

July 2007

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Medical Administrative Specialist
Program Type: Job Preparatory
Occupational Area: Business Technology Education
Components: Three Occupational Completion Points including core

	<u>Secondary</u>	<u>PSAV</u>
Program Number:	8212300	B070300
CIP Number:	0507.060503	0507.060503
Grade Level:	9-12, 30, 31	30, 31
Standard Length:	7 credits	1050 hours
Certification:	BUS ED @4 1 @2 VOE @7 TEACH CBE @7 STENOLOG @4 SECRETAR @7 G CLERICAL @7 G	BUS ED @4 1 @2 VOE @7 TEACH CBE @7 STENOLOG @4 SECRETAR @7 G CLERICAL @7 G

[Intro to IT -
additional certification
accepted:]

COMP SCI @6 @2	COMP SCI @6 @2
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OCP C and D Only:	BUS ED @4 1 @2 VOE @7 TEACH CBE @7 STENOLOG @4 SECRETAR @7 G CLERICAL @7 G	BUS ED @4 1 @2 VOE @7 TEACH CBE @7 STENOLOG @4 SECRETAR @7 G CLERICAL @7 G
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MED ASST @7 G
NURSING ED @5
PRAC NURSE @7 G
REG NURSE G
LAB TECH @7 G
TEC MED @7 G

CSO:	FBLA BPA	Phi Beta Lambda BPA
Coop Method:	Yes	Yes
Apprenticeship:	No	No
Facility Code:	212	212
Basic Skills:		
Math		10
Language		10
Reading		10
SOC Code:	43-6013	

- I. **PURPOSE:** This program is designed to prepare students for employment as an Information Technology Assistant, Front Desk Specialist, Medical Office Technologist, and Medical Administrative Specialist.

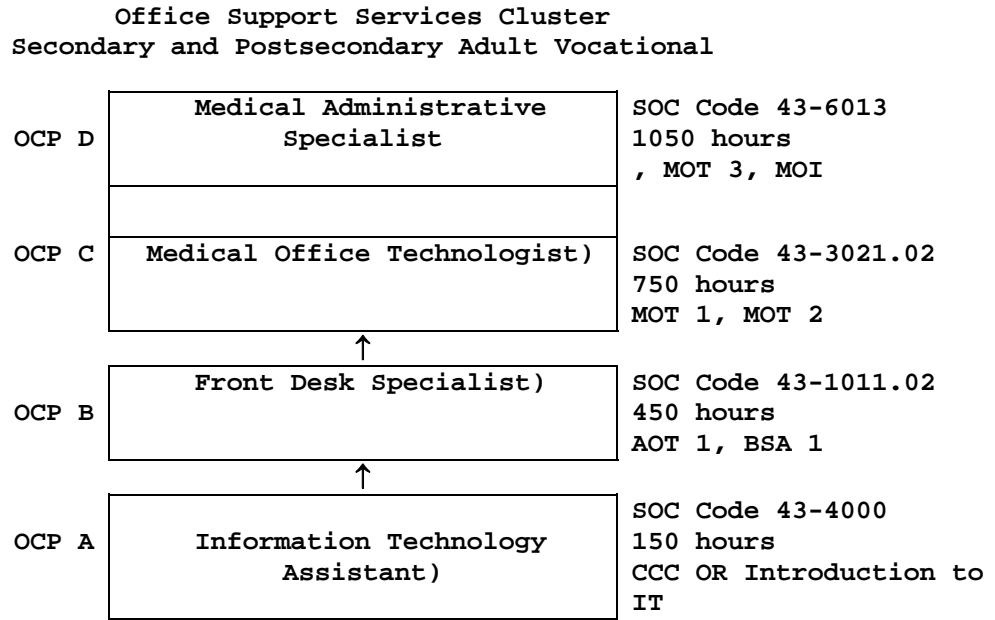
This program offers a broad foundation of knowledge and skills expanding the traditional role of the Medical Secretary. The content includes the use of technology to develop communication skills, higher level thinking skills, and decision making skills; medical terminology; the performance of office procedures specific to the medical environment; transcription of medical documents from machine dictation; the production of quality

work in an efficient manner using advanced features of business software applications; research of job opportunities; and the production of high quality employment portfolios and job-seeking documents.

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

- II. **PROGRAM STRUCTURE:** This program is a planned sequence of instruction consisting of the Business Technology Education Core (Computing for College and Careers 1 - OCP A) and two additional occupational completion points. Secondary or postsecondary students who have previously completed the Business Technology Education Core will not have to repeat the core. A student who completes the applicable competencies at any occupational completion point may either continue with the training program or exit as an occupational completer.

The following diagram illustrates the Medical Administrative Specialist 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
- 8212201 - Medical Office Technology 1
- 8212202 - Medical Office Technology 2
- 8212203 - Medical Office Technology 3
- 8212204 - Medical Office Internship

- 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 (CTSO) for providing leadership training and for reinforcing specific career and technical skills. Career and Technical 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. [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.]
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. [Student Performance Standards: 03.01, 03.02, 03.03, 03.05, 03.06.]
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member. [Student Performance Standards: 04.01, 04.02, 04.03.]
- 05.0 Practice quality performance in the learning environment and the workplace. [Student Performance Standards: 05.01, 05.02.]
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal and professional ethics to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 06.01, 06.02, 06.03.]
- 07.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 07.01, 07.02, 07.03.]
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. [Student Performance Standards: 08.01, 08.02, 08.03.]
- 09.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. [Student Performance Standards: 09.01, 09.02, 09.03, 09.04, 09.05, 09.06, 09.07, 09.08.]
- 10.0 Demonstrate personal and interpersonal skills and attributes appropriate for the workplace. [Student Performance Standards: 10.01, 10.02, 10.03.]
- 13.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 13.02.]
- 41.0 Perform e-mail activities. [Student Performance Standards: 41.01, 41.09.]
- 42.0 Demonstrate operating systems. [Student Performance Standards: 42.01, 42.10, 42.12, 42.14.]
- 67.0 Develop an awareness of emerging technologies. [Student Performance Standards: 67.01, 67.02, 67.03.]

OR

Introduction to IT Competencies:

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 01.01, 01.02, 01.03, 01.04, 01.06, 01.07.]
- 02.0 Demonstrate Comprehension and communication skills. [Student Performance Standards: 02.03, 02.62, 02.63, 02.64, 02.65, 02.66.]
- 03.0 Use technology to enhance the effectiveness of communication skills. [Student Performance Standards: 03.03, 03.06.]
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. [Student Performance Standards: 04.01, 04.02.]
- 05.0 Practice quality performance in the learning environment and the workplace. [Student Performance Standards: 05.01, 05.02.]
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 06.03.]
- 07.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 07.01, 07.02, 07.03.]
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. [Student Performance Standards: 08.02, 08.03.]
- 09.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. [Student Performance Standards: 09.15, 09.16, 09.17, 09.18, 09.19, 09.20.]
- 10.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. [Student Performance Standards: 10.01, 10.03.]
- 20.0 Participate in work-based learning experiences. [Student Performance Standards: 20.44, 20.46.]
- 41.0 Perform e-mail activities. [Student Performance Standards: 41.01, 41.02, 41.03, 41.04, 41.05, 41.06, 41.07, 41.08, 41.09, 41.10, 41.11, 41.12, 41.13.]
- 42.0 Demonstrate knowledge of different operating systems. [Student Performance Standards: 42.01, 42.10, 42.12, 42.14.]
- 55.0 Demonstrate proficiency navigating the internet, intranet, and the WWW. [Student Performance Standards: 55.01, 55.10, 55.11, 55.14, 55.15, 55.16, 55.17, 55.18.]
- 56.0 Demonstrate proficiency using HTML commands. [Student Performance Standards: 56.01, 56.02, 56.03, 56.04, 56.05, 56.06, 56.08, 56.17, 56.18, 56.19.]
- 57.0 Demonstrate proficiency in page design applicable to the WWW. [Student Performance Standards: 57.01, 57.02, 57.04, 57.05, 57.25, 57.26, 57.27.]
- 63.0 Demonstrate proficiency using specialized web design software. [Student Performance Standards: 63.01, 63.02.]
- 64.0 Develop an awareness of the information technology industry. [Student Performance Standards: 64.01, 64.04, 64.05.]
- 65.0 Develop an awareness of microprocessors and digital computers. [Student Performance Standards: 65.01, 65.02, 65.03, 65.04, 65.05, 65.06, 65.07, 65.08.]

- 66.0 Develop an awareness of programming languages. [Student Performance Standards: 66.01, 66.02, 66.03, 66.04.]
- 67.0 Develop an awareness of emerging technologies. [Student Performance Standards: 67.01, 67.02, 67.03.]
- 69.0 Demonstrate an understanding of the seven layers of the Open Systems Interface (OSI) model. [Student Performance Standards: 69.01, 69.02, 69.04, 69.06, 69.07, 69.08, 69.09, 69.11.]
- 70.0 Demonstrate proficiency using common software applications. [Student Performance Standards: 70.01, 70.02.]
- 71.0 Demonstrate proficiency using specialized software applications. [Student Performance Standards: 71.01, 71.02, 71.06.]

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

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

- 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.]
- 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.]
- 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.]
- 07.0 Practice quality performance in the learning environment and the workplace. [Student Performance Standard: 07.05.]
- 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.]
- 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.]
- 12.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. [Student Performance Standard: 12.03.]
- 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.]
- 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.]
- 20.0 Participate in work-based learning experiences. [Student Performance Standards: 20.01, 20.02, 20.03, 20.04.]

OCCUPATIONAL COMPLETION POINT - DATA CODE C
Medical Office Technologist SOC Code 43-3021.02

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

- 18.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 18.01, 18.02, 18.03, 18.04, 18.05,

- 18.06, 18.07, 18.08, 18.09, 18.10, 18.11, 18.12, 18.13, 18.14.]
- 19.0 Use technology to increase medical office support productivity and enhance workplace performance. [Student Performance Standards: 19.01, 19.02, 19.03.]
- 20.0 Participate in work-based learning experiences. [Student Performance Standards: 20.15, 20.16, 20.17, 20.18, 20.19.]

OCCUPATIONAL COMPLETION POINT - DATA CODE D

MEDICAL ADMINISTRATIVE ASSISTANT SOC Code 43-6013

- 18.0 Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 18.08, 18.09, 18.10, 18.11, 18.12, 18.13, 18.15.]
- 19.0 Use technology to increase medical office support productivity and enhance workplace performance. [Student Performance Standards: 19.01, 19.02, 19.03.]
- 20.0 Participate in work-based learning experiences. [Student Performance Standards: 20.15, 20.16, 20.17, 20.18, 20.19.]
- 59.0 Demonstrate employability skills. [Student Performance Standards: 59.15, 59.16, 59.17, 59.18.]
- 75.0 Demonstrate business management skills. [Student Performance Standards: 75.01.]
- 76.0 Demonstrate Positive human relations and leadership skills in the workplace. [Student Performance Standards: 76.01, 76.02, 76.03, 76.04, 76.05.]
- 77.0 Demonstrate business ethics. [Student Performance Standards: 77.01.]

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Medical Administrative Specialist
Secondary Number: 8212300
Postsecondary Number: B070300

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.
- 03.00 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

- 01.0 DEMONSTRATE KNOWLEDGE, SKILL, AND APPLICATION OF INFORMATION SYSTEMS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE. APPLY ERGONOMIC PRINCIPLES APPLICABLE TO THE CONFIGURATION OF COMPUTER WORKSTATIONS-The student will be able to:
- 01.07 Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data.
 - 01.10 Use communications and networking to perform tasks and solve problems in business environments.

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.
 - 02.11 Integrate all forms of communication in the successful pursuit of a secretarial career.
- 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.
 - 03.11 Write complex executive level business communications.

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.

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.

08.06 Discuss the main causes of accidents in the office and identify preventive measures.

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).

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.

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.

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.

13.05 Maintain equipment and supplies.

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

13.07 Transcribe machine dictation.

13.08 Perform specialized records management functions.

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

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).
- 15.02 Create documents using advanced features in word processing, database, spreadsheet, presentation, and multimedia software.
- 15.03 Install and update software for current office use.
- 15.04 Use technology to research, compile, create, and deliver an oral presentation.
- 15.05 Key with speed and accuracy to meet industry standards for employment as a secretary.
- 15.07 Perform integrated functions using various software applications.
- 15.08 Perform proofreading skills including electronic reference tools.

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.
- 20.02 Discuss the use of technology in the secretarial field.
- 20.03 Compare and contrast the software applications used in the secretarial field.
- 20.04 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.

OCCUPATIONAL COMPLETION POINT - DATA CODE C

MEDICAL OFFICE TECHNOLOGIST - SOC Code 43-3021.02

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

MEDICAL OFFICE PROCEDURES

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

- 18.01 Perform specialized medical office procedures including health insurance and insurance verification, billing and collections, and scheduling auxiliary services.
- 18.02 Prepare medical documents.
- 18.03 Maintain and utilize a medical reference library.
- 18.04 Discuss and simulate legal and ethical procedures in the medical office.
- 18.05 Recognize usage of specialized medical software.
- 18.06 Proofread to include mechanics, content, and specialized medical formats.
- 18.07 Perform specialized records management functions specific to the medical field.
- 18.08 Simulate professional communication skills in situations with patients and medical contacts.
- 18.09 Use medical terminology.
- 18.14 Identify key standards for privacy of health information as mandated in Health Insurance Portability and Accountability Act (HIPAA).

19.01 Transcribe medical documents.

WORK-BASED LEARNING

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

- 20.15 Participate in work-based learning experiences in a medical office environment.
- 20.16 Discuss the use of technology in a medical office environment.
- 20.19 Discuss the management/supervisory skills needed in a medical office environment.

OCCUPATIONAL COMPLETION POINT - DATA CODE D

MEDICAL ADMINISTRATIVE SPECIALIST - SOC Code 43-6013

MEDICAL OFFICE PROCEDURES

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

- 18.09 Use medical terminology.
- 18.10 Demonstrate knowledge of medical emergency management procedures (e.g., perform CPR, call 911, etc.).
- 18.11 Demonstrate an understanding of insurance fraud and abuse.
- 18.12 Communicate with health organizations to process referrals and verify patient coverage.
- 18.13 Demonstrate knowledge of OSHA regulations and compliances as they relate to medical offices (e.g., disposal of biohazard waste, do's and don'ts of transporting files into and out of contaminated areas, etc.).
- 18.15 Identify and discuss various State Insurance Licenses offered from the Florida Department of Insurance.
- 20.15 Participate in work-based learning experiences in a medical office environment.
- 20.16 Discuss the use of technology in a medical office environment.

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

- 19.01 Transcribe medical documents.
- 19.02 Transcribe medical documents.
- 19.02 Key with speed and accuracy to meet industry standards for employment as a medical secretary.
- 19.03 Integrate all forms of communication in the successful pursuit of a career as a medical secretary.

WORK-BASED LEARNING

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

- 20.15 Participate in work-based learning experiences in a medical office environment.
- 20.17 Compare and contrast the software applications used in a medical office environment.
- 20.18 Discuss ways to respond positively to change and reduce stress in a business medical office.

- 59.0 DEMONSTRATE EMPLOYABILITY SKILLS--The student will be able to:
- 59.15 Demonstrate successful interview techniques.
 - 59.16 Maintain and update a career portfolio.
 - 59.17 Define terms related to medical office careers.
 - 59.18 Apply for positions with a letter of application and resume.
- 75.0 DEMONSTRATE BUSINESS MANAGEMENT SKILLS--The student will be able to:
- 75.01 Apply the major functions of management in all areas of the internship workplace.
- 76.0 DEMONSTRATE POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS IN THE WORKPLACE--The student will be able to:
- 76.01 Apply ethnocentric, polycentric, regiocentric, and geocentric approaches to managing human resources.
 - 76.02 Demonstrate communication strategies (verbal and non-verbal) necessary and appropriate for effective medical office business relations.
 - 76.03 Demonstrate skills as a team member.
 - 76.04 Participate in leadership activities in FBLA or BPA.
 - 76.05 Participate in community service activities.
- 77.0 DEMONSTRATE BUSINESS ETHICS--The student will be able to:
- 77.01 Demonstrate ethical medical business behavior.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

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

Computing for College and Careers competencies:

INFORMATION SYSTEMS

02.0 DEMONSTRATE KNOWLEDGE, SKILL, AND APPLICATION OF INFORMATION SYSTEMS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE-The student will be able to:

- 01.01 Develop keyboarding skills to enter and manipulate text and data. (LA.B.1.4.3)
- 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks. (LA.B.2.4.4)
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software. (LA.B.2.4.4, LA.A.2.4.6)
- 01.05 Demonstrate basic computer file management skills. (LA.A.2.4.2, LA.B.2.4.4, LA.B.2.4.6)
- 01.06 Troubleshoot problems with computer hardware peripherals and other office equipment. (LA.D.2.4.4)
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

WORKPLACE COMMUNICATIONS

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

- 02.01 Read and comprehend technical and non-technical reading assignments related to course content including trade journals, books, magazines and electronic sources.
- 02.02 Write clear and well-organized research papers, integrating a variety of information.
- 02.03 Prepare and deliver an oral report with appropriate materials to the class
- 02.04 Participate in large group discussions as a member and/or a leader.
- 02.05 Take notes, organize, summarize, and paraphrase ideas and details.
- 02.06 Accurately follow written and oral instructions.
- 02.07 Interpret data on graphs, charts, diagrams, and tables commonly used in this industry/occupation.

03.0 USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF COMMUNICATION SKILLS-The student will be able to:

- 03.01 Select and use word processing software and accompanying features to enhance written business communications. (LA.B.1.4.1)

- 03.02 Use the writing process to create and edit business documents appropriate to the subject matter, purpose, and audience.
(LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3)
- 03.03 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communication.
(LA.B.2.4.1, LA.B.2.4.2)
- 03.05 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
- 03.06 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.

MANAGEMENT

- 04.0 DEVELOP AN AWARENESS OF MANAGEMENT FUNCTIONS AND ORGANIZATIONAL STRUCTURES AS THEY RELATE TO TODAY'S WORKPLACE AND EMPLOYER/ EMPLOYEE ROLES-The student will be able to:
 - 04.04 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
 - 04.05 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
 - 04.06 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.
- 05.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE-The student will be able to:
 - 05.03 Assess personal, peer and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving skills, and decision-making skills).
 - 05.04 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).
- 06.0 INCORPORATE APPROPRIATE LEADERSHIP AND SUPERVISION TECHNIQUES, CUSTOMER SERVICE STRATEGIES, AND STANDARDS OF PERSONAL ETHICS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE-The student will be able to:
 - 06.04 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
 - 06.05 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
 - 06.06 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.

MATHEMATICS AND FINANCE

- 07.0 APPLY MATHEMATICAL OPERATIONS AND PROCESSES AS WELL AS FINANCIAL PLANNING STRATEGIES TO COMMONLY OCCURRING SITUATIONS IN THE WORKPLACE TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE-The student will be able to:

- 07.04 Analyze, interpret, compile, and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures. (MA.E.1.4.1, MA.E.A.4.2)
- 07.05 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time). (MA.B.3.4.1)
- 07.06 Select and use the correct mathematical processes and tools to solve complex problem situations that are typical of business settings and use formulas when appropriate. (MA.A.3.4.3)

JOB READINESS AND CAREER DEVELOPMENT

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

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

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

- 09.08 Analyze personal skills and aptitudes in comparison with various business related job and career options.
- 09.09 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
- 09.10 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, and follow-up). (LA.C.3.4.4)
- 09.11 Design and initiate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations.
- 09.12 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 09.13 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
- 09.14 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
- 09.08 Build mentor relationships with local professionals in the industry.

HUMAN RELATIONS/INTERPERSONAL SKILLS

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

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

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

ADMINISTRATIVE PROCEDURES

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

- 13.02 Demonstrate knowledge of ethical behavior in a business environment (e.g., confidentiality of information, employee right to know, hiring practices, plagiarism, copyright violations, sexual harassment, mission statement, code of ethics, etc.).

NETWORK/SOFTWARE SUPPORT

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

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

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

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

INFORMATION TECHNOLOGY

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

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

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.

**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 - OES Code 55108 SOC Code 43-1011.02.

INFORMATION SYSTEMS

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

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

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:

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

03.0 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.
- 03.11 Write complex executive level business communications.

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.

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.
- 08.06 Discuss the main causes of accidents in the office and identify preventive measures.
- 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).

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.

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.

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.
- 13.05 Maintain equipment and supplies.
- 13.06 Perform financial functions (e.g., payroll, invoices, bank deposits, travel vouchers).
- 13.07 Transcribe machine dictation.
- 13.08 Perform specialized records management functions.
- 13.09 Determine the most efficient method to send mail (e.g., fax, e-mail, external/internal courier systems, U.S. mail).

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.

20.02 Discuss the use of technology in the secretarial field.

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 - 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).
- 15.02 Create documents using advanced features in word processing, database, spreadsheet, presentation, and multimedia software.
- 15.03 Install and update software for current office use.
- 15.04 Use technology to research, compile, create, and deliver an oral presentation.
- 15.05 Key with speed and accuracy to meet industry standards for employment as a secretary.
- 15.07 Perform integrated functions using various software applications.
- 15.08 Perform proofreading skills including electronic reference tools.

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.
- 20.03 Compare and contrast the software applications used in the secretarial field.
- 20.04 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

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

COURSE DESCRIPTION:

This course is designed to assist with administrative office duties and procedures specific to the medical environment. The course explores and expands the competencies learned in Administrative Office Technology 1 and promotes application of higher level office procedures tasks and communication skills. After successful completion of Medical Office Technology 1 and 2, students will have met Occupational Completion Point - Data Code C, Medical Office Technologist SOC Code 43-3021.02

MEDICAL OFFICE PROCEDURES

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

- 18.01 Perform specialized medical office procedures including health insurance and insurance verification, billing and collections, and scheduling auxiliary services.
- 18.02 Prepare medical documents.
- 18.03 Maintain and utilize a medical reference library.
- 18.04 Discuss and simulate legal and ethical procedures in the medical office.
- 18.05 Recognize usage of specialized medical software.
- 18.06 Proofread to include mechanics, content, and specialized medical formats.
- 18.07 Perform specialized records management functions specific to the medical field.
- 18.09 Use medical terminology.
- 18.14 Identify key standards for privacy of health information as mandated in Health Insurance Portability and Accountability Act (HIPAA).

WORK-BASED LEARNING

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

- 20.15 Participate in work-based learning experiences in a medical office environment.
- 20.16 Discuss the use of technology in a medical office environment.

July 2007

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

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

COURSE DESCRIPTION:

This course expands the competencies learned in Medical Office Technology 1. Students are required to perform higher level thinking and decision making and to use technology as a resource to efficiently perform systematic procedural tasks and to produce quality work in an efficient manner. After successful completion of Medical Office Technology 1 and 2, students will have met Occupational Completion Point - Data Code C, Medical Office Technologist SOC Code 43-3021.02.

MEDICAL OFFICE PROCEDURES

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

- 18.08 Simulate professional communication skills in situations with patients and medical contacts.
- 18.09 Use medical terminology.

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

- 19.01 Transcribe medical documents.

WORK-BASED LEARNING

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

- 20.15 Participate in work-based learning experiences in a medical office environment.
- 20.16 Discuss the use of technology in a medical office environment.
- 20.19 Discuss the management/supervisory skills needed in a medical office environment.

**Florida Department of Education
STUDENT PERFORMANCE STANDARDS**

Secondary Course Number: 8212203
Course Title: Medical Office Technology 3
Course Credit: 1

COURSE DESCRIPTION:

This course expands the competencies learned in Medical Office Technology 2 and is designed to develop medical vocabulary and skill in transcribing medical documents from machine transcription. Students will use technology to produce high-quality employment portfolios, research job opportunities, and compile and disseminate job-seeking documents. After successful completion of Medical Office Technology 3, and Medical Office Internship, students will have met Occupational Completion Point - Data Code D, Medical Administrative Specialist - SOC code 43-6013.

MEDICAL OFFICE PROCEDURES

- 18.0 PERFORM MEDICAL OFFICE FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:
- 18.09 Use medical terminology.
 - 18.10 Demonstrate knowledge of medical emergency management procedures (e.g., perform CPR, call 911, etc.).
 - 18.11 Demonstrate an understanding of insurance fraud and abuse.
 - 18.12 Communicate with health organizations to process referrals and verify patient coverage.
 - 18.13 Demonstrate knowledge of OSHA regulations and compliances as they relate to medical offices (e.g., disposal of biohazard waste, do's and don'ts of transporting files into and out of contaminated areas, etc.).
 - 18.15 Identify and discuss various State Insurance Licenses offered from the Florida Department of Insurance.
- 19.0 USE TECHNOLOGY TO INCREASE MEDICAL OFFICE SUPPORT PRODUCTIVITY AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:
- 19.01 Transcribe medical documents.
 - 19.02 Key with speed and accuracy to meet industry standards for employment as a medical secretary.
 - 19.03 Integrate all forms of communication in the successful pursuit of a career as a medical secretary.

WORK-BASED LEARNING

- 20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:
- 20.15 Participate in work-based learning experiences in a medical office environment.
 - 20.17 Compare and contrast the software applications used in a medical office environment.
 - 20.18 Discuss ways to respond positively to change and reduce stress in a business medical office.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8212204
Course Title: Medical Office Internship
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to provide students with the opportunity to stimulate their career interest in medical secretarial technology. Students will also enhance and apply the instructional competencies learned in the classroom with the internship experience. Students will be able to develop human relations skills, communications and employability skills needed to secure a position in the medical office environment. After successful completion of Medical Office Technology 3, and Medical Office Internship, students will have met Occupational Completion Point - Data Code D, Medical Administrative Specialist - SOC Code 43-6013.

59.0 DEMONSTRATE EMPLOYABILITY SKILLS--The student will be able to:

- 59.15 Demonstrate successful interview techniques.
- 59.16 Maintain and update a career portfolio.
- 59.17 Define terms related to medical office careers.
- 59.18 Apply for positions with a letter of application and resume.

75.0 DEMONSTRATE BUSINESS MANAGEMENT SKILLS--The student will be able to:

- 75.01 Apply the major functions of management in all areas of the internship workplace.

76.0 DEMONSTRATE POSITIVE HUMAN RELATIONS AND LEADERSHIP SKILLS IN THE WORKPLACE--The student will be able to:

- 76.01 Apply ethnocentric, polycentric, regiocentric, and geocentric approaches to managing human resources.
- 76.02 Demonstrate communication strategies (verbal and non-verbal) necessary and appropriate for effective medical office business relations.
- 76.03 Demonstrate skills as a team member.
- 76.04 Participate in leadership activities in FBLA or BPA.
- 76.05 Participate in community service activities.

77.0 DEMONSTRATE BUSINESS ETHICS--The student will be able to:

- 77.01 Demonstrate ethical medical business behavior.