

Florida Department of Education  
CURRICULUM FRAMEWORK

**Program Title:** Administrative Assistant  
**Program Type:** Job Preparatory  
**Occupational Area:** Business Technology Education  
**Components:** Four Occupational Completion Points including core

	<u>Secondary</u>		<u>PSAV</u>
<b>Program Number:</b>	<b>8212500</b>		<b>B070330</b>
CIP Number:	0507.040103		0507.040103
Grade Level:	9-12, 30, 31		30, 31
Standard Length:	7 credits		1050 hours
Certification:	BUS ED @4 1 @2		BUS E @4 1 @2
	VOE @7		VOE @7
	TEACH CBE @7		TEACH CBE @7
	STENOG @4		STENOG @4
	CLERICAL @7 G		CLERICAL @7 G
	SECRETAR @7 G		SECRETAR @7 G
	MANAG SUPV @7 G		MANAG SUPV @7 G

[Intro to IT - additional certification accepted:]  
 CSO: COMP SCI @6 @2      COMP SCI @6 @2  
       FBLA                      Phi Beta Lambda  
       BPA                        BPA  
 Coop Method: Yes                      Yes  
 Apprenticeship: No                      No  
 Facility Code: 212                      212  
 Basic Skills:  
       Math                              10  
       Language                        10  
       Reading                         10  
 SOC Code:                              43-6011

I. **PURPOSE:** This program is designed to prepare students for employment as an Information Technology Assistant, Front Desk Specialist, Assistant Digital Production Designer, and Administrative Assistant.

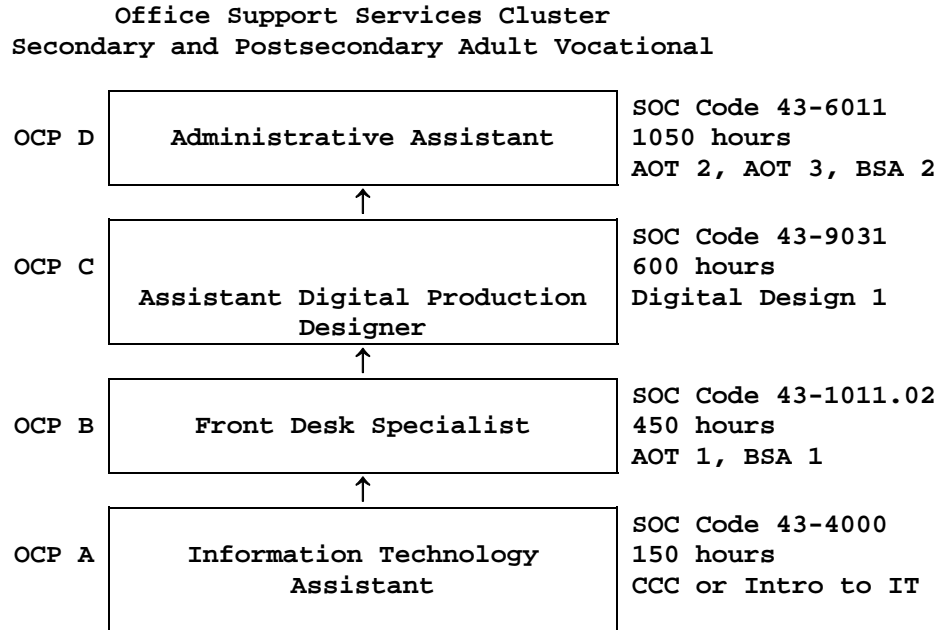
This program offers a broad foundation of knowledge and skills expanding the traditional role of the Administrative Assistant. The content includes the use of technology to develop communications skills, higher level thinking skills, and decision making skills; the performance of office procedures tasks; the production of quality work in an efficient manner using advanced features of business software applications; research of job opportunities; and the production of high quality employment portfolios and job-seeking documents.

The program focuses on broad, transferable skills and stresses understanding and demonstration of the following elements of the office support services 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 (Business Systems and Technology 1 - OCP A) and three additional occupational completion points. Secondary or postsecondary students who have previously completed the Business Technology Education Core will not have to repeat

the core. A student who completes the applicable competencies at any occupational completion point may either continue with the training program or exit as an occupational completer.

The following diagram illustrates the Administrative Assistant program structure:



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  
OR  
8207310 - Introduction to Information Technology  
8212110 - Administrative Office Technology 1  
8212120 - Business Software Applications 1  
8209510 - Digital Design 1  
8212410 - Administrative Office Technology 2  
8212420 - Administrative Office Technology 3  
8212160 - Business Software Applications 2

- III. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program and include the use of keyboarding systems, transcription equipment, 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 as follows: Mathematics 10.0, Language 10.0, Reading 10.0. 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 1050 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 Competencies:

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance *and enhance personal performance in relation to the workplace.* Apply ergonomic principles applicable to the configuration of computer workstations. [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, 02.05, 02.06, 02.07, 02.08.]
  - 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, 04.03.]
- 05.0 Practice quality performance in the learning environment and the workplace. [Student Performance Standards: 05.01, 05.02, 07.07, 07.08.]
- 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, 57.28.]
- 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: 69.04, 69.06, 69.07, 69.08, 69.09, 69.11, 69.01, 69.02.]
- 70.0 Demonstrate proficiency using common software applications. [Student Performance Standards: 70.01, 70.02.] 4)

- 71.0 Demonstrate proficiency using specialized software applications.  
[Student Performance Standards: 71.01, 71.02, 71.06.]

**OCCUPATIONAL COMPLETION POINT B - DATA CODE** (Front Desk Specialist) - SOC Code 43-1011.02

Intended outcomes of OCP A must be completed previously or concurrently. After completing the following additional competencies, the student will have achieved the occupational completion point of Secretary and the student will be able to:

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. [Student Performance Standards: 01.07, 01.10.] (HE.B.1.4) (LA.A.1.4) (LA.C.1.4) (LA.C.2.4) (MA.B.4.4) (VA.A.1.) (VA.B.1.4) (HE.B.1.4) (HE.B.2.4)
- 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: 02.10, 02.11.] (LA.A.1.4) (LA.B.1.4) (LA.B.2.4) (LA.C.1.4) (LA.C.2.4) (LA.C.3.4) (VA.A.1.4) (HE.B.2.4) (MA.E.1.4)
- 03.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. [Student Performance Standard: 03.10, 03.11.] (LA.C.2.4) (LA.E.2.4) (MA.E.1.4) (VA.A.1.4)
- 07.0 Practice quality performance in the learning environment and the workplace. [Student Performance Standard: 07.05.] (LA.D.2.4) (LA.A.1.4) (LA.B.2.4) (LA.C.1.4) (LA.C.3.4) (TH.E.1.4) (PE.A.1.4) (PE.A.2.4)
- 08.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 08.04, 08.05, 08.06, 08.07, 08.08.] (PE.A.1.4) (HE.C.1.4) (HE.B.1.4) (PE.B.1.4) (LA.A.1.4) (LA.A.2.4) (LA.B.2.4)
- 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.] (LA.A.2.4) (MA.B.1.4) (MA.B.3.4) (MA.E.3.4) (LA.A.1.4) (LA.A.2.4) (LA.C.1.4)
- 12.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. [Student Performance Standard: 12.03.] (SS.B.2.4) (VA.A.1.4) (LA.C.3.4) (LA.B.2.4) (La.b.1.4)
- 13.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 13.02, 13.03, 13.04, 13.05, 13.06, 13.07.] (LA.A.1.4) (LA.B.1.4) (LA.C.1.4) (LA.B.2.4) (LA.C.3.4) (LA.D.1.4) (MA.A.2.4) (MA.A.3.4) (MA.E.1.4)
- 15.0 Use technology to increase administrative office support productivity and enhance workplace performance. [Student

Performance Standards: 15.04, 15.05, 15.06, 15.07, 15.08.]  
(LA.A.2.4) (MA.A.3.4) (SC.H.3.4)

- 20.0 Participate in work-based learning experiences. [Student Performance Standards: 20.01, 20.02, 20.03, 20.04.] (LA.D.1.4) (LA.D.2.4) (MA.A.4.4) (MA.A.5.4) (MA.B.1.4) (MA.B.2.4) (MA.B.3.4) (MA.B.4.4)

**OCCUPATIONAL COMPLETION POINT - DATA CODE C**

ASSISTANT DIGITAL PRODUCTION DESIGNER - SOC Code 43-9031

Intended outcomes OCP A and OCP B must be completed previously or concurrently. After completing the following competencies, the student will have achieved the occupational completion point of Assistant Digital Production Designer and the student will be able to:

Participate in work-based learning experiences. [Student Performance Standards: 20.38.]

48.0 Demonstrate proficiency in computer skills. [Student Performance Standards: 48.01, 48.02, 48.03, 48.04, 48.05.]

49.0 Demonstrate knowledge of digital publishing concepts. [Student Performance Standards: 49.01, 49.02, 49.03, 49.04, 49.05, 49.06.]

50.0 Perform Decision-making activities. [Student Performance Standards: 50.01, 50.02, 50.03, 50.04, 50.05, 50.06.]

51.0 Perform layout, design, and measurement activities. [Student Performance Standards: 51.01, 51.02, 51.03, 51.04, 51.05]

Demonstrate proficiency in digital publishing operations. [Student Performance Standards: 52.01, 52.03, 52.05, 52.08, 52.09, 52.18, 52.23, 52.24, 52.25, 52.26, 52.27, 52.28.]

Demonstrate proficiency in digital imaging. [Student Performance Standards: 53.01, 53.09.]

**OCCUPATIONAL COMPLETION POINT - DATA CODE D**

ADMINISTRATIVE ASSISTANT - DATA CODE DOT 169.167-010, SOC Code 43-6011

Intended outcomes OCP A, OCP B and OCP C must be completed previously. After completing the following competencies, the student will have achieved the occupational completion point of Administrative Assistant and the student will be able to:

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, 02.13, 02.14.] (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)

04.0 Use information to accomplish job objectives and enhance workplace performance. [Student Performance Standard: 04.04.] (LA.D.1.4) (LA.D.2.4) (MA.B.1.4) (MA.B.3.4) (MA.E.1.4)

08.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.

[Student Performance Standards: 08.09, 08.10, 08.11.] (LA.D.2.4)  
(LA.C.3.4)

14.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 14.01, 14.02, 14.03, 14.04, 14.05, 14.06, 14.07.] (LA.C.1.4) (LA.A.1.4) (LA.B.2.4) (LA.B.1.4)

15.0 Use technology to increase administrative office support productivity and enhance workplace performance. [Student Performance Standards: 15.06, 15.09.] (LA.B.1.4) (LA.B.2.4) (LA.D.2.4)

Participate in work-based learning experiences. [Student Performance Standards: 20.05, 20.06, 20.07, 20.08, 20.09.] (MA.B.3.4) (MA.B.1.4) (SS.D.2.4) (VA.A.1.4) (LA.A.2.4) (LA.B.2.4) (MA.A.1.4)

July 2007

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

Program Title: Administrative Assistant  
Secondary Number: 8212500  
Postsecondary Number: B070330

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

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**  
**FRONT DESK SPECIALIST- SOC Code 43-1011.02**

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

**INFORMATION SYSTEMS**

DEMONSTRATE KNOWLEDGE, SKILL, AND APPLICATION OF INFORMATION SYSTEMS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE OF PERFORMANCE. APPLY ERGONOMIC PRINCIPLES APPLICABLE TO THE CONFIGURATION OF COMPUTER WORKSTATIONS-The student will be able to:

- 01.07 Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data. (MA.A.2.4) (MA.A.3.4) (MA.A.4.4)
- 01.10 Use communications and networking to perform tasks and solve problems in business environments. (MA.D.1.4) (MA.A.4.4) (MA.A.3.4)

**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:

- 02.10 Use job specific terminology if training for specialized support fields (e.g., construction, education, real estate) or use advanced business vocabulary. (LA.B.2.4) (LA.D.1.4)
- 02.11 Integrate all forms of communication in the successful pursuit of a secretarial career. (LA.B.2.4) (LA.B.1.4) (LA.C.3.4)

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:

- 03.10 Discuss communication systems - cultural, organizational, technological, and interpersonal.(LA.D.1.4) (LA.D.2.4)
- 03.11 Write complex executive level business communications. (LA.B.2.4)

## **MANAGEMENT**

07.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE—The student will be able to:

07.05 Discuss performance evaluation methods and instruments used to assess employee progress and performance. (LA.C.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:

08.04 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.

08.05 Facilitate focus group discussions regarding service, supervision, and ethical considerations that impact the workplace, business, or learning environment. (LA.C.3.4) (LA.B.2.4)

08.06 Discuss the main causes of accidents in the office and identify preventive measures. (LA.B.2.4) (PE.A.2.4) (PE.B.1.4)

08.07 Discuss the role of agencies that establish and monitor health and safety standards (e.g., OSHA) and discuss standards established by these agencies.

08.08 Discuss the responsibilities organizations have to their employees (e.g., Right to Work laws, risk management). (LA.B.2.4) (LA.B.1.4) (LA.C.1.4)

## **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:

11.08 Plan ethical, political strategies to achieve goals and advance careers. (SS.B.2.4) (SS.C.1.4) (SS.C.2.4) (LA.C.2.4) (LA.B.2.4)

## **HUMAN RELATIONS/INTERPERSONAL SKILLS**

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

12.03 Develop professional workplace relationship skills both internally and externally to include team building, group dynamics, and conflict resolution. (LA.A.1.4) (LA.B.1.4) (LA.3.2.4) (LA.C.3.4)

## **ADMINISTRATIVE OFFICE PROCEDURES**

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

13.04 Apply the use of information management tools (e.g., calendars, ticklers, schedulers) to develop and coordinate distribution of work. (LA.A.1.4) (LA.B.1.4) (LA.B.2.4) (MA.A.1.4) (MA.A.2.4) (MA.D.1.4)

13.05 Maintain equipment and supplies.

13.06 Perform financial functions (e.g., payroll, invoices, bank deposits, travel vouchers). (MA.A.1.4) (MA.A.2.4) (MA.A.3.4) (MA.A.4.4)

- 13.07 Transcribe machine dictation. (LA.C.1.4)
  - 13.08 Perform specialized records management functions. (MA.A.1.4)  
(MA.A.2.4) (MA.E.1.4)
  - 13.09 Determine the most efficient method to send mail (e.g., fax, e-mail, external/internal courier systems, U.S. mail). (LA.C.1.4)  
(LA.A.1.4)
- 15.0 USE TECHNOLOGY TO INCREASE ADMINISTRATIVE OFFICE SUPPORT PRODUCTIVITY AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:
- 15.01 Access, process, and transmit information through all mediums (e.g., fax, e-mail, modem, Internet, teleconferencing). (LA.A.1.4)  
(LA.B.2.4)
  - 15.02 Create documents using advanced features in word processing, database, spreadsheet, presentation, and multimedia software. (LA.B.1.4) (MA.A.1.4) (MA.A.2.4) (MA.A.4.4)
  - 15.03 Install and update software for current office use. (PE.A.2.4)  
(PE.A.1.4)
  - 15.04 Use technology to research, compile, create, and deliver an oral presentation. (LA.B.2.4) (LA.A.2.4) (LA.A.1.4) (LA.C.3.4)
  - 15.05 Key with speed and accuracy to meet industry standards for employment as a secretary. (PE.A.2.4) (PE.A.1.4)
  - 15.07 Perform integrated functions using various software applications. (MA.A.3.4) (MA.A.4.4)
  - 15.08 Perform proofreading skills including electronic reference tools. (LA.A.1.4) (LA.C.2.4)

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

- 20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:
- 20.01 Participate in work-based learning experiences in the secretarial field. (LA.A.2.4) (LA.A.1.4) (LA.B.2.4)
  - 20.02 Discuss the use of technology in the secretarial field. (PE.A.2.4)  
(PE.A.1.4) (LA.B.1.4) (LA.C.1.4)
  - 20.03 Compare and contrast the software applications used in the secretarial field. (MA.A.3.4) (MA.A.4.4) (LA.A.1.4)
- Discuss organizational networks or charts and describe the relationships between positions and responsibilities. (LA.B.2.4) (MA.A.2.4)  
(MA.E.1.4) (LA.C.3.4)

#### **OCCUPATIONAL COMPLETION POINT - DATA CODE C**

Assistant Digital Production Designer DOT Code 169.167-010 SOC Code 43-9031

Intended outcomes of OCP A, and OCP B must be completed previously. After completing the following additional competencies, the student will have achieved the occupational completion point of Computer Graphics Designer and the student will be able to:

- 20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:
- 20.38 Discuss the use of technology in a digital publishing environment. LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4

#### **DIGITAL PUBLISHING**

48.0 DEMONSTRATE PROFICIENCY IN COMPUTER SKILLS—The student will be able to:

- 48.01 Identify all computer parts (e.g., RAM, ROM). LA.A.1.4.3
- 48.02 Demonstrate an understanding of all functions of a computer.  
LA.A.1.4.3, LA.D.2.4.4
- 48.03 Utilize appropriate font management techniques (e.g., TrueType, postscript, install and remove fonts). LA.B.2.4.4., LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4
- 48.04 Perform storage management (e.g., hard drive, floppy disk).  
LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4
- 48.05 Perform maintenance of computers and peripherals. LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4

49.0 DEMONSTRATE KNOWLEDGE OF DIGITAL PUBLISHING CONCEPTS—The student will be able to:

- 49.01 Identify the skills needed by a digital designer. MA.D.1.4.1, MA.D.1.4.2, VA.E.1.4.2
- 49.02 Define commonly used terms in graphic communications. LA.A.1.4.3, FL.C.2.4.5, VA.E.1.4.2, MA.D.1.4.1, MA.D.1.4.2
- 49.03 Identify characteristics of paper.
- 49.04 Identify different kinds of color (e.g., spot, process).
- 49.05 Identify software used in digital publishing. LA.B.2.4.4
- 49.06 Demonstrate knowledge of copyright laws. MA.D.1.4.1, MA.D.1.4.2, VA.E.1.4.2

50.0 PERFORM DECISION-MAKING ACTIVITIES—The student will be able to:

- 50.01 Determine work priorities. LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4
  - 50.03 Evaluate information to be used and choose relevant material.  
LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4
  - 50.04 Determine the audience. LA.B.2.4.4., LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4
  - 50.05 Demonstrate an understanding of various advertising mediums.  
LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4
- Recognize and maintain ethical standards. LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4

51.0 PERFORM LAYOUT, DESIGN, AND MEASUREMENT ACTIVITIES—The student will be able to:

- 51.01 Identify characteristics of type, type families, type series, and type styles. LA.A.1.4.3, MA.D.1.4.1

- 51.02 Paste up mechanical elements electronically. LA.B.1.4.3, MA.D.1.4.1, LA.C.3.4.3, LA.C.2.3.4, MA.B.1.4.3, VA.A.1.4.3, LA.A.2.4.4, LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.2.4.2, LA.D.2.3.4, LA.B.2.4.1
  - 51.03 Prepare rough layout designs. TH.E.1.3.3, VA.E.1.4.2
  - 51.04 Copycat and markup using type sizes and styles. NA.D.1.4.1, LA.B.1.2.3, LA.C.3.4.3, LA.C.2.3.4, MA.B.1.4.3, VA.A.1.4.3, LA.B.1.4.3, MA.D.1.4.1
  - 51.05 Identify elements of design.
- 52.0 DEMONSTRATE PROFICIENCY IN DIGITAL PUBLISHING OPERATIONS—The student will be able to:
- 52.01 Key with speed and accuracy to meet industry standards. LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4
  - 52.03 Complete projects using a variety of fonts, sizes, leading, and alignments. LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4
  - 52.05 Output projects using a variety of devices (e.g., printers, imagesetters). LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.4, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4
  - 52.08 Design with type using kerning, tracking, horizontal/vertical scale, baseline shift, etc.
  - 52.09 produce projects using table and indents.
  - 52.18 Produce projects using white space. LA.B.2.4.4
  - 52.23 Assemble multi-page documents.
  - 52.24 Create documents that use master pages.
  - 52.25 Use a variety of styles to produce effective layouts
  - 52.26 Produce a document using printer and reader spreads.
  - 52.27 Use publishing software to create a pre-press profile.
  - 52.28 Produce a variety of designs using layout/paste-up software.
- 53.0 DEMONSTRATE PROFICIENCY IN DIGITAL IMAGING—The student will be able to:
- 53.01 Demonstrate proper use of a scanner/slide scanner. LA.B.1.2.3, MA.D.1.4.1, LA.A.1.4.3, LA.D.2.4.4, LA.B.1.4.3, MA.A.1.4.4
  - 53.09 Proofread electronically and manually. LA.B.1.4.3

**OCCUPATIONAL COMPLETION POINT - DATA CODE D**

ADMINISTRATIVE ASSISTANT DOT Code 169.167-010 SOC Code 43-6011

Intended outcomes of OCP A, OCP B and OCP C 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:
- 02.12 Deliver impromptu and planned speeches.
  - 02.13 Synthesize information from multiple speakers in a group and respond in an effective manner.
  - 02.14 Communicate in a multicultural setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds).

04.0 USE INFORMATION TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

04.04 Gather and compile data for supervisors and for company reports.

#### **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:

08.10 Serve as interviewer, interviewee, and liaison in public relations, civic, media, community, and employment situations.

08.11 Train and assist others in business behavior, procedures, and skills.

Demonstrate leadership behavior to include delegation of duties.

14.0 PERFORM ADMINISTRATIVE OFFICE FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

14.01 Organize and conduct a meeting using parliamentary procedures.

14.02 Perform budgeting and accounting procedures.

14.03 Plan and arrange business functions.

14.04 Plan and design the physical layout of an office to meet ergonomic and federal requirements.

14.05 Analyze equipment specifications to meet required needs and make purchase recommendations.

14.06 Maintain and utilize a resource library.

Perform specialized office procedures.

15.0 USE TECHNOLOGY TO INCREASE ADMINISTRATIVE OFFICE SUPPORT PRODUCTIVITY AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

15.06 Key with speed and accuracy to meet industry standards for employment as an executive secretary or administrative assistant.

15.09 Integrate all forms of communication in the successful pursuit of a career as an executive secretary or administrative assistant.

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

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

20.05 Participate in work-based learning experiences in an administrative office environment.

20.06 Discuss the use of technology in an administrative office environment.

20.07 Compare and contrast the software applications used in an administrative office environment.

20.08 Discuss the changing role of administrative support in today's business environment and the ways to manage stress related to these changes.

20.09 Discuss the management/supervisory skills needed in an administrative office environment.

**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**

- 01.0 DEMONSTRATE KNOWLEDGE, SKILL, AND APPLICATION OF INFORMATION SYSTEMS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE-The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data.
  - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks.
  - 01.03 Identify and describe communications and networking systems used in workplace environments.
  - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
  - 01.05 Demonstrate basic computer file management skills.
  - 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment.
  - 01.07 Describe ethical issues and problems associated with computers and information systems.
  - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

**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.
- 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
- 03.03 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communication.
- 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.
- 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:

- 08.01 Assess, analyze, and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
- 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
- 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.

09.0 INCORPORATE KNOWLEDGE GAINED FROM INDIVIDUAL ASSESSMENT AND JOB/CAREER EXPLORATION TO DESIGN AN INDIVIDUAL CAREER PLAN THAT REFLECTS THE TRANSITION FROM SCHOOL TO WORK, LIFELONG LEARNING, AND PERSONAL AND PROFESSIONAL GOALS—The student will be able to:

- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
- 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
- 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow-up).
- 09.04 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
- 09.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
- 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
- 09.08 Build mentor relationships with local professionals in the industry.

## **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.
- 10.02 Apply appropriate strategies to manage and resolve conflicts in work situations.
- 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).

**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, Information Technology Assistant SOC Code 43-4000

**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.
- 01.06 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. 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:

06.03 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.

#### 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.
- 10.02 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, professional dress, etc.).

#### **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, 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 ROM's).
  - 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.
  - 57.28 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 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:
- 69.04 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.
  - 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.

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

**COURSE DESCRIPTION:**

This course is designed to assist with administrative and general office duties in a support capacity. This course explores and expands the core competencies in the areas of personal and professional development and promotes application of higher level office procedures tasks and communications skills through the use of technology. After successful completion of Administrative Office Technology 1 and Business Software Applications 1, students will have met Occupational Completion Point - Data Code B, FRONT DESK SPECIALIST. - SOC Code 43-1011.02.

**INFORMATION SYSTEMS**

01.00 DEMONSTRATE KNOWLEDGE, SKILL, AND APPLICATION OF INFORMATION SYSTEMS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE OP PERFORMANCE. APPLY ERGONOMIC PRINCIPLES APPLICABLE TO THE CONFIGURATION OF COMPUTER WORKSTATIONS-The student will be able to:

- 01.07 Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data.HE.A.1.4) (HE.B.1.4)
- 01.10 Use communications and networking to perform tasks and solve problems in business environments. (LA.A.2.4) (LA.B.1.4) (LA.B.2.4)

**WORKPLACE COMMUNICATIONS**

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

- 02.10 Use job specific terminology if training for specialized support fields (e.g., construction, education, real estate) or use advanced business vocabulary. (LA.A.1.4) (LA.B.1.4) (LA.C.1.4)
- 02.11 Integrate all forms of communication in the successful pursuit of a secretarial career. (LA.A.1.4) (LA.B.1.4) (LA.B.2.4) (LA.C.1.4)

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

- 03.10 Discuss communication systems - cultural, organizational, technological, and interpersonal. (LA.A.1.4) (LA.B.2.4) (LA.C.3.4)
- 03.11 Write complex executive level business communications. (LA.B.1.4) (LA.B.2.4)

**MANAGEMENT**

07.00 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE-The student will be able to:

- 07.05 Discuss performance evaluation methods and instruments used to

assess employee progress and performance. (LA.C.1.4) (LA.C.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:

08.04 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment. (LA.C.1.4) (LA.C.3.4) (HE.B.1.4)

08.05 Facilitate focus group discussions regarding service, supervision, and ethical considerations that impact the workplace, business, or learning environment. (LA.C.1.4) (LA.C.3.4)

08.06 Discuss the main causes of accidents in the office and identify preventive measures. (LA.C.2.4) (LA.C.3.4) (HE.B.1.4)

08.07 Discuss the role of agencies that establish and monitor health and safety standards (e.g., OSHA) and discuss standards established by these agencies. (HE.A.1.4) (HE.B.1.4)

08.08 Discuss the responsibilities organizations have to their employees (e.g., Right to Work laws, risk management). (HE.B.1.4) (SS.B.2.4)

#### **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:

11.08 Plan ethical, political strategies to achieve goals and advance careers. (SS.C.1.4) (SS.C.2.4) (SS.D.2.4)

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

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

12.03 Develop professional workplace relationship skills both internally and externally to include team building, group dynamics, and conflict resolution. (LA.C.1.4) (LA.C.2.4) (LA.C.3.4)

#### **ADMINISTRATIVE OFFICE PROCEDURES**

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

13.04 Apply the use of information management tools (e.g., calendars, ticklers, schedulers) to develop and coordinate distribution of work. (LA.B.1.4) (LA.B.2.4)

13.05 Maintain equipment and supplies. (HE.A.1.4)

13.06 Perform financial functions (e.g., payroll, invoices, bank deposits, travel vouchers). (MA.A.1.4) (MA.A.2.4)

13.07 Transcribe machine dictation. (LA.B.1.4)

13.08 Perform specialized records management functions. (LA.B.2.4)

13.09 Determine the most efficient method to send mail (e.g., fax, e-mail, external/internal courier systems, U.S. mail). (LA.A.1.4)

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

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

to:

- 20.01 Participate in work-based learning experiences in the secretarial field. (LA.B.2.4) (LA.C.1.4) (LA.C.3.4) (LA.D.1.4)
- 20.02 Discuss the use of technology in the secretarial field. (LA.C.3.4) (LA.D.1.4)

**Florida Department of Education  
STUDENT PERFORMANCE STANDARDS**

**Secondary Course Number:** 8212120  
**Course Title:** Business Software Applications 1  
**Course Credit:** 1

**COURSE DESCRIPTION:**

This course is designed to develop proficiency in using the advanced features of software programs to perform office-related tasks. After successful completion of Administrative Office Technology 1 and Business Software Applications 1, students will have met Occupational Completion Point - Data Code B, **FRONT DESK SPECIALIST** - OES Code 55108, SOC Code 43-1011.02.

**ADMINISTRATIVE OFFICE PROCEDURES**

15.0 USE TECHNOLOGY TO INCREASE ADMINISTRATIVE OFFICE SUPPORT PRODUCTIVITY AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 15.01 Access, process, and transmit information through all mediums (e.g., fax, e-mail, modem, Internet, teleconferencing). (LA.B.1.4) (LA.D.1.4)
- 15.02 Create documents using advanced features in word processing, database, spreadsheet, presentation, and multimedia software. (LA.B.2.4) (MA.A.2.4) (MA.A.5.4) (MA.B.2.4) (MA.B.3.4) (MA.D.1.4) (MA.E.1.4)
- 15.03 Install and update software for current office use. (LA.A.A1.4)
- 15.04 Use technology to research, compile, create, and deliver an oral presentation. (MA.E.1.4) (LA.C.3.4)
- 15.05 Key with speed and accuracy to meet industry standards for employment as a secretary. (HE.B.1.4)
- 15.07 Perform integrated functions using various software applications. (MA.A.2.4) (MA.A.5.4) (MA.B.2.4) (MA.B.3.4) (MA.D.1.4)
- 15.08 Perform proofreading skills including electronic reference tools. (LA.B.1.4) (LA.A.1.4)

**WORK-BASED LEARNING**

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

- 20.01 Participate in work-based learning experiences in the secretarial field. (LA.D.1.4) (LA.D.2.4) (LA.C.3.4) (MA.A.2.4)
- 20.03 Compare and contrast the software applications used in the secretarial field. (LA.D.2.4)
- 20.04 Discuss organizational networks or charts and describe the relationships between positions and responsibilities. (MA.E.1.4) (SS.C.1.4)

**Florida Department of Education  
STUDENT PERFORMANCE STANDARDS**

**Secondary Course Number:** 8209510  
**Course Title:** Digital Design 1  
**Course Credit:** 1

**COURSE DESCRIPTION:**

This course is designed to develop basic entry-level skills required for careers in the digital publishing industry. The content includes computer skills; digital publishing concepts and operations; layout, design, and measurement activities; decision-making activities; and digital imaging. After successful completion of Digital Publishing 1 students will have met Occupational Completion Point - Data Code C, Assistant Digital Production Designer - SOC Code 43-9031.

**WORK-BASED LEARNING**

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

20.38 Discuss the use of technology in a digital publishing environment.  
 LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4

**DIGITAL PUBLISHING**

48.0 DEMONSTRATE PROFICIENCY IN COMPUTER SKILLS—The student will be able to:

48.01 Identify all computer parts (e.g., RAM, ROM). LA.A.1.4.3  
 48.02 Demonstrate an understanding of all functions of a computer.  
 LA.A.1.4.3, LA.D.2.4.4  
 48.03 Utilize appropriate font management techniques (e.g., TrueType, postscript, install and remove fonts). LA.B.2.4.4., LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4  
 48.04 Perform storage management (e.g., hard drive, floppy disk).  
 LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4  
 48.05 Perform maintenance of computers and peripherals. LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4

49.0 DEMONSTRATE KNOWLEDGE OF DIGITAL PUBLISHING CONCEPTS—The student will be able to:

49.01 Identify the skills needed by a digital designer. MA.D.1.4.1, MA.D.1.4.2, VA.E.1.4.2  
 49.02 Define commonly used terms in graphic communications. LA.A.1.4.3, FL.C.2.4.5, VA.E.1.4.2, MA.D.1.4.1, MA.D.1.4.2  
 49.03 Identify characteristics of paper.  
 49.04 Identify different kinds of color (e.g., spot, process).  
 49.05 Identify software used in digital publishing. LA.B.2.4.4

49.06 Demonstrate knowledge of copyright laws. MA.D.1.4.1, MA.D.1.4.2, VA.E.1.4.2

50.0 PERFORM DECISION-MAKING ACTIVITIES—The student will be able to:

50.01 Determine work priorities. LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4

50.03 Evaluate information to be used and choose relevant material. LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4

50.04 Determine the audience. LA.B.2.4.4., LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4

50.05 Demonstrate an understanding of various advertising mediums. LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4

Recognize and maintain ethical standards. LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4

51.0 PERFORM LAYOUT, DESIGN, AND MEASUREMENT ACTIVITIES—The student will be able to:

51.01 Identify characteristics of type, type families, type series, and type styles. LA.A.1.4.3, MA.D.1.4.1

51.02 Paste up mechanical elements electronically. LA.B.1.4.3, MA.D.1.4.1, LA.C.3.4.3, LA.C.2.3.4, MA.B.1.4.3, VA.A.1.4.3, LA.A.2.4.4, LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.2.4.2, LA.D.2.3.4, LA.B.2.4.1

51.03 Prepare rough layout designs. TH.E.1.3.3, VA.E.1.4.2

51.04 Copycat and markup using type sizes and styles. NA.D.1.4.1, LA.B.1.2.3, LA.C.3.4.3, LA.C.2.3.4, MA.B.1.4.3, VA.A.1.4.3, LA.B.1.4.3, MA.D.1.4.1

51.05 Identify elements of design.

52.0 DEMONSTRATE PROFICIENCY IN DIGITAL PUBLISHING OPERATIONS—The student will be able to:

52.01 Key with speed and accuracy to meet industry standards. LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4

52.03 Complete projects using a variety of fonts, sizes, leading, and alignments. LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4

52.05 Output projects using a variety of devices (e.g., printers, imagesetters). LA.B.2.4.4, LA.A.2.4.6, LA.A.2.4.8, LA.A.2.4.5, LA.A.1.4.2, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.4, LA.C.3.4.3, LA.D.2.3.4, HE.B.3.4.3, HE.B.3.4.4, HE.B.3.4.5, SS.B.1.4.5, VA.B.1.3.4

52.08 Design with type using kerning, tracking, horizontal/vertical scale, baseline shift, etc.

52.09 produce projects using table and indents.

- 52.18 Produce projects using white space. LA.B.2.4.4
- 52.23 Assemble multi-page documents.
- 52.24 Create documents that use master pages.
- 52.25 Use a variety of styles to produce effective layouts
- 52.26 Produce a document using printer and reader spreads.
- 52.27 Use publishing software to create a pre-press profile.
- 52.28 Produce a variety of designs using layout/paste-up software.

53.0 DEMONSTRATE PROFICIENCY IN DIGITAL IMAGING—The student will be able to:

- 53.01 Demonstrate proper use of a scanner/slide scanner. LA.B.1.2.3,  
MA.D.1.4.1, LA.A.1.4.3, LA.D.2.4.4, LA.B.1.4.3, MA.A.1.4.4
- 53.09 Proofread electronically and manually. LA.B.1.4.3

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

Secondary Course Number: 8212410  
Course Title: Administrative Office Technology 2  
Course Credit: 1

**COURSE DESCRIPTION:**

This course explores and expands the competencies learned in Administrative Office Technology 1 and promotes application of higher level office procedures tasks and communication skills. After successful completion of Administrative Office Technology 2, Administrative Office Technology 3, and Business Software Applications 2, students will have met Occupational Completion Point - Data Code D, Administrative Assistant - DOT Code 169.167-010, SOC Code 43-6011.

**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.
- 02.13 Synthesize information from multiple speakers in a group and respond in an effective manner.
- 02.14 Communicate in a multicultural setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds).

04.0 USE INFORMATION TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 04.04 Gather and compile data for supervisors and for company reports.

**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:

- 08.10 Serve as interviewer, interviewee, and liaison in public relations, civic, media, community, and employment situations.
- 08.12 Demonstrate leadership behavior to include delegation of duties.

14.0 PERFORM ADMINISTRATIVE OFFICE FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 14.01 Organize and conduct a meeting using parliamentary procedures.
- 14.03 Plan and arrange business functions.
- 14.06 Maintain and utilize a resource library.
- 14.07 Perform specialized office procedures.

**WORK-BASED LEARNING**

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

- 20.05 Participate in work-based learning experiences in an administrative office environment.
- 20.06 Discuss the use of technology in an administrative office environment.

July 2007

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

**Secondary Course Number:** 8212420  
**Course Title:** Administrative Office Technology 3  
**Course Credit:** 1

**COURSE DESCRIPTION:**

This course expands the competencies learned in Administrative Office Technology 2. Students are required to perform higher level thinking and decision making and to use technology as a resource to efficiently perform systematic procedural tasks and to produce quality work in an efficient manner. After successful completion of Administrative Office Technology 2, Administrative Office Technology 3, and Business Software Applications 2, students will have met Occupational Completion Point - Data Code D, Administrative Assistant - DOT Code 169.167-010, SOC Code 43-6011.

**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:

08.11 Train and assist others in business behavior, procedures, and skills.

14.0 PERFORM ADMINISTRATIVE OFFICE FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

14.02 Perform budgeting and accounting procedures.

14.04 Plan and design the physical layout of an office to meet ergonomic and federal requirements.

14.05 Analyze equipment specifications to meet required needs and make purchase recommendations.

**WORK-BASED LEARNING**

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

20.05 Participate in work-based learning experiences in an administrative office environment.

20.08 Discuss the changing role of administrative support in today's business environment and the ways to manage stress related to these changes.

20.09 Discuss the management/supervisory skills needed in an administrative office environment.

July 2007

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

**Secondary Course Number:** 8212160  
**Course Title:** Business Software Applications 2  
**Course Credit:** 1

**COURSE DESCRIPTION:**

This course is designed to use technology to produce high quality employment portfolios, research job opportunities, and compile and disseminate job-seeking documents. After successful completion of Administrative Office Technology 2, Administrative Office Technology 3, and Business Software Applications 2, students will have met Occupational Completion Point - Data Code D, Administrative Assistant - DOT Code 169.167-010, SOC Code 43-6011.

**ADMINISTRATIVE OFFICE PROCEDURES**

15.0 USE TECHNOLOGY TO INCREASE ADMINISTRATIVE OFFICE SUPPORT PRODUCTIVITY AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 15.06 Key with speed and accuracy to meet industry standards for employment as an executive secretary or administrative assistant.
- 15.09 Integrate all forms of communication in the successful pursuit of a career as an executive secretary or administrative assistant.

**WORK-BASED LEARNING**

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

- 20.05 Participate in work-based learning experiences in an administrative office environment
- 20.07 Compare and contrast the software applications used in an administrative office environment.