Arkansas CTE

Office Education Cooperative: Grades 11, 12

Adopted 2004

OEC Expectations & Responsibilities

1.1 Define terminology

1. Prepare a list of terms with definitions 1.1.1

1.2 List the responsibilities of OEC students

1.3 Explain the responsibilities of OEC students

1. Sign terms of student-parent agreement 1.3.1
2. Choose job objective, and complete student training plan based on career objective 1.3.2
3. Complete wage and hour form with documentation 1.3.3
4. Review employer evaluation and attendance forms 1.3.4
5. Become a member, and participate in a business student organization 1.3.5

Technology

2.1 Define terminology

1. Prepare a list of terms with definitions 2.1.1

2.2 List software applications used in processing business information

1. Evaluate the need for using different software 2.2.1

2.3 Describe and list the word processing, database, spreadsheet, and desktop publishing activities performed in an office

1. Create business documents (i.e., memos, letters, reports, tables) 2.3.1
2. Create spreadsheet and database, and perform desktop publishing activities (i.e., fliers, presentations, brochures) 2.3.2

2.4 Explain the use of a 10-key pad

1. Apply the use of a 10-key pad to business math problems 2.4.1

2.5 Model proper hand position using the touch system

1. Demonstrate 10-key proficiency 2.5.1

Discuss ergonomics, and list factors affecting office ergonomics

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1. Evaluate classroom ergonomics 2.6.1
2. Generate plans to improve classroom ergonomics 2.6.2

2.7 List the basic records management systems

1. Analyze the advantages of both the manual and electronic records management systems 2.7.1
2. Analyze the disadvantages of both the manual and electronic records management systems 2.7.2

2.8 Identify equipment used in the automated office

Human Relations

3.1 Define terminology

1. Prepare a list of terms with definitions 3.1.1

3.2 Discuss the office environment

1. List the different types of offices (i.e., mobile, traditional, home, virtual) 3.2.1

3.3 Identify an acceptable social environment

1. Compose a list of acceptable social behaviors (i.e., office politics, attitude) 3.3.1
2. Compose a list of unacceptable social behaviors (i.e., harassment, piracy) 3.3.2
3. Analyze social behavior situations 3.3.3

3.4 Identify an acceptable ethical work environment

1. Compose a list of acceptable ethical behaviors 3.4.1
2. Compose a list of unacceptable ethical behaviors 3.4.2
3. Analyze ethical behavior situations 3.4.3

3.5 Identify concepts relating to teamwork

1. Develop a project using teamwork concepts 3.5.1

3.6 Explain the importance of setting career goals (i.e., short-and long-term)

1. Design short-and long-term career goals 3.6.1

3.7 Describe the value of self-assessment

1. Prepare a self-assessment 3.7.1

3.8 Identify skills and knowledge required to upgrade and improve performance

1. Prepare a plan of action for career advancement 3.8.1

3.9 Explain the importance of life-long learning to a successful career

1. Develop strategies to accommodate impending changes in the workplace 3.9.1

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) Define the management process

1. List the management functions 3.10.1
2. List specific examples of an activity in each of the management functions 3.10.2

3.11 Discuss the levels of hierarchy in a business

1. List the levels of hierarchy in a business 3.11.1

3.12 Discuss the duties of supervisors and managers

1. List reasons some supervisors and managers fail 3.12.1

Communications

4.1 Define terminology

1. Prepare a list of terms with definitions 4.1.1

4.2 Discuss communication skills

1. Apply communication skills to job performance 4.2.1

4.3 Describe the communication process (verbal & nonverbal)

1. List the essentials of the communications process 4.3.1

4.4 Describe the barriers to communication

1. List situations with communication barriers 4.4.1

4.5 Identify the five C's of communication

1. Apply the five C's of communication (i.e., write a letter/memo, send an e-mail) 4.5.1

4.6 Discuss writing as a business skill

4.7 Identify the different types of written communication

1. Select the appropriate written communications for the appropriate situations 4.7.1

4.8 Discuss listening as a business skill

1. List the techniques of effective listening 4.8.1
2. Apply listening techniques to listening situations 4.8.2

4.9 Identify barriers to effective listening

1. Access listening situations through role-playing, group activities, etc. 4.9.1

4.10 Discuss speaking as a business skill

1. Evaluate a speech presentation for communication skills 4.10.1
2. Prepare a speech 4.10.2
3. Present a speech 4.10.3

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4.11 Identify two types of speaking skills

1. Classify speeches according to formal or informal communication 4.11.1

4.12 Identify documents used in applying for a job

1. Prepare documents needed for the job application process (i.e., job application resume, cover letter, letter of application, follow-up letter) 4.12.1

4.13 Discuss interview techniques

1. Demonstrate interview techniques 4.13.1

Financial Information

5.1 Define terminology

1. Prepare a list of terms with definitions 5.1.1

5.2 Explain the procedure for opening a checking account

1. Prepare a signature card 5.2.1

5.3 Describe the types of endorsements

1. Prepare various types of endorsements (i.e., restrictive, special, blank) 5.3.1

5.4 Describe various types of banking transactions

1. Prepare a deposit slip 5.4.1

5.5 Explain the process of preparing a check

1. Prepare a check 5.5.1

5.6 Demonstrate the procedure of reconciling a bank statement

1. Reconcile a bank statement 5.6.1

5.7 Discuss electronic banking (i.e., EFT, ATM)

1. Analyze various electronic banking situations (transferring of funds, night deposits) 5.7.1

5.8 Explain the steps in preparing petty cash transactions

1. Record transactions in a petty cash record 5.8.1

5.9 Describe the types of compensation plans

1. Analyze and apply the types of compensation plans to various situations (i.e., salary, hourly, commissions, etc.) 5.9.1

5.10 Discuss time cards and regular and overtime rate of pay

1. Prepare a time card 5.10.1

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I Explain the various types of voluntary and required deductions relating to payroll

5.12 Discuss payroll register and gross and net pay

1. Prepare a payroll register 5.12.1

5.13 Describe an employee earnings record

1. Prepare an employee earnings record 5.13.1

Records Management

6.1 Define terminology

1. Prepare a list of terms with definitions 6.1.1

6.2 Identify manual records management systems

1. Solve records management problems (i.e., alphabetic filing, numeric filing, geographic filing, chronological filing, etc.) 6.2.1

6.3 List the advantages and disadvantages of both the manual and electronic records management systems

Employment Skills

7.1 Define terminology

1. Prepare a list of terms with definitions 7.1.1

7.2 Describe the different sources to learn about job openings (i.e., newspaper, personal inquiry, agencies, ads, and networking)

1. Search job vacancies using sources such as the World Wide Web, newspapers, agencies, etc. 7.2.1

7.3 Discuss credentials, resume, letter of application, and employment application

1. Prepare a resume, letter of application, and employment application 7.3.1

7.4 Describe an interview

1. Participate in a mock interview 7.4.1

7.5 Discuss follow-up letters

1. Prepare a follow-up letter 7.5.1

7.6 Identify items covered in a job orientation (i.e., fringe benefits, personal leave, sick leave, and job termination)

1. List various fringe benefits, reasons for personal and sick leave, and reasons for job termination 7.6.1

7.7 Identify ways that employees are evaluated

Child Labor Laws

8.1 Define terminology

1. Prepare a list of terms with definitions 8.1.1

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8.2 Identify the agencies governing child labor laws

1. List the governing agencies `8.2.1`

8.3 Identify child labor restrictions

1. List hourly restrictions `8.3.1`
2. List wage restrictions `8.3.2`
3. List types of jobs (hazardous, nonhazardous) `8.3.3`

8.4 Identify exceptions to child labor laws

1. List exceptions to child labor laws `8.4.1`