Cleveland Heights-University Heights City School District

ADMINISTRATIVE OFFICE TECHNOLOGY

(ADMINISTRATIVE BUSINESS CAREERS-JUNIORS)
and
ADMINISTRATIVE BUSINESS CAREERS-SENIORS)

COURSE OF STUDY

September 12, 2005

Deborah S. Delisle
Superintendent of Schools

STATEMENT OF APPROVAL

THIS COURSE OF STUDY HAS BEEN EXAMINED BY THE CLEVELAND HEIGHTS-UNIVERSITY HEIGHTS BOARD OF EDUCATION.

THE DOCUMENT WAS FORMALLY APPROVED FOR ADOPTION BY THE BOARD OF EDUCATION ON SEPTEMBER 12, 2005.

RESOLUTION #05-09-116

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ACKNOWLEDGMENTS

Sincere appreciation goes to the following individuals for their assistance and cooperation in preparing the Administrative Office Technology Program Course of Study, Cleveland Heights-University Heights City School District.

DISTRICT PHILOSOPHY

The educational organization, administration, development and programs within our school system are to be guided by the following premises:

1. All children are entitled to a public education that will encourage the fullest development of their individual talents.

2. Learning is essential to individual independence and the general welfare of the changing American society.

3. Effective learning develops both intellectual and emotional qualities and is for action; its proper evaluation lies in the quality of resultant activity, not mere response.

4. Organized education, a deployment of human and material resources as means toward learning, implies learning for all -- students, teachers, administrators -- at different levels of understanding and maturity.

5. Organized education is at its best when graced with experimental attitudes and dedicated to the proposition that all issues between organization and learning shall be resolved in favor of learning.

6. All rewards and penalties adopted in the organization of education become legitimate only insofar as they assist learning.

7. For purposes of learning and growth, internal motivations are more valuable than the external, such as grades and competition.

The primary people in our school system are first, the students, and next, the teachers. Accordingly, they will be given primary consideration in any action taken by the Board of Education.

Our school system will provide training in the basic skills.

Our school system should provide a framework in which basic problem-solving and personal adjustment methods can be learned in an orderly, phased, and wholly accessible manner.

Our school system should educate toward both responsibility and responsiveness. It should provide greatly enriched conditions for individual growth in self-awareness, in a larger social awareness, and in controlled and meaningful response both to inner and outer influences. It should strive to heighten the developing student's appreciation of the

cultural and individual diversity within the human family, and improve his/her skill in working harmoniously and creatively with that diversity, since this is a rich resource for innovative and successful growth.

A major effort of the teaching-learning process should be the early development of positive self-assurance and the continuing development of individual potential to deal with a changing society, to think rationally and creatively, to be independent and productive, and to choose rewarding life activities. Thinking, creativity, independence, productivity, and activity are also characterized by individual differences. Yet they must meet external requirements, and these change with the changing society.

*Ohio Administrative Code 3301-35-02

Approved by Board of Education February 9, 1970
Revised by Board of Education January 31, 1977
Re-adopted by Board of Education January 3, 1978; March 14, 1983; December 11, 1989

PROGRAM DESIGN

CLEVELAND HEIGHTS-UNIVERSITY HEIGHTS CITY SCHOOL DISTRICT

ADMINISTRATIVE OFFICE TECHNOLOGY
(Administrative Business Careers-Jrs.
Administrative Business Careers-Srs.)

PROGRAM PHILOSOPHY

We believe that office automation will significantly affect many individual office and administrative support occupations. Office and administrative support occupations are projected to create 7.5 million job openings over the 2002-2012 period, ranking third behind service and professional and related occupations. There is, therefore, a need for qualified office workers. The Administrative Office Technology (Administrative Business Careers-Jrs. & Administrative Business Careers-Srs.) Program at Cleveland Heights High School will direct students into an area of employment that has not reached its saturation point. Through their career and technical education training, they should be provided with necessary tools to gain employment which hopefully will enable them to be self-sufficient and confident individuals.

We believe that the American economy has moved from being an industrial-based economy to one that is an information-based economy and that there is an increasing need for all types of office workers. Indeed, there is and will continue to be a place for the person with marketable administrative office skills.

We are of the opinion that the student must be mature, honest, and reliable to accept the responsibilities the career demands and to make the student a fully functioning individual who takes action to better their family, their career and society. Students having computer oriented skills and analytical and critical thinking abilities are the most desirable students for the Administrative Office Technology program. However, through proper guidance and perseverance most students can excel in an administrative or office career.

We believe the students must have pride in their work area as well as pride in themselves. These qualities will be contributing factors toward attainment of their goals.

PROGRAM GOALS

The student will acquire a sufficient amount of knowledge and a sufficient number of skills so that he or she will be able to enter the job market upon graduation from high school and obtain at least an entry-level position in a business office.

The student will be able to do the following:

1. Operate the various electronic calculators and duplicating equipment with a degree of proficiency acceptable for employment.

2. Perform the record keeping functions required of an entry-level office worker, including the computations necessary for the preparation of a payroll.

3. Identify, define, describe, and analyze the various components of law as it will affect the student when he or she becomes a part of the work force.

4. Identify, name, describe and perform the four basic functions of arithmetic.

5. Perform the basic functions of records control (filing)--indexing, organizing, analyzing, and locating.

6. Display a mastery of the basic fundamentals of English grammar.

7. Display the necessary skills needed to secure employment.

8. Demonstrate job readiness by successfully completing realistic, office-like simulation projects.

9. Provide the opportunity to obtain additional academic, leadership, critical thinking, and decision-making skills to further their career and technical education and personal skills.

10. Develop sound moral values, among which are tolerance, respect of law and order, love of country, and appreciation of the cultural and aesthetic aspects of life.

11. Develop attitudes that will aid in coping with personal and technical situations that confront them.

12. Develop pride in his/her work and his/her occupation.

PROGRAM OVERVIEW

Program Title: Administrative Office Technology: Administrative Business Careers-Jrs. and Administrative Business Careers-Srs.

This program prepares students for various occupations in business and technical careers. Emphasis is placed on office procedures and computer skills needed to work in today's highly technical office environment. In this two year program, beginning in the junior year, students learn business document preparation, telecommunications, basic accounting, record management, banking and finance,

spreadsheets, and internet procedures. In addition, activities are provided that develop skills in interpersonal relationships, critical thinking, math and English, leadership and decision making.

Beginning in the senior year, students continue with additional accounting, spreadsheets, advanced document preparation, individual and group presentations. Other classroom activities involve human relationship case studies, filing, calculating, duplicating, editing and teamwork and leadership skills. Students who meet the criteria are eligible for early job placement during the second semester of their senior year.

POPULATION TO BE SERVED

Open to all eleventh and twelfth grade students interested in employment in entry-level business occupations, regardless of educational, economic, and/or physical disadvantages

HOUSING OF THE PROGRAM

Is taught in classroom laboratory.
Includes work-placement experiences in organizations such as banks, medical offices, law firms, etc.

SUPERVISOR OF THE PROGRAM

Career Prep Coordinator

PROGRAM LENGTH:

Two hours of classroom/laboratory per day, 360 hours for each year. During year two, this includes classroom time and hours worked in an employment setting.

OCCUPATIONS ADDRESSED BY THE PROGRAM

Prepares students for office and administrative support occupations in the following areas: receptionists, clerk-typists, word processors, file clerks, billing clerks, payroll clerks, transcribers, office managers, general or specialized office assistants, bank clerk, data-entry specialist, customer service representative.

BASIC PROGRAM OPERATION

- Provides classroom instruction and laboratory experiences in and out of school (in
    establishments employing office and clerical personnel)

- Develops fundamental knowledge, skills, abilities, values, and attitudes in the clerical occupations, leadership and employability skills
- Provides simulated office occupations in the classroom laboratory through the use of office simulation projects

FIELD EXPERIENCE AND/OR EARLY PLACEMENT

- Includes early placement on office related jobs for second-year students
- Job sites are in the private sector or within the school building if private sector job
  sites are not available
- Planned by the teacher, the students, the parents, and the employers
- Requires instructor to verify job sites, meet with the employer by phone or in person and evaluate student performance with the employer.
- Service learning involves culminating activities such as capstone projects. Exp. portfolio, unit project.

ARTICULATION AGREEMENTS

- This program is an approved program under the Ohio Department of Education.
- Provides a smooth transition from the 11th to 12th grade when the 11th grade is
  completed satisfactorily. The program is aimed towards providing students with
  knowledge and skills beneficial for successful performance in college programs.

INTEGRATED ACADEMICS

- Academics is taught outside the CTE program by a licensed teacher; however,
  is an integrated part of this program in order to raise standards.
- Math, English, and communication concepts are considered as essential and integral parts of the program competencies and are presented in their "Integrated" mode through problem-solving techniques of instruction.
- The school system has elected to incorporate the fundamentals of the English language in all aspects of instruction to all students. The proper use of the English language will enhance the students' ability to communicate with others in society.

TECHNOLOGY

- The program integrates the use of technological advancements through teacher demonstrations as well as student projects identified to become efficient at home and at work.
- Technology is part of being prepared to succeed in our modern society. Having the knowledge to use what is available for employees today and being adapted enough to be able to use what might be waiting for us tomorrow is stressed through adaptability.
- Technology is an ever-changing part of the program and is as varied as the agencies involved. Promotes knowledge and skill needed for advancement in the world of work.

STUDENT LEADERSHIP (Developed through an affiliated state-sanctioned CTSO student organization)

- Encourages students' participation in Business Professionals of America as an integral part of the in-school instruction program
- Encourages students' participation in out-of-school leadership, citizenship, and cooperation activities
- Enables students' participation in leadership activities at local, state, and national levels

CRITICAL THINKING AND DECISION MAKING

- Develops the use of critical-thinking skills in making wise decisions as an integral part of classroom laboratory instruction and learning activities
- Students learn decision-making techniques through the 'problem-solving' approach. Problem-solving includes the identification of options, the selection and testing of an option(s), and determination of a solution or conclusion. Problem-solving includes problem-based learning, trouble-shooting, and activities that involve real-world situations.

DISCLAIMER STATEMENT

- This teacher's handbook conforms to all federal, state, and local laws and regulations, including Title IX and nondiscrimination against any student because of race, color, creed, sex, religion, other physical characteristics, age, or national origin. This policy of nondiscrimination shall also apply to otherwise qualified handicapped individuals.

SCOPE AND SEQUENCE

JUNIOR YEAR

ADMINISTRATIVE OFFICE TECHNOLOGY
(Administrative Business Careers)

Cleveland Heights-University Heights City School District

SITAC 1. 1:   Apply communication skills
CITAC 2.1   Apply basic communication skills.

Terminal Performance Objective: Given a document apply communication skills based
on
basic rules for grammar and usage at 90% accuracy.

Key Indicators:

1.1.1   Follow written and oral instructions
1.1.2   Clarify instructions
1.1.3   Apply basic rules for grammar and word usage
1.1.4   Apply basic guidelines for the construction of effective sentences
1.1.5   Ensure word accuracy (e.g., spelling, definitions)
1 1.6   Apply basic rules governing punctuation, capitalization, abbreviations, word
        division, and numbers
1.1.7   Ensure the quality of completed documents by proofreading, editing, and making
        corrections
1.1.8   Refine verbal and nonverbal communication skills (e.g., language, voice tone,
        discussion methods, preplanned conversation outcome, attitude, body language,
        sensitivity, empathy)
2.1.3   Present messages in a form that assists recipient's understanding (e.g., speak and
        write clearly and concisely, write legibly)
2.1.4   Locate needed information using communications reference tools (e.g. dictionary,
        thesaurus, style manual, word division guide)
2.1.7   Clarify messages received (e.g., through paraphrasing, questioning)

CITAC 2.2   Apply oral communication skills

Terminal Performance Objective: Given a topic related to community service
        involvement,
apply oral communication skills when delivering a five minute speech.

Key Indicators:

2.2.1   Apply basic communication skills in communicating orally
2.2.2   Use nonverbal techniques to reinforce the intended verbal message

2.2.3   Support oral communication with creative attention-getters, analogies, examples, verbal illustrations, etc.
2.2.4   Supplement oral communication with other forms of communication (including graphic, written, artistic)
2.2.5   Prepare oral presentations
2.2.6   Evaluate audience and demographic variables
2.2.7   Gather information gather information so that the oral presentation can be prepared
2.2.8   Demonstrate sensitivity to cultural diversity (e.g., accepted variations in distances between speakers, use of eye contact, meaning of gestures; bias-free language)

CITAC 2.5 A**pply listening skills**

Terminal Performance Objective: Given instructions on how to maintain a clean work area,
apply listening skills by repeating in written form the proper steps to follow in maintaining the
work space.

Key Indicators:

2.5.1   Identify major points of the message including key information, directions, specific
        Details)
2.5.2   Determine real needs or goals by attending to both verbal and nonverbal messages
2.5.3   Differentiate between facts, opinions, and feelings
2.5.4   Document message using standard note-taking techniques
2.5.5   Overcome communication barriers
2.5.6   Clarify communication by rephrasing statements, asking questions, showing empathy, and interpreting both verbal and nonverbal information

CITAC 2.11 Build interpersonal relationships

Terminal Performance Objective: Given information about four diverse audiences
build interpersonal relationships by researching cultural characteristics of diverse
audiences and role play customs and international points of interest.

Key Indicators:

2.11.1   Communicate with international and culturally diverse audiences
2.11.2 Evaluate audience demographics
2.11.3 Identify customs and cultural difference
2.11.4 Identify resources needed for communicating with international and culturally diverse audiences
2.11.5 Refine verbal and nonverbal communication skills to fit audience

2.11.6 Communicate personal feelings, needs, and ideas constructively

CITAC 4.6 Apply appropriate strategies for dealing with the differences associated with
diversity (e.g., racial, ethnic, gender, educational, personality, social, and age)

Terminal Performance Objective: Given situations with culturally diverse audiences,
apply appropriate strategies for dealing with the differences associated with diversity.

Key Indicators:

4.6.1   Relate to people of different ages, abilities, genders, cultures, and behavior styles
4.6.2   Demonstrate caring, empathy, and appreciation for others
4.6.3   Demonstrate effective listening skills
4.6.4   Manage conflict and stress

SITAC 2.1.11 Maintain safe working environment

Terminal Performance Objective: Given safety instructions, maintain safe working
environment according to government and company safety regulations and policies

Key Indicators:

2.1.11.1 Follow government regulations pertaining to safety
2.1.11.2 Follow company health, safety, and security procedures
2.1.11.3 Identify the ergonomic concerns
2.1.11.4 Modify work environment to continuously meet health, security, and safety
          standards
2.1.11.5 Identify the benefits of health, wellness, and safety programs

CITAC 6.5 Implement safety procedures and programs

Terminal Performance Objective: Implement safety procedures and programs, based
on demonstration, verbal instruction and practice drill, demonstrate emergency
procedures during fire and crisis situations

Key Indicators:

6.5.1   Identify safety requirements
6.5.2   Demonstrate knowledge of safety rules and guidelines
6.5.3   Interpret safety signs and symbols
6.5.4   Demonstrate desirable safety attitudes and habits
6.5.5   Use safety equipment in accordance with established procedures
6.5.6   Document results of safety procedures and programs

SITAC 2.7.1   Demonstrate behaviors appropriate to business

Terminal Performance Objective: Given various situations, demonstrate behaviors appropriate to business based on acceptable office procedures.

Key Indicators:

2.7.1.1   Exhibit appropriate appearance/manners/attitudes
2.7.1.2   Exhibit good work habits (e.g., punctuality, dependability, flexibility, initiative)
2.7.1.3   Manage stress
2.7.1.4   Demonstrate personal skills (e.g., empathy, pride, loyalty, and self-confidence

SITAC 2.7.2   Achieve goals (personal and organizational)

Terminal Performance Objective: Given instructions on goal setting, achieve goals (personal and organizational) according to business or industry standards.

Key Indicators:

2.7.2.1   Identify organizational goals
2.7.2.2   Develop personal goals related to goals set by employer
2.7.2.3   Set standards for each goal
2.7.2.4   Monitor progress toward accomplishing goals
2.7.2.5   Accomplish tasks required to meet goals
2.7.2.6   Evaluate accomplished goals
2.7.2.7   Evaluate accomplished goals
2.7.2.8   Document accomplished goals
2.7.2.9   Participate in a continuous quality improvement program (e.g., Steven Covey)

SITAC 2.7.3. Demonstrate teamwork

Terminal Performance Objective: Upon completion of class discussion on
          behaviors,
demonstrate teamwork and group participation.

Key Indicators:

2.7.3.1   Define teamwork
2.7.3.2   Identify situations needed for using teams
2.7.3.3   Define team structures (e.g., cross functional, quality improvement, task force circles)
2.7.3.4   Identify team-building concepts
2.7.3.5   Use teamwork to solve problems
2.7.3.6   Monitor team activities

CITAC: 4.2 Contribute to teamwork

Terminal Performance: Upon completion of class discussion on behaviors, exhibit, cooperation and compromise and contribute to teamwork and group participation.

4.2.1   Demonstrate sensitivity to cultural, gender, and generational differences
(in communication, interpersonal skills, and learning preferences)

4.2.2   Demonstrate concern for each term member and for team goals (e.g. provide
encouragement, maintain a can-do attitude and common focus)

4.2.3   Complete aspects of assigned tasks according to team-established procedures
and within specific timelines

4.2.4   Employ group process techniques to solve problems, make decisions, build
consensus, resolves or manage conflicts, construct compromises, support self-
expression, and bring forth new ideas and opinions

4.2.5   Evaluate the team's effort

SITAC 2.2.5 Evaluate issues related to leadership and managerial ethics

**Terminal Performance Objective: Upon researching issues related to leadership and
managerial ethics, identify issues related to leadership and managerial ethics.**

Key Indicators:

2.2.5.1   Apply conflict resolution techniques.

SITAC 2.2.6 Analyze ethical business behavior

**Terminal Performance Objective: Given various situations, analyze ethical business
behavior to arrive at a response based on acceptable business ethics.**

Key Indicators:

2.2.6.1   Analyze current trends in computer and business ethics
2.2.6.2   Identify various types of ethical and unethical business practices
2.2.6.3   Interpret codes of ethics for given businesses
2.2.6.4   Identify potential consequences of unethical business practices

CITAC 4.5   Comply with confidentiality requirements of workplace polices and procedures

Terminal Performance Objective: Upon researching and discussing confidentiality issues related to business, comply with confidentiality requirements of workplace policies

Key Indicators:

4.5.1   Identify types of confidential information (including mail and information about personnel, customers, company
4.5.2   Maintain records on the distribution of information using established format and procedures
4.5.3   Provide information only to authorized personnel, whether transmitted physically or
          via technology
4.5.4   Inspect returned materials for completeness
4.5.5.   Identify the consequences of breach of confidentiality

SITAC 2.2.7 Demonstrate employee ethics
CITAC 4.4   Demonstrate work ethic
CITAC 4.3   Choose ethical courses of action in all work assignments and personal interactions

Terminal Performance Objective: Given various situations, apply appropriate office ethics
to arrive at a response based on acceptable office procedures.

Key Indicators:

2.2.7.1 Exhibit professional behavior with regard to office politics and gossip
2.2.7.2 Respect coworkers
2.2.7.3 Ensure confidentiality in handling sensitive issues
2.2.7.4 Analyze current issues in employee ethics
2.2.7.5 Identify types of ethical employee behaviors
2.2.7.6 Identify ethics established by business
2.2.7.7 Identify unethical behaviors
2.2.7.8 Identify potential consequences of unethical behaviors
2.2.7.9 Demonstrate honesty
2.2.7.10 Apply conflict resolution techniques
2.2.7.11 Report violations of company policy
2.2.7.12 Comply with organizational policies and procedures and the terms of company contracts
4.4.1   Exhibit desirable personal

SITAC 2.1.1 Receive visitors

Terminal Performance Objective: Given situations and simulations involving
          visitors,
receive visitors according to office procedures.

Key Indicators:

2.1.1.1   Greet visitors according to company policy and security
2.1.1.2   Initiate contact with visitors by offering assistance
2.1.1.3   Direct/assist visitors to appropriate person/location
2.1.1.4   Maintain visitors' log
2.1.1.5   Screen visitors
2.1.1.6   Maintain reception area

CITAC 6.1   Apply self-management processes in the workplace

Terminal Performance Objective: Upon researching and observing self-
          management
processes in business or industry, apply self-management processes in the workplace

Key Indicators:

6.1.1   Develop a system for organizing work
6.1.2   Apply time-management skills
6.1.3   Apply anger-management skills
6.1.4   Apply stress-management skills
6.1.5   Arrange work environment based on the principles of ergonomics
6.1.6   Maintain a work area conducive to productivity (e.g., neat orderly)
6.1.7   Manage resources to support achievement goals

SITAC 2.7.4 Manage projects and assignments

Terminal Performance Objective: Given several projects and assignments, manage
projects and assignments according employer expectations.

Key Indicators:

2.7.4.1   Assess quality/productivity needs
2.7.4.2   Identify tasks
2.7.4.3   Prioritize tasks
2.7.4.4   Determine resources needed to fulfill projects/assignments
2.7.4.5   Develop a plan for efficient use of workspace
2.7.4.6   Follow project-planning procedures

2.7.4.7   Develop project plans
2.7.4.8   Solve work flow/operations problems using problem-solving, decision-making,
          critical-thinking skills
2.7.4.9   Use time management techniques

SITAC 2.1.3   Prepare scheduling functions

**Terminal Performance Objective: Given scheduling scenarios, prepare scheduling
functions according to office procedures.**

Key Indicators:

2.1.3.1   Create an electronic calendar
2.1.3.2   Maintain electronic calendar
2.1.3.3   Identify need for managing schedules across projects
2.1.3.4   Identify software sources of electronic calendars
2.1.3.5   Maintain appointment calendars
2.1.3.6   Maintain schedules
2.1.3.7   Manage scheduling conflicts
2.1.3.8   Create calendar/schedules of activities (itineraries)
2.1.3.9   Identify the need for management across projects

SITAC 2.1.4   Conduct meeting and other group function arrangements

**Terminal Performance Objective: Given scenarios related to meetings, coordinate
          meeting
and function**

Key Indicators:

2.1.4.1   Use an electronic calendar to schedule meeting
2.1.4.2   Make arrangement for technology needs for meeting (e.g., computers, internet
          connection)
2.1.4.3   Maintain record of meeting proceedings
2.1.4.4   Make travel arrangements for participants and speakers
2.1.4.5   Plan meeting
2.1.4.6   Schedule meetings
2.1.4.7   Prepare agendas
2.1.4.8   Make necessary meeting room arrangements
2.1.4.9   Make arrangements for participants' special needs (e.g., dietary, hearing,
          handicap
             access, foreign language interpreter)
2.1.4.10 Facilitate meetings
2.1.4.11 Participate in group discussions and meetings
2.1.4.12 Communicate roles and responsibilities of committee members and officers

SITAC 2.1.5   Coordinate travel plans

**Terminal Performance Objective: Given situations or simulations, coordinate
          travel plans
with all required criteria**

Key Indicators:

2.1.5.1   Identify traveler's preferences
2.1.5.2   Research travel sources
2.1.5.3   Utilize information from travel agents
2.1.5.4   Use internet travel information
2.15.5   Arrange for transportation and lodging
2.15.6   Finalize arrangements
2.15.7   Prepare itineraries
2.15.8   Prepare expense reports
2.15.9   Identify international travel concerns (e.g., health, customs restrictions, driving,
          passport, visa, and time changes)
2.15.10 Calculate exchange rates

SITAC 2.5:   Compose documents

Terminal Performance Objective: Given scenarios which require written documents,
compose documents according to guidelines.

Key Indicators:

2.5.2   Identify audience
2.5.3   Evaluate demographic variables
2.5.4   Research topical area
2.5.5   Collect data
2.5.6   Organize data
2.5.7   Draft documents in accordance with all relevant rules and guidelines for effective
        communications
2.5.8   Edit draft document
2.5.9   Generate final, error-free documents

CITAC 3.6   Use word processing to accomplish specific job skills.

Terminal Performance Objective: Given documents using different word processing
functions, use word processing to accomplish specific job skills to produce mailable copy

Key Indicators:

3.6.1   Demonstrate knowledge of the functions and features of word-processing

software

3.6.2 Construct word-processed documents for the specified purpose

3.6.3 Locate needed operations information using software documentation or help functions

3.6.4 Integrate databases, spreadsheets, graphics, and desktop publishing files into word-processed documents

3.6.5 Prepare written business documents using various formats (letters, thank-you notes,
acknowledgments, transcripts, memorandums)

3.6.6 Prepare complex written reports (research, analysis, financial)

3.6.7 Edit documents using available software features and functions.

STIAC 2.6.1: Analyze the role of technology in business

Terminal Performance Objective: Prepare a 200-word report that is an analysis of the role of technology in business.

Key Indicators:

2.6.1.1 Describe impact of computer technology on the workplace

2.6.1.2 Explain the benefits and drawbacks of technological advancements

2.6.1.3 Research future trends in technology

2.6.1.4 Identify the impact of technology on business

CITAC 3.1 Demonstrate technological literacy

Terminal Performance Objective: Given a classroom assignment, demonstrate technological literacy by applying basic commands of operating system software to complete the assignment according to the guidelines set forth inn the assignment.
Key Indicators:

3.1.1 Perform computer operating system functions

3.1.2 Operate computers in a network and in a stand-alone environment

3.1.3 Apply basic commands of operating system software

3.1.4 Manage files and disks

3.1.5 Ensure that computers are virus-free using computer virus detectors

3.1.6 Demonstrate ethical behavior in computer use

SITAC 2.6.2 Demonstrate computer knowledge

Terminal Performance Objective: Given instructions on the use of a computer in a networking environment, demonstrate computer knowledge according to office procedures.

Key Indicators:

2.6.2.1   Use basic computer terminology
2.6.2.2   Identify basic components of the computer
2.6.2.3   Demonstrate basic computer usage (boot-up to shut down)
2.6.2.4   Identify advantages/disadvantages of operating in a network environment
2.6.2.5   Operate computers in a network or in a stand-alone environment
2.6.2.6   Manage files and disks (e.g., hard drives, floppy disks)
2.6.2.8   Use ethical behavior in computer use
2.6.2.14 Use on-line services for business purposes

SITAC 2.6.3 Create word-processing documents for business applications
CITAC 3.6 Use word-processing software to accomplish specified job tasks

Terminal Performance Objective: Given documents using different word processing functions, create word-processing documents for business applications to produce mailable copy.

Key Indicators:

2.6.3.1   Locate needed information in manufacturers' manuals, documentation, and
          other
             reference materials using correct terminology
2.6.3.2   Gather needed material and supplies
2.6.3.3   Keyboard documents (e.g., graphs, tables, reports, proposals, newsletters,
          magazines,
             letters, memos)
2.6.3.4   Compose documents at keyboard
2.6.3.5   Edit documents using software features and functions
2.6.3.6   Apply all relevant rules and guidelines for effective communication

2.6.3.7   Integrate database, spreadsheet, graphics, and desktop publishing files
2.6.3.8   Save/store, documents
2.6.3.9   Retrieve documents

3.6.1   Construct word-processing documents for the specified purpose
3.6.2   Demonstrate knowledge of the functions and feature of word-processing software

SITAC 2.6.6 Create spreadsheets for business applications

Terminal Performance Objective: Given documents using different spreadsheets functions, create spreadsheets for business applications to produce mailable spreadsheets.

Key Indicators:

2.6.1   Follow written and oral instructions
2.6.2   Clarify instructions

2.6.3   Locate needed information in manufacturers' manuals, documentation, and other
         reference materials using correct terminology
2.6.4   Create/format spreadsheets
2.6.5   Enter formulas in spreadsheets
2.6.6   Copy and move spreadsheet cells and ranges
2.6.7   Enter data on spreadsheets
2.6.8   Apply data sort, data query, data fill, and data distribution functions
2.6.9   Export spreadsheet files to word-processing, graphics, desktop publishing, and
         data files
2.6.10   Ensure the quality of completed spreadsheets by proofreading, editing, and
         making corrections
2.6.11   Save/store spreadsheets
2.6.12   Retrieve spreadsheets
2.6.13   Print spreadsheets
2.6.15   Interpret data from spreadsheets
2.6.16   Analyze data from spreadsheets

CITAC 3.5 Use spreadsheet software to accomplish specified job tasks

**Terminal Performance Objective: Given information to produce a spreadsheet,
         identify
and analyze the data needed, and use spreadsheet software to accomplish specified
         job
tasks according to office procedures.**

Key Indicators:

3.5.2   Identify the type of data needed
3.5.6   Analyze data
3.5.7   Interpret results

CITAC 3.5 Use spreadsheet software in work-related situations

**Terminal Performance Objective: Given information to produce a spreadsheet,
         identify
and analyze the data needed, use spreadsheet software in work-related situations.**

Key Indicators:

3.5.1   Demonstrate knowledge of the functions and features of spreadsheet software
3.5.2   Identify the type of data needed
3.5.3   Determine the best spreadsheet to aid in the collection, tabulation, synthesis, and
          evaluation of the identified data
3.5.4   Locate needed operations information using software documentation or help
          functions
3.5.5   Construct spreadsheet for the specified purpose

3.5.6   Analyze data
3.5.7   Interpret results

CITAC 2.10   Create graphs and charts

Terminal Performance Objective: Given situations create graphs and charts from files to
meet guidelines.

Key Indicators:

2.10.2   Select data for inclusion
2.10.3   Convert data into chosen graphical format
2.10.4   Ensure that the results are correctly represented (including font, scale, size)
2.10.5   Draw conclusions from information presented in graphs and charts

SITAC 2.6.4   Perform computer business graphics functions

Terminal Performance Objective: Given word-processing, database, desktop publishing,
or spreadsheet files, perform computer business graphics functions to create mailable
graphs.

Key Indicators:

2.6.4.1 Follow written and oral instructions
2.6.4.2 Clarify instructions
2.6.4.3 Locate needed information in manufacturers' manuals, documentation, and other
         reference materials using correct terminology
2.6.4.4 Merge graphics files with word-processing, database, desktop publishing, or
         spreadsheet files
2.6.4.4 Ensure the quality of completed graphics by proofreading, editing, and making
         corrections
2.6.4.5 Save/store graphics
2.6.4.6 Retrieve graphics
2.6.4.7 Print graphics

CITAC 2.7   Apply graphic communication skills

Terminal Performance Objective: Given situations apply graphic communication skills.
Key Indicators:

2.7.1   Apply basic communication skills in communicating through graphics
2.7.2   Ensure that all information is accurate and complete

2.7.3   Specify graphics needed to support presentations
2.7.4   Communicate information using graphics in, print, poster, or transparency form
2.7.5   Communicate information using slides prepared with presentation software
2.7.6   Incorporate creative and original elements into graphics
2.7.7   Employ effective design techniques in development of graphics (including space, lines,
          shading, shaping, symbols)
2.7.8   Demonstrate sensitivity to cultural diversity

CITAC 2.9   Convey information through multimedia presentations

Terminal Performance Objective: Given situations convey information through multimedia presentations.

Key Indicators:

2.9.1   Organize content based on purpose and audience
2.9.2   Evaluate which set of procedures, tools, or equipment will produce the desired results
2.9.3   Produce a presentation, including designing, creating, importing data and graphics,
          editing, formatting, and sequencing
2.9.4   Operate multimedia equipment
2.9.5   Apply problem-solving techniques to resolve problems encountered in the process of
          designing and implementing multimedia presentations

CITAC 1.4   Apply mathematical processes
ITAC 1.4   Apply mathematical processes

Terminal Performance Objective: Given a variety of math problems, apply mathematical
processes with a minimum of 80 percent accuracy

Key Indicators:

1.4.1   Solve mathematical problems involving whole numbers and integers
1.4.4   Use estimates to determine reasonableness of proposed problem solutions
1.4.5   Use appropriate technology in the solutions of math-related problems
1.4.6   Describe situations using numerical symbolic, and graphical representations
1.4.9   Express mathematical ideas orally and in writing

SITAC 2.3   Perform basic accounting functions
ITAC 1.4   Perform basic accounting functions

Terminal Performance Objective: Given accounting problems and resources,

perform
basic accounting functions with no more than two errors.

Key Indicators:

2.3.1   Demonstrate knowledge of standard accounting practices
2.3.2   Complete employee withholding forms, exemption forms, and other financial
2.3.3   Prepare payables/receivables
2.3.4   Prepare budgets
2.3.5   Prepare financial reports
2.3.6   Identify differences in accounting procedures for proprietorship, partnership, and
          corporation
2.3.7   Identify the purposes of basic accounting functions
2.3.8   Apply generally accepted accounting principles (GAAP) and procedures
2.3.9   Employ computer accounting applications
2.3.10 Calculate payrolls (manually and using automation)
2.3.11 Analyze financial reports using both electronically and manually reported data
2.3.12 Evaluate cost-profit relationships
2.3.13 Predict financial outcomes relative to business decisions and financial data

SITAC 2.7.7   Develop a personal financial plan

Terminal Performance Objective: Given a situation involving a set amount of
          income,
develop a personal financial plan

Key Indicators:

2.7.7.1 Identify short-term and long-term goals
2.7.7.2 Project personal financial requirements for short-term and long-term goals
2.7.7.3 Identify personal assets and liabilities
2.7.7.4 Evaluate impact of taxes on personal income
2.7.7.5 Complete/file federal and state income tax documents
2.7.7.6 Write a personal financial plan
2.7.7.7 Identify investment strategies needed for future expenses (i.e., insurance, 401k)

SITAC 2.3.5   Perform banking functions
ITAC 1.8   Perform banking functions

Terminal Performance Objective: Given banking problems, perform banking
          functions
with all necessary information recorded.

Key Indicators:

2.3.5.1 Prepare checks, deposit slips, and withdrawal slips

2.3.5.2   Maintain checkbook including reconciliation (e.g. post deposits and withdrawals,
             balance accounts)
2.3.5.3   Maintain petty cash (e.g.., post deposits and withdrawals, balance accounts)
2.3.5.4   Maintain banking records
2.3.5.5   Identify steps in handling returned checks, credit-card deposits, and overpay
2.3.5.6   Calculate the cost of accepting credit cards

ITAC 2.10   Create graphs and charts

Terminal Performance Objective: Given situations create graphs and charts from files to
meet guidelines

Key Indicators:

2.10.2 Select data for inclusion
2.10.3 Convert data into chosen graphical format
2.10.4 Ensure that the results are correctly represented (including font, scale, size)
2.10.5 Draw conclusions from information presented in graphs and charts

SITAC 2.5.4   Deliver business presentation
CITAC 2.6   Apply demonstration/presentation skills

Terminal Performance Objective: Compose and orally present a business presentation
using presentation software to meet guidelines.

Key Indicators:

2.5.4.1 Evaluate audience and demographic variables
2.5.4.2 Research information
2.5.4.6 Identify types of presentations for business use
2.5.4.7 Project a professional image
2.6.1   Apply basic communication skills in presenting a demonstration/presentation
2.6.2   Select valid and reliable references(s)
2.6.3   Organize content based on purpose and audience
2.6.4   Determine desirable format
2.6.5   Incorporate creative and original elements into the demonstration/presentation
2.6.6.   Organize the components necessary to conduct a demonstration/presentation
            (including resources, equipment, handouts, graphics, and advance organizers)
2.6.7   Incorporate media that support the purpose of the demonstration/presentation
            (including projection equipment, computer software)
2.6.8   Present the results of an investigation
2.6.9   Demonstrate the operation of equipment or facilities and/or given software)

2.6.10 Communicate possible problems, processes, and solutions
2.6.11 Demonstrate knowledge of the topic(s) to be communicated
2.6.12 Use self-expression appropriate to the situation (including grooming, adjustment
of behavior, expression of feelings and ideas)
2.6.13 Convey information to audience according to accepted business communication
practices
2.6.14 Adjust communication according to audience feedback

SITAC 2.6.5   Perform desktop publishing functions

**Terminal Performance Objective: Given word processing, graphics and
spreadsheet files, perform desktop publishing functions to create mailable
documents**

Key Indicators:

2.6.5.1 Follow written and oral instructions
2.6.5.2 Clarify instructions
2.6.5.3 Locate needed information in manufacturers' manuals, documentation, and other
reference materials using correct terminology
2.6.5.4 Comply with copyright laws
2.6.5.5 Design publications
2.6.5.6 Merge word-processing, graphics, and spreadsheet files
2.6.5.7 Ensure the quality of completed documents by proofreading, editing, and making
corrections
2.6.5.8 Save/store documents
2.6.5.9 Retrieve documents
2.6.5.10 Print documents

CITAC 1.10 Demonstrate knowledge of the economy as a framework within which decisions are made by individuals and groups.

**Terminal Performance Objective: After doing research, prepare a three-page
report to
demonstrate knowledge of the economy as a framework within which decisions are
made
by individuals and groups according to Business Professionals of America report
guidelines.**

Key Indicators:

1.10.2   Identify key individuals and groups that make economic decisions at the local,
state,
national and international level.
1.10.4   Characterize how government decisions affect individuals
1.10.7   Analyze how resources, goods, and services are exchanged in national and

international
markets.

1.10.8   Demonstrate knowledge of competition and how it affects national and
international
markets

1.10.9   Demonstrate knowledge of supply and demand and how it affects national and
international markets

SITAC 2.4   Apply business economic concepts

**Terminal Performance Objective: After reviewing chapter material on consumer
goods**
and services, apply business economic concepts.

Key Indicators:

2.4.1   Identify economic resources
2.4.2   Analyze the function of money
2.4.3   Identify the difference between economics and economic activity
2.4.4   Identify the relationship between business, society, and government
2.4.5   Apply the concept of economic goods and services to given business situations
2.4.6   Apply the concept of utility to given business situations
2.4.7   Apply the concept of supply and demand to given business situations
2.4.8   Apply the concept of competition to given business situations
2.4.9   Apply the concept of price to given business situations
2.4.10 Apply the concept of opportunity cost to given business situations
2.4.11 Identify types of economic systems
2.4.12 Identify factors that influence management decisions

SITAC 2.5.5   Communicate using telecommunication tools

**Terminal Performance Objective: Given electronic mail, voice messaging,
teleconferencing**
**and electronic communications situations or simulations, communicate using
telecommunication tools to handle communications according to office procedures.**

Key Indicators:

2.5.5.1   Maintain telephone lists.
2.5.5.2   Transmit facsimile using FAX machine or computer
2.5.5.3   Determine most efficient method for data transmission
2.5.5.4   Access information and services using electronic communications systems (e.g.,
electronic bulletin boards, information services, electronic library retrieval
services,
worldwide networks, electronic banking, computer conferencing)

2.5.5.5 Comply with regulation s and agency standards related to telecommunications
2.5.5.6 Select appropriate method of communicating
2.5.5.7 Apply company policies regarding use of telecommunications tools (telephone, e-mail,
   instant messaging, cell phones, pagers, video conferencing, teleconferencing systems)
2.5.5.8 Operate telecommunications equipment in accordance with company policy
2.5.5.9 Communicate via multiple systems (e.g., telephones, voice mail, e-mail, and messaging,
   cell phones, pagers, video-conferencing, teleconferencing systems
2.5.5.10 Record complete and accurate messages when using telephone, voice mail
2.5.5.11 Transmit complete and accurate messages when using telephone, voice mail
2.5.5.12 Follow established telephone etiquette

SITAC 2.5.6 Use business e-mail procedures

Terminal Performance Objective: Given information from a simulated or real-life situation, use business e-mail procedures to access/transmit information with 100 percent
accuracy.
Key Indicators:

2.5.6.1 Apply standard grammar, spelling, and punctuation in e-mail messages
2.5.6.2 Use professional standards when using electronic equipment

2.5.6.5 Maintain distribution lists
2.5.6.6 Use e-mail etiquette
2.5.6.7 Use appropriate distribution of e-mail including forwarding of e-mail message
2.5.6.8 Reply to e-mail (to all, to sender, to others)
2.5.6.9 Use e-mail tools

CITAC 3.2 Access/transmit information using electronic communication systems

Terminal Performance Objective: Given a situation or class assignment, access/transmit
information using electronic communication systems.

Key Indicators:

3.2.1 Determine which systems are most appropriate for given situations
3.2.2 Transmit messages electronically
3.2.3 Access information electronically (e.g., via CD-ROMs, videos, and the Internet)
3.2.4 Conduct searches electronically
3.2.5 Participate in electronic discussion groups

SITAC   2.7.5   Explore careers within the field of Administrative Office Technology

Terminal Performance Objective: After formal class discussions and using
information
obtained from newspapers, magazines, Occupational Outlook Handbook and internet
sources,
explore careers within the field of Administrative Office Technology, identify advantages
and
disadvantages of selected careers, assess differences, and develop a career plan, all to the
satisfaction of the instruction. Submit a written assignment for each category above.

Key Indicators:

2.7.5.1   Analyze trends and issues in business affecting potential careers
2.7.5.2   Demonstrate knowledge of careers within the business field
2.7.5.3   Explore specific Administrative Office Technology career interests
2.7.5.3   Research projected growth and availability of various careers

SITAC 2.7.6 Develop career choices
CITAC 5.2   Investigate career options

**Terminal Performance Objective: Upon completion of class discussion on career
development, create a report to develop career choices based on your own interests
and aptitudes. The report will include fifteen advantages and disadvantages,
projected
income and future options. The report is to be at least three full, double-spaced,
pages.**
Key Indicators:

2.7.6.1   Define career options in area of training
2.7.6.2   Identify personal interests and skills
2.7.6.3   Explain how one's personal ideas impact career choice
2.7.6.4   Explain transferable skills as they apply to a variety of career options
2.7.6.5   Examine nontraditional career choices
2.7.6.6   Examine entrepreneurial career choices
2.7.6.7   Identify emerging occupations within Administrative Office Technologies
2.7.6.8   Develop a career plan with timelines
5.2.1   Identify career options, including self-employment and nontraditional careers
5.2.2   Identify the range of available career information sources
5.2.3   Research knowledge, abilities, and skills needed in each occupation using a
variety
            of resources (e.g., handbooks, career materials, labor market information,
computerized
            career-information delivery systems, and role models/mentors)
5.2.4   Select careers that best match interests and aptitudes
5.2.6   Assess differences in the wages, benefits, annual incomes, cost of living, and job

opportunities associated with selected career options

5.2.10   Explore future trends and occupations in the world of work

CITAC 5.1   Identify how personal interests, abilities, and skills relate to choosing a

                    career

Terminal Performance Objective: Given a variety of resources (e.g., handbooks, career materials, labor market information, computerized career-information delivery systems, and role models/mentors), identify how personal interests, abilities, and skills relate to choosing a career.

5.1.2   Relate personal interests to academic and occupational skills

5.1.4   Identify how self-knowledge relates to making career choices

SCOPE AND SEQUENCE

SENIOR YEAR

ADMINISTRATIVE OFFICE TECHNOLOGY
(Administrative Business Careers)

Cleveland Heights-University Heights City School District

SITAC 1. 1: Apply communication skills
CITAC 2.1 Apply basic communication skills.

Terminal Performance Objective: Given a document apply communication skills based
                        on
basic rules for grammar and usage at 90% accuracy.

Key Indicators:

1.1.1 Follow written and oral instructions
1.1.2 Clarify instructions
1.1.3 Apply basic rules for grammar and word usage
1.1.4 Apply basic guidelines for the construction of effective sentences
1.1.5 Ensure word accuracy (e.g., spelling, definitions)
1 1.6 Apply basic rules governing punctuation, capitalization, abbreviations, word
       division, and numbers
1.1.7 Ensure the quality of completed documents by proofreading, editing, and making
       corrections
1.1.8 Refine verbal and nonverbal communication skills (e.g., language, voice tone,
       discussion methods, preplanned conversation outcome, attitude, body language,
       sensitivity, empathy)
2.1.3 Present messages in a form that assists recipient's understanding (e.g., speak and
       write clearly and concisely, write legibly)
2.1.4 Locate needed information using communications reference tools (e.g. dictionary,
       thesaurus, style manual, word division guide)
2.1.7 Clarify messages received (e.g., through paraphrasing, questioning)

CITAC 2.2   Apply oral communication skills

Terminal Performance Objective: Given a topic related to community service
       involvement,
apply oral communication skills when delivering a five minute speech.

Key Indicators:

2.2.1 Apply basic communication skills in communicating orally
2.2.2 Use nonverbal techniques to reinforce the intended verbal message
2.2.3 Support oral communication with creative attention-getters, analogies, examples,
       verbal illustrations, etc.
2.2.4 Supplement oral communication with other forms of communication (including
       graphic, written, artistic)
2.2.5 Prepare oral presentations
2.2.6 Evaluate audience and demographic variables
2.2.7 Gather information gather information so that the oral presentation can be
       prepared
2.2.8 Demonstrate sensitivity to cultural diversity (e.g., accepted variations in distances

between speakers, use of eye contact, meaning of gestures; bias-free language)

CITAC 2.5 Apply listening skills

Terminal Performance Objective: Given instructions on how to maintain a clean work
area,
apply listening skills by repeating in written form the proper steps to follow in
maintaining the
work space.

Key Indicators:

2.5.1   Identify major points of the message including key information, directions,
specific
Details)
2.5.2   Determine real needs or goals by attending to both verbal and nonverbal messages
2.5.3   Differentiate between facts, opinions, and feelings
2.5.4   Document message using standard note-taking techniques
2.5.5   Overcome communication barriers
2.5.6   Clarify communication by rephrasing statements, asking questions, showing
empathy, and interpreting both verbal and nonverbal information

CITAC 2.11 Build interpersonal relationships

Terminal Performance Objective: Given information about four diverse audiences
build interpersonal relationships by researching cultural characteristics of diverse
audiences and role play customs and international points of interest.

Key Indicators:

2.11.1   Communicate with international and culturally diverse audiences
2.11.2 Evaluate audience demographics
2.11.3 Identify customs and cultural difference
2.11.4 Identify resources needed for communicating with international and culturally
diverse audiences
2.11.5 Refine verbal and nonverbal communication skills to fit audience
2.11.6 Communicate personal feelings, needs, and ideas constructively

**CITAC 4.6 Apply appropriate strategies for dealing with the differences associated
with
diversity (e.g., racial, ethnic, gender, educational, personality, social, and age)**

**Terminal Performance Objective: Given situations with culturally diverse
audiences,
apply appropriate strategies for dealing with the differences associated with
diversity.**

Key Indicators:

4.6.1   Relate to people of different ages, abilities, genders, cultures, and behavior styles
4.6.2   Demonstrate caring, empathy, and appreciation for others
4.6.3   Demonstrate effective listening skills
4.6.4   Manage conflict and stress

SITAC 2.1.11 Maintain safe working environment

Terminal Performance Objective: Given safety instructions, maintain safe working environment according to government and company safety regulations and policies

Key Indicators:

2.1.11.1 Follow government regulations pertaining to safety
2.1.11.2 Follow company health, safety, and security procedures
2.1.11.3 Identify the ergonomic concerns
2.1.11.4 Modify work environment to continuously meet health, security, and safety
          standards
2.1.11.5 Identify the benefits of health, wellness, and safety programs

CITAC 6.5 Implement safety procedures and programs

Terminal Performance Objective: Implement safety procedures and programs, based on demonstration, verbal instruction and practice drill, demonstrate emergency procedures during fire and crisis situations

Key Indicators:

6.5.1   Identify safety requirements
6.5.2   Demonstrate knowledge of safety rules and guidelines
6.5.3   Interpret safety signs and symbols
6.5.4   Demonstrate desirable safety attitudes and habits
6.5.5   Use safety equipment in accordance with established procedures
6.5.6   Document results of safety procedures and programs

SITAC 2.7.1   Demonstrate behaviors appropriate to business

Terminal Performance Objective: Given various situations, demonstrate behaviors appropriate to business based on acceptable office procedures.

Key Indicators:

2.7.1.1   Exhibit appropriate appearance/manners/attitudes
2.7.1.2   Exhibit good work habits (e.g., punctuality, dependability, flexibility, initiative)

2.7.1.3   Manage stress
2.7.1.4   Demonstrate personal skills (e.g., empathy, pride, loyalty, and self-confidence

SITAC 2.7.2   Achieve goals (personal and organizational)

Terminal Performance Objective: Given instructions on goal setting, achieve goals (personal and organizational) according to business or industry standards.

Key Indicators:

2.7.2.1   Identify organizational goals
2.7.2.2   Develop personal goals related to goals set by employer
2.7.2.3   Set standards for each goal
2.7.2.4   Monitor progress toward accomplishing goals
2.7.2.5   Accomplish tasks required to meet goals
2.7.2.6   Evaluate accomplished goals
2.7.2.7   Evaluate accomplished goals
2.7.2.8   Document accomplished goals
2.7.2.9   Participate in a continuous quality improvement program (e.g., Steven Covey)

SITAC 2.7.3. Demonstrate teamwork

**Terminal Performance Objective: Upon completion of class discussion on
        behaviors,
demonstrate teamwork and group participation.**

Key Indicators:

2.7.3.1   Define teamwork
2.7.3.2   Identify situations needed for using teams
2.7.3.3   Define team structures (e.g., cross functional, quality improvement, task force
        circles)
2.7.3.4   Identify team-building concepts
2.7.3.5   Use teamwork to solve problems
2.7.3.6   Monitor team activities

CITAC: 4.2 Contribute to teamwork

Terminal Performance: Upon completion of class discussion on behaviors, exhibit, cooperation and compromise and contribute to teamwork and group participation.

4.2.1   Demonstrate sensitivity to cultural, gender, and generational differences
        (in communication, interpersonal skills, and learning preferences)

4.2.2 Demonstrate concern for each term member and for team goals (e.g. provide
encouragement, maintain a can-do attitude and common focus)

4.2.3 Complete aspects of assigned tasks according to team-established procedures
and within specific timelines

4.2.4 Employ group process techniques to solve problems, make decisions, build
consensus, resolve or manage conflicts, construct compromises, support self-
expression, and bring forth new ideas and opinions

4.2.5   Evaluate the team's effort

SITAC 2.2.5 Evaluate issues related to leadership and managerial ethics

**Terminal Performance Objective: Upon researching issues related to leadership and
managerial ethics, identify issues related to leadership and managerial ethics.**

Key Indicators:

2.2.5.1   Apply conflict resolution techniques.

SITAC 2.2.6 Analyze ethical business behavior

**Terminal Performance Objective: Given various situations, analyze ethical business
behavior to arrive at a response based on acceptable business ethics.**

Key Indicators:

2.2.6.1   Analyze current trends in computer and business ethics
2.2.6.2   Identify various types of ethical and unethical business practices
2.2.6.3   Interpret codes of ethics for given businesses
2.2.6.4   Identify potential consequences of unethical business practices

SITAC 2.2.7   Demonstrate employee ethics
CITAC 4.4   Demonstrate work ethic
**CITAC 4.3   Choose ethical courses of action in all work assignments and personal
interactions**

**Terminal Performance Objective: Given various situations, apply appropriate office ethics
to arrive at a response based on acceptable office procedures.**

Key Indicators:

2.2.7.1 Exhibit professional behavior with regard to office politics and gossip
2.2.7.2 Respect coworkers
2.2.7.3 Ensure confidentiality in handling sensitive issues
2.2.7.4 Analyze current issues in employee ethics
2.2.7.5 Identify types of ethical employee behaviors
2.2.7.6 Identify ethics established by business
2.2.7.7 Identify unethical behaviors
2.2.7.8 Identify potential consequences of unethical behaviors
2.2.7.9 Demonstrate honesty
2.2.7.10 Apply conflict resolution techniques
2.2.7.11 Report violations of company policy
2.2.7.12 Comply with organizational policies and procedures and the terms of company
          contracts
4.4.1   Exhibit desirable personal

SITAC 2.1.1 Receive visitors

**Terminal Performance Objective: Given situations and simulations involving
          visitors,**
receive visitors according to office procedures.

Key Indicators:

2.1.1.1 Greet visitors according to company policy and security
2.1.1.2 Initiate contact with visitors by offering assistance
2.1.1.3 Direct/assist visitors to appropriate person/location
2.1.1.4 Maintain visitors' log
2.1.1.5 Screen visitors
2.1.1.6 Maintain reception area

CITAC 6.1   Apply self-management processes in the workplace

**Terminal Performance Objective: Upon researching and observing self-
          management**
processes in business or industry, apply self-management processes in the workplace

Key Indicators:

6.1.1   Develop a system for organizing work
6.1.2   Apply time-management skills
6.1.3   Apply anger-management skills
6.1.4   Apply stress-management skills
6.1.5   Arrange work environment based on the principles of ergonomics

6.1.6   Maintain a work area conducive to productivity (e.g., neat orderly)
6.1.7   Manage resources to support achievement goals

SITAC 2.7.4   Manage projects and assignments

Terminal Performance Objective: Given several projects and assignments, manage projects and assignments according employer expectations.

Key Indicators:

2.7.4.1 Assess quality/productivity needs
2.7.4.2 Identify tasks
2.7.4.3 Prioritize tasks
2.7.4.4 Determine resources needed to fulfill projects/assignments
2.7.4.5 Develop a plan for efficient use of workspace
2.7.4.6 Follow project-planning procedures
2.7.4.7 Develop project plans
2.7.4.8 Solve work flow/operations problems using problem-solving, decision-making, critical-thinking skills
2.7.4.9 Use time management techniques

SITAC 2.1.9   Perform mail functions

Terminal Performance Objective: Given mail to process, perform mail functions according to office procedures

Key Indicators:

2.1.9.1   Process outgoing mail (e.g., manual and computer postage)
2.1.9.2   Maintain mail and distribution lists
2.1.9.3   Identify various classes of mail
2.1.9.4   Sort/distribute mail
2.1.9.5   Identify delivery requirements
2.1.9.6   Select delivery method appropriate for mailing needs

SITAC 2.1.6   Maintain a records management system

Terminal Performance Objective: Given company records, maintain records with confidentiality and 100 percent accuracy.

Key Indicators:

2.1.6.1   Select filing method (i.e., alphabetical, chronological, numerical, geographical)
2.1.6.2   Sort documents and integrated media according to selected filing method
2.1.6.3   Store documents and integrated media according to selected filing method
2.1.6.4   Determine storage media to be used (e.g., paperbase, database, micrograph technologies)

2.1.6.5   Create new files
2.1.6.6   Update files
2.1.6.7   Maintain a tickler file
2.1.6.8   Secure files for legality and confidentiality
2.1.6.9   Maintain master list of file categories and their locations
2.1.6.10 Comply with the laws regulating privacy and legal issues for sharing
                        information
2.1.6.11 Store materials within appropriate filing systems
2.1.6.12 Retrieve requested materials from established filing systems

SITAC 2.1.7   Maintain office supplies and office equipment

Terminal Performance Objective: Given office supplies and office equipment, maintain
office supplies and office equipment according to office procedures and according to
manufacturer's specifications.

Key Indicators:

2.1.7.1   Assess equipment/software malfunctions
2.1.7.2   Determine sources for repair
2.1.7.3   Request repairs on equipment
2.1.7.4   Order new supplies
2.1.7.5   Adhere to supply budget
2.1.7.6   Maintain equipment/supplies inventory and maintenance records
2.1.7.7   Receive/verify delivered supplies and equipment
2.1.7.8   Select inventory control system (periodic, perpetual, dollar, LIFO, FIFO)
2.1.7.9   Manage inventory manually and electronically
2.1.7.10 Identify reasons for inventory shrinkage
2.1.7.11 Prepare inventory records report

SITAC 2.6.7   Create databases for business applications

Terminal Performance Objective: When given documents which require databases, create
databases for business application according to office procedures.

Key indicators:

2.6.1   Follow written and oral instructions
2.6.2   Clarify instructions
2.6.3   Locate needed information in manufacturers' manuals, documentation, and other
       reference materials using correct terminology
2.6.4   Create/format databases
2.6.5   Enter elements (i.e., data) into databases
2.6.6   Ensure the quality of completed databases by proofreading, editing, and making

corrections
2.6.7   Design report formats
2.6.8   Print reports

SITAC 3.4   Use database software to accomplish specified job tasks

Terminal Performance Objective: Given simulations, use database software to accomplish
specified job tasks and produce mailable databases.

Key Indicators:

3.4.3   Determine the best database to aid in the collection, tabulation, synthesis, and
        evaluation of the particular data identified
3.4.7   Select report design for presenting data
3.4.5   Access needed information from the database

SITAC 2.2.5   Evaluate issues related to leadership and managerial ethics

Terminal Performance Objective: Given situations involving conflicts between
        management
and employees, evaluate issues related to leadership and managerial ethics.

Key Indicators:

2.2.5.1 Apply conflict resolution techniques
2.2.5.2 Investigate the nature of leadership and managerial ethics
2.2.5.3 Determine the impact that various employment and social laws may have on
         managing
          business

SITAC 2.2.6 Analyze ethical business behavior

Terminal Performance Objective: Given various situations, analyze ethical business
behavior to arrive at a response based on acceptable business ethics.

Key Indicators:

2.2.6.1 Analyze current trends in computer and business ethics
2.2.6.2 Identify various types of ethical and unethical business practices
2.2.6.3 Interpret codes of ethics for given businesses
2.2.6.4 Identify potential consequences of unethical business practices

CITAC 4.5   Comply with confidentiality requirements of workplace polices
and procedures

Terminal Performance Objective: Upon researching and discussing confidentiality issues related to business, comply with confidentiality requirements of workplace policies

Key Indicators:

4.5.1   Identify types of confidential information (including mail and information about personnel, customers, company
4.5.2   Maintain records on the distribution of information using established format and procedures
4.5.3   Provide information only to authorized personnel, whether transmitted physically or
           via technology
4.5.4   Inspect returned materials for completeness
4.5.5.   Identify the consequences of breach of confidentiality

SITAC 2.2.7   Demonstrate employee ethics
CITAC 4.4   Demonstrate work ethic
CITAC 4.3   Choose ethical courses of action in all work assignments and personal interactions

Terminal Performance Objective: Given various situations, apply appropriate office ethics
to arrive at a response based on acceptable office procedures.

Key Indicators:

2.2.7.1 Exhibit professional behavior with regard to office politics and gossip
2.2.7.2 Respect coworkers
2.2.7.3 Ensure confidentiality in handling sensitive issues
2.2.7.4 Analyze current issues in employee ethics
2.2.7.5 Identify types of ethical employee behaviors
2.2.7.6 Identify ethics established by business
2.2.7.7 Identify unethical behaviors
2.2.7.8 Identify potential consequences of unethical behaviors
2.2.7.9 Demonstrate honesty
2.2.7.10 Apply conflict resolution techniques
2.2.7.11 Report violations of company policy
2.2.7.12 Comply with organizational policies and procedures and the terms of company contracts
4.4.1   Exhibit desirable personal

SITAC 2.1.1 Receive visitors

Terminal Performance Objective: Given situations and simulations involving visitors,

receive visitors according to office procedures.

Key Indicators:

2.1.1.1   Greet visitors according to company policy and security
2.1.1.2   Initiate contact with visitors by offering assistance
2.1.1.3   Direct/assist visitors to appropriate person/location
2.1.1.4   Maintain visitors' log
2.1.1.5   Screen visitors
2.1.1.6   Maintain reception area

SITAC 2.2.1   Identify key elements of business ownership

Terminal Performance Objective: Given real life illustrations of various types of businesses, identify key elements of business ownership.

Key Indicators:

2.2.1.1   Identify characteristics of non-for-profit and non-profit businesses
2.2.1.2   Identify parts of a business plan
2.2.1.3   Identify relationship between the business plan and the business organization
2.2.1.4   Identify types of business ownership and the characteristics of each
2.2.1.5   Identify advantages and disadvantages of various types of business ownership

SITAC 2.1.3 Prepare scheduling functions

Terminal Performance Objective: Given scheduling scenarios, prepare scheduling functions according to office procedures.

Key Indicators:

2.1.3.1   Create an electronic calendar
2.1.3.2   Maintain electronic calendar
2.1.3.3   Identify need for managing schedules across projects
2.1.3.4   Identify software sources of electronic calendars
2.1.3.5   Maintain appointment calendars
2.1.3.6   Maintain schedules
2.1.3.7   Manage scheduling conflicts
2.1.3.8   Create calendar/schedules of activities (itineraries)
2.1.3.9   Identify the need for management across projects

SITAC 2.2.2   Analyze business-management practices

Terminal Performance Objective: Given a research assignment, analyze business-management practices.

2.2.2.1 Identify functions of management
2.2.2.2 Identify areas of management (i.e., human resources, financial, facility, marketing,
       accounting) and their relationship to functions
2.2.2.3 Analyze management levels and the role of each in an organization

SITAC 2.2.3 Build customer service

Terminal Performance Objective: After instruction and discussion of techniques to build
customer service compile a three page group report of various techniques.

Key Indicators:

2.2.3.1 Identify organization's products and services (including own strengths as a
       service)
2.2.3.2 Identify customers (internal and external)
2.2.3.3 Recognize the importance of all customers to the business
2.2.3.4 Determine customer's individual needs
2.2.3.5 Interact with customers in a professional manner (i.e., prompt, friendly, courteous,
       helpful)
2.2.3.6 Follow through on commitments made to customers
2.2.3.7 Communicate business policies to customers
2.2.3.8 Handle customer complaints in accordance with company service policy

SITAC 2.2.4 Build customer and coworker relations

Terminal Performance Objective: Given situations involving customer and coworker
relations, build customer and coworker relations according to office procedures.

Key Indicators:

2.2.4.1 Provide needed information to customers and coworkers in a considerate, timely,
       respectful manner.
2.2.4.2 Project a respectful business image (i.e., appearance, voice, grammar, word-
       enunciation, nonverbal communication)
2.2.4.3 Demonstrate business professionalism through the use of appropriate mannerisms
       in accordance with established protocols and company policies

SITAC 2.3   Perform basic accounting functions
ITAC 1.4   Perform basic accounting functions

Terminal Performance Objective: Given accounting problems and resources, perform

basic accounting functions with no more than two errors.

2.3.1   Demonstrate knowledge of standard accounting practices
2.3.2   Complete employee withholding forms, exemption forms, and other financial
2.3.3   Prepare payables/receivables
2.3.4   Prepare budgets
2.3.5   Prepare financial reports
2.3.6   Identify differences in accounting procedures for proprietorship, partnership, and
        corporation
2.3.7   Identify the purposes of basic accounting functions
2.3.8   Apply generally accepted accounting principles (GAAP) and procedures
2.3.9   Employ computer accounting applications
2.3.10 Calculate payrolls (manually and using automation)
2.3.11 Analyze financial reports using both electronically and manually reported data
2.3.12 Evaluate cost-profit relationships
2.3.13 Predict financial outcomes relative to business decisions and financial data

SITAC 2.3.5   Perform banking functions
ITAC 1.8   Perform banking functions

Terminal Performance Objective: Given banking problems, perform banking
        functions
with all necessary information recorded.

Key Indicators:

2.3.5.1   Prepare checks, deposit slips, and withdrawal slips
2.3.5.2   Maintain checkbook including reconciliation (e.g. post deposits and
          withdrawals,
            balance accounts)
2.3.5.3   Maintain petty cash (e.g.., post deposits and withdrawals, balance accounts)
2.3.5.4   Maintain banking records
2.3.5.5   Identify steps in handling returned checks, credit-card deposits, and overpay
2.3.5.6   Calculate the cost of accepting credit cards

ITAC 2.10   Create graphs and charts

Terminal Performance Objective: Given situations create graphs and charts from
        files to
meet guidelines

Key Indicators:

2.10.2 Select data for inclusion
2.10.3 Convert data into chosen graphical format
2.10.4 Ensure that the results are correctly represented (including font, scale, size)

2.10.5 Draw conclusions from information presented in graphs and charts

SITAC 2.5.4   Deliver business presentation
CITAC 2.6   Apply demonstration/presentation skills

Terminal Performance Objective: Compose and orally present a business
**   presentation**
using presentation software to meet guidelines.

Key Indicators:

2.5.4.1 Evaluate audience and demographic variables
2.5.4.2 Research information
2.5.4.6 Identify types of presentations for business use
2.5.4.7 Project a professional image
2.6.1   Apply basic communication skills in presenting a demonstration/presentation
2.6.2   Select valid and reliable references(s)
2.6.3   Organize content based on purpose and audience
2.6.4   Determine desirable format
2.6.5   Incorporate creative and original elements into the demonstration/presentation
2.6.6. Organize the components necessary to conduct a demonstration/presentation
        (including resources, equipment, handouts, graphics, and advance organizers)
2.6.7   Incorporate media that support the purpose of the demonstration/presentation
        (including projection equipment, computer software)
2.6.8   Present the results of an investigation
2.6.9   Demonstrate the operation of equipment or facilities and/or given software)
2.6.10 Communicate possible problems, processes, and solutions
2.6.11 Demonstrate knowledge of the topic(s) to be communicated
2.6.12 Use self-expression appropriate to the situation (including grooming, adjustment
        of behavior, expression of feelings and ideas)
2.6.13 Convey information to audience according to accepted business communication
        practices
2.6.14 Adjust communication according to audience feedback

SITAC 2.6.6   Create spreadsheets for business applications

Terminal Performance Objective: Given documents using different spreadsheets
functions, create spreadsheets for business applications to produce mailable
spreadsheets.

Key Indicators:

2.6.1   Follow written and oral instructions
2.6.2   Clarify instructions
2.6.3   Locate needed information in manufacturers' manuals, documentation, and other
        reference materials using correct terminology

2.6.4 Create/format spreadsheets
2.6.5 Enter formulas in spreadsheets
2.6.6 Copy and move spreadsheet cells and ranges
2.6.7 Enter data on spreadsheets
2.6.8 Apply data sort, data query, data fill, and data distribution functions
2.6.9 Export spreadsheet files to word-processing, graphics, desktop publishing, and data files
2.6.10 Ensure the quality of completed spreadsheets by proofreading, editing, and making corrections
2.6.11 Save/store spreadsheets
2.6.12 Retrieve spreadsheets
2.6.13 Print spreadsheets
2.6.15 Interpret data from spreadsheets
2.6.16 Analyze data from spreadsheets

ITAC 3.5 Use spreadsheet software to accomplish specified job tasks

**Terminal Performance Objective: Given information to produce a spreadsheet, identify
and analyze the data needed, and use spreadsheet software to accomplish specified job
tasks according to office procedures.**

Key Indicators:

3.5.2 Identify the type of data needed
3.5.6 Analyze data
3.5.7 Interpret results

CITAC 3.5 Use spreadsheet software in work-related situations

**Terminal Performance Objective: Given information to produce a spreadsheet, identify
and analyze the data needed, use spreadsheet software in work-related situations.**

Key Indicators:

3.5.1 Demonstrate knowledge of the functions and features of spreadsheet software
3.5.2 Identify the type of data needed
3.5.3 Determine the best spreadsheet to aid in the collection, tabulation, synthesis, and evaluation of the identified data
3.5.4 Locate needed operations information using software documentation or help functions
3.5.5 Construct spreadsheet for the specified purpose
3.5.6 Analyze data
3.5.7 Interpret results

SITAC 2.6.4   Perform computer business graphics functions

**Terminal Performance Objective: Given word-processing, database, desktop publishing,
or spreadsheet files, perform computer business graphics functions to create mailable
graphs.**

Key Indicators:

2.6.4.1   Follow written and oral instructions
2.6.4.2   Clarify instructions
2.6.4.3   Locate needed information in manufacturers' manuals, documentation, and other
             reference materials using correct terminology
2.6.4.4   Merge graphics files with word-processing, database, desktop publishing, or
             spreadsheet files
2.6.4.4   Ensure the quality of completed graphics by proofreading, editing, and making
             corrections
2.6.4.5   Save/store graphics
2.6.4.6   Retrieve graphics
2.6.4.7   Print graphics

SITAC 2.5.5   Communicate using telecommunication tools

Terminal Performance Objective:

**Given electronic mail, voice messaging, teleconferencing and electronic communications
situations or simulations, communicate using telecommunication tools to handle
communications according to office procedures.**

Key Indicators:

2.5.5.1   Maintain telephone lists.
2.5.5.2   Transmit facsimile using FAX machine or computer
2.5.5.3   Determine most efficient method for data transmission
2.5.5.4   Access information and services using electronic communications systems (e.g.,
             electronic bulletin boards, information services, electronic library retrieval
             services,
             worldwide networks, electronic banking, computer conferencing)
2.5.5.5   Comply with regulation s and agency standards related to telecommunications
2.5.5.6   Select appropriate method of communicating
2.5.5.7   Apply company policies regarding use of telecommunications tools (telephone,

e-mail,
    instant messaging, cell phones, pagers, video conferencing, teleconferencing
systems)

2.5.5.8 Operate telecommunications equipment in accordance with company policy

2.5.5.9 Communicate via multiple systems (e.g., telephones, voice mail, e-mail, and
messaging,
    cell phones, pagers, video-conferencing, teleconferencing systems

2.5.5.10 Record complete and accurate messages when using telephone, voice mail

2.5.5.11 Transmit complete and accurate messages when using telephone, voice mail

2.5.5.12 Follow established telephone etiquette

SITAC 2.5.6   Use business e-mail procedures

Terminal Performance Objective: Given information from a simulated or real-life situation, use business e-mail procedures to access/transmit information with 100 percent accuracy.

Key Indicators:

2.5.6.1 Apply standard grammar, spelling, and punctuation in e-mail messages

2.5.6.2 Use professional standards when using electronic equipment

2.5.6.5 Maintain distribution lists

2.5.6.6 Use e-mail etiquette

2.5.6.7 Use appropriate distribution of e-mail including forwarding of e-mail message

2.5.6.8 Reply to e-mail (to all, to sender, to others)

2.5.6.9 Use e-mail tools

CITAC 3.2 Access/transmit information using electronic communication systems

Terminal Performance Objective: Given a situation or class assignment, access/transmit information using electronic communication systems.

Key Indicators:

3.2.1   Determine which systems are most appropriate for given situations

3.2.2   Transmit messages electronically

3.2.3   Access information electronically (e.g., via CD-ROMs, videos, and the Internet)

3.2.4   Conduct searches electronically

3.2.5   Participate in electronic discussion groups

SITAC 2.3.2 Analyze financial data

Terminal Performance Objective: Given a situation or real-life experience, analyze financial data from established corporations and companies.

Key Indicators:

2.3.2.1   Analyze financial reports using both electronically and manually reported data
2.3.2.2   Evaluate cost-profit relationships
2.3.2.3   Predict financial outcomes relative to business decisions and financial data

SITAC 2.3.3   Analyze credit issues

**Terminal Performance Objective: Given a financial simulation, analyze credit
          issues**

Key Indicators:

2.3.3.1   Calculate percentage rates (i.e., yearly, term, 90 days)
2.3.3.2   Calculate finance charges
2.3.3.3   Determine appropriate credit method for different situations
2.3.3.4   Determine credit-worthiness of a client
2.3.3.5   Analyze differences in use of credit cards, debit cards, installment loans and
          commercial
            loans
2.3.3.6   Identify factors involved in issuing credit
2.3.3.7   Identify the components of credit reports

SITAC 2.3.4   Develop a financial plan

**Terminal Performance Objective: Given instruction about the advantages and
disadvantages involved in operating a business enterprise, develop a financial plan.**

Key Indicators:

2.3.4.1   Develop a proposal for a financial plan
2.3.4.2   Gather input on a proposed financial plan
2.3.4.3   Revise a proposed financial plan
2.3.4.4   Recommend a financial plan
2.3.4.5   Identify components of a financial plan
2.3.4.6   Compare various sources of capital and types of loans
2.3.4.7   Compare methods of financing given business and personal endeavors
2.3.4.8   Set long-term financial goals and objectives (business and personal)

SITAC 2.7.7   Develop a personal financial plan

**Terminal Performance Objective: Given a situation involving a set amount of
          income,**
develop a personal financial plan

Key Indicators:

2.7.7.1   Identify short-term and long-term goals
2.7.7.2   Project personal financial requirements for short-term and long-term goals
2.7.7.3   Identify personal assets and liabilities
2.7.7.4   Evaluate impact of taxes on personal income
2.7.7.5   Complete/file federal and state income tax documents
2.7.7.6   Write a personal financial plan
2.7.7.7   Identify investment strategies needed for future expenses (i.e., insurance, 401k)

SITAC 2.4   Apply business economic concepts

Terminal Performance Objective: After reviewing chapter material on consumer goods
and services, apply business economic concepts.
Key Indicators:

2.4.1   Identify economic resources
2.4.2   Analyze the function of money
2.4.3   Identify the difference between economics and economic activity
2.4.4   Identify the relationship between business, society, and government
2.4.5   Apply the concept of economic goods and services to given business situations
2.4.6   Apply the concept of utility to given business situations
2.4.7   Apply the concept of supply and demand to given business situations
2.4.8   Apply the concept of competition to given business situations
2.4.9   Apply the concept of price to given business situations
2.4.10   Apply the concept of opportunity cost to given business situations
2.4.11   Identify types of economic systems
2.4.12   Identify factors that influence management decisions

SITAC 2.4.2   Analyze economic indicators and trends

Terminal Performance Objective: After reviewing information on trends in the economy
analyze economic indicators and trends.

Key Indicators:

2.4.2.1   Identify business cycles
2.4.2.2   Investigate the nature of current and past economic problems
2.4.2.3   Identify leading indicators
2.4.2.4   Identify lagging indicators
2.4.2.5   Project economic outcomes based on indicators and trends

CITAC 1.10 Demonstrate knowledge of the economy as a framework within which

decisions are made by individuals and groups.

Terminal Performance Objective: After doing research, prepare a three-page report to
demonstrate knowledge of the economy as a framework within which decisions are made
by individuals and groups according to Business Professionals of America report guidelines.

Key Indicators:

1.10.2   Identify key individuals and groups that make economic decisions at the local, state,
            national and international level.
1.10.4   Characterize how government decisions affect individuals
1.10.7   Analyze how resources, goods, and services are exchanged in national and international
            markets.
1.10.8   Demonstrate knowledge of competition and how it affects national and international
            markets
1.10.9   Demonstrate knowledge of supply and demand and how it affects national and
            international markets

SITAC 2.4.3   Analyze international business issues

Terminal Performance Objective: After reviewing information on issues related to business enterprises analyze international business

Key Indicators:

2.4.3.1   Identify forms of international business activities
2.4.3.2   Identify barriers to international business activities
2.4.3.3   Identify efforts being made to develop a global economy
2.4.3.4   Identify the steps in the formation of international business
2.4.3.5   Identify legal responsibilities of international business
2.4.3.6   Identify joint venture options in international business
2.4.3.7   Identify the risks/rewards of international business
2.4.3.8   Identify the impact of exchange rates on international transactions
2.4.3.9   Examine the influence of political, social, and cultural factors on international
            business
2.4.3.10 Identify the influence of foreign trade on the US economy

SITAC 2.4.4 Communicate with international and culturally diverse audiences

Terminal Performance Objective: Given situations with culturally diverse

audiences,
communicate with international and culturally diverse audiences with cultural
      sensitivity.

Key Indicators:

2.4.4.1 Evaluate foreign audience demographics
2.4.4.2 Identify the impact of customs and cultural differences that affect business
       communications
2.4.4.3 Identify strategies needed for communicating with international and culturally
       audiences
2.4.4.4 Gather information needed for international business communication
2.4.4.5 Refine verbal and nonverbal communication skills to fit international audiences

ITAC 2.11 Build interpersonal relationships

Terminal Performance Objective: Given situations with culturally diverse
      audiences, build
interpersonal relationships to communicate with international and culturally
      diverse
audiences with cultural sensitivity.

Key Indicators:

2.11.2 Relate to people of different ages, abilities, genders, cultures, and behavior styles
2.11.3 Demonstrate caring, empathy, and appreciation for others
2.11.4 Communicate personal feelings, needs, and ideas constructively
2.11.5 Demonstrate effective listening skills
2.11.6 Manage conflict and stress

SITAC 2.4.5   Analyze business law

Terminal Performance Objective: Given situations involving legal practices in
      business,
analyze business law

Key Indicators:

2.4.5.1 Analyze the relationship between ethics and business law
2.4.5.2 Identify the impact civil and criminal laws may have on specific business
       elements or
        practices
2.4.5.3 Identify the impact business laws and jurisdictions may have on specific
       business
        elements or operations
2.4.5.6 Demonstrate knowledge of contract law

SITAC 2.4.6   Follow intellectual property rights and copyright laws

Terminal Performance Objective: Complete internet research to successfully construct a three-page report regarding intellectual property rights and copyright
laws
to the satisfaction of your instructor.

Key Indicators:

2.4.6.1   Explain the purpose of intellectual property rights and copyrights (i.e., patent
          copyrights, licenses, trademarks, rights of originator)
2.4.6.2   Define proprietary
2.4.5.3   Explain legal ownership of proprietary material
2.4.5.5   Explain reproduction licensing

SITAC 2.5:   Compose documents

Terminal Performance Objective: Given scenarios which require written documents,
compose documents according to guidelines.
Key Indicators:

2.5.2   Identify audience
2.5.3   Evaluate demographic variables
2.5.4   Research topical area
2.5.5   Collect data
2.5.6   Organize data
2.5.7   Draft documents in accordance with all relevant rules and guidelines for effective
        communications
2.5.8   Edit draft document
2.5.9   Generate final, error-free documents
CITAC 3.6   Use word processing to accomplish specific job skills.

Terminal Performance Objective: Given documents using different word processing
functions, use word processing to accomplish specific job skills to produce mailable copy

Key Indicators:

3.6.1   Demonstrate knowledge of the functions and features of word-processing
        software
3.6.2   Construct word-processed documents for the specified purpose
3.6.3   Locate needed operations information using software documentation or help
        functions
3.6.4   Integrate databases, spreadsheets, graphics, and desktop publishing files into
        word-processed documents
3.6.5   Prepare written business documents using various formats (letters, thank-you

notes,
acknowledgments, transcripts, memorandums)
3.6.6 Prepare complex written reports (research, analysis, financial)
3.6.7 Edit documents using available software features and functions.

SITAC 2.5.7   Conduct business research

Terminal Performance Objective: Using various resources, conduct business research

Key Indicators:

2.5.7.1 Identify business problems that require research
2.5.7.2 Investigate issues associated with business problems
2.5.7.3 Collect primary data (electronically and manually)
2.5.7.4 Collect secondary data (electronically and manually)
2.5.7.5 Use electronic research techniqu8es
2.5.7.6 Analyze data
2.5.7.7 Evaluate alternative solutions
2.5.7.8 Determine the most appropriate solution
2.5.7.9 Report findings

CITAC 5.7   Explore opportunities to create business

**Terminal Performance Objective: Develop a research paper to explore opportunities to
create business according to Business Professionals of America report standards.**

Key Indicators:

5.7.1 Identify an unmet need or opportunity for provision of a good or service
5.7.2 Identify potential target markets nationally and/or internationally
5.7.3 Identify factors that contribute to the success or failure of a business
5.7.4 Evaluate the costs and benefits of future opportunities (e.g., renovations,
improvements, expansions, addition of new products or services, international
trade opportunities)

SITAC 2.5.3   Create technical documents

**Terminal Performance Objective: Given situations requiring written
communications,
create technical documents with 90 percent accuracy.**
Key Indicators:

2.5.3.1 Evaluate technical writing requirements
2.5.3.2 Conduct technical research
2.5.3.3 Apply basic communication skills

2.5.3.4   Write technical reports in a clear and concise manner

SITAC 2.5.4   Deliver business presentation
CITAC 2.6   Apply demonstration/presentation skills
Terminal Performance Objective: Compose and orally present a business
          presentation
using presentation software to meet guidelines.

Key Indicators:

2.5.4.1 Evaluate audience and demographic variables
2.5.4.2 Research information
2.5.4.6 Identify types of presentations for business use
2.5.4.7 Project a professional image
2.6.1   Apply basic communication skills in presenting a demonstration/presentation
2.6.2   Select valid and reliable references(s)
2.6.3   Organize content based on purpose and audience
2.6.4   Determine desirable format
2.6.5   Incorporate creative and original elements into the demonstration/presentation
2.6.6.   Organize the components necessary to conduct a demonstration/presentation
          (including resources, equipment, handouts, graphics, and advance organizers)
2.6.7   Incorporate media that support the purpose of the demonstration/presentation
          (including projection equipment, computer software)
2.6.8   Present the results of an investigation
2.6.9   Demonstrate the operation of equipment or facilities and/or given software)
2.6.10   Communicate possible problems, processes, and solutions
2.6.11   Demonstrate knowledge of the topic(s) to be communicated
2.6.12   Use self-expression appropriate to the situation (including grooming, adjustment
          of behavior, expression of feelings and ideas)
2.6.13   Convey information to audience according to accepted business communication
          practices
2.6.14   Adjust communication according to audience feedback

CITAC 2.10   Create graphs and charts

Terminal Performance Objective: Given situations create graphs and charts from
          files to
meet guidelines.

Key Indicators:

2.10.2   Select data for inclusion
2.10.3   Convert data into chosen graphical format
2.10.4   Ensure that the results are correctly represented (including font, scale, size)
2.10.5   Draw conclusions from information presented in graphs and charts

SITAC 2.6.5   Perform desktop publishing functions

Terminal Performance Objective: Given word processing, graphics and spreadsheet files, perform desktop publishing functions to create mailable   documents

Key Indicators:

2.6.5.1   Follow written and oral instructions
2.6.5.2   Clarify instructions
2.6.5.3   Locate needed information in manufacturers' manuals, documentation, and other   reference materials using correct terminology
2.6.5.4   Comply with copyright laws
2.6.5.5   Design publications
2.6.5.6   Merge word-processing, graphics, and spreadsheet files
2.6.5.7   Ensure the quality of completed documents by proofreading, editing, and making   corrections
2.6.5.8   Save/store documents
2.6.5.9   Retrieve documents
2.6.5.10 Print documents
2.6.5.11 Create a document using desktop publishing functions
2.6.5.12 Import data
2.6.5.13 Scan images
2.6.5.14 Produce a publication

SITAC 2.7.1   Demonstrate behaviors appropriate to business

Terminal Performance Objective: Given various situations, demonstrate behaviors appropriate to business based on acceptable office procedures.

Key Indicators:

2.7.1.1   Exhibit appropriate appearance/manners/attitudes
2.7.1.2   Exhibit good work habits (e.g., punctuality, dependability, flexibility, initiative)
2.7.1.3   Manage stress
2.7.1.4   Demonstrate personal skills (e.g., empathy, pride, loyalty, and self-confidence

SITAC 2.7.5   Explore careers within the field of Administrative Office Technology

Terminal Performance Objective: After formal class discussions and using   information
obtained from newspapers, magazines, Occupational Outlook Handbook and internet   sources,
explore careers within the field of Administrative Office Technology, identify advantages   and

disadvantages of selected careers, assess differences, and develop a career plan, all to the satisfaction of the instruction. Submit a written assignment for each category above.

Key Indicators:

2.7.5.1 Analyze trends and issues in business affecting potential careers
2.7.5.2 Demonstrate knowledge of careers within the business field
2.7.5.3 Explore specific Administrative Office Technology career interests
2.7.5.4 Research projected growth and availability of various careers

CITAC 5.1   Identify how personal interests, abilities, and skills relate to choosing
         a
                 career

Terminal Performance Objective: Given a variety of resources (e.g., handbooks,
         career
materials, labor market information, computerized career-information delivery
         systems,
and role models/mentors), identify how personal interests, abilities, and skills relate
         to
choosing a career.

5.1.2   Relate personal interests to academic and occupational skills
5.1.4   Identify how self-knowledge relates to making career choices

SITAC 2.7.6 Develop career choices
CITAC 5.2   Investigate career options

Terminal Performance Objective: Upon completion of class discussion on career
development, create a report to develop career choices based on your own interests
and aptitudes. The report will include fifteen advantages and disadvantages,
         projected
 income and future options. The report is to be at least three full, double-spaced,
         pages.

Key Indicators:

2.7.6.1 Define career options in area of training
2.7.6.2 Identify personal interests and skills
2.7.6.3 Explain how one's personal ideas impact career choice
2.7.6.4 Explain transferable skills as they apply to a variety of career options
2.7.6.5 Examine nontraditional career choices
2.7.6.6 Examine entrepreneurial career choices
2.7.6.7 Identify emerging occupations within Administrative Office Technologies
2.7.6.8 Develop a career plan with timelines
5.2.1   Identify career options, including self-employment and nontraditional careers

5.2.2   Identify the range of available career information sources
5.2.3   Research knowledge, abilities, and skills needed in each occupation using a variety
         of resources (e.g., handbooks, career materials, labor market information, computerized
         career-information delivery systems, and role models/mentors)
5.2.4   Select careers that best match interests and aptitudes
5.2.6   Assess differences in the wages, benefits, annual incomes, cost of living, and job
         opportunities associated with selected career options
5.2.10   Explore future trends and occupations in the world of work

SITAC 2.7.8   Seek employment in the business field

Terminal Performance Objective: Actively seek employment in the business field

Key Indicators:

2.7.8.1   Identify resources to find job openings
2.7.8.2   Complete job applications accurately and legibly including phone numbers, references,
          accurate e-mail addresses
2.7.8.3   Secure permission for job and personal references
2.7.8.4   Participate in a job interview
2.7.8.5   Follow-up interview with appropriate responses (i.e., thank you letters, additional
          information, and phone calls)
2.7.8.6   Prepare documentation needed for obtaining a position (e.g., resume, portfolio,
          application letter)
2.7.8.7   Update documents needed for business employment
2.7.8.8   Compile documents in a professional manner
2.7.8.9   Identify employment opportunities
2.7.8.10 Dress appropriately for job interview

CITAC 5.5   Demonstrate job-keeping skills

**Terminal Performance Objective: After securing employment demonstrate job-
         keeping
skills**

Key Indicators:

5.5.1   Demonstrate strong communication skills orally, in writing, or via computer
5.5.2   Apply basic arithmetic and mathematics skills to job tasks
5.5.3   Apply thinking skills to job tasks (including creative thinking, decision making,
         reasoning problem solving, interpretation of information
5.5.4   Apply interpersonal skills in relating to others on the job

5.5.5   Identify an awareness of employer expectations for the job
5.5.6   Carryout job tasks in accordance with employer expectations
5.5.7   Display positive work ethic

CITAC 5.6   Upgrade career skills

Terminal Performance Objective: After securing employment upgrade career skills

Key Indicators:

5.6.1   Identify personal and workplace changes that require upgrading of own skills
5.6.2   Modify own career goals based on personal and workplace changes
5.6.3   Analyze various education/training options for securing needed upgrading
5.6.4   Identify professional development opportunities
5.6.5   Participate in professional development activities
5.6.6   Recognize need for lifelong upgrading of career skills

SITAC 2.7.9   Plan for professional development

Terminal Performance Objective: Given opportunities to research workshops, conferences, etc., plan for professional development

Key Indicators:

2.7.9.1   Determine the benefits to business of employees' belonging to a professional organization
2.7.9.2   Identify the role of professional organizations in the professional development area

SITAC 2.10   Manage professional career

Terminal Performance Objective: Given the opportunity to manage professional career
describe procedures in a three-page written report at 90 percent accuracy.

Key Indicators:

2.7.10.1 Participate in selected meetings, workshops, conferences, and formal education training programs
2.7.10.2 Implement changes in behavior in response to constructive criticism provided
2.7.10.3 Seek mentor at work
2.7.10.4 Participate in professional development activities
2.7.10.5   Identify meetings, workshops, and conferences related to career growth plan
2.7.10.6   Identify ongoing formal education and/or training opportunities related to career plans

2.7.10.7   Set personal goals
2.7.10.8   Develop skills and characteristics desired by business employers
2.7.10.9   Identify possible advancement patters in business careers including cross-
        training
2.7.10.10 Monitor progress toward personal goals
2.7.10.11 Plan for career growth (i.e., locally, nationally, and internationally)

SITAC 2.7.11 Examine personnel management concepts

**Terminal Performance Objective: Given a specific local business examine personnel
management concepts**

Key Indicators:

2.7.11.1 Identify effective skills and strategies for working with organization and groups
        of
            people
2.7.11.2 Identify the kinds of rewards, incentives, and motivators people seek at work
2.7.11.3 Identify the roles of formal and informal groups within organizations

SITAC 2.7.12   Analyze personnel policies and procedures

**Terminal Performance Objective: Given a specific local business analyze personnel
policies and procedures**

Key Indicators:

2.7.12.1   Identify company rules and regulations
2.7.12.2   Identify professional development guidelines within an organization
2.7.12.3   Identify appropriate training plan for an organization
2.7.12.4   Evaluate training effectiveness for employees

STUDENT ASSESSMENT POLICY

Evaluation of student performance in the Administrative Office Technology Program (Administrative Business Careers-Juniors/Administrative Business Careers-Seniors) program is criterion referenced. The number of competencies mastered will be translated into appropriate grades consistent with the school's grading system and with the District's goals and philosophy.

All students will be evaluated on daily grades—bell work, employability factors, preparation, participation, tests, quizzes, assignments, lab performance (simulations that replicate the private-sector business office), work/field experience (early placement), and Competency gain.

Students who do not earn a grade of "C" (on an A – B – C – D – F) scale at the conclusion of the first year of the program, should be discouraged from enrolling in the second year of the program. If, after one year of classroom laboratory time, the student has not shown him/herself to have at least average proficiency, it may be assumed that the student has not made a wise career choice.

Students will be evaluated frequently, with emphasis on performance. The instructor will compile performance records as needed for employment recommendations. Work/field experience is the early placement program for second-year students. Student participation in the work/field experience is required.

The instructor will confer with the employers of students participating in the work/field experience program and use the employers' input in determining the students' grades.

At the completion of the program, each student will receive a Career Passport indicating competencies in which the student is proficient.