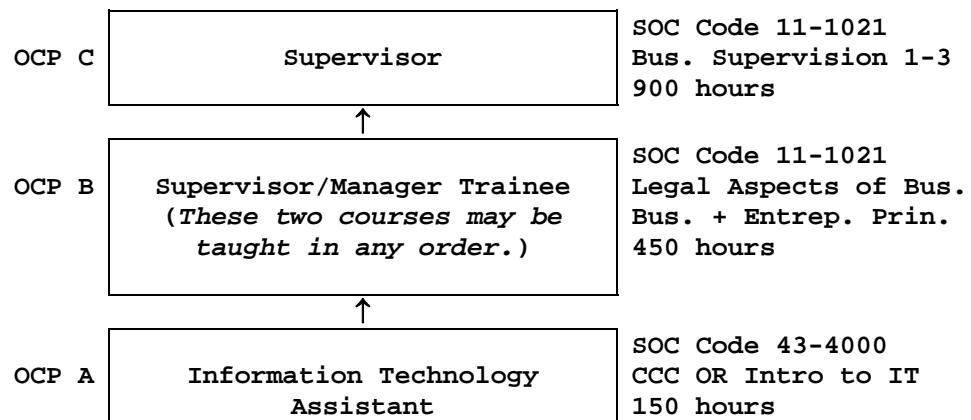
This program focuses on broad, transferable skills and stresses understanding and demonstration of the following elements of the business supervision industry: planning; management; finance; technical and production skills; underlying principles of technology; labor issues; community issues; and health, safety, and environmental issues.

II. **PROGRAM STRUCTURE:** This program is a planned sequence of instruction consisting of the Business Technology Education Core (Computing for College and Careers 1 - OCP A) 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.

The following diagram illustrates the Business Supervision and Management program structure:

**Business Supervision and Management Cluster  
Secondary and Postsecondary Adult Vocational**



When offered at the secondary level, this program consists of the following courses which include the Business Technology Education Core:

- Business Technology Education Core
- 8209020 - Computing for College and Careers (Computing for College and Careers)
- OR
- 8207310 - Introduction to Technology
- 8215120 - Business and Entrepreneurial Principles
- 8215130 - Legal Aspects of Business
- 8215140 - Business Supervision 1
- 8215150 - Business Supervision 2
- 8215160 - Business Supervision 3

- III. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program and include the use of keyboarding systems, calculators, computers, and peripheral equipment.
- IV. **SPECIAL NOTES:** Future Business Leaders of America (Secondary), Phi Beta Lambda (Postsecondary), and Business Professionals of America are the appropriate Career Student Organizations (CSO) for providing leadership training and for reinforcing specific career and technical skills. Career Student Organizations, when provided, shall be an integral part of the career and technical instructional program, and the activities of such organizations are defined as part of the curriculum in accordance with Rule 6A-6.065, FAC.

Cooperative training - OJT is appropriate for this program. Whenever cooperative training - OJT is offered, the following are required for each student: a training plan, signed by the student, teacher, and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a workstation that reflects equipment, skills, and tasks that are relevant to the occupation which

the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade levels required for postsecondary adult vocational students is: Mathematics 9.0, Language 9.0, Reading 9.0. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

The standard length of this program is 900 hours.

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 program or course articulation agreements with each other.

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Adult students with disabilities must self-identify and request such services. 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.

SCANS Competencies: Instructional strategies for this program must include methods that require students to identify, organize, and use resources appropriately; to work with each other cooperatively and productively; to acquire and use information; to understand social, organizational, and technological systems; and to work with a variety of tools and equipment. Instructional strategies must also incorporate the methods to improve students' personal qualities and high-order thinking skills.

Equipment List: A generic equipment list is available for this program.

- V. **INTENDED OUTCOMES:** After completing the following competencies, the student will be able to:

**OCCUPATIONAL COMPLETION POINT - DATA CODE A**  
**Information Technology Assistant-SOC Code 43-4000**

Computing for College and Careers (Computing for College and Careers)  
Competencies:

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 01.01, 01.02, 01.03, 01.04, 01.05, 01.06, 01.07, 01.08.]
- 02.0 Demonstrate comprehension and communication skills. [Student Performance Standards: 02.01, 02.02, 02.04, 02.05, 02.06, 02.07.]

- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. [Student Performance Standards: 03.01, 03.02, 03.03, 03.05, 03.06.]
- 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. [Student Performance Standards: 04.01, 04.02, 04.03.]
- 05.0 Practice quality performance in the learning environment and the workplace. [Student Performance Standards: 05.01, 05.02.]
- 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. [Student Performance Standards: 06.01, 06.02, 06.03.]
- 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. [Student Performance Standards: 07.01, 07.02, 07.03.]
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. [Student Performance Standards: 08.01, 08.02, 08.03.]
- 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. [Student Performance Standards: 09.01, 09.02, 09.03, 09.04, 09.05, 09.06, 09.07, 09.08.]
- 10.0 Demonstrate personal and interpersonal skills and attributes appropriate for the workplace. [Student Performance Standards: 10.01, 10.02, 10.03.]
- 13.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 13.02.]
- 41.0 Perform e-mail activities. [Student Performance Standards: 41.01, 41.09.]
- 42.0 Demonstrate operating systems. [Student Performance Standards: 42.01, 42.10, 42.12, 42.14.]
- 67.0 Develop an awareness of emerging technologies. [Student Performance Standards: 67.01, 67.02, 67.03.]

**OR**

**Introduction to IT Competencies:**

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 01.01, 01.02, 01.03, 01.04, 01.06, 01.07.]
- 02.0 Demonstrate Comprehension and communication skills. [Student Performance Standards: 02.03, 02.62, 02.63, 02.64, 02.65, 02.66.]
- 03.0 Use technology to enhance the effectiveness of communication skills. [Student Performance Standards: 03.03, 03.06.]
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. [Student Performance Standards: 04.01, 04.02.]
- 05.0 Practice quality performance in the learning environment and the workplace. [Student Performance Standards: 05.01, 05.02.]

- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 06.03.]
- 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. [Student Performance Standards: 07.01, 07.02, 07.03.]
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. [Student Performance Standards: 08.02, 08.03.]
- 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. [Student Performance Standards: 09.15, 09.16, 09.17, 09.18, 09.19, 09.20.]
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. [Student Performance Standards: 10.01, 10.03.]
- 20.0 Participate in work-based learning experiences. [Student Performance Standards: 20.44, 20.46.]
- 41.0 Perform e-mail activities. [Student Performance Standards: 41.01, 41.02, 41.03, 41.04, 41.05, 41.06, 41.07, 41.08, 41.09, 41.10, 41.11, 41.12, 41.13.]
- 42.0 Demonstrate knowledge of different operating systems. [Student Performance Standards: 42.01, 42.10, 42.12, 42.14.]
- 55.0 Demonstrate proficiency navigating the internet, intranet, and the WWW. [Student Performance Standards: 55.01, 55.10, 55.11, 55.14, 55.15, 55.16, 55.17, 55.18.]
- 56.0 Demonstrate proficiency using HTML commands. [Student Performance Standards: 56.01, 56.02, 56.03, 56.04, 56.05, 56.06, 56.08, 56.17, 56.18, 56.19.]
- 57.0 Demonstrate proficiency in page design applicable to the WWW. [Student Performance Standards: 57.01, 57.02, 57.04, 57.05, 57.25, 57.26, 57.27.]
- 63.0 Demonstrate proficiency using specialized web design software. [Student Performance Standards: 63.01, 63.02.]
- 64.0 Develop an awareness of the information technology industry. [Student Performance Standards: 64.01, 64.04, 64.05.]
- 65.0 Develop an awareness of microprocessors and digital computers. [Student Performance Standards: 65.01, 65.02, 65.03, 65.04, 65.05, 65.06, 65.07, 65.08.]
- 66.0 Develop an awareness of programming languages. [Student Performance Standards: 66.01, 66.02, 66.03, 66.04.]
- 67.0 Develop an awareness of emerging technologies. [Student Performance Standards: 67.01, 67.02, 67.03.]
- 69.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model. [Student Performance Standards: 69.01, 69.02, 69.04, 69.06, 69.07, 69.08, 69.09, 69.11.]
- 70.0 Demonstrate proficiency using common software applications. [Student Performance Standards: 70.01, 70.02.]
- 71.0 Demonstrate proficiency using specialized software applications. [Student Performance Standards: 71.01, 71.02, 71.06.]

**OCCUPATIONAL COMPLETION POINT - DATA CODE B  
SUPERVISOR/MANAGER TRAINEE - SOC Code 11-1021**

Intended outcomes of OCP A must be completed previously or concurrently.

- 02.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels. [Student Performance Standards: 02.12, 02.14, 02.34, 02.35, 02.36, 02.37, 02.38, 02.39, 02.40, 02.41, 02.42, 02.43, 02.44, 02.45, 02.47, 02.48, 02.49, 02.50, 02.51, 02.52, 02.53, 02.54.]
- 03.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 03.13, 03.14, 03.15, 03.16, 03.17, 03.18, 03.19, 03.20.]
- 05.0 Analyze current and emerging workplace trends and issues and determine potential impact on career and job objectives and workplace performance. [Student Performance Standard: 05.05.]
- 06.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. [Student Performance Standards: 06.09, 06.10, 06.11, 06.12, 06.13, 06.14, 06.15, 06.16, 06.17, 06.18, 06.19, 06.20, 06.21, 06.22, 06.23, 06.24, 06.25, 06.26, 06.27, 06.28, 06.29, 06.30, 06.31, 06.32.]
- 07.0 Practice quality performance in the learning environment and the workplace. [Student Performance Standards: 07.10, 07.11, 07.12.]
- 08.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 8.13, 08.26, 08.27, 08.28, 08.29, 08.30, 08.31, 08.32, 08.33, 08.34, 08.35, 08.36, 08.37.]
- 09.0 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. [Student Performance Standards: 09.15, 09.16.]
- 10.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. [Student Performance Standard: 10.10.]
- 11.0 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. [Student Performance Standards: 11.14, 11.15.]
- 20.0 Participate in work-based learning experiences. [Student Performance Standards: 20.45, 20.46, 20.47.]
- 65.0 Justify the need to gain and maintain competitive advantage. [Student Performance Standards: 165.01, 65.02, 65.03.]
- 66.0 Perform human resources management activities. [Student Performance Standards: 66.01, 66.02, 66.03, 66.04, 66.05, 66.06, 66.07, 66.08, 66.09, 66.10, 66.11, 66.12.]
- 67.0 Analyze the impact and relationship of government regulations and community involvement on business management decisions. [Student Performance Standards: 67.01, 67.02, 67.03, 67.04, 67.05, 67.06, 67.07, 67.08.]
- 68.0 Perform supervisory/management functions. [Student Performance Standards: 68.01, 68.02, 68.03, 68.04, 68.05.]
- 69.0 Demonstrate an understanding of business law concepts. [Student Performance Standards: 69.01, 69.02, 69.03, 69.04, 69.05, 69.06, 69.07, 69.08, 69.09, 69.10, 69.11, 69.12, 69.13, 69.14, 69.15, 69.16, 69.17, 69.18, 69.19, 69.20, 69.21, 69.22, 69.23, 69.24, 69.25, 69.26, 69.27, 69.28, 69.29, 69.30, 69.31, 69.32, 69.33, 69.34, 69.35, 69.36, 69.37.]
- 70.0 Demonstrate an understanding of different types of insurance. [Student Performance Standards: 70.01, 70.02, 70.03, 70.04, 70.05.]

**OCCUPATIONAL COMPLETION POINT - DATA CODE C**  
**SUPERVISOR - SOC Code 11-1021**

Intended outcomes of OCP A and OCP B must be completed previously.

- 02.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels. [Student Performance Standards: 02.55, 02.56, 02.57, 02.58, 02.59, 02.60, 02.61, 02.62, 02.63, 02.64, 02.65.]
- 03.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 03.21, 03.22, 03.23, 03.24, 03.25, 03.26, 03.27, 03.28, 03.29, 03.30, 03.31.]
- 05.0 Analyze current and emerging workplace trends and issues and determine potential impact on career and job objectives and workplace performance. [Student Performance Standards: 05.06, 05.07.]
- 08.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 08.09, 08.38, 08.40, 08.41, 08.42, 08.43, 08.44, 08.45, 08.46, 08.47, 08.48, 08.49, 08.50, 08.51, 08.52, 08.53, 08.54, 08.55, 08.56, 08.57, 08.58, 08.59, 08.60, 08.61, 08.62, 08.63, 08.64, 08.65, 08.66, 08.67, 08.68, 08.69, 08.70, 08.71, 08.72, 08.73, 08.74.]
- 09.0 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. [Student Performance Standards: 09.17, 09.18, 09.19, 09.20.]
- 10.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. [Student Performance Standards: 10.11, 10.12, 10.13.]
- 11.0 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. [Student Performance Standards: 11.08, 11.16, 11.17.]
- 20.0 Participate in work-based learning experiences. [Student Performance Standards: 20.45, 20.48.]
- 65.0 Justify the need to gain and maintain competitive advantage. [Student Performance Standards: 65.04, 65.05, 65.06, 65.07, 65.08.]
- 66.0 Perform human resources management activities. [Student Performance Standards: 66.13, 66.14, 66.15, 66.16, 66.17, 66.18, 66.19, 66.20, 66.21, 66.22, 66.23, 66.24, 66.25.]
- 67.0 Analyze the impact and relationship of government regulations and community involvement on business management decisions. [Student Performance Standards: 67.06, 67.07, 67.08, 67.09, 67.10.]
- 68.0 Perform supervisory/management functions. [Student Performance Standards: 68.09, 68.10, 68.11, 68.12, 68.13, 68.14, 68.15, 68.16, 68.17, 68.18, 68.19, 68.20, 68.21, 68.22, 68.23, 68.24, 68.25, 68.26.]
- 71.0 Compare and contrast management theories. [Student Performance Standards: 71.01, 71.02, 71.03, 71.04, 71.05, 71.06.]
- 72.0 Apply operations management principles and procedures to an operations plan. [Student Performance Standards: 72.01, 72.02, 72.03, 72.04, 72.05, 72.06, 72.07, 72.08, 72.09.]

- 73.0 Describe the role of organized labor and its influences on government and business. [Student Performance Standards: 73.01, 73.02, 73.03, 73.04.]
- 74.0 Analyze the relationships among contract law, law of sales, consumer law, agency law, and environmental law. [Student Performance Standards: 74.01, 74.02, 74.03, 74.04, 74.05, 74.06, 74.07, 74.08, 74.09, 74.10, 74.11, 74.12, 74.13, 74.14, 74.15, 74.16, 74.17, 74.18, 74.19, 74.20, 74.21, 74.22, 74.23, 74.24.]
- 75.0 Analyze financial data to make long-term and short-term management decisions. [Student Performance Standards: 75.01, 75.02, 75.03, 75.04, 75.05, 75.06, 75.07, 75.08, 75.09, 75.10, 75.11, 75.12.]

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

Program Title: Business Supervision and Management  
Secondary Number: 8215200  
Secondary Number: B060200

OCCUPATIONAL COMPLETION POINT (Information Technology Assistant) - SOC Code  
43-4000

Computing for College and Careers (Computing for College and Careers)  
competencies :

INFORMATION SYSTEMS

01.00 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. (LA.B.1.4.3)
- 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks. (LA.B.2.4.4)
- 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. (LA.B.2.4.4, LA.A.2.4.6)
- 01.05 Demonstrate basic computer file management skills. (LA.A.2.4.2, LA.B.2.4.4, LA.B.2.4.6)
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment. (LA.D.2.4.4)
- 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.

WORKPLACE COMMUNICATIONS

02.00 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. (LA.B.1.4.1)
- 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience. (LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3)
- 03.03 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communication. (LA.B.2.4.1, LA.B.2.4.2)
- 03.05 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
- 03.06 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.

#### **MANAGEMENT**

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.

#### **MATHEMATICS AND FINANCE**

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. (MA.E.1.4.1, MA.E.A.4.2)
- 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time). (MA.B.3.4.1)
- 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. (MA.A.3.4.3)

#### **JOB READINESS AND CAREER DEVELOPMENT**

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, and follow-up). (LA.C.3.4.4)
- 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.

#### **HUMAN RELATIONS/INTERPERSONAL SKILLS**

10.0 DEMONSTRATE HUMAN RELATIONS/INTERPERSONAL SKILLS APPROPRIATE FOR THE WORKPLACE-The student will be able to:

- 10.01 Accept constructive criticism. (SS.B.1.4.5)
- 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations. (LA.D.1.4.2, SS.B.1.4.5)
- 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.).

**ADMINISTRATIVE PROCEDURES**

13.0 PERFORM FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE-The student will be able to:

- 13.02 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.).

**NETWORK/SOFTWARE SUPPORT**

41.0 PERFORM E-MAIL ACTIVITIES-The student will be able to:

- 41.01 Describe e-mail capabilities and functions.
- 41.09 Use the Internet to perform e-mail activities.

42.0 DEMONSTRATE OPERATING SYSTEMS-The student will be able to:

- 42.01 Identify operating system file naming conventions.
- 42.10 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
- 42.12 Demonstrate a working knowledge of standard file formats.
- 42.14 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).

**INFORMATION TECHNOLOGY**

67.0 DEVELOP AN AWARENESS OF EMERGING TECHNOLOGIES-The student will be able to:

- 67.01 Compare and contrast various methods of evaluation for emerging technologies.
- 67.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
- 67.03 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:

**INFORMATION SYSTEMS**

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.
- 01.07 Describe ethical issues and problems associated with computers and information systems.

## **WORKPLACE COMMUNICATIONS**

02.0 USE TECHNOLOGY TO APPLY AND ENHANCE COMMUNICATION SKILLS IN TECHNICAL READING, WRITING, SPEAKING, LISTENING, AND VIEWING-The student will be able to:

- 02.03 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
- 02.62 Organize ideas and communicate oral and written messages appropriate for information technology environments.
- 02.63 Collaborate with individuals and teams to complete tasks and solve information technology problems.
- 02.64 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
- 02.65 Apply the writing process to the creation of appropriate documents following designated business formats.
- 02.66 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:

- 03.03 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communication.
- 03.06 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.

## **MANAGEMENT**

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. 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.
- 04.02 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:

- 06.03 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.

#### **MATHEMATICS AND FINANCE**

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.

#### **JOB READINESS AND CAREER DEVELOPMENT**

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:

- 08.02 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:

- 09.15 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.).
- 09.16 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.

- 09.17 Describe job requirements for the variety of occupations and professions within the global world of information technology.
- 09.18 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
- 09.19 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
- 09.20 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.
- 10.03 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.).

**WORK-BASED LEARNING**

20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES-The student will be able to:

- 20.44 Participate in work-based learning experiences in an information technology environment.
- 20.46 Discuss the use of technology in an information technology environment.

**NETWORK/SOFTWARE SUPPORT**

41.0 PERFORM E-MAIL ACTIVITIES-The student will be able to:

- 41.01 Describe e-mail capabilities and functions.
- 41.02 Identify components of an e-mail message.
- 41.03 Identify the components of an e-mail address.
- 41.04 Identify when to use different e-mail options.
- 41.05 Attach a file to an e-mail message.
- 41.06 Forward an e-mail message.
- 41.07 Use an address book.
- 41.08 Reply to an e-mail message.
- 41.09 Use the Internet to perform e-mail activities.
- 41.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
- 41.12 Identify when to include information from an original e-mail message in a response.
- 41.13 Identify common problems associated with widespread use of e-mail.

42.0 DEMONSTRATE KNOWLEDGE OF DIFFERENT OPERATING SYSTEMS-The student will be able to:

- 42.01 Identify operating system file naming conventions.
- 42.10 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
- 42.12 Demonstrate a working knowledge of standard file formats.
- 42.14 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).

**WEB DESIGN**

55.0 DEMONSTRATE PROFICIENCY NAVIGATING THE INTERNET, INTRANET, AND THE WWW-The student will be able to:

- 55.01 Identify and describe Web terminology.
  - 55.10 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 55.11 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 55.14 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 55.15 Trace the evolution of the Internet from its inception to the present and into the future.
  - 55.16 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 55.17 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, PDF, etc.).
  - 55.18 Identify effective Boolean search strategies.
- 56.0 DEMONSTRATE PROFICIENCY USING HTML COMMANDS—The student will be able to:
- 56.01 Identify elements of a Web page.
  - 56.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 56.03 Define basic HTML terminology.
  - 56.04 Analyze HTML source code developed by others.
  - 56.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, and tables).
  - 56.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 56.08 Edit and test HTML documents for accuracy and validity.
  - 56.17 Use basic functions of WYSIWYG editors.
  - 56.18 Use basic functions of HTML, DHTML, and XML editors and converters.
  - 56.19 Enhance web pages through the addition of images and graphics including animation.
- 57.0 DEMONSTRATE PROFICIENCY IN PAGE DESIGN APPLICABLE TO THE WWW—The student will be able to:
- 57.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
  - 57.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
  - 57.04 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD ROMs).
  - 57.05 Use image design software to create and edit images.
  - 57.25 Demonstrate proficiency in publishing to the Internet.
  - 57.26 Demonstrate proficiency in adding downloadable forms to web pages.
  - 57.27 Explain the need for web-based applications.
- 63.0 DEMONSTRATE PROFICIENCY USING SPECIALIZED WEB DESIGN SOFTWARE—The student will be able to:
- 63.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
  - 63.02 Demonstrate use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).

**INFORMATION TECHNOLOGY**

- 64.0 DEVELOP AN AWARENESS OF THE INFORMATION TECHNOLOGY INDUSTRY-The student will be able to:
- 64.01 Explain how information technology impacts the operation and management of business and society.
  - 64.04 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
  - 64.05 Explain the emergence of a paperless society.
- 65.0 DEVELOP AN AWARENESS OF MICROPROCESSORS AND DIGITAL COMPUTERS-The student will be able to:
- 65.01 Describe the evolution of the digital computer.
  - 65.02 Explain the general architecture of a microcomputer system.
  - 65.03 Explain the evolution of microprocessors.
  - 65.04 Explain software hierarchy and its impact on microprocessors.
  - 65.05 Explain the need for and use of peripherals.
  - 65.06 Demonstrate proficiency using peripherals.
  - 65.07 Identify the basic concepts of computer maintenance and upgrades.
  - 65.08 Differentiate between diagnosing and troubleshooting.
- 66.0 DEVELOP AN AWARENESS OF PROGRAMMING LANGUAGES-The student will be able to:
- 66.01 Explain the history of programming languages.
  - 66.02 Explain the need for and use of compilers.
  - 66.03 Explain how compilers work.
  - 66.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).
- 67.0 DEVELOP AN AWARENESS OF EMERGING TECHNOLOGIES-The student will be able to:
- 67.01 Compare and contrast various methods of evaluation for emerging technologies.
  - 67.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
  - 67.03 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.).
- 69.0 DEMONSTRATE AN UNDERSTANDING OF THE SEVEN LAYERS OF THE OPEN SYSTEMS INTERFACE (OSI) MODEL-The student will be able to:
- 69.01 Describe the evolution of OSI from its inception to the present and into the future.
  - 69.02 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software.
  - 69.04 Identify types of networks and how they work.
  - 69.06 Identify the role of servers and clients on a network.
  - 69.07 Identify benefits and risks of networked computing.
  - 69.08 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
  - 69.09 Identify Intranets, Extranets and how they relate to the Internet.
  - 69.11 Demonstrate basic understanding of network administration.

#### **SOFTWARE APPLICATIONS**

- 70.0 DEMONSTRATE PROFICIENCY USING COMMON SOFTWARE APPLICATIONS-The student will be able to:

- 70.01 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.).
- 70.02 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.).

71.0 DEMONSTRATE PROFICIENCY USING SPECIALIZED SOFTWARE APPLICATIONS-  
The student will be able to:

- 71.01 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.).
- 71.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
- 71.06 Demonstrate the ability to incorporate digital sound.

**OCCUPATIONAL COMPLETION POINT - DATA CODE B**  
**SUPERVISOR/MANAGER TRAINEE - SOC Code 11-1021**

Intended outcomes of OCP A must be completed previously or concurrently.

**WORKPLACE COMMUNICATIONS**

02.0 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:

- 02.12 Deliver impromptu and planned speeches.
- 02.14 Communicate in a multicultural setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds).
- 02.34 Perform telephone activities (e.g., receive calls, place calls, gather and record information).
- 02.35 Project a positive first impression on the telephone.
- 02.36 Function as a team member and participate in group discussions to identify and resolve problems.
- 02.37 Organize and lead discussions.
- 02.38 Participate as a team leader and team member at meetings.
- 02.39 Answer questions in formal and information situations.
- 02.40 Use corporate business vocabulary appropriate for entry-level jobs.
- 02.41 Interpret information obtained from various sources (e.g., business correspondence, professional articles, supporting graphic materials, manuals, computer printouts, electronic sources).
- 02.42 Describe methods used by management to communicate with employees (e.g., formal and informal).
- 02.43 Differentiate among various electronic and nonelectronic telecommunication methods used to communicate with employees.
- 02.44 Demonstrate active listening techniques.
- 02.45 Identify and overcome major barriers to listening.
- 02.46 Identify relevant information in oral communications.
- 02.47 Determine when more information is needed and ask appropriate questions.
- 02.48 Distinguish fact from opinion (e.g., media, Internet).

- 02.49 Obtain key facts through courteous attention to multiple speakers within a group.
  - 02.50 Assess and respond to a speaker's nonverbal messages.
  - 02.51 Discuss the value of the use of silence in communication as a nonverbal cue.
  - 02.52 Give examples of how nonverbal messages have different meanings in various cultures.
  - 02.53 Demonstrate an understanding of the importance of establishing and maintaining a work-related network through social contacts.
  - 02.54 Use appropriate etiquette and manners when communicating with people of varying cultures.
- 03.0 USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF COMMUNICATIONS IN ORDER TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:
- 03.13 Gather and compile data using a wide variety of references and research resources (e.g., electronic bulletin boards, information services).
  - 03.14 Communicate using electronic messaging technologies (e.g., facsimile machines, voice mail, conference calls, pagers, e-mail).
  - 03.15 Apply the rules of electronic messaging etiquette.
  - 03.19 Revise and edit business documents to ensure they are clear, correct, concise, complete, consistent, and courteous.
  - 03.20 Compose and create business communications appropriate for specific audiences.

#### **CURRENT TRENDS IN THE WORKPLACE**

- 05.0 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:
- 05.05 Identify changing trends in the workplace.

#### **MANAGEMENT**

- 06.0 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:
- 06.09 Define management.
  - 06.10 Identify the different levels of management.
  - 06.11 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).
  - 06.12 Identify variations of basic forms of business ownership (e.g., franchises, employer stock ownership programs).
  - 06.13 List the advantages and disadvantages of each form of business ownership.
  - 06.14 Describe the advantages and disadvantages of the team concept to an organization.
  - 06.15 Analyze organizational charts and discuss how various supervisory/management positions fit into the organizational structure.
  - 06.16 Describe the role of technology in the overall management process.
  - 06.17 Define the entrepreneurial way of thinking (e.g., opportunity, recognition, risk and reward) and discuss its importance to the American economy.

- 06.18 Apply the entrepreneurial way of thinking in one's own life.
  - 06.19 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 corporation, corporation, franchise).
  - 06.20 Compare and contrast the advantages and disadvantages of doing business using various forms of business ownership.
  - 06.21 Distinguish a limited partnership from a general partnership.
  - 06.23 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).
  - 06.24 Describe the powers and duties of partners (limited partners, general partners in a limited partnership, silent, dormant, secret).
  - 06.25 Describe how partnerships may be dissolved (e.g., acts of the partners, operation of the law, order of the court).
  - 06.26 Explain the winding up of partnership affairs and the distribution of assets after the dissolution of a partnership.
  - 06.27 Define a limited liability corporation.
  - 06.28 Describe the nature of management responsibilities in a limited liability corporation.
  - 06.29 Describe the effects of failing to maintain the proper structure of a limited liability corporation.
  - 06.30 Define a corporation and explain why a corporation is a legal entity.
  - 06.31 Identify characteristics of a franchise and describe where franchises fit in the economic and legal framework.
  - 06.32 Describe the pros and cons of owning a franchise.
- 07.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE—The student will be able to:
- 07.10 Discuss the importance of time management, both professional and personally, including the consequences of poor time management skills.
  - 07.11 Perform a personal time management analysis.
  - 07.12 Discuss the impact of time management practices on one's personal and professional image.
- 08.0 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:
- 08.13 Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality.
  - 08.26 Apply decision-making processes to business applications.
  - 08.27 Describe the characteristics (e.g., leadership qualities, leadership styles, personality traits) of effective business supervisors, managers, or entrepreneurs.
  - 08.28 Develop a personal and business code of ethical behavior.
  - 08.29 Explain the importance of trust for the successful conduct of business.
  - 08.30 Identify examples of unethical behaviors that result in higher prices for consumers (e.g., insurance fraud).
  - 08.32 Identify ethical issues resulting from technological advances (e.g., computer snooping, hacking).

- 08.33 Identify ethical issues involving employer/employee relationships (e.g., poor working conditions, hours wasted on the job, employee theft).
- 08.34 Identify ethical issues affecting consumers (e.g., false advertising, shoplifting).
- 08.35 Apply principles of group dynamics in structured activities.
- 08.36 Exhibit a positive attitude and professional behavior.
- 08.37 Participate in school, community, and/or volunteer activities.

**COMPUTATION AND FINANCE**

- 09.0 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:

- 09.16 Describe the importance of financial statements.

**JOB READINESS AND CAREER DEVELOPMENT**

- 10.0 ASSESS PERSONAL STRENGTHS AND WEAKNESSES AS THEY RELATE TO JOB OBJECTIVES, CAREER EXPLORATION, PERSONAL DEVELOPMENT, AND LIFE GOALS—The student will be able to:

- 10.10 Identify career paths in supervisory, management, and small business environments.

**WORK-BASED LEARNING**

- 20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:

- 20.45 Participate in work-based learning experiences in a supervisory, management, or small business environment.
- 20.46 Discuss the use of technology in a supervisory, management, or small business environment.
- 20.47 Compare and contrast software applications used in a supervisory, management, or small business environment.

**BUSINESS SUPERVISION**

- 65.0 JUSTIFY THE NEED TO GAIN AND MAINTAIN COMPETITIVE ADVANTAGE—The student will be able to:

- 65.01 Identify ways in which businesses compete with each other (e.g., quality, service, status, price).
- 65.02 Define market share.
- 65.03 Identify various forms of competition (e.g., pure competition, oligopoly, monopolistic competition, monopoly).

- 66.0 PERFORM HUMAN RESOURCES MANAGEMENT ACTIVITIES—The student will be able to:

- 66.01 Identify the benefits of professional staff development (e.g., workshops, conferences, course work, membership in professional associations).
- 66.02 Explain the need for employee evaluations, describe the procedures used in the evaluation process, and identify the consequences of positive or negative performance appraisals.

- 66.04 Describe legislation affecting the workplace and discuss the impact on businesses (e.g., affirmative action, right to privacy, drug testing, sexual harassment, safety).
  - 66.05 Identify the kinds of benefits offered to employees (e.g., insurance plans; retirement plans; payroll deductions for savings bonds, cafeteria plans, 401K plans).
  - 66.06 Describe methods used to compensate employees (e.g., wages, salary, commission).
  - 66.08 Define "downsizing" and explain why it occurs.
- 67.0 ANALYZE THE IMPACT AND RELATIONSHIP OF GOVERNMENT REGULATIONS AND COMMUNITY INVOLVEMENT ON BUSINESS MANAGEMENT DECISIONS—The student will be able to:
- 67.01 Identify ways companies can help their communities (e.g., jobs, taxes, contributions to community projects).
- 68.0 PERFORM SUPERVISORY/MANAGEMENT FUNCTIONS—The student will be able to:
- 68.01 Describe the functions of management (e.g., planning, organizing, staffing, directing, controlling) and discuss how the functions are interrelated.
  - 68.02 Identify factors of strategic planning and define the role of strategic planning in a business environment.
  - 68.03 Define the purpose of a business plan and describe the major components included in a business plan.
  - 68.04 Define the marketing concept and explain its impact on consumers.
  - 68.05 Identify and describe examples of diverse marketing activities.
  - 68.06 Define long-term and short-term planning.
  - 68.07 Perform long-term and short-term planning activities for a specific event.
  - 68.08 Develop a basic business plan.
- 69.0 DEMONSTRATE AN UNDERSTANDING OF BUSINESS LAW CONCEPTS—The student will be able to:
- 69.01 Demonstrate an understanding of contractual relationships.
  - 69.02 Identify the elements of an enforceable contract.
  - 69.03 Differentiate among classes of contracts (e.g., bilateral and unilateral, express and implied, oral and written).
  - 69.04 Explain how offer and acceptance can create contractual rights and duties.
  - 69.05 Determine whether an agreement is enforceable as a contract.
  - 69.06 Differentiate among the ways that assent can be disrupted (e.g., fraud, non-disclosure, misrepresentation, mistake, duress, undue influence).
  - 69.07 Define and distinguish among different types of consideration and list the exceptions to the requirements of consideration.
  - 69.08 Identify people who lack contractual capacity.
  - 69.09 Explain a minor's right to avoid a contract.
  - 69.13 Describe the rules that apply to the interpretation of contracts.
  - 69.14 Describe the rules that apply to contracts involving third parties.
  - 69.15 List the ways a contract can be discharged.
  - 69.16 Describe breach of contract and the remedies available when a contract is breached.
  - 69.21 Define an agency relationship and list the ways that agency relationships may be created.
  - 69.22 Discuss potential problems with signing employment contracts.

- 69.24 Determine questions that can and cannot be asked during an employment interview.
  - 69.25 Determine which employees or applicants may be asked to participate in employee testing (e.g., aptitude, psychological, polygraph, drug).
  - 69.26 Identify legislation that regulates employee rights (e.g., Americans with Disabilities Act, Age Discrimination in Employment Act, Family and Medical Leave Act).
  - 69.27 Identify legislation that regulates employment conditions (e.g., Fair Labor Standards Act, Immigration Reform and Control Act, Occupational Safety and Health Act).
  - 69.28 Define key terms in computer law.
  - 69.29 Identify circumstances under which the copyright of a computer program has been violated.
  - 69.31 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.
  - 69.34 Describe the purposes of various consumer laws and explain their affect on the consumer's well being.
  - 69.35 Describe how local businesses can be a source of consumer assistance and identify consumer organizations, businesses, and governmental agencies that provide consumer assistance.
  - 69.36 Differentiate among the various types of consumer fraud and explain steps that can be taken by victims to gain redress.
  - 69.37 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.
- 70.0 DEMONSTRATE AN UNDERSTANDING OF DIFFERENT TYPES OF INSURANCE—The student will be able to:
- 70.02 Differentiate between requirements for insurable interest for property insurance with those needed for life insurance.
  - 70.03 Compare and contrast the different types of life insurance (e.g., ordinary, limited payment, endowment, term).
  - 70.04 Compare and contrast the different types of other insurance (e.g., property, liability, automobile, homeowners', disability, marine).
  - 70.05 Compare and contrast the differences in health insurance coverages.

**OCCUPATIONAL COMPLETION POINT - DATA CODE C  
SUPERVISOR - SOC Code 11-1021**

Intended outcomes of OCP A and OCP B must be completed previously.

**WORKPLACE COMMUNICATIONS**

- 02.0 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:
- 02.55 Function as a team member and team leader to identify and solve problems inherent in a capstone project.
  - 02.57 Analyze and respond in writing to routine business problems both individually and collaboratively.
  - 02.60 Demonstrate interactive listening techniques.
  - 02.61 Listen objectively and record major points of a speaker's message.
  - 02.62 Synthesize information from multiple speakers in a group and respond in an effective manner.

- 02.63 Use comprehensive corporate vocabulary.
- 02.65 Lead a brainstorming session.

03.0 USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF COMMUNICATIONS IN ORDER TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 03.21 Compose and create business communications that address specific needed improvements.
- 03.22 Apply information systems hardware and software appropriate to accomplish business tasks.
- 03.23 Use electronic resources (e.g., Internet) to complete sophisticated projects.
- 03.24 Collaborate via technology with business professionals and students in the international community.
- 03.27 Compose and create business communications that reflect international differences, current practices, and protocol.
- 03.28 Revise and edit business documents to improve content and effectiveness.
- 03.29 Compose and create executive summaries.
- 03.30 Present findings of projects in a formal presentation using appropriate graphics, media, and support materials.
- 03.31 Analyze and synthesize information obtained from print and electronic resources for group discussions and team building activities.

**MANAGEMENT**

08.0 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:

- 08.46 Analyze and respond to business case studies involving office politics.
- 08.47 Discuss the ramifications of social behavior on professional image.
- 08.48 Analyze and discuss sexual harassment cases that have become legal precedents.
- 08.50 Discuss the concept of a comprehensive customer service philosophy.
- 08.51 Define corporate culture.
- 08.52 Compare and contrast corporate cultures of diverse organizations.
- 08.53 Analyze the impact of company policies and procedures on communications.
- 08.54 Explain the long-term monetary impact of a lost customer.
- 08.55 Analyze situations in which technology positively and negatively impacts customer service.
- 08.57 Enhance personal and professional self-concept and image through leading group activities.
- 08.58 Assume a leadership role in school, community, and/or volunteer activities.
- 08.59 Discuss how health, motivation, and physical fitness enhance performance.
- 08.60 Use appropriate leadership language (e.g., optimism, encouragement, action).
- 08.63 Lead a group in goal setting activities.
- 08.64 Compare and contrast alternative leadership styles and the appropriate style for a given situation.
- 08.65 Implement control practices and procedures for a planned business.

- 08.66 Chart five forms of business organization and illustrate an advantage and disadvantage for each.
- 08.67 Given facts about a possible new business, determine the form of business organization that could be used.
- 08.68 Analyze the personal advantages of owning your own business.
- 08.69 Analyze the personal risks of owning your own business.
- 08.70 Assess your qualifications to start a new business.
- 08.71 Discuss the impact of laws of different countries on partnerships, corporations, and limited liability corporations.
- 08.72 Analyze the impact of international law on partnerships, corporations, and limited liability corporations.
- 08.73 Describe the impact of international business activities on the local, regional, national, and international economies.
- 08.74 Analyze the potential impact on a community, region, state, and country of a domestic company involving itself in international trade opportunities.

#### **COMPUTATION AND FINANCE**

- 09.0 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:
  - 09.17 Prepare and maintain payroll registers and individual earning records.
  - 09.18 Complete employer's quarterly federal tax returns.
  - 09.19 Prepare financial statements (e.g., income statement, balance sheet, cash flow statement, statement of net worth).
  - 09.20 Analyze financial statements and interpret data for decision making purposes.

#### **JOB READINESS AND CAREER DEVELOPMENT**

- 10.0 ASSESS PERSONAL STRENGTHS AND WEAKNESSES AS THEY RELATE TO JOB OBJECTIVES, CAREER EXPLORATION, PERSONAL DEVELOPMENT, AND LIFE GOALS—The student will be able to:
  - 10.12 Relate the importance of education in meeting identified goals.
  - 10.13 Describe career pathways for career development in supervisory and management positions (e.g., upward and mobile).

#### **JOB READINESS AND CAREER DEVELOPMENT**

- 11.0 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:
  - 11.16 Create and present a career portfolio to an audience.
  - 11.17 Model behavior that contributes to a successful interview.

#### **WORK-BASED LEARNING**

- 20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:
  - 20.45 Participate in work-based learning experiences in a supervisory, management, and small business environment.

20.48 Discuss the supervisory/management skills needed in a supervisory, management, or small business environment.

## **BUSINESS SUPERVISION**

65.0 JUSTIFY THE NEED TO GAIN AND MAINTAIN COMPETITIVE ADVANTAGE—The student will be able to:

- 65.04 Compare and contrast various forms of competition (e.g., pure competition, oligopoly, monopolistic competition, monopoly).
- 65.05 Describe how various laws impact competition (e.g., Sherman Act, Robinson-Patman).
- 65.06 Describe ways to increase market share.
- 65.07 Explain the purposes of external research services and explain why businesses use them (e.g., consumer affairs, consumer panels, marketing research).
- 65.08 Describe why an ongoing analysis of customer satisfaction indices is necessary for attaining competitive advantage.

66.0 PERFORM HUMAN RESOURCES MANAGEMENT ACTIVITIES—The student will be able to:

- 66.13 Describe components that may be included in employee evaluations.
- 66.14 Describe how employee selection tools are used (e.g., interview, tests, reference checks).
- 66.15 Describe how a job description is used in the recruiting process.
- 66.18 Establish criteria for promoting employees.
- 66.21 Develop strategies to accommodate impending changes in the workplace.
- 66.22 Describe the legal implications of using performance appraisals to terminate or demote employees.
- 66.23 Describe programs available to assist displaced employees.
- 66.25 Discuss whether a company has a responsibility to provide retraining programs and severance packages for displaced workers.

67.0 ANALYZE THE IMPACT AND RELATIONSHIP OF GOVERNMENT REGULATIONS AND COMMUNITY INVOLVEMENT ON BUSINESS MANAGEMENT DECISIONS—The student will be able to:

- 67.06 Explain the pros and cons of various levels of community involvement by a business.
- 67.07 Explain how tax policies, licensure requirements, and governmental regulations affect a business.

68.0 PERFORM SUPERVISORY/MANAGEMENT FUNCTIONS—The student will be able to:

- 68.10 Identify information to be included in each component of a business plan.
- 68.11 Identify sources of information to include in a business plan.
- 68.12 Identify sources of technical assistance to use in preparing a business plan.
- 68.13 Develop a comprehensive business plan for a specific business.
- 68.14 Prepare a timetable for establishing a planned business.
- 68.15 Develop a budget for a business.
- 68.16 Describe how a sales forecast can be used in short- or long-term planning.
- 68.17 Explain how and why a sales forecast may need to be adjusted due to controllable and uncontrollable factors.
- 68.18 Explain the concept of employee empowerment.
- 68.19 Discuss the concept that power is a trust and a responsibility.

- 68.20 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.
  - 68.22 Demonstrate an understanding of the relationship of record keeping and tax reporting.
  - 68.24 Compare and contrast traditional and nontraditional sources for securing funding.
  - 68.25 Describe the role of variable costs on pricing.
  - 68.26 Establish prices for identified products.
  - 68.27 Modify and refine a comprehensive business plan for starting a business.
- 72.0 APPLY OPERATIONS MANAGEMENT PRINCIPLES AND PROCEDURES TO AN OPERATIONS PLAN—The student will be able to:
- 72.10 Compare and contrast inventory methods and calculate the value of ending inventory.
- 73.0 DESCRIBE THE ROLE OF ORGANIZED LABOR AND ITS INFLUENCES ON GOVERNMENT AND BUSINESS—The student will be able to:
- 73.05 Describe labor and management strategies used in business.
- 74.0 ANALYZE THE RELATIONSHIP AMONG CONTRACT LAW, LAW OF SALES, CONSUMER LAW, AGENCY LAW, AND ENVIRONMENTAL LAW—The student will be able to:
- 74.25 Compare and contrast various local, state, and national statutes that impact business.
  - 74.13 Distinguish between an agent and individuals (e.g., independent contractor, real estate broker, bailee, trustee).
  - 74.14 Distinguish between a general power of attorney and a limited power of attorney.
  - 74.19 Compare and contrast the benefits of greater consumer protection against additional costs (e.g., protection of airbags vs. higher automobile costs).
  - 74.20 Discuss the cost to society of fewer vs. more consumer-oriented laws.
  - 74.21 Identify national sources of consumer assistance (e.g., FTC, FDA).
  - 74.22 Explain the arbitration process available to help consumers resolve business disputes.
  - 74.24 Evaluate various legal alternatives for resolving disputes that are available to consumers.
- 75.0 ANALYZE FINANCIAL DATA TO MAKE LONG-TERM AND SHORT-TERM MANAGEMENT DECISIONS—The student will be able to:
- 75.06 Calculate the operating profit or loss, the absolute loss, and the break-even point.
  - 75.09 Demonstrate an understanding of total assets, liabilities, and owner's equity.
  - 75.10 Identify factors that cause changes in the financial picture of a business.

**Florida Department of Education  
STUDENT PERFORMANCE STANDARDS**

**Secondary Course Number:** 8209020  
**Course Title:** Computing for College and Careers  
**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 - Data Code A, Information Technology Assistant, SOC Code 43- 4000.

**INFORMATION SYSTEMS**

02.0 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. (LA.B.1.4.3)
- 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks. (LA.B.2.4.4)
- 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. (LA.B.2.4.4, LA.A.2.4.6)
- 01.05 Demonstrate basic computer file management skills. (LA.A.2.4.2, LA.B.2.4.4, LA.B.2.4.6)
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment. (LA.D.2.4.4)
- 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.

## **WORKPLACE COMMUNICATIONS**

- 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. (LA.B.1.4.1)
  - 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience. (LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3)
  - 03.03 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communication. (LA.B.2.4.1, LA.B.2.4.2)
  - 03.05 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.06 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.

## **MANAGEMENT**

- 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:
- 04.04 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.05 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.
  - 04.06 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:
- 05.03 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).

05.04 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:

06.04 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.

06.05 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.

06.06 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.

#### **MATHEMATICS AND FINANCE**

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:

07.04 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures. (MA.E.1.4.1, MA.E.A.4.2)

07.05 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time). (MA.B.3.4.1)

07.06 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. (MA.A.3.4.3)

#### **JOB READINESS AND CAREER DEVELOPMENT**

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:

09.08 Analyze personal skills and aptitudes in comparison with various business related job and career options.

09.09 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.

- 09.10 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, and follow-up). (LA.C.3.4.4)
- 09.11 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
- 09.12 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 09.13 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
- 09.14 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.

**HUMAN RELATIONS/INTERPERSONAL SKILLS**

10.0 DEMONSTRATE HUMAN RELATIONS/INTERPERSONAL SKILLS APPROPRIATE FOR THE WORKPLACE-The student will be able to:

- 10.04 Accept constructive criticism. (SS.B.1.4.5)
- 10.05 Apply appropriate strategies to manage and resolve conflicts in work situations. (LA.D.1.4.2, SS.B.1.4.5)
- 10.06 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.).

**ADMINISTRATIVE PROCEDURES**

13.0 PERFORM FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE-The student will be able to:

- 13.02 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.).

**NETWORK/SOFTWARE SUPPORT**

41.0 PERFORM E-MAIL ACTIVITIES-The student will be able to:

- 41.01 Describe e-mail capabilities and functions.
- 41.09 Use the Internet to perform e-mail activities.

42.0 DEMONSTRATE OPERATING SYSTEMS-The student will be able to:

- 42.01 Identify operating system file naming conventions.
- 42.10 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
- 42.12 Demonstrate a working knowledge of standard file formats.
- 42.14 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).

**INFORMATION TECHNOLOGY**

67.0 DEVELOP AN AWARENESS OF EMERGING TECHNOLOGIES-The student will be able to:

- 67.01 Compare and contrast various methods of evaluation for emerging technologies.
- 67.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
- 67.03 Compare and contrast emerging technologies (e.g., wireless, wireless web, cell phones, portables/handhelds, smart appliances, home networks, peer-to-peer, etc.).

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

**Course Number:** 8207310  
**Course Title:** Introduction to Information Technology  
**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 web commands and design; and emerging technologies. After successful completion of Introduction to Information Technology, students will have met Occupational Completion Point - Data Code A, General Office - OES 55321, SOC Code 43-9061.

**INFORMATION SYSTEMS**

03.0 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.
- 01.07 Describe ethical issues and problems associated with computers and information systems.

**WORKPLACE COMMUNICATIONS**

02.0 DEMONSTRATE COMPREHENSION AND COMMUNICATION SKILLS-The student will be able to:

- 02.03 Use listening, speaking, telecommunication and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
- 02.62 Organize ideas and communicate oral and written messages appropriate for information technology environments.
- 02.63 Collaborate with individuals and teams to complete tasks and solve information technology problems.
- 02.64 Identify, define, and discuss professional information technology terminology appropriate for internal and external communications in an information technology environment.
- 02.65 Apply the writing process to the creation of appropriate documents following designated business formats.
- 02.66 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:

03.03 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communication.

03.06 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.

#### **MANAGEMENT**

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. 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.

04.02 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:

06.03 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.

#### **MATHEMATICS AND FINANCE**

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.

#### **JOB READINESS AND CAREER DEVELOPMENT**

- 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:
- 08.02 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:
- 09.15 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.).
- 09.16 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.
- 09.17 Describe job requirements for the variety of occupations and professions within the global world of information technology.
- 09.18 Analyze personal skills and aptitudes in comparison with information technology career opportunities.
- 09.19 Refine and implement a plan to facilitate personal growth and skill development related to information technology career opportunities.
- 09.20 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.
- 10.03 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.).

#### **WORK-BASED LEARNING**

- 20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES-The student will be able to:
- 20.44 Participate in work-based learning experiences in an information technology environment.
- 20.46 Discuss the use of technology in an information technology environment.

#### **NETWORK/SOFTWARE SUPPORT**

- 41.0 PERFORM E-MAIL ACTIVITIES-The student will be able to:

- 41.01 Describe e-mail capabilities and functions.
  - 41.02 Identify components of an e-mail message.
  - 41.03 Identify the components of an e-mail address.
  - 41.04 Identify when to use different e-mail options.
  - 41.05 Attach a file to an e-mail message.
  - 41.06 Forward an e-mail message.
  - 41.07 Use an address book.
  - 41.08 Reply to an e-mail message.
  - 41.09 Use the Internet to perform e-mail activities.
  - 41.10 Identify the appropriate use of e-mail and demonstrate related e-mail etiquette.
  - 41.12 Identify when to include information from an original e-mail message in a response.
  - 41.13 Identify common problems associated with widespread use of e-mail.
- 42.0 DEMONSTRATE KNOWLEDGE OF DIFFERENT OPERATING SYSTEMS—The student will be able to:
- 42.01 Identify operating system file naming conventions.
  - 42.10 Demonstrate proficiency with file management and structure (e.g., folder creation, file creation, backup, copy, delete, open, save).
  - 42.12 Demonstrate a working knowledge of standard file formats.
  - 42.14 Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux).

**WEB DESIGN**

- 55.0 DEMONSTRATE PROFICIENCY NAVIGATING THE INTERNET, INTRANET, AND THE WWW—The student will be able to:
- 55.01 Identify and describe Web terminology.
  - 55.10 Demonstrate proficiency in using the basic features of GUI browsers (e.g., setting bookmarks, basic configurations, e-mail configurations, address book).
  - 55.11 Define Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, .mil).
  - 55.14 Describe and observe Internet/Intranet ethics and copyright laws and regulatory control.
  - 55.15 Trace the evolution of the Internet from its inception to the present and into the future.
  - 55.16 Demonstrate proficiency using search engines (e.g., Yahoo!, Google, Northern Light, Lycos, Excite, etc.).
  - 55.17 Demonstrate proficiency using various web tools (e.g., downloading of files, transfer of files, telnet, PDF, etc.).
  - 55.18 Identify effective Boolean search strategies.
- 56.0 DEMONSTRATE PROFICIENCY USING HTML COMMANDS—The student will be able to:
- 56.01 Identify elements of a Web page.
  - 56.02 Describe individual Web page layouts and content (e.g., writing for the Web, Web structure).
  - 56.03 Define basic HTML terminology.
  - 56.04 Analyze HTML source code developed by others.
  - 56.05 Create Web pages using basic HTML tags (e.g., links, lists, character styles, text alignment, and tables).
  - 56.06 Use storyboarding techniques for subsequent Web pages (e.g., linear, hierarchical).
  - 56.08 Edit and test HTML documents for accuracy and validity.
  - 56.17 Use basic functions of WYSIWYG editors.
  - 56.18 Use basic functions of HTML, DHTML, and XML editors and converters.

56.19 Enhance web pages through the addition of images and graphics including animation.

57.0 DEMONSTRATE PROFICIENCY IN PAGE DESIGN APPLICABLE TO THE WWW-The student will be able to:

- 57.01 Develop an awareness of acceptable Web page design, including index pages in relation to the rest of the Web site.
- 57.02 Describe and apply color theory as it applies to Web page design (e.g., background and text color).
- 57.04 Access and digitize graphics through various resources (e.g., scanner, digital cameras, on-line graphics, clipart, CD ROMs).
- 57.05 Use image design software to create and edit images.
- 57.25 Demonstrate proficiency in publishing to the Internet.
- 57.26 Demonstrate proficiency in adding downloadable forms to web pages.
- 57.27 Explain the need for web-based applications.

63.0 DEMONSTRATE PROFICIENCY USING SPECIALIZED WEB DESIGN SOFTWARE-The student will be able to:

- 63.01 Compare and contrast various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).
- 63.02 Demonstrate use of various specialized web design software (e.g., Flash, Shockwave, GoLive, Director, etc.).

#### **INFORMATION TECHNOLOGY**

64.0 DEVELOP AN AWARENESS OF THE INFORMATION TECHNOLOGY INDUSTRY-The student will be able to:

- 64.01 Explain how information technology impacts the operation and management of business and society.
- 64.04 Explain the emergence of e-commerce and e-government and the potential impact on business and society.
- 64.05 Explain the emergence of a paperless society.

65.0 DEVELOP AN AWARENESS OF MICROPROCESSORS AND DIGITAL COMPUTERS-The student will be able to:

- 65.01 Describe the evolution of the digital computer.
- 65.02 Explain the general architecture of a microcomputer system.
- 65.03 Explain the evolution of microprocessors.
- 65.04 Explain software hierarchy and its impact on microprocessors.
- 65.05 Explain the need for and use of peripherals.
- 65.06 Demonstrate proficiency using peripherals.
- 65.07 Identify the basic concepts of computer maintenance and upgrades.
- 65.08 Differentiate between diagnosing and troubleshooting.

66.0 DEVELOP AN AWARENESS OF PROGRAMMING LANGUAGES-The student will be able to:

- 66.01 Explain the history of programming languages.
- 66.02 Explain the need for and use of compilers.
- 66.03 Explain how compilers work.
- 66.04 Identify the three types of programming design approaches (e.g., top-down, structured, and object-oriented).

67.0 DEVELOP AN AWARENESS OF EMERGING TECHNOLOGIES-The student will be able to:

- 67.01 Compare and contrast various methods of evaluation for emerging technologies.
- 67.02 Demonstrate knowledge of the process of planning upgrades and changeovers.
- 67.03 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.).

69.0 DEMONSTRATE AN UNDERSTANDING OF THE SEVEN LAYERS OF THE OPEN SYSTEMS INTERFACE (OSI) MODEL-The student will be able to:

- 69.01 Describe the evolution of OSI from its inception to the present and into the future.
- 69.02 Explain the interrelations of the seven layers of the Open Systems Interface (OSI) as it relates to hardware and software.
- 69.04 Identify types of networks and how they work.
- 69.06 Identify the role of servers and clients on a network.
- 69.07 Identify benefits and risks of networked computing.
- 69.08 Identify the relationship between computer networks and other communications networks (i.e. telephone systems).
- 69.09 Identify Intranets, Extranets and how they relate to the Internet.
- 69.11 Demonstrate basic understanding of network administration.

**SOFTWARE APPLICATIONS**

70.0 DEMONSTRATE PROFICIENCY USING COMMON SOFTWARE APPLICATIONS-The student will be able to:

- 70.01 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.).
- 70.02 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.).

71.0 DEMONSTRATE PROFICIENCY USING SPECIALIZED SOFTWARE APPLICATIONS-The student will be able to:

- 71.01 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.).
- 71.02 Demonstrate awareness of specialized software applications (e.g., OLTP, Computer Aided Design, Computer Aided Manufacturing, 3D animation, process control, materials management, etc.)
- 71.06 Demonstrate the ability to incorporate digital sound.

**Florida Department of Education  
STUDENT PERFORMANCE STANDARDS**

**Secondary Course Number:** 8215120  
**Course Title:** Business and Entrepreneurial Principles  
**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. After successful completion of Business and Entrepreneurial Principles and Legal Aspects of Business, students will have met Occupational Completion Point - Data Code B, Supervisor/Manager Trainee - OES Code 21999 SOC Code 11-1021.

**WORKPLACE COMMUNICATIONS**

02.0 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:

- 02.12 Deliver impromptu and planned speeches. LA.A.2.4, LA.B.2.4, LA.C.2.4, LA.C.3.4, LA.D.2.4, LA.E.2.4
- 02.14 Communicate in a multicultural setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds). LA.A.2.4, LA.B.2.4, LA.C.2.4, LA.D.2.4, LA.E.1.4, SS.B.2.4, SS.C.1.4, SS.C.2.4, FL.D.2.4, FL.C.2.4
- 02.34 Perform telephone activities (e.g., receive calls, place calls, gather and record information). LA.A.1.4, LA.B.2.4, LA.C.1.4, LA.D.2.4, LA.D.1.4, MA.A.1.4, MA.A.2.4, MA.A.5.4
- 02.35 Project a positive first impression on the telephone. LA.A.1.4, LA.B.2.4, LA.C.1.4, LA.D.2.4, LA.D.1.4
- 02.36 Function as a team member and participate in group discussions to identify and resolve problems. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.2.4, LA.D.1.4, SS.B.2.4, SS.C.1.4, SS.C.2.4
- 02.37 Organize and lead discussions. LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.2.4, LA.D.1.4
- 02.38 Participate as a team leader and team member at meetings. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.2.4, LA.D.1.4
- 02.39 Answer questions in formal and information situations. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.2.4, LA.D.1.4
- 02.40 Use corporate business vocabulary appropriate for entry-level jobs. LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.3.4, LA.D.2.4, LA.D.1.4
- 02.41 Interpret information obtained from various sources (e.g., business correspondence, professional articles, supporting graphic materials, manuals, computer printouts, electronic sources). LA.A.1.4, LA.A.2.4, LA.B.2.4, LA.C.2.4, LA.C.3.4, LA.D.2.4, LA.D.1.4, LA.E.2.4

- 02.42 Describe methods used by management to communicate with employees (e.g., formal and informal). LA.A.1.4, LA.A.1.4, LA.C.1.4, LA.D.2.4
  - 02.43 Differentiate among various electronic and non-electronic telecommunication methods used to communicate with employees. LA.A.1.4, LA.A.1.4, LA.C.1.4, LA.D.2.4
  - 02.44 Demonstrate active listening techniques.
  - 02.45 Identify and overcome major barriers to listening. LA.C.1.4, LA.C.2.4, LA.D.1.4, LA.D.2.4
  - 02.46 Identify relevant information in oral communications. LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4
  - 02.47 Determine when more information is needed and ask appropriate questions. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.2.4, LA.D.1.4
  - 02.48 Distinguish fact from opinion (e.g., media, Internet). LA.A.1.4, LA.A.2.4, LA.C.1.4, LA.C.3.4, LA.D.2.4, LA.D.1.4, LA.E.2.4
  - 02.49 Obtain key facts through courteous attention to multiple speakers within a group. LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4
  - 02.50 Assess and respond to a speaker's nonverbal messages. LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.2.4
  - 02.51 Discuss the value of the use of silence in communication as a nonverbal cue. LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.2.4
  - 02.52 Give examples of how nonverbal messages have different meanings in various cultures. LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.2.4, LA.E.1.4, LA.E.2.4, SS.B.2.4, SS.C.1.4, SS.C.2.4
- 03.0 USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF COMMUNICATIONS IN ORDER TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:
- 03.13 Gather and compile data using a wide variety of references and research resources (e.g., electronic bulletin boards, information services). LA.A.1.4, LA.A.2.4, LA.B.2.4, LA.C.2.4, LA.D.1.4, LA.E.1.4, LA.D.2.4, MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
  - 03.14 Communicate using electronic messaging technologies (e.g., facsimile machines, voice mail, conference calls, pagers, e-mail). LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4, FL.D.2.4, FL.C.2.4
  - 03.15 Apply the rules of electronic messaging etiquette. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4
  - 03.19 Revise and edit business documents to ensure they are clear, correct, concise, complete, consistent, and courteous. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4
  - 03.20 Compose and create business communications appropriate for specific audiences. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4

#### CURRENT TRENDS IN THE WORKPLACE

- 05.0 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:
- 05.05 Identify changing trends in the workplace. LA.C.2.4, LA.A.1.4, LA.E.2.4, SS.B.2.4, SS.C.1.4, SS.C.2.4

## MANAGEMENT

### 06.0 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:

- 06.09 Define management. LA.B.2.4
- 06.10 Identify the different levels of management. LA.A.2.4, LA.D.1.4.
- 06.11 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). LA.A.1.4, LA.A.2.4, LA.E.2.4, MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 06.12 Identify variations of basic forms of business ownership (e.g., franchises, employer stock ownership programs). LA.A.2.4
- 06.13 List the advantages and disadvantages of each form of business ownership. LA.B.1.4, LA.A.2.4, LA.E.2.4, MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 06.14 Describe the advantages and disadvantages of the team concept to an organization. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4
- 06.15 Analyze organizational charts and discuss how various supervisory/management positions fit into the organizational structure. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4
- 06.16 Describe the role of technology in the overall management process. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4
- 06.17 Define the entrepreneurial way of thinking (e.g., opportunity, recognition, risk and reward) and discuss its importance to the American economy. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 06.18 Apply the entrepreneurial way of thinking in one's own life.
- 06.20 Compare and contrast the advantages and disadvantages of doing business using various forms of business ownership. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 06.21 Distinguish a limited partnership from a general partnership. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 06.23 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). LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4, MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 06.24 Describe the powers and duties of partners (limited partners, general partners in a limited partnership, silent, dormant, secret). LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4
- 06.25 Describe how partnerships may be dissolved (e.g., acts of the partners, operation of the law, order of the court). LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4
- 06.26 Explain the winding up of partnership affairs and the distribution of assets after the dissolution of a partnership. LA.A.1.4,

- LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4
- 06.27 Define a limited liability corporation. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4
- 06.28 Describe the nature of management responsibilities in a limited liability corporation. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4
- 06.29 Describe the effects of failing to maintain the proper structure of a limited liability corporation. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4
- 06.30 Define a corporation and explain why a corporation is a legal entity. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4
- 06.31 Identify characteristics of a franchise and describe where franchises fit in the economic and legal framework. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4, MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 06.32 Describe the pros and cons of owning a franchise. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4, MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 07.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE—The student will be able to:
- 07.10 Discuss the importance of time management, both professional and personally, including the consequences of poor time management skills. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 07.11 Perform a personal time management analysis. LA.B.1.4, MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 08.0 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:
- 08.26 Apply decision-making processes to business applications. LA.A.2.4
- 08.27 Describe the characteristics (e.g., leadership qualities, leadership styles, personality traits) of effective business supervisors, managers, or entrepreneurs. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4
- 08.28 Develop a personal and business code of ethical behavior. LA.B.1.4, SC.D.2.4, SC.E.1.4, SC.G.1.4, SC.G.2.4, SC.H.3.5, SS.B.2.4, SS.C.1.4, SS.C.2.4
- 08.29 Explain the importance of trust for the successful conduct of business. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4, SC.D.2.4, SC.E.1.4, SC.G.1.4, SC.G.2.4, SC.H.3.5 SS.B.2.4, SS.C.1.4, SS.C.2.4
- 08.30 Identify examples of unethical behaviors that result in higher prices for consumers (e.g., insurance fraud). LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4,

- LA.D.2.4 SC.D.2.4, SC.E.1.4, SC.G.1.4, SC.G.2.4, SC.H.3.5  
SS.B.2.4, SS.C.1.4, SS.C.2.4
- 08.32 Identify ethical issues resulting from technological advances (e.g., computer snooping, hacking). LA.A.1.4, LA.A.2.4, LA.B.1.4 SC.D.2.4, SC.E.1.4, SC.G.1.4, SC.G.2.4, SC.H.3.5, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4, SS.B.2.4, SS.C.1.4, SS.C.2.4
- 08.33 Identify ethical issues involving employer/employee relationships (e.g., poor working conditions, hours wasted on the job, employee theft). LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4, SC.D.2.4, SC.E.1.4, SC.G.1.4, SC.G.2.4, SC.H.3.5 SS.B.2.4, SS.C.1.4, SS.C.2.4 FL.D.2.4, FL.C.2.4,
- 08.34 Identify ethical issues affecting consumers (e.g., false advertising, shoplifting). LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4, SC.D.2.4, SC.E.1.4, SC.G.1.4, SC.G.2.4, SC.H.3.5, SS.B.2.4, SS.C.1.4, SS.C.2.4

### **COMPUTATION AND FINANCE**

- 09.0 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:
- 09.16 Describe the importance of financial statements. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4, MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4

### **JOB READINESS AND CAREER DEVELOPMENT**

- 10.0 ASSESS PERSONAL STRENGTHS AND WEAKNESSES AS THEY RELATE TO JOB OBJECTIVES, CAREER EXPLORATION, PERSONAL DEVELOPMENT, AND LIFE GOALS—The student will be able to:
- 10.10 Identify career paths in supervisory, management, and small business environments. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4

### **WORK-BASED LEARNING**

- 20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:
- 20.45 Participate in work-based learning experiences in a supervisory, management, or small business environment.
- 20.46 Discuss the use of technology in a supervisory, management, or small business environment. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4

### **BUSINESS SUPERVISION**

- 65.0 JUSTIFY THE NEED TO GAIN AND MAINTAIN COMPETITIVE ADVANTAGE—The student will be able to:
- 65.01 Identify ways in which businesses compete with each other (e.g., quality, service, status, price). LA.A.1.4, LA.A.2.4, LA.B.1.4,

- LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4  
 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, SS.B.2.4,  
 SS.C.1.4, SS.C.2.4  
 MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4,  
 MA.E.2.4, MA.E.3.4, SS.B.2.4, SS.C.1.4, SS.C.2.4
- 65.02 Define market share. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4,  
 LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4,  
 MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4,  
 MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4  
 SS.B.2.4, SS.C.1.4, SS.C.2.4
- 65.03 Identify various forms of competition (e.g., pure competition,  
 oligopoly, monopolistic competition, monopoly). LA.A.1.4,  
 LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4,  
 LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4,  
 MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4,  
 MA.E.1.4, MA.E.2.4, MA.E.3.4, SS.B.2.4, SS.C.1.4, SS.C.2.4
- 66.0 PERFORM HUMAN RESOURCES MANAGEMENT ACTIVITIES—The student will be able to:
- 66.01 Identify the benefits of professional staff development (e.g.,  
 workshops, conferences, course work, membership in professional  
 associations). LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4,  
 LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4
- 66.02 Explain the need for employee evaluations, describe the procedures  
 used in the evaluation process, and identify the consequences of  
 positive or negative performance appraisals. LA.A.1.4, LA.A.2.4,  
 LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4,  
 LA.D.2.4
- 66.04 Describe legislation affecting the workplace and discuss the  
 impact on businesses (e.g., affirmative action, right to privacy,  
 drug testing, sexual harassment, safety). LA.A.1.4, LA.A.2.4,  
 LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4,  
 LA.D.2.4 SC.D.2.4, SC.E.1.4, SC.G.1.4, SC.G.2.4, SC.H.3.5
- 66.05 Identify the kinds of benefits offered to employees (e.g.,  
 insurance plans; retirement plans; payroll deductions for savings  
 bonds, cafeteria plans, 401K plans). LA.A.1.4, LA.A.2.4, LA.B.1.4,  
 LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4  
 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4,  
 MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4,  
 MA.E.3.4
- 66.06 Describe methods used to compensate employees (e.g., wages,  
 salary, commission). LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4,  
 LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4,  
 MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4,  
 MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 66.08 Define "downsizing" and explain why it occurs. LA.A.1.4, LA.A.2.4,  
 LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4,  
 LA.D.2.4, MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4,  
 MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4,  
 MA.E.2.4, MA.E.3.4
- 67.0 ANALYZE THE IMPACT AND RELATIONSHIP OF GOVERNMENT REGULATIONS AND  
 COMMUNITY INVOLVEMENT ON BUSINESS MANAGEMENT DECISIONS—The student will  
 be able to:
- 67.01 Identify ways companies can help their communities (e.g., jobs,  
 taxes, contributions to community projects). LA.A.1.4, LA.A.2.4,  
 LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4,  
 LA.D.2.4, MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4,

MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4,  
MA.E.2.4, MA.E.3.4, SC.D.2.4, SC.E.1.4, SC.G.1.4, SC.G.2.4,  
SC.H.3.5, SS.B.2.4, SS.C.1.4, SS.C.2.4 FL.D.2.4, FL.C.2.4,

68.0 PERFORM SUPERVISORY/MANAGEMENT FUNCTIONS—The student will be able to:

- 68.01 Describe the functions of management (e.g., planning, organizing, staffing, directing, controlling) and discuss how the functions are interrelated. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 SC.D.2.4, SC.E.1.4, SC.G.1.4, SC.G.2.4, SC.H.3.5
- 68.02 Identify factors of strategic planning and define the role of strategic planning in a business environment. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4, MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4 SC.D.2.4, SC.E.1.4, SC.G.1.4, SC.G.2.4, SC.H.3.5
- 68.03 Define the purpose of a business plan and describe the major components included in a business plan. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4, MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4, SC.D.2.4, SC.E.1.4, SC.G.1.4, SC.G.2.4, SC.H.3.5
- 68.04 Define the marketing concept and explain its impact on consumers. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4, MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4 SC.D.2.4, SC.E.1.4, SC.G.1.4, SC.G.2.4, SC.H.3.5, SS.B.2.4, SS.C.1.4, SS.C.2.4
- 68.05 Identify and describe examples of diverse marketing activities. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 68.06 Define long-term and short-term planning. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4, FL.D.2.4, FL.C.2.4
- 68.07 Perform long-term and short-term planning activities for a specific event. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4, SS.B.2.4, SS.C.1.4, SS.C.2.4
- 68.08 Develop a basic business plan. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4, MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4 FL.D.2.4, FL.C.2.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4,

**Florida Department of Education  
STUDENT PERFORMANCE STANDARDS**

**Secondary Course Number:** 8215130  
**Course Title:** Legal Aspects of Business  
**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. After successful completion of Business and Entrepreneurial Principles and Legal Aspects of Business, students will have met Occupational Completion Point - Data Code B, Supervisor/Manager Trainee - OES Code 21999 SOC Code 11-1021.

**WORKPLACE COMMUNICATIONS**

- 02.0 USE TECHNOLOGY TO APPLY AND ENHANCE COMMUNICATION SKILLS IN TECHNICAL READING, WRITING, SPEAKING, LISTENING, AND VIEWING—The student will be able to:
- 02.53 Demonstrate an understanding of the importance of establishing and maintaining a work-related network through social contacts.  
 LA.B.1.4, LA.C.1.4, LA.C.2.4, LA.D.2.4, SS.B.2.4,
- 02.54 Use appropriate etiquette and manners when communicating with people of varying cultures. LA.C.2.4, LA.D.1.4, LA.D.2.4, SS.B.1.4, FL.A.1.4, FL.D.1.4

**MANAGEMENT**

- 06.0 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:
- 06.19 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 corporation, corporation, franchise). LA.A.1.4, LA.A.2.4, LA.E.2.4, MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 07.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE—The student will be able to:
- 07.12 Discuss the impact of time management practices on one's personal and professional image. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 08.0 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:

- 08.13 Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality. LA.B.1.4, LA.C.1.4, LA.C.2.4, LA.D.2.4, SS.B.2.4
- 08.35 Apply principles of group dynamics in structured activities. LA.B.1.4, LA.C.1.4, LA.C.2.4, LA.D.2.4, SS.B.2.4, PE.B.2.4, PE.C.1.4,
- 08.36 Exhibit a positive attitude and professional behavior. LA.B.1.4, LA.C.1.4, LA.C.2.4, LA.D.2.4, SS.B.2.4, HE A.1.4, HE.B.2.4
- 08.37 Participate in school, community, and/or volunteer activities.

#### **WORK-BASED LEARNING**

20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:

- 20.45 Participate in work-based learning experiences in a supervisory, management, or small business environment.
- 20.46 Discuss the use of technology in a supervisory, management, or small business environment. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 20.47 Compare and contrast software applications used in a supervisory, management, or small business environment. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4

#### **BUSINESS SUPERVISION**

69.0 DEMONSTRATE AN UNDERSTANDING OF BUSINESS LAW CONCEPTS—The student will be able to:

- 69.01 Demonstrate an understanding of contractual relationships. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 69.02 Identify the elements of an enforceable contract. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 69.03 Differentiate among classes of contracts (e.g., bilateral and unilateral, express and implied, oral and written). LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 69.04 Explain how offer and acceptance can create contractual rights and duties. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4

- 69.05 Determine whether an agreement is enforceable as a contract. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 69.06 Differentiate among the ways that assent can be disrupted (e.g., fraud, non-disclosure, misrepresentation, mistake, duress, undue influence). LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 69.07 Define and distinguish among different types of consideration and list the exceptions to the requirements of consideration. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 69.08 Identify people who lack contractual capacity. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 69.09 Explain a minor's right to avoid a contract. LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.D.2.4, LA.E.1.4, SS.A.1.4, SS.A.3.4, SS.A.5.4, SS.B.2.4, SS.C.1.4, SS.C.2.4,
- 69.13 Describe the rules that apply to the interpretation of contracts. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 69.14 Describe the rules that apply to contracts involving third parties. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 69.15 List the ways a contract can be discharged. LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.D.2.4, LA.E.1.4, SS.A.1.4, SS.A.3.4, SS.A.5.4, SS.B.2.4, SS.C.1.4, SS.C.2.4,
- 69.16 Describe breach of contract and the remedies available when a contract is breached. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 69.21 Define an agency relationship and list the ways that agency relationships may be created. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4
- 69.22 Discuss potential problems with signing employment contracts. LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.D.2.4, LA.E.1.4, SS.A.1.4, SS.A.3.4, SS.A.5.4, SS.B.2.4, SS.C.1.4, SS.C.2.4,
- 69.24 Determine questions that can and cannot be asked during an employment interview. LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.D.2.4, LA.E.1.4, SS.A.1.4, SS.A.3.4, SS.A.5.4, SS.B.2.4, SS.C.1.4, SS.C.2.4,
- 69.25 Determine which employees or applicants may be asked to participate in employee testing (e.g., aptitude, psychological, polygraph, drug). LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4

- 69.26 Identify legislation that regulates employee rights (e.g., Americans with Disabilities Act, Age Discrimination in Employment Act, Family and Medical Leave Act). LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 69.27 Identify legislation that regulates employment conditions (e.g., Fair Labor Standards Act, Immigration Reform and Control Act, Occupational Safety and Health Act). LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 69.28 Define key terms in computer law. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4
- 69.29 Identify circumstances under which the copyright of a computer program has been violated. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 69.31 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. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 69.34 Describe the purposes of various consumer laws and explain their affect on the consumer's well being. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 69.35 Describe how local businesses can be a source of consumer assistance and identify consumer organizations, businesses, and governmental agencies that provide consumer assistance. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 69.36 Differentiate among the various types of consumer fraud and explain steps that can be taken by victims to gain redress. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 69.37 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. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4

70.0 DEMONSTRATE AN UNDERSTANDING OF DIFFERENT TYPES OF INSURANCE—The student will be able to:

- 70.02 Differentiate between requirements for insurable interest for property insurance with those needed for life insurance. LA.A.1.4,

- LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4,  
 LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4,  
 MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4,  
 MA.E.1.4, MA.E.2.4, MA.E.3.4
- 70.03 Compare and contrast the different types of life insurance (e.g.,  
 ordinary, limited payment, endowment, term). LA.A.1.4, LA.A.2.4,  
 LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4, LA.C.3.4, LA.D.1.4,  
 LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4, MA.B.1.4, MA.B.2.4,  
 MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4, MA.D.2.4, MA.E.1.4,  
 MA.E.2.4, MA.E.3.4
- 70.04 Compare and contrast the different types of other insurance (e.g.,  
 property, liability, automobile, homeowners', disability, marine).  
 LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4, LA.C.2.4,  
 LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4, MA.A.3.4,  
 MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4, MA.D.1.4,  
 MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4
- 70.05 Compare and contrast the differences in health insurance  
 coverages. LA.A.1.4, LA.A.2.4, LA.B.1.4, LA.B.2.4, LA.C.1.4,  
 LA.C.2.4, LA.C.3.4, LA.D.1.4, LA.D.2.4 MA.A.1.4, MA.A.2.4,  
 MA.A.3.4, MA.B.1.4, MA.B.2.4, MA.B.3.4, MA.B.4.4, MA.C.1.4,  
 MA.D.1.4, MA.D.2.4, MA.E.1.4, MA.E.2.4, MA.E.3.4

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

Secondary Course Number: 8215140  
**Course Title:** Business Supervision 1  
**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. After successful completion of Business Supervision 1, 2, and 3, students will have met Occupational Completion Point - Data Code C, Supervisor - OES Code 51002 SOC Code 11-1021.

**WORKPLACE COMMUNICATIONS**

02.0 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:

- 02.55 Function as a team member and team leader to identify and solve problems inherent in a capstone project.
- 02.57 Analyze and respond in writing to routine business problems both individually and collaboratively.
- 02.60 Demonstrate interactive listening techniques.
- 02.61 Listen objectively and record major points of a speaker's message.
- 02.62 Synthesize information from multiple speakers in a group and respond in an effective manner.
- 02.63 Use comprehensive corporate vocabulary.

03.0 USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF COMMUNICATIONS IN ORDER TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 03.21 Compose and create business communications that address specific needed improvements.
- 03.22 Apply information systems hardware and software appropriate to accomplish business tasks.
- 03.23 Use electronic resources (e.g., Internet) to complete sophisticated projects.
- 03.28 Revise and edit business documents to improve content and effectiveness.
- 03.29 Compose and create executive summaries.
- 03.30 Present findings of projects in a formal presentation using appropriate graphics, media, and support materials.
- 03.31 Analyze and synthesize information obtained from print and electronic resources for group discussions and team building activities.

**MANAGEMENT**

08.0 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:

- 08.46 Analyze and respond to business case studies involving office politics.
- 08.47 Discuss the ramifications of social behavior on professional image.
- 08.48 Analyze and discuss sexual harassment cases that have become legal precedents.
- 08.50 Discuss the concept of a comprehensive customer service philosophy.
- 08.53 Analyze the impact of company policies and procedures on communications.
- 08.54 Explain the long-term monetary impact of a lost customer.
- 08.55 Analyze situations in which technology positively and negatively impacts customer service.
- 08.59 Discuss how health, motivation, and physical fitness enhance performance.
- 08.63 Lead a group in goal setting activities.
- 08.64 Compare and contrast alternative leadership styles and the appropriate style for a given situation.
- 08.65 Implement control practices and procedures for a planned business.
- 08.66 Chart five forms of business organization and illustrate an advantage and disadvantage for each.
- 08.67 Given facts about a possible new business, determine the form of business organization that could be used.
- 08.68 Analyze the personal advantages of owning your own business.
- 08.69 Analyze the personal risks of owning your own business.
- 08.70 Assess your qualifications to start a new business.
- 08.71 Discuss the impact of laws of different countries on partnerships, corporations, and limited liability corporations.
- 08.72 Analyze the impact of international law on partnerships, corporations, and limited liability corporations.
- 08.73 Describe the impact of international business activities on the local, regional, national, and international economies.
- 08.74 Analyze the potential impact on a community, region, state, and country of a domestic company involving itself in international trade opportunities.

#### **COMPUTATION AND FINANCE**

- 09.0 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:
  - 09.17 Prepare and maintain payroll registers and individual earning records.
  - 09.18 Complete employer's quarterly federal tax returns.
  - 09.19 Prepare financial statements (e.g., income statement, balance sheet, cash flow statement, statement of net worth).
  - 09.20 Analyze financial statements and interpret data for decision-making purposes.

#### **JOB READINESS AND CAREER DEVELOPMENT**

- 10.0 ASSESS PERSONAL STRENGTHS AND WEAKNESSES AS THEY RELATE TO JOB OBJECTIVES, CAREER EXPLORATION, PERSONAL DEVELOPMENT, AND LIFE GOALS—The student will be able to:
  - 10.12 Relate the importance of education in meeting identified goals.

10.13 Describe career pathways for career development in supervisory and management positions (e.g., upward and mobile).

**WORK-BASED LEARNING**

20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:

20.45 Participate in work-based learning experiences in a supervisory, management, and small business environment.

20.48 Discuss the supervisory/management skills needed in a supervisory, management, or small business environment.

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

**Secondary Course Number:** 8215150  
**Course Title:** Business Supervision 2  
**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. After successful completion of Business Supervision 1, 2, and 3, students will have met Occupational Completion Point - Data Code C, Supervisor - OES Code 51002 SOC Code 11-1021.

**WORK-BASED LEARNING**

- 20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:
- 20.45 Participate in work-based learning experiences in a supervisory, management, and small business environment.
  - 20.48 Discuss the supervisory/management skills needed in a supervisory, management, or small business environment.

**BUSINESS SUPERVISION**

- 65.0 JUSTIFY THE NEED TO GAIN AND MAINTAIN COMPETITIVE ADVANTAGE—The student will be able to:
- 65.04 Compare and contrast various forms of competition (e.g., pure competition, oligopoly, monopolistic competition, monopoly).
  - 65.05 Describe how various laws impact competition (e.g., Sherman Act, Robinson-Patman).
- 66.0 PERFORM HUMAN RESOURCES MANAGEMENT ACTIVITIES—The student will be able to:
- 66.13 Describe components that may be included in employee evaluations.
  - 66.14 Describe how employee selection tools are used (e.g., interview, tests, reference checks).
  - 66.15 Describe how a job description is used in the recruiting process.
  - 66.22 Describe the legal implications of using performance appraisals to terminate or demote employees.
  - 66.25 Discuss whether a company has a responsibility to provide retraining programs and severance packages for displaced workers.
- 67.0 ANALYZE THE IMPACT AND RELATIONSHIP OF GOVERNMENT REGULATIONS AND COMMUNITY INVOLVEMENT ON BUSINESS MANAGEMENT DECISIONS—The student will be able to:
- 67.07 Explain how tax policies, licensure requirements, and governmental regulations affect a business.
- 68.0 PERFORM SUPERVISORY/MANAGEMENT FUNCTIONS—The student will be able to:

- 68.10 Identify information to be included in each component of a business plan.
  - 68.11 Identify sources of information to include in a business plan.
  - 68.12 Identify sources of technical assistance to use in preparing a business plan.
  - 68.13 Develop a comprehensive business plan for a specific business.
  - 68.14 Prepare a timetable for establishing a planned business.
  - 68.15 Develop a budget for a business.
  - 68.16 Describe how a sales forecast can be used in short- or long-term planning.
  - 68.17 Explain how and why a sales forecast may need to be adjusted due to controllable and uncontrollable factors.
  - 68.19 Discuss the concept that power is a trust and a responsibility.
  - 68.20 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.
  - 68.22 Demonstrate an understanding of the relationship of record keeping and tax reporting.
  - 68.24 Compare and contrast traditional and nontraditional sources for securing funding.
- 72.0 APPLY OPERATIONS MANAGEMENT PRINCIPLES AND PROCEDURES TO AN OPERATIONS PLAN—The student will be able to:
- 72.10 Compare and contrast inventory methods and calculate the value of ending inventory.
- 73.0 DESCRIBE THE ROLE OF ORGANIZED LABOR AND ITS INFLUENCES ON GOVERNMENT AND BUSINESS—The student will be able to:
- 73.05 Describe labor and management strategies used in business.
- 74.0 ANALYZE THE RELATIONSHIP AMONG CONTRACT LAW, LAW OF SALES, CONSUMER LAW, AGENCY LAW, AND ENVIRONMENTAL LAW—The student will be able to:
- 74.25 Compare and contrast various local, state, and national statutes that impact business.
  - 74.13 Distinguish between an agent and individuals (e.g., independent contractor, real estate broker, bailee, trustee).
  - 74.14 Distinguish between a general power of attorney and a limited power of attorney.
  - 74.19 Compare and contrast the benefits of greater consumer protection against additional costs (e.g., protection of airbags vs. higher automobile costs).
  - 74.20 Discuss the cost to society of fewer vs. more consumer-oriented laws.
  - 74.21 Identify national sources of consumer assistance (e.g., FTC, FDA).
  - 74.22 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).
- 75.0 ANALYZE FINANCIAL DATA TO MAKE LONG-TERM AND SHORT-TERM MANAGEMENT DECISIONS—The student will be able to:
- 75.06 Calculate the operating profit or loss, the absolute loss, and the break-even point.
  - 75.09 Demonstrate an understanding of total assets, liabilities, and owner's equity.

75.10 Identify factors that cause changes in the financial picture of a business.

**Florida Department of Education  
STUDENT PERFORMANCE STANDARDS**

**Secondary Course Number:** 8215160  
**Course Title:** Business Supervision 3  
**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. After successful completion of Business Supervision 1, 2, and 3, students will have met Occupational Completion Point - Data Code C, Supervisor - OES Code 51002 SOC Code 11-1021.

**WORKPLACE COMMUNICATIONS**

02.0 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:

02.65 Lead a brainstorming session.

03.0 USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF COMMUNICATIONS IN ORDER TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

03.24 Collaborate via technology with business professionals and students in the international community.

03.27 Compose and create business communications that reflect international differences, current practices, and protocol.

**MANAGEMENT**

08.0 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:

08.51 Define corporate culture.

08.52 Compare and contrast corporate cultures of diverse organizations.

08.57 Enhance personal and professional self-concept and image through leading group activities.

08.58 Assume a leadership role in school, community, and/or volunteer activities.

08.60 Use appropriate leadership language (e.g., optimism, encouragement, action).

**JOB READINESS AND CAREER DEVELOPMENT**

11.0 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:

- 11.16 Create and present a career portfolio to an audience.
- 11.17 Model behavior that contributes to a successful interview.

#### **WORK-BASED LEARNING**

- 20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:
  - 20.45 Participate in work-based learning experiences in a supervisory, management, and small business environment.
  - 20.48 Discuss the supervisory/management skills needed in a supervisory, management, or small business environment.

#### **BUSINESS SUPERVISION**

- 65.0 JUSTIFY THE NEED TO GAIN AND MAINTAIN COMPETITIVE ADVANTAGE—The student will be able to:
  - 65.06 Describe ways to increase market share.
  - 65.07 Explain the purposes of external research services and explain why businesses use them (e.g., consumer affairs, consumer panels, marketing research).
  - 65.08 Describe why an ongoing analysis of customer satisfaction indices is necessary for attaining competitive advantage.
- 66.0 PERFORM HUMAN RESOURCES MANAGEMENT ACTIVITIES—The student will be able to:
  - 66.18 Establish criteria for promoting employees.
  - 66.21 Develop strategies to accommodate impending changes in the workplace.
  - 66.23 Describe programs available to assist displaced employees.
- 67.0 ANALYZE THE IMPACT AND RELATIONSHIP OF GOVERNMENT REGULATIONS AND COMMUNITY INVOLVEMENT ON BUSINESS MANAGEMENT DECISIONS—The student will be able to:
  - 67.06 Explain the pros and cons of various levels of community involvement by a business.
- 68.0 PERFORM SUPERVISORY/MANAGEMENT FUNCTIONS—The student will be able to:
  - 68.18 Explain the concept of employee empowerment.
  - 68.25 Describe the role of variable costs on pricing.
  - 68.26 Establish prices for identified products.
  - 68.27 Modify and refine a comprehensive business plan for starting a business.
- 74.0 ANALYZE THE RELATIONSHIP AMONG CONTRACT LAW, LAW OF SALES, CONSUMER LAW, AGENCY LAW, AND ENVIRONMENTAL LAW—The student will be able to:
  - 74.24 Evaluate various legal alternatives for resolving disputes that are available to consumers.