Florida CTE

Business Management & Administration (2021): Accounting Operations

Adopted 2021

Accounting Operations (B070110)

Information Technology Assistant – Course Number: OTA0040

0. Describe management functions and organizational structures as they relate to today's workplace and employer/employee roles. The student will be able to: A.16.0
    01. Describe how accounting departments work within and across organizations. A.16.01
    02. Describe the roles and responsibilities of employees within the organization of a small, medium, or large accounting department (including the CFO, controller, accounting manager, accounts payable and receivable coordinator, payroll administrator, bookkeeper and credit and collection manager). A.16.02
0. Practice quality performance in the learning environment and the workplace. The student will be able to: A.17.0
    01. Apply appropriate organizational skills to manage time and resources. A.17.01
    02. Perform tasks accurately, completely, and with attention to detail on a consistent basis. A.17.02
    03. Think critically and make informed decisions. A.17.03
    04. Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality. A.17.04
    05. Follow accepted rules, regulations, policies and workplace safety. A.17.05

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0. Exhibit customer service skills. The student will be able to: A.18.0
    01. Listen and identify customer's needs and concerns. A.18.01
    02. Formulate an action plan to resolve customer needs and concerns and respond to customer in a timely manner. A.18.02
    03. Model appropriate ways to problem solve with customers in various situations. A.18.03
    04. Model proper business etiquette (including introductions, phone etiquette, dining, networking, marketing, online services and community service). A.18.04
    05. Develop a personal and work ethic (including punctuality, use of company's technology, and loyalty to company, distinction between personal and business tasks). A.18.05
    06. Develop and articulate a personal and business code of ethical behavior. A.18.06
0. Apply mathematical operations and processes as well as financial planning strategies to commonly occurring personal and business situations. The student will be able to: A.19.0
    01. Develop an awareness of effective credit management. A.19.01
    02. Prepare and analyze a personal budget. A.19.02
0. Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. The student will be able to: A.20.0
    01. Analyze job and career requirements and relate career interests to opportunities in accounting occupations in the global economy. A.20.01
0. Participate in work – based learning experiences. The student will be able to: A.21.0
    01. Apply accounting principles in an accounting environment. A.21.01
    02. Explore the use of technology in an accounting environment. A.21.02
    03. Complete a work-based simulation. A.21.03

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0. Apply accounting principles and concepts to the performance of accounting activities. The student will be able to: A.22.0

    01. Demonstrate the application of the full accounting cycle (including chart of accounts, use of t accounts, journalizing business transactions, posting of journal entries, preparation of trial balance, journalizing and posting of adjusting entries, journalizing and posting of post-closing entries, and preparation of an income statement, statement of owner's equity, and balance sheet). A.22.01

    02. Demonstrate proficiency in cash control procedures (including bank deposits, electronic fund transfers, all credit and debit transactions, bank reconciliations, proof of cash, petty cash, and journal entries related to all banking activities). A.22.02

    03. Use source documents to prepare and analyze transactions (including invoices, cash receipts, sales slips, credit memos, vendor statements, purchase orders, and packing slips). A.22.03

    04. Use payroll records to prepare and analyze transactions (including maintaining payroll records to include employee time processing procedures, payroll checks, a payroll register, employee earnings record, employer payroll taxes (to include tax forms and all associated journal entries). A.22.04

    05. Analyze transactions for accuracy and prepare appropriate correcting entries. A.22.05

    06. Understand the purpose of financial accounting and the users of financial information. A.22.06

0. Apply accounting principles and concepts using appropriate technology. The student will be able to: A.23.0

    01. Identify and use communication technology in an accounting environment, such as word processing and email. A.23.01

    02. Demonstrate proficiency in the use of spreadsheet and accounting software to maintain accounting records to include creating and manipulating both data and formulas, formatting data, securing data and presenting results visually (including charts and graphs). A.23.02

Accounting Associate – Course Number: ACO0041

0. Analyze and explain organizational forms as they relate to today's workplace. The student will be able to: A.24.0

    01. Compare and contrast the various forms of business ownership (e.g., sole proprietorships, partnerships, corporations) and other organizational structures (e.g., nonprofit organizations, government agencies). A.24.01

    02. List the advantages and disadvantages of each form of business ownership, including tax implications. A.24.02

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0. Demonstrate skills for accounting work-based learning experiences. The student will be able to: A.25.0
    01. Apply accounting principles in an accounting environment. A.25.01
    02. Use technology in an accounting environment. A.25.02
    03. Complete a work-based simulation. A.25.03
0. Apply accounting principles and concepts to the performance of accounting activities. The student will be able to: A.26.0
    01. Identify and describe generally accepted accounting principles (GAAP), explain how the application of GAAP impacts the recording of financial transactions, and the preparation of financial statements. Discuss the move to International Financial Reporting Standards (IFRS). A.26.01
    02. Identify tax forms (e.g., personal, payroll, sales) necessary for compliance with local, state and federal agencies. A.26.02
    03. Develop a working knowledge of individual income tax procedures and requirements to comply with tax laws and regulations. A.26.03
    04. Describe an internal control system. A.26.04
    05. Apply accounting concepts to corporations and other business entities. A.26.05
    06. Compare and contrast the cost of merchandise inventory using various inventory valuation methods (including LIFO, FIFO, and weighted average). A.26.06
    07. Determine the aging of accounts receivable and a computation of allowance for doubtful accounts using the various methods. A.26.07
    08. Determine the aging of accounts payable. A.26.08
    09. Compute depreciation using Financial Accounting Standards Board (FASB) regulations and record the associated journal entries. A.26.09
0. Describe the importance of professional ethics and legal responsibilities. The student will be able to: A.27.0
    01. Evaluate and justify decisions based on ethical reasoning. A.27.01
    02. Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. A.27.02
    03. Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. A.27.03
    04. Interpret and explain written organizational policies and procedures, including discrimination, whistleblowing, and sexual harassment. A.27.04

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0. Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. The student will be able to: A.28.0
    01. Employ leadership skills to accomplish organizational goals and objectives. A.28.01
    02. Establish and maintain effective working relationships with others in order to accomplish objectives and tasks. A.28.02
    03. Conduct and participate in meetings to accomplish work tasks. A.28.03
    04. Employ mentoring skills to inspire and teach others. A.28.04

Accounting Assistant – Course Number: ACO0042

0. Solve problems using critical thinking skills, creativity and innovation. The student will be able to: A.29.0
    01. Employ critical thinking skills independently and in teams to solve problems and make decisions. A.29.01
    02. Employ critical thinking and interpersonal skills to resolve conflicts. A.29.02
    03. Identify and document workplace performance goals and monitor progress toward those goals. A.29.03
    04. Conduct technical research to gather information necessary for decision-making. A.29.04
    05. Gather information, extract key elements, analyze the impact of the data, and develop an appropriate solution. A.29.05
0. Use information technology tools. The student will be able to: A.30.0
    01. Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail, and internet applications. A.30.01
    02. Employ computer operations applications to access, create, manage, integrate, and store information. A.30.02
    03. Employ collaborative/groupware application to facilitate group work. A.30.03
0. Describe the importance of professional ethics and legal responsibilities. The student will be able to: A.31.0
    01. Evaluate and justify decisions based on ethical reasoning. A.31.01
    02. Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. A.31.02
    03. Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. A.31.03
    04. Interpret and explain written organizational policies and procedures. A.31.04

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0. Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. The student will be able to: A.32.0
    01. Develop and implement a plan for maintaining quality service and production in an accounting environment. A.32.01
0. Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance. The student will be able to: A.33.0
    01. Apply appropriate mathematical processes to accounting applications. A.33.01
0. Participate in work-based learning experiences. The student will be able to: A.34.0
    01. Participate in work-based learning experiences in an accounting environment. A.34.01
    02. Discuss the application of accounting principles in an accounting environment. A.34.02
    03. Compare and contrast the software applications used in an accounting environment. A.34.03
    04. Discuss the management/supervisory skills needed in an accounting environment. A.34.04
0. Apply accounting principles and concepts to the performance of accounting activities. The student will be able to: A.35.0
    01. Analyze financial statement items to make informed business decisions. A.35.01
    02. Develop an awareness of managerial and cost accounting methods (including the job costing process, break - even analysis, budgeting, and internal reporting). A.35.02
0. Apply accounting principles and concepts using appropriate technology. The student will be able to: A.36.0
    01. Select and use appropriate spreadsheet and accounting software to maintain accounting records. A.36.01
    02. Compare and contrast accounting application software. A.36.02

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0. Explain the importance of employability skill and entrepreneurship skills. The student will be able to: A.37.0
    01. Identify and demonstrate positive work behaviors needed to be employable (e.g. teamwork, time management, and listening and observation skills). A.37.01
    02. Examine licensing, certification, and industry credentialing requirements. A.37.02
    03. Maintain a career portfolio to document knowledge, skills, and experience. A.37.03
    04. Evaluate and compare employment opportunities that match career goals. A.37.04
    05. Research the benefits of ongoing professional development. A.37.05
    06. Examine and describe entrepreneurship opportunities as a career planning option. A.37.06
0. Demonstrate personal money-management concepts, procedures, and strategies. The student will be able to: A.38.0
    01. Identify and describe the services and legal responsibilities of financial institutions. A.38.01
    02. Describe the effect of money management on personal and career goals. A.38.02
    03. Develop a personal budget and financial goals. A.38.03
    04. Complete financial instruments for making deposits and withdrawals. A.38.04
    05. Maintain financial records. A.38.05
    06. Read and reconcile financial statements. A.38.06
    07. Research, compare and contrast investment opportunities. A.38.07
0. Apply the decision-making process to personal and family financial choices. The student will be able to: A.39.0
    01. Discuss the importance of taking responsibility for personal financial decisions. A.39.01
    02. Apply the decision-making process to making consumer choices. A.39.02
    03. Explain how limited personal financial resources affect the choices people make. A.39.03
    04. Describe how shared decision-making regarding expenditures works in a family setting. A.39.04
    05. Explain the interrelationship of time, energy, and money to achieving personal and family goals. A.39.05
    06. Identify why there are dual income families and the advantages and disadvantages they provide to the family. A.39.06
    07. Describe various ways in which families manage their money. A.39.07

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0. Analyze the use of consumer credit. The student will be able to: A.40.0
    01. Explain why consumer credit is important to business and consumers in today's economy. A.40.01
    02. Compare sources of consumer credit. A.40.02
    03. Analyze the benefits and cost of consumer credit. A.40.03
    04. Explain factors that affect credit worthiness and determine one's credit score. A.40.04
    05. Identify ways to avoid or correct credit problems. A.40.05
    06. Locate and understand sources of assistance if one experiences credit problems. A.40.06

Administrative Office Specialist (B070330)

Information Technology Assistant - Course Number: OTA0040

0. Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance. The student will be able to: ITA.01.0
    01. Develop keyboarding skills to enter and manipulate text and data. ITA.01.01
    02. Describe and use current computer technology and software to perform personal and business related tasks in the workplace (e.g., e-mail, digital calendars, meetings, appointments). ITA.01.02
    03. Differentiate between types of file systems and classify common file extensions based on software application programs used in the workplace environment. ITA.01.03
    04. Utilize the Internet to find reliable resources and reference materials (e.g., on-line help, tutorials, manuals). ITA.01.04
    05. Apply research strategies to use and evaluate electronic research technologies for valid and reliable information. ITA.01.05
    06. Demonstrate basic computer file management skills (e.g., naming, saving, retrieving, and organizing). ITA.01.06
    07. Analyze the process of troubleshooting problems with computer hardware peripherals, including input and output devices. ITA.01.07
    08. Describe ethical issues and problems associated with computers and information technology (e.g., fair use, privacy, public domain, copyright, piracy, plagiarism). ITA.01.08
    09. Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux). ITA.01.09
0. Develop an awareness of microcomputers. The student will be able to: ITA.02.0
    01. Explain the general architecture of a microcomputer system. ITA.02.01
    02. Explain the need for and demonstrate proficiency using common peripherals (e.g., printers, mouse, keyboard, external hard drive, flash drive). ITA.02.02
    03. Examine the concepts of computer maintenance and upgrades. ITA.02.03

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0. Demonstrate an understanding of networks. The student will be able to: ITA.03.0
    01. Differentiate between types of networks and how they work (e.g., clients, servers, Wi-Fi, teleconference) ITA.03.01
    02. Identify security needs within a network environment (e.g., antivirus software, passwords). ITA.03.02
    03. Distinguish between intranets, extranets and how they relate to the Internet. ITA.03.03
    04. Demonstrate basic understanding of cloud computing. ITA.03.04
0. Use word processing applications to enhance the effectiveness of various types of documents and communication. The student will be able to: ITA.04.0
    01. Select and use word processing software and accompanying features to create and enhance various written business communications (e.g., memos, reports, block business letters). ITA.04.01
    02. Save and export documents in various formats (e.g., pdf, html, blog, hyperlinks). ITA.04.02
    03. Format text content in a document (e.g., font, paragraph attributes, spacing, text styles, text boxes). ITA.04.03
    04. Manipulate page layout and reusable content (e.g., page setup, themes, templates, page backgrounds, headers and footers). ITA.04.04
    05. Perform various image-editing tasks using word-processing software to create and format images, illustrations, shapes, etc. ITA.04.05
    06. Proofread and revise documents by validating content through the use of word processing tools (e.g. spell check, thesaurus, find/replace, autocorrect settings). ITA.04.06
    07. Insert citations and hyperlinks, create end and footnotes, and create a table of contents in a document. ITA.04.07
    08. Perform various mail merge options, macros and tracking revisions. ITA.04.08
    09. Demonstrate an understanding of fonts (serif and sans serif) and font styles (bold, italic, etc.) ITA.04.09

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0. Use presentation applications to enhance communication skills. The student will be able to: ITA.05.0
    01. Manage and configure the presentation software environment (e.g., adjusting views, manipulating slide settings, configuring toolbar and file options). ITA.05.01
    02. Use presentation software to format and edit slides (e.g., adding and removing slides, slide layouts, format slide design, insert or format placeholders). ITA.05.02
    03. Locate, create and incorporate graphical and multimedia elements, including: shapes, graphics, images, bullets, hyperlinks, video, and audio into a slide presentation. ITA.05.03
    04. Enhance overall visual presentation by applying font selection, design themes, color schemes, templates, etc. ITA.05.04
    05. Create and manipulate graphical and multimedia elements using additional styles and effects (e.g., color selections, tone, contrast, shadows, picture styles). ITA.05.05
    06. Demonstrate various business-related elements that can be created, embedded and manipulated in a slide presentation, including: charts, graphs, tables, media, spreadsheets, and illustrations. ITA.05.06
    07. Customize presentation settings by using appropriate slide transitions and animations (e.g., on click, rehearsed timings) ITA.05.07
    08. Demonstrate different delivery methods for slide presentations, including: online delivery and sharing, video projection, printing options. ITA.05.08
0. Use spreadsheet applications to enhance communication skills. The student will be able to: ITA.06.0
    01. Manipulate the worksheet by using the ribbon tabs, group settings, importing data/database, manipulating properties, files and folders. ITA.06.01
    02. Create cell data and apply auto fill. ITA.06.02
    03. Format cells and worksheets (e.g., by applying and manipulating cell formats, styles, merging and splitting cells, create row and column titles, hide and unhide column titles, rows and columns, page setup options, and manipulating views/themes). ITA.06.03
    04. Create and analyze formulas and functions (e.g., apply conditional formula logic, name and cell ranges). ITA.06.04
    05. Create and modify charts and images. (e.g., pivot tables) ITA.06.05
    06. Share worksheet data through various system (e.g., email, external media, cloud storage, mail merge). ITA.06.06
    07. Analyze and organize data through filters, sorting and applying conditional formatting. (e.g., macros) ITA.06.07
    08. Interpret data on line graphs, pie charts, diagrams, and tables. ITA.06.08

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0. Use database applications to store and organize data. The student will be able to: ITA.07.0

    01. Create different forms for inputting data into a database application. ITA.07.01

    02. Interpret queries for specialized reports using a database application. ITA.07.02

    03. Create and modify a database by importing data from other sources ITA.07.03

    04. Create and manage database tables by hiding fields, importing data, adding total rows ITA.07.04

    05. Modify queries by renaming, adding/removing fields, sorting, formatting, and adding calculated fields ITA.07.05

    06. Create and format reports with multiple columns, calculated fields and images. ITA.07.06

0. Use electronic mail to enhance communication skills. The student will be able to: ITA.08.0

    01. Describe and perform e-mail capabilities and functions (e.g., create, send, & forward messages, organize email folders, manage signature and automated messages, configure message sensitivity, security and delivery options). ITA.08.01

    02. Perform e-mail activities (e.g., attach external files, save e-mail attachments, view mailbox details, schedule appointments, create contact groups). ITA.08.02

    03. Demonstrate an understanding of the ethical issues associated with electronic correspondences (e.g., employer's ownership of email, public access of government email, appropriate uses in the workplace, phishing attacks, permanence of electronic communications on the internet). ITA.08.03

    04. Describe the need for and appropriate use of electronic mailing list software applications (e.g., listserv) ITA.08.04

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0. Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals. The student will be able to: ITA.09.0

    01. Analyze personal skills and aptitudes in comparison with various business related job and career options. (i.e., hard and soft skills) ITA.09.01

    02. Use career resources to develop and analyze occupations and opportunities for internships, continuing education and on-the-job training. ITA.09.02

    03. Exhibit job-seeking skills required for entry-level employment, including resume, online job search, cover letter, online/hard copy application, mock interview, interview thank you letter, and follow-up call. ITA.09.03

    04. Design, implement, and evaluate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations. ITA.09.04

    05. Demonstrate an awareness of specific job requirements and career paths (e.g., education, certifications, skills, previous experience) in business environments. ITA.09.05

    06. Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals. ITA.09.06

    07. Describe the importance of building community and mentor relationships in a variety of professional and workplace situations. ITA.09.07

    08. Simulate work-based projects in an information technology environment ITA.09.08

0. Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. The student will be able to: ITA.10.0

    01. Demonstrate awareness of the following workplace essentials: quality customer service; business ethics; confidentiality of information; copyright violations; accepted workplace rules, regulations, policies, procedures, processes, and workplace safety, and appropriate attire and grooming. ITA.10.01

    02. Demonstrate ways of accepting and providing constructive criticism to enhance team projects. ITA.10.02

    03. Apply appropriate strategies to manage and resolve conflicts in work situations. ITA.10.03

    04. Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, and professional dress). ITA.10.04

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0. Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication. The student will be able to: ITA.11.0
    01. Demonstrate how to connect to the Internet and identify and describe web terminology, addresses and how browsers work. ITA.11.01
    02. Demonstrate proficiency using basic features of GUI (Graphical User Interface) browsers, including: bookmarks, basic configurations, e-mail configurations, and address books. ITA.11.02
    03. Describe appropriate browser security configurations ITA.11.03
    04. Describe information technology terminology, including Internet, intranet, ethics, copyright laws, and regulatory control. ITA.11.04
    05. Demonstrate proficiency using search engines and search tools (e.g., Boolean search strategies) ITA.11.05
    06. Use various web tools, including: downloading files, transfer of files, extensions, PDF, plug-ins, and data compression. ITA.11.06
    07. Differentiate between different domain extensions (e.g., .com, .org, .gov, .edu, etc.) ITA.11.07
0. Develop awareness of computer languages, web-based & software applications, and emerging technologies. The student will be able to: ITA.12.0
    01. Compare and contrast the appropriate use of various software applications. (e.g., word processing, desktop publishing, graphic design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music) ITA.12.01
    02. Explain and describe the need for web-based applications (e.g., sharing photos and video clips, messaging, chatting and collaborating. ITA.12.02
    03. Express an understanding of basic terminology used in programming (e.g., algorithm, binary, code, block-based, objects, functions) ITA.12.03
    04. Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless network, tablets, cell phones, satellite technology, nanotechnology, smart devices, home networks). ITA.12.04
0. Demonstrate an understanding of basic html by creating a simple web page. The student will be able to: ITA.13.0
    01. Create a basic web page. ITA.13.01
    02. Use basic storyboarding techniques. ITA.13.02
    03. Use basic functions of WYSIWYG editors. ITA.13.03
    04. Use basic functions of HTML, DHTML, and XML editors and converters. ITA.13.04
    05. Enhance web pages through the addition of images and graphics. ITA.13.05

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0. Demonstrate comprehension and communication skills. The student will be able to: ITA.14.0
    01. Read and comprehend technical and non-technical reading assignments related to course content (e.g., manuals, books, magazines, electronic sources). ITA.14.01
    02. Use verbal and nonverbal skills to communicate effectively with supervisors, co-workers, and customers. ITA.14.02
    03. Demonstrate an understanding of the writing process to create business documents (e.g., research methods, paper formatting (MLA/APA)) ITA.14.03
    04. Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration). ITA.14.04
0. Use social media to enhance online communication and develop an awareness of a digital footprint. The student will be able to: ITA.15.0
    01. Create and develop a professional social media presence (e.g., LinkedIn) to connect with potential employers, follower influencers, enhance networking opportunities, develop soft skills through written communication, and establish a professional business image. ITA.15.01
    02. Cultivate and manage awareness of digital identity and reputation. ITA.15.02
    03. Develop awareness of the permanence of actions and social awareness in the digital world. ITA.15.03

Front Desk Specialist – Course Number: OTA0041

0. Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace of performance in order to apply ergonomic principles applicable to the configuration of computer workstations. The student will be able to: AO.16.0
    01. Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data). AO.16.01
    02. Use communications and networking to perform tasks and solve problems in business environments. AO.16.02
    03. Apply knowledge of ergonomic principles to the configuration of computer workstations in order to enhance workplace performance. AO.16.03
0. Demonstrate language arts knowledge and skills. The student will be able to: AO.17.0
    01. Locate, comprehend and evaluate key elements of oral and written information. AO.17.01
    02. Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AO.17.02
    03. Present information formally and informally for specific purposes and audiences. AO.17.03

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0. Apply professional oral and written communication skills in in a courteous, concise, and correct manner. The student will be able to: A0.18.0
    01. Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. A0.18.01
    02. Locate, organize and reference written information from various sources. A0.18.02
    03. Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. A0.18.03
    04. Apply active listening skills to obtain and clarify information. A0.18.04
    05. Exhibit public relations skills that aid in achieving customer satisfaction. A0.18.05
    06. Integrate all forms of communication. A0.18.06
    07. Discuss the need to use professional demeanor in business communications. A0.18.07
0. Solve problems using critical thinking skills, creativity and innovation and by interpreting information and ideas. The student will be able to: A0.19.0
    01. Employ critical thinking skills independently and in teams to solve problems and make decisions. A0.19.01
    02. Employ critical thinking and interpersonal skills to resolve conflicts. A0.19.02
    03. Identify and document workplace performance goals and monitor progress toward those goals. A0.19.03
    04. Conduct technical research to gather information necessary for decision-making. A0.19.04
    05. Interpret verbal and nonverbal cues/behaviors that enhance communication. A0.19.05
    06. Develop and interpret tables and charts. A0.19.06
0. Practice quality performance incorporating customer service strategies in the learning environment and the workplace. The student will be able to: A0.20.0
    01. Discuss performance evaluation methods and instruments used to assess employee progress and performance. A0.20.01
    02. Develop an understanding of the integral value of a customer and practice skills to provide excellent customer service. A0.20.02
    03. Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment. A0.20.03

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0. Apply appropriate supervision techniques, standards of personal ethics, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance. The student will be able to: A0.21.0
    01. Facilitate discussions regarding service, supervision, and ethical considerations that impact the workplace. A0.21.01
    02. Identify the main causes of accidents in the office and preventive measures. A0.21.02
    03. Discuss the responsibilities organizations have to their employees. A0.21.03
0. Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. The student will be able to: A0.22.0
    01. Plan ethical, political strategies to achieve goals and advance careers. A0.22.01
    02. Discuss the role of and understand how to use professional networking resources, including web-based resources. A0.22.02
0. Demonstrate human relations/interpersonal skills appropriate for the workplace. The student will be able to: A0.23.0
    01. Develop professional workplace relationship skills both internally and externally to include team building and group dynamics. Understand how individual personalities fit the team. A0.23.01
    02. Develop initiative and problem-solving skills to effectively deal with conflict resolution. A0.23.02
0. Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to: A0.24.0
    01. Apply the use of information management tools to develop and coordinate distribution of work. A0.24.01
    02. Maintain equipment and supplies. A0.24.02
    03. Perform financial functions. A0.24.03
    04. Have knowledge of transcription and how to prepare documents using machine dictation. A0.24.04
    05. Perform specialized records management functions. A0.24.05
    06. Determine the most efficient method of sending business documents and materials. A0.24.06
0. Describe the importance of professional ethics and legal responsibilities. The student will be able to: A0.25.0
    01. Identify the importance of making decisions that are based on ethical reasoning. A0.25.01
    02. Identify and discuss personal and long term consequences of unethical choices in the workplace. A0.25.02

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0. Participate in simulated work-based learning experiences. The student will be able to: A0.26.0
    01. Participate in simulated work-based learning experiences in the administrative field. A0.26.01
    02. Discuss the use of technology in the administrative field. A0.26.02
    03. Compare and contrast the software applications used in the administrative field. A0.26.03
    04. Discuss organizational networks or charts and describe the relationships between positions and responsibilities. A0.26.04

Assistant Digital Production Designer – Course Number: OTA0030

0. Use technology to increase administrative office support productivity and enhance workplace performance. The student will be able to: A0.27.0
    01. Access, process, and transmit information through all mediums. A0.27.01
    02. Create documents using advanced features in word processing, database, spreadsheet, presentation, and multimedia software. A0.27.02
    03. Discuss how to and where access is possible install/ download and update software for current office use. A0.27.03
    04. Use technology to research, compile, create, and deliver an oral presentation. A0.27.04
    05. Key with speed and accuracy to meet industry standards for employment as a secretary or administrative assistant. A0.27.05
    06. Perform integrated functions using various software applications. A0.27.06
    07. Perform proofreading skills including electronic reference tools. A0.27.07
    08. Identify various means to scan, store and manage electronic documents and understand how to use. A0.27.08
    09. Articulate various ways to hold a meeting through web conferencing. A0.27.09
0. Use information technology tools. The student will be able to: A0.28.0
    01. Employ digital tools to expedite workflow. A0.28.01
    02. Employ computer operations applications to access, create, manage, integrate, and store information. A0.28.02
    03. Employ collaborative/groupware applications to facilitate group work. A0.28.03
    0. Demonstrate proficiency in computer skills. The student will be able to: A0.28A.0
    01. Utilize appropriate font management techniques. A0.28A.01
    02. Perform storage management. A0.28A.02
    03. Perform basic maintenance of computers and peripherals. A0.28A.03

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0. Demonstrate knowledge of digital publishing concepts. The student will be able to: AO.29.0
    01. Identify the skills required of a digital designer. AO.29.01
    02. Define the terms commonly used in graphic communications. AO.29.02
    03. Identify the characteristics of paper. AO.29.03
    04. Identify the software used in digital publishing. AO.29.04
0. Perform decision-making activities. The student will be able to: AO.30.0
    01. Determine work priorities. AO.30.01
    02. Use critical thinking skills to evaluate information and select relevant material. AO.30.02
    03. Determine the audience. AO.30.03
0. Demonstrate proficiency in digital imaging. The student will be able to: AO.31.0
    01. Demonstrate proper use of various input devices. AO.31.01
    02. Capture digital images. AO.31.02
0. Demonstrate proficiency in the safe and ethical use of the Internet to locate information. The student will be able to: AO.32.0
    01. Identify and use web-related terminology. AO.32.01
    02. Define Universal Resource Locator (URL) and associated protocols. AO.32.02
    03. Compare and contrast the various types of Internet domains. AO.32.03
    04. Demonstrate proficiency using search engines, including Boolean search techniques. AO.32.04
    05. Apply the rules for properly citing works or other information obtained from the Internet. AO.32.05
    06. Identify and apply Copyright Fair Use guidelines. AO.32.06
    07. Evaluate web-based information for credibility and quality using basic guidelines and indicators. AO.32.07
    08. Demonstrate an understanding of safe and ethical Internet usage. AO.32.08
0. Demonstrate the ability to set project requirements, engage in project planning, and utilize the design process. The student will be able to: AO.33.0
    01. Identify the purpose, audience, and the needs of the audience for the preparation of design projects. AO.33.01
    02. Research and describe the implications of audience, purpose/message, and time constraints relative to a design project. AO.33.02
    03. Make decisions based on specifications. AO.33.03
    04. Research current applications and perspectives related to a project. AO.33.04
    05. Explain the relationship between design criteria and design constraints. AO.33.05

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0. Perform layout, project design, and measurement activities associated with digital publishing. The student will be able to: AO.34.0
    01. Demonstrate an understanding of the elements and principles of design. AO.34.01
    02. Determine the appropriate type of basic layout for a specified problem. AO.34.02
    03. Determine the activities and implications of content preparation and editing/proofreading. AO.34.03
    04. Develop and apply specifications for projects. AO.34.04
    05. Demonstrate basic technical skills using a desktop or digital publishing application. AO.34.05
    06. Identify distinct components in a layout. AO.34.06
    07. Demonstrate appropriate use of typography. AO.34.07
    08. Compare and contrast methods of measurement used in desktop publishing. AO.34.08
    09. Produce a variety of designs using digital publishing applications. AO.34.09
    10. Incorporate clip art, images, borders, and other special effects into a layout. AO.34.10
    11. Select the appropriate color format and resolution for a variety of purposes. AO.34.11
    12. Understand and comply with the legalities of using preexisting images. AO.34.12
0. Demonstrate an understanding of typography. The student will be able to: AO.35.0
    01. Apply character and line spacing to business publications. AO.35.01
    02. Compare and contrast the techniques of typographic communication relative to appropriateness and effectiveness. AO.35.02
0. Develop an awareness of the emergent technologies associated with digital design. The student will be able to: AO.36.0
    01. Compare and contrast emerging technologies relative to their role in digital design. AO.36.01
    02. Describe the emergent and evolving nature of software applications used in interactive design. AO.36.02

Administrative Office Specialist – Course Number: OTA0043

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0. Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels. The student will be able to: A0.37.0
    01. Deliver impromptu and planned speeches. A0.37.01
    02. Synthesize information from multiple speakers in a group and respond in an effective manner. A0.37.02
    03. Communicate in a diverse environment. A0.37.03
0. Use information to accomplish job objectives and enhance workplace performance. The student will be able to: A0.38.0
    01. Gather and compile data for supervisors and for company reports. A0.38.01
    02. Assemble information to use as a personal or shared resource to enhance workplace performance. A0.38.02
0. Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. The student will be able to: A0.39.0
    01. Serve as interviewer, interviewee, and liaison in public relations, civic, media, community, and employment situations. A0.39.01
    02. Demonstrate leadership behavior to include delegation of duties. A0.39.02
    03. Train and assist others in business behavior, procedures, and skills. A0.39.03
0. Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to: A0.40.0
    01. Organize and conduct a meeting using parliamentary procedures. A0.40.01
    02. Perform budgeting and accounting procedures. A0.40.02
    03. Plan and arrange business functions. A0.40.03
    04. Analyze equipment specifications to meet required needs and make purchase recommendations. A0.40.04
    05. Access and maintain digital resources. A0.40.05
    06. Perform specialized office procedures. A0.40.06
0. Participate in simulated work-based learning experiences. The student will be able to: A0.41.0
    01. Discuss the use of technology in an administrative office environment. A0.41.01
    02. Compare and contrast the software applications used in an administrative office environment. A0.41.02
    03. Discuss the changing role of administrative support in today's business environment and the ways to manage stress related to these changes. A0.41.03
    04. Discuss the management/supervisory skills needed in an administrative office environment. A0.41.04

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0. Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. The student will be able to: A0.42.0
    01. Describe the nature and types of business organizations. A0.42.01
    02. Explain the effect of key organizational systems on performance, quality and excellent customer service. A0.42.02
    03. List and describe quality control systems and/or practices common to the workplace. A0.42.03
0. Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student will be able to: A0.43.0
    01. Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. A0.43.01
    02. Explain emergency procedures to follow in response to workplace accidents. A0.43.02
    03. Create a disaster and/or emergency response plan. A0.43.03
0. Use technology to increase administrative office support productivity and enhance workplace performance. The student will be able to: A0.44.0
    01. Key with speed and accuracy to meet industry standards. A0.44.01
    02. Integrate all forms of communication. A0.44.02
0. Assess the importance of professional ethics and legal responsibilities. The student will be able to: A0.45.0
    01. Evaluate and justify decisions based on ethical reasoning. A0.45.01
    02. Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. A0.45.02
    03. Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. A0.45.03
    04. Understand and explain written organizational policies and procedures. A0.45.04

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0. Explain the importance of employability skill and entrepreneurship skills. The student will be able to: A0.46.0
    01. Identify and demonstrate positive work behaviors needed to be employable. A0.46.01
    02. Develop personal career plan that includes goals, objectives, and strategies. A0.46.02
    03. Examine licensing, certification, and industry credentialing requirements. A0.46.03
    04. Maintain a career portfolio to document knowledge, skills, and experience. A0.46.04
    05. Evaluate and compare employment opportunities that match career goals. A0.46.05
    06. Identify and exhibit traits for retaining employment. A0.46.06
    07. Identify opportunities and research requirements for career advancement. A0.46.07
    08. Research the benefits of ongoing professional development. A0.46.08
    09. Practice employability skills using online resources to prepare for interviews in the administrative field. A0.46.09
0. Demonstrate personal money-management concepts, procedures, and strategies. The student will be able to: A0.47.0
    01. Identify and describe the services and legal responsibilities of financial institutions. A0.47.01
    02. Perform budgeting and accounting procedures. A0.47.02
    03. Identify requirements for the layout and use of office work stations. A0.47.03
    04. Analyze equipment specifications to meet required needs and make purchase recommendations. A0.47.04
    05. Describe the effect of money management on career goals. A0.47.05
    06. Develop a personal budget and financial goals. A0.47.06
    07. Complete financial instruments for making deposits and withdrawals. A0.47.07
    08. Maintain financial records. A0.47.08
    09. Read and reconcile financial statements. A0.47.09
    10. Compare and contrast investment opportunities. A0.47.10

Business Management and Analysis (B060200)

Information Technology Assistant - Course Number: OTA0040

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0. Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance. The student will be able to: ITA.01.0

    01. Develop keyboarding skills to enter and manipulate text and data. ITA.01.01

    02. Describe and use current computer technology and software to perform personal and business related tasks in the workplace (e.g., e-mail, digital calendars, meetings, appointments). ITA.01.02

    03. Differentiate between types of file systems and classify common file extensions based on software application programs used in the workplace environment. ITA.01.03

    04. Utilize the Internet to find reliable resources and reference materials (e.g., on-line help, tutorials, manuals). ITA.01.04

    05. Apply research strategies to use and evaluate electronic research technologies for valid and reliable information. ITA.01.05

    06. Demonstrate basic computer file management skills (e.g., naming, saving, retrieving, and organizing). ITA.01.06

    07. Analyze the process of troubleshooting problems with computer hardware peripherals, including input and output devices. ITA.01.07

    08. Describe ethical issues and problems associated with computers and information technology (e.g., fair use, privacy, public domain, copyright, piracy, plagiarism). ITA.01.08

    09. Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux). ITA.01.09

0. Develop an awareness of microcomputers. The student will be able to: ITA.02.0

    01. Explain the general architecture of a microcomputer system. ITA.02.01

    02. Explain the need for and demonstrate proficiency using common peripherals (e.g., printers, mouse, keyboard, external hard drive, flash drive). ITA.02.02

    03. Examine the concepts of computer maintenance and upgrades. ITA.02.03

0. Demonstrate an understanding of networks. The student will be able to: ITA.03.0

    01. Differentiate between types of networks and how they work (e.g., clients, servers, Wi-Fi, teleconference) ITA.03.01

    02. Identify security needs within a network environment (e.g., antivirus software, passwords). ITA.03.02

    03. Distinguish between intranets, extranets and how they relate to the Internet. ITA.03.03

    04. Demonstrate basic understanding of cloud computing. ITA.03.04

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0. Use word processing applications to enhance the effectiveness of various types of documents and communication. The student will be able to: ITA.04.0

    01. Select and use word processing software and accompanying features to create and enhance various written business communications (e.g., memos, reports, block business letters). ITA.04.01

    02. Save and export documents in various formats (e.g., pdf, html, blog, hyperlinks). ITA.04.02

    03. Format text content in a document (e.g., font, paragraph attributes, spacing, text styles, text boxes). ITA.04.03

    04. Manipulate page layout and reusable content (e.g., page setup, themes, templates, page backgrounds, headers and footers). ITA.04.04

    05. Perform various image-editing tasks using word-processing software to create and format images, illustrations, shapes, etc. ITA.04.05

    06. Proofread and revise documents by validating content through the use of word processing tools (e.g. spell check, thesaurus, find/replace, autocorrect settings). ITA.04.06

    07. Insert citations and hyperlinks, create end and footnotes, and create a table of contents in a document. ITA.04.07

    08. Perform various mail merge options, macros and tracking revisions. ITA.04.08

    09. Demonstrate an understanding of fonts (serif and sans serif) and font styles (bold, italic, etc.) ITA.04.09

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0. Use presentation applications to enhance communication skills. The student will be able to: ITA.05.0
    01. Manage and configure the presentation software environment (e.g., adjusting views, manipulating slide settings, configuring toolbar and file options). ITA.05.01
    02. Use presentation software to format and edit slides (e.g., adding and removing slides, slide layouts, format slide design, insert or format placeholders). ITA.05.02
    03. Locate, create and incorporate graphical and multimedia elements, including: shapes, graphics, images, bullets, hyperlinks, video, and audio into a slide presentation. ITA.05.03
    04. Enhance overall visual presentation by applying font selection, design themes, color schemes, templates, etc. ITA.05.04
    05. Create and manipulate graphical and multimedia elements using additional styles and effects (e.g., color selections, tone, contrast, shadows, picture styles). ITA.05.05
    06. Demonstrate various business-related elements that can be created, embedded and manipulated in a slide presentation, including: charts, graphs, tables, media, spreadsheets, and illustrations. ITA.05.06
    07. Customize presentation settings by using appropriate slide transitions and animations (e.g., on click, rehearsed timings) ITA.05.07
    08. Demonstrate different delivery methods for slide presentations, including: online delivery and sharing, video projection, printing options. ITA.05.08
0. Use spreadsheet applications to enhance communication skills. The student will be able to: ITA.06.0
    01. Manipulate the worksheet by using the ribbon tabs, group settings, importing data/database, manipulating properties, files and folders. ITA.06.01
    02. Create cell data and apply auto fill. ITA.06.02
    03. Format cells and worksheets (e.g., by applying and manipulating cell formats, styles, merging and splitting cells, create row and column titles, hide and unhide column titles, rows and columns, page setup options, and manipulating views/themes). ITA.06.03
    04. Create and analyze formulas and functions (e.g., apply conditional formula logic, name and cell ranges). ITA.06.04
    05. Create and modify charts and images. (e.g., pivot tables) ITA.06.05
    06. Share worksheet data through various system (e.g., email, external media, cloud storage, mail merge). ITA.06.06
    07. Analyze and organize data through filters, sorting and applying conditional formatting. (e.g., macros) ITA.06.07
    08. Interpret data on line graphs, pie charts, diagrams, and tables. ITA.06.08

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0. Use database applications to store and organize data. The student will be able to: ITA.07.0

    01. Create different forms for inputting data into a database application. ITA.07.01

    02. Interpret queries for specialized reports using a database application. ITA.07.02

    03. Create and modify a database by importing data from other sources ITA.07.03

    04. Create and manage database tables by hiding fields, importing data, adding total rows ITA.07.04

    05. Modify queries by renaming, adding/removing fields, sorting, formatting, and adding calculated fields ITA.07.05

    06. Create and format reports with multiple columns, calculated fields and images. ITA.07.06

0. Use electronic mail to enhance communication skills. The student will be able to: ITA.08.0

    01. Describe and perform e-mail capabilities and functions (e.g., create, send, & forward messages, organize email folders, manage signature and automated messages, configure message sensitivity, security and delivery options). ITA.08.01

    02. Perform e-mail activities (e.g., attach external files, save e-mail attachments, view mailbox details, schedule appointments, create contact groups). ITA.08.02

    03. Demonstrate an understanding of the ethical issues associated with electronic correspondences (e.g., employer's ownership of email, public access of government email, appropriate uses in the workplace, phishing attacks, permanence of electronic communications on the internet). ITA.08.03

    04. Describe the need for and appropriate use of electronic mailing list software applications (e.g., listserv) ITA.08.04

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0. Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals. The student will be able to: ITA.09.0

    01. Analyze personal skills and aptitudes in comparison with various business related job and career options. (i.e., hard and soft skills) ITA.09.01

    02. Use career resources to develop and analyze occupations and opportunities for internships, continuing education and on-the-job training. ITA.09.02

    03. Exhibit job-seeking skills required for entry-level employment, including resume, online job search, cover letter, online/hard copy application, mock interview, interview thank you letter, and follow-up call. ITA.09.03

    04. Design, implement, and evaluate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations. ITA.09.04

    05. Demonstrate an awareness of specific job requirements and career paths (e.g., education, certifications, skills, previous experience) in business environments. ITA.09.05

    06. Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals. ITA.09.06

    07. Describe the importance of building community and mentor relationships in a variety of professional and workplace situations. ITA.09.07

    08. Simulate work-based projects in an information technology environment ITA.09.08

0. Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. The student will be able to: ITA.10.0

    01. Demonstrate awareness of the following workplace essentials: quality customer service; business ethics; confidentiality of information; copyright violations; accepted workplace rules, regulations, policies, procedures, processes, and workplace safety, and appropriate attire and grooming. ITA.10.01

    02. Demonstrate ways of accepting and providing constructive criticism to enhance team projects. ITA.10.02

    03. Apply appropriate strategies to manage and resolve conflicts in work situations. ITA.10.03

    04. Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, and professional dress). ITA.10.04

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0. Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication. The student will be able to: ITA.11.0
    01. Demonstrate how to connect to the Internet and identify and describe web terminology, addresses and how browsers work. ITA.11.01
    02. Demonstrate proficiency using basic features of GUI (Graphical User Interface) browsers, including: bookmarks, basic configurations, e-mail configurations, and address books. ITA.11.02
    03. Describe appropriate browser security configurations ITA.11.03
    04. Describe information technology terminology, including Internet, intranet, ethics, copyright laws, and regulatory control. ITA.11.04
    05. Demonstrate proficiency using search engines and search tools (e.g., Boolean search strategies) ITA.11.05
    06. Use various web tools, including: downloading files, transfer of files, extensions, PDF, plug-ins, and data compression. ITA.11.06
    07. Differentiate between different domain extensions (e.g., .com, .org, .gov, .edu, etc.) ITA.11.07
0. Develop awareness of computer languages, web-based & software applications, and emerging technologies. The student will be able to: ITA.12.0
    01. Compare and contrast the appropriate use of various software applications. (e.g., word processing, desktop publishing, graphic design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music) ITA.12.01
    02. Explain and describe the need for web-based applications (e.g., sharing photos and video clips, messaging, chatting and collaborating. ITA.12.02
    03. Express an understanding of basic terminology used in programming (e.g., algorithm, binary, code, block-based, objects, functions) ITA.12.03
    04. Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless network, tablets, cell phones, satellite technology, nanotechnology, smart devices, home networks). ITA.12.04
0. Demonstrate an understanding of basic html by creating a simple web page. The student will be able to: ITA.13.0
    01. Create a basic web page. ITA.13.01
    02. Use basic storyboarding techniques. ITA.13.02
    03. Use basic functions of WYSIWYG editors. ITA.13.03
    04. Use basic functions of HTML, DHTML, and XML editors and converters. ITA.13.04
    05. Enhance web pages through the addition of images and graphics. ITA.13.05

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0. Demonstrate comprehension and communication skills. The student will be able to: ITA.14.0
    01. Read and comprehend technical and non-technical reading assignments related to course content (e.g., manuals, books, magazines, electronic sources). ITA.14.01
    02. Use verbal and nonverbal skills to communicate effectively with supervisors, co-workers, and customers. ITA.14.02
    03. Demonstrate an understanding of the writing process to create business documents (e.g., research methods, paper formatting (MLA/APA)) ITA.14.03
    04. Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration). ITA.14.04
0. Use social media to enhance online communication and develop an awareness of a digital footprint. The student will be able to: ITA.15.0
    01. Create and develop a professional social media presence (e.g., LinkedIn) to connect with potential employers, follower influencers, enhance networking opportunities, develop soft skills through written communication, and establish a professional business image. ITA.15.01
    02. Cultivate and manage awareness of digital identity and reputation. ITA.15.02
    03. Develop awareness of the permanence of actions and social awareness in the digital world. ITA.15.03

Supervisor/Manager Trainee – Course Number: MNA0080

0. Demonstrate language arts knowledge and skills. The student will be able to: 16.0
    01. Locate, comprehend and evaluate key elements of oral and written information. 16.01
    02. Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. 16.02
    03. Present information formally and informally for specific purposes and audiences. 16.03

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0. Demonstrate and apply oral and written communication skills in creating, expressing and interpreting information and ideas on a personal and professional manner. The student will be able to: 17.0
    01. Deliver impromptu and planned speeches. 17.01
    02. Communicate in a multicultural setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds). 17.02
    03. Perform communication activities (e.g., receive calls, place calls, text, IM, gather and record information). 17.03
    04. Project a positive impression in person and acknowledging the importance of making eye contact. 17.04
    05. Function as a team member and participate in group discussions to identify and resolve problems. 17.05
    06. Identify how team's effectiveness impacts company's profitability. 17.06
    07. Organize and lead discussions. 17.07
    08. Participate as a team leader and team member at meetings. 17.08
    09. Answer questions in formal and information situations. 17.09
    10. Use corporate business vocabulary appropriate for entry-level jobs and discuss appropriate use of slang communication and demonstrate understanding that slang is never appropriate in the business environment. 17.10
    11. Locate, organize and interpret information obtained from various sources (e.g., business correspondence, professional articles, supporting graphic materials, manuals, computer printouts, electronic sources). 17.11
    12. Describe methods used by management to communicate with employees (e.g., formal and informal). 17.12
    13. Differentiate among various electronic and non-electronic telecommunication methods used to communicate with employees. 17.13
    14. Demonstrate and apply active listening techniques to obtain and clarify information. 17.14
    15. Identify and overcome major barriers to listening. 17.15
    16. Identify relevant information in oral communications. 17.16
    17. Determine when more information is needed and ask appropriate questions. 17.17
    18. Distinguish fact from opinion (e.g., media, Internet). 17.18
    19. Obtain key facts through courteous attention to multiple speakers within a group. 17.19
    20. Interpret verbal and nonverbal cues/behaviors that enhance communication. 17.20
    21. Give examples of how nonverbal messages have different meanings in various cultures. 17.21

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22. Demonstrate an understanding of the importance of establishing and maintaining a work-related network through social contacts and discuss how to use business-oriented social networking. 17.22
23. Use appropriate etiquette and manners when communicating with people of varying cultures. 17.23
24. Develop and interpret tables and charts to support written and oral communications. 17.24
25. Exhibit public relations skills that aid in achieving customer service satisfaction. 17.25
26. Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. 17.26

0. Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. The student will be able to: 18.0
    01. Gather and compile data using a wide variety of references and research resources Communicate using electronic messaging technologies and applications. 18.01
    02. Apply the rules of electronic messaging etiquette. 18.02
    03. Revise and edit business documents and e-mails to ensure they are clear, correct, concise, complete, consistent, and courteous. 18.03
    04. Compose and create business communications appropriate for specific audiences. 18.04
    05. Present findings of projects in a formal presentation using appropriate graphics, media, and support materials. 18.05
    06. Analyze and synthesize information obtained from print and electronic resources for group discussions and team building activities. 18.06
0. Use information technology tools. The student will be able to: 19.0
    01. Use personal information management (PIM) applications to increase workplace efficiency. 19.01
    02. Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, e-mail and internet applications. 19.02
    03. Employ computer operations applications to access, create, manage, integrate, and store information. 19.03
    04. Employ collaborative/groupware applications to facilitate group work. 19.04
    05. Employ real time work with the cloud technologies. 19.05
0. Analyze current and emerging workplace trends and issues and determine potential impact on career and job objectives and workplace performance. The student will be able to: 20.0
    01. Identify changing trends in the workplace. 20.01

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0. Demonstrate an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. The student will be able to: 21.0
    01. Define management. 21.01
    02. Identify the different levels of management. 21.02
    03. Compare and contrast the various forms of business ownership (e.g., sole proprietorships, partnerships, corporations) and other organizational structures (e.g., nonprofit organizations, governmental agencies). 21.03
    04. Identify variations of basic forms of business ownership (e.g., franchises, employer stock ownership programs). 21.04
    05. List the advantages and disadvantages of each form of business ownership. 21.05
    06. Describe the advantages and disadvantages of the team concept to an organization. 21.06
    07. Analyze organizational charts and discuss how various supervisory/management positions fit into the organizational structure. 21.07
    08. Describe the role of technology in the overall management process. 21.08
    09. Define the entrepreneurial way of thinking (e.g., opportunity, recognition, risk and reward) and discuss its importance to the American economy. 21.09
    10. Apply the entrepreneurial way of thinking in one's own life. 21.10
    11. Compare and contrast the legal procedures and processes for forming various forms of business ownership (e.g., sole proprietorship, partnership, limited partnership, joint ventures, limited partnership associations, registered partnerships having limited liability, limited liability company, corporation, franchise). 21.11
    12. Distinguish a limited partnership from a general partnership. 21.12
    13. Discuss partnership rights (e.g., tenancy in partnership, sharing of profits, right to manage, right to reimbursement, right to inspect the books, right to an account). 21.13
    14. Describe the powers and duties of partners (limited partners, general partners in a limited partnership, silent, dormant, secret). 21.14
    15. Describe how partnerships may be dissolved (e.g., acts of the partners, operation of the law, order of the court). 21.15
    16. Explain the winding up of partnership affairs and the distribution of assets after the dissolution of a partnership. 21.16
    17. Define a limited liability corporation. 21.17
    18. Describe the nature of management responsibilities in a limited liability corporation. 21.18
    19. Describe the effects of failing to maintain the proper structure of a limited liability corporation. 21.19
    20. Define a corporation and explain why a corporation is a legal entity. 21.20

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21. Identify characteristics of a franchise and describe where franchises fit in the economic and legal framework. 21.21

22. Describe the pros and cons of owning a franchise. 21.22

0. Practice quality performance in the learning environment and the workplace. The student will be able to: 22.0

    01. Discuss the importance of time management, both professional and personally, including the consequences of poor time management skills. 22.01

    02. Perform a personal time management analysis. 22.02

0. Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. The student will be able to: 23.0

    01. Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality. 23.01

    02. Apply decision-making processes to business applications. 23.02

    03. Describe the characteristics (e.g., leadership qualities, leadership styles, personality traits) of effective business supervisors, managers, or entrepreneurs. 23.03

    04. Develop a personal and business code of ethical behavior. 23.04

    05. Explain the importance of trust for the successful conduct of business. 23.05

    06. Identify examples of unethical behaviors that result in higher prices for consumers (e.g., insurance fraud). 23.06

    07. Identify ethical issues resulting from technological advances (e.g., computer snooping, hacking). 23.07

    08. Identify ethical issues involving employer/employee relationships (e.g., poor working conditions, hours wasted on the job, employee theft). 23.08

    09. Identify ethical issues affecting consumers (e.g., false advertising, shoplifting). 23.09

    10. Apply principles of group dynamics in structured activities. 23.10

    11. Exhibit positive attitude and professional behavior. 23.11

    12. Participate in school, community, and/or volunteer activities. 23.12

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0. Solve problems using critical thinking skills, creativity and innovation. The student will be able to: 24.0
    01. Employ critical thinking skills independently and in teams to solve problems and make decisions. 24.01
    02. Employ critical thinking and interpersonal skills to resolve conflicts. 24.02
    03. Identify and document workplace performance goals and monitor progress toward those goals. 24.03
    04. Conduct technical research to gather information necessary for decision-making. 24.04
0. Demonstrate mathematics knowledge and financial planning strategies and skills. The student will be able to: 25.0
    01. Demonstrate knowledge of arithmetic operations. 25.01
    02. Analyze and apply data and measurements to solve problems and interpret documents. 25.02
    03. Construct charts/tables/graphs using functions and data. 25.03
    04. Describe the importance of financial statements. 25.04
0. Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. The student will be able to: 26.0
    01. Identify career paths in supervisory, management, and small business environments. 26.01
    02. Participate in work-based learning experiences in a supervisory, management, or small business environment. 26.02
    03. Demonstrate the use of technology in a supervisory, management, or small business environment. 26.03
    04. Compare and contrast software applications used in a supervisory, management, or small business environment. 26.04
    05. Develop an understanding of the integral value of a customer and practice the skills required to provide excellent customer service. 26.05
0. Justify the need to gain and maintain competitive advantage. The student will be able to: 27.0
    01. Identify ways in which businesses compete with each other (e.g., quality, service, status, price). 27.01
    02. Define market share. 27.02
    03. Identify various forms of competition (e.g., pure competition, oligopoly, monopolistic competition, monopoly). 27.03

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0. Perform human resources management activities. The student will be able to: 28.0
    01. Identify the benefits of professional staff development (e.g., workshops, conferences, course work, membership in professional associations). 28.01
    02. Explain, create and perform employee evaluations, describe the procedures used in the evaluation process, and identify the consequences of positive or negative performance appraisals. 28.02
    03. Describe and research current legislation affecting the workplace and discuss the impact on businesses (e.g., affirmative action, right to privacy, drug testing, sexual harassment, safety). 28.03
    04. Identify the kinds of benefits offered to employees (e.g., insurance plans; retirement plans; payroll deductions for savings bonds, cafeteria plans, 401K plans) and describe the proposal process of acquiring and negotiating benefits. 28.04
    05. Describe methods used to compensate employees (e.g., minimum wage, wages, salary, commission). Describe the methods to negotiate employee compensation and the role of benchmark surveys. 28.05
    06. Define "downsizing" and explain why it occurs and the impact of reducing workforce size. 28.06
0. Analyze the impact and relationship of government regulations and community involvement on business management decisions. The student will be able to: 29.0
    01. Explain how tax policies, licensure requirements, and governmental regulations affect a business. 29.01
    02. Identify ways companies can help their communities (e.g., jobs, taxes, contributions to community projects). 29.02
0. Perform supervisory/management functions. The student will be able to: 30.0
    01. Describe the functions of management (e.g., planning, organizing, staffing, directing, controlling) and discuss how the functions are interrelated. 30.01
    02. Identify factors of strategic planning and define the role of strategic planning in a business environment. 30.02
    03. Define the purpose of a business plan and describe the major components included in a business plan. 30.03
    04. Define the marketing concept and explain its impact on consumers. 30.04
    05. Identify and describe examples of diverse marketing activities. 30.05
    06. Define long-term and short-term planning. 30.06
    07. Perform long-term and short-term planning activities for a specific event. 30.07
    08. Develop a basic business plan. 30.08

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0a. Demonstrate language arts knowledge and skills. The student will be able to: 30.0A

- 01a. Locate, comprehend and evaluate key elements of oral and written information. 30.01A
- 02a. Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. 30.02A
- 03a. Present information formally and informally for specific purposes and audiences. 30.03A

0. Assess audience and apply appropriate communication skills (including reading, writing, speaking, listening, and viewing) in a personable and professional level. The student will be able to: 31.0
   - 01. Organize ideas and communicate oral and written messages. Students should be able to produce, read and interpret a business letter, internal memo, and e-mail communication. 31.01
   - 02. Collaborate with individuals and teams to complete tasks and problem solve. 31.02
0. Describe management functions and organizational structures as they relate to today's workplace and employer/employee roles. The student will be able to: 32.0
   - 01. Describe how accounting departments work within and across organizations. 32.01
   - 02. Describe the roles and responsibilities of employees within the organization of a small, medium, or large accounting department (including the CFO, controller, accounting manager, accounts payable and receivable coordinator, payroll administrator, bookkeeper and credit and collection manager). 32.02
0. Practice quality performance in the learning environment and the workplace. The student will be able to: 33.0
   - 01. Apply appropriate organizational skills to manage time and resources. 33.01
   - 02. Perform tasks accurately, completely, and with attention to detail on a consistent basis. 33.02
   - 03. Think critically and make informed decisions. 33.03
   - 04. Project a professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality. 33.04
   - 05. Follow accepted rules, regulations, policies and workplace safety. 33.05

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0. Exhibit customer service skills. The student will be able to: 34.0
    01. Listen and identify customer's needs and concerns. 34.01
    02. Formulate an action plan to resolve customer needs and concerns and respond to customer in a timely manner. 34.02
    03. Model appropriate ways to problem solve with customers in various situations. 34.03
    04. Model proper business etiquette (including introductions, phone etiquette, dining, networking, marketing, community service). 34.04
    05. Develop a personal and work ethic (including punctuality, use of company's technology, and loyalty to company, distinction between personal and business tasks). 34.05
    06. Develop and articulate a personal and business code of ethical behavior. 34.06
0. Demonstrate mathematics knowledge and skills. The student will be able to: 35.0
    01. Demonstrate knowledge of arithmetic operations. 35.01
    02. Analyze and apply data and measurements to solve problems and interpret documents. 35.02
    03. Construct charts/tables/graphs using functions and data. 35.03
0. Apply mathematical operations and processes as well as financial planning strategies to commonly occurring personal and business situations. The student will be able to: 36.0
    01. Develop an awareness of effective credit management. 36.01
    02. Prepare and analyze a personal budget. 36.02
    03. Apply appropriate mathematical processes to accounting applications. 36.03
0. Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. The student will be able to: 37.0
    01. Analyze job and career requirements and relate career interests to opportunities in accounting occupations in the global economy. 37.01
0. Demonstrate skills for accounting work-based learning experiences. The student will be able to: 38.0
    01. Apply accounting principles in an accounting environment. 38.01
    02. Explore the use of technology in an accounting environment. 38.02
    03. Complete a work-based simulation. 38.03

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0. Apply accounting principles and concepts to the performance of accounting activities. The student will be able to: 39.0
    01. Demonstrate the application of the full accounting cycle (including chart of accounts, use of t accounts, journalizing business transactions, posting of journal entries, preparation of trial balance, journalizing and posting of adjusting entries, journalizing and posting of post-closing entries, and preparation of an income statement, statement of owner's equity, and balance sheet). 39.01
    02. Demonstrate proficiency in cash control procedures (including bank deposits, electronic fund transfers, all credit and debit transactions, bank reconciliations, proof of cash, petty cash, and journal entries related to all banking activities). 39.02
    03. Use source documents to prepare and analyze transactions (including invoices, cash receipts, sales slips, credit memos, vendor statements, purchase orders, and packing slips). 39.03
    04. Use payroll records to prepare and analyze transactions including maintaining payroll records to include employee time processing procedures, payroll checks, a payroll register, employee earnings record, employer payroll taxes (to include tax forms and all associated journal entries). 39.04
    05. Analyze transactions for accuracy and prepare appropriate correcting entries. 39.05
0. Apply accounting principles and concepts using appropriate technology. The student will be able to: 40.0
    01. Identify and use the appropriate technology in an accounting environment. 40.01
    02. Demonstrate proficiency in the use of spreadsheet and accounting software to maintain accounting records to include creating and manipulating both data and formulas, formatting data, securing data and presenting results visually (including charts and graphs). 40.02
    03. Research types of accounting systems. 40.03

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0. Describe how formulating policies and guiding the change process supports the organizations' mission and strategic goals. The student will be able to: 41.0
    01. Identify information relating to an organization's internal operations and strategic development. Include discussion of finance, marketing and IT areas. 41.01
    02. Identify information from outside the organization; include reference to the general business environment, industry practices, technology advancements, economy, and labor force, legal and regulatory environment. 41.02
    03. Identify types of strategic relationships with key positions within an organization to impact organizational decision making. 41.03
    04. Identify important alliances with key people outside an organization to support strategic growth (e.g., community partnerships). 41.04
    05. Develop strategies to manage change within the organization that balances the needs of the organization, employees and other stakeholders. 41.05
    06. Identify ways to develop and communicate organization's core values and mission. 41.06
    07. Demonstrate ways to support organization's core values and mission through modeling, communication and coaching. 41.07
0. Research and explain how evaluating organizational effectiveness contributes to the overall strength of the business. The student will be able to: 42.0
    01. Explain how data describing human capital projections and related costs support the organization's general budget. 42.01
    02. Identify types of legislative and regulatory changes that impact organizations. Discuss steps organizations might take to support, modify or oppose these types of changes. 42.02
    03. Discuss enterprise risk management and identify policies that protect an organization from potential risk. 42.03
    04. Identify organization's mission, vision, values, business goals, objectives, plans, and processes. 42.04
    05. Identify and analyze legislative and regulatory processes. 42.05
    06. Identify and analyze how design factors, implementation and evaluation impact strategic planning processes. 42.06
    07. Identify and analyze how planning, organizing, directing and controlling impact management functions. 42.07
    08. Describe examples of significant corporate governance procedures and compliance. 42.08
    09. Identify cost benefit analysis factors utilized during the life cycle of a business, including growth scenarios, anticipated scenarios, economic stress, worst case scenarios and impact on net worth and earnings. 42.09
    10. Describe business concepts, including competitive advantage, organizational branding, business case development, and corporate responsibility. 42.10

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0. Describe how sourcing and recruitment planning are important to the organization's ability to achieve goals and objectives. The student will be able to: 43.0

    01. Describe the importance and manner in which workforce planning and employment activities need to comply with applicable federal laws and regulations, including Title Vii, ADA, EEOC, and Uniform Guidelines on Employee Selection Procedures, Immigration Reform and Control Act. 43.01

    02. Identify workforce requirements needed to achieve an organization's strategic goals and objectives (include corporate recruiting, workforce expansion and reduction). Discuss costs/hire, selection ratios and adverse impact. Evaluate impact of compensation and benefits on recruitment and retention. 43.02

    03. Describe procedures to conduct job analysis to create and develop job descriptions and competencies. 43.03

    04. Identify, review, document and update examples of essential job functions for positions. 43.04

    05. Describe criteria for hiring, retraining, retaining and promoting based on job descriptions. 43.05

    06. Investigate labor market resources that influence an organization's ability to satisfy workforce requirements. 43.06

    07. Describe how to assess internal and external workforce skills to determine availability of qualified candidates. Discuss skills testing, inventory, and workforce demographics. Develop performance appraisal processes. 43.07

    08. Identify and describe internal and external recruitment resources including employee referrals, diversity groups, and social media. 43.08

    09. Identify and describe measurement tools for workforce planning. 43.09

    10. Describe methods, steps and plan to brand and market an organization to potential applicants. 43.10

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0. Explore and discuss how hiring and retention planning are critical to organizational success. The student will be able to: 44.0

    01. Develop a strategy to select appropriate candidates for a position, including: applicant tracking, interviewing, reference and background checking. Investigate interviewing techniques. 44.01

    02. Practice developing, extending and negotiating job offers. 44.02

    03. Describe post offer employment responsibilities, including: employment agreements, 109 procedures, coordinating relocation and immigration. 44.03

    04. Develop orientation procedures for new and rehires. 44.04

    05. Develop and implement organizational exit for voluntary and involuntary terminations. 44.05

    06. Develop and implement an Affirmative Action Plan. 44.06

    07. Develop a record retention procedure for managing documents and employee files. 44.07

    08. Describe a coaching process for managers to effectively manage organizational talent. 44.08

0. Research and develop tools and programs that support employee training and professional development. The student will be able to: 45.0

    01. Identify steps to ensure human resource development activities meet federal laws and regulations. 45.01

    02. Describe an effective needs assessment that establishes priorities for HR development. 45.02

    03. Identify employee training programs (including leadership skills, harassment prevention, and IT skills) to improve individual and organizational effectiveness. 45.03

    04. Plan and evaluate performance appraisal processes. 45.04

    05. Describe coaching to managers and executives regarding management of organizational talent. 45.05

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0. Investigate and prepare employee development tools and performance appraisals to meet organizational needs. The student will be able to: 46.0
    01. Describe career and leadership development theories and their applications, including succession planning and dual career ladders. 46.01
    02. Identify and describe organization development theories and their application. 46.02
    03. Describe training development techniques to create general and specialized training programs. 46.03
    04. Identify facilitation techniques, instructional methods, and program delivery mechanisms. 46.04
    05. Describe performance management methods, including goal setting, relationships to compensation, job placements, and promotions. 46.05
    06. Analyze techniques to assess training program effectiveness, including the use of applicable metrics, including participant surveys, pre and post testing. 46.06
0. Research and evaluate compensation and benefit programs and their impact on organizational goals, objectives and values. The student will be able to: 47.0
    01. Identify federal laws and regulations that govern organization's compensation and benefits programs. Include: FLSA, ERISA, FMLA, and USERRA. 47.01
    02. Evaluate compensation policies, including pay structures, performance-based pay, internal and external equity. Investigate related budgeting and accounting practices and related fiduciary responsibilities. 47.02
    03. Investigate how payroll information is managed, including new hires, adjustments and terminations. 47.03
    04. Investigate how outsourced compensation and benefits components are managed, including payroll vendors, COBRA administration. 47.04
    05. Describe how compensation and benefits programs are developed, managed, updated and evaluated; including health and welfare, wellness, retirement, and stock purchase. 47.05
    06. Investigate how workforce is trained in compensation and benefits program, policies and processes. Include self-service technologies. 47.06
    07. Discuss job evaluation methods, include job pricing and pay structures and non-cash compensation methods (e.g., equity programs, and non-cash rewards). 47.07

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0. Explore the manner and importance of maintaining relationships and working conditions to balance employer and employee needs and rights in support of organizational goals and objectives. The student will be able to: 48.0

    01. Discuss federal laws affecting employment in union and non-union environments; including laws regarding antidiscrimination policies, sexual harassment, labor relations and privacy. Include discussion of WARN, Act, Title VII, and NLRA. 48.01

    02. Discuss how to investigate organizational climate by surveying employees. Include focus groups, employee surveys and staff meetings. 48.02

    03. Analyze employee relations programs that promote a positive organizational culture through employee recognition, special events, and diversity programs. Evaluate their effectiveness through metrics using exit interviews, employee surveys and turnover rates. Review employee involvement strategies, including employee management activities. 48.03

    04. Discuss workplace policies and procedures, including employee handbook, reference guides and operating procedures. Include review of individual employment rights and practices, employment at will, negligent hiring, defamation. Include a discussion of unfair labor practices. 48.04

    05. Investigate effective discipline policies based on organizational code of conduct and ethics. Consider disparate impact. Include review of workplace behavior issues, such as absenteeism and performance improvement. 48.05

    06. Create termination process that addresses reductions in force, policy violations and poor performance. Consider disparate impact. 48.06

    07. Evaluate grievance and dispute resolution, performance improvement policies. Discuss legal disciplinary procedures and techniques for investigating unbiased investigations. 48.07

    08. Discuss how to resolve employee complaints filed with federal agencies regarding employment practices, working conditions and how to work with legal counsel and mediation and arbitration specialists. 48.08

    09. Discuss how to participate in collective bargaining activities, including contract negotiations, costing and administration. 48.09

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0. Evaluate how to provide a safe, secure work environment that protects the organization from liability. The student will be able to: 49.0
    01. Discuss federal laws that ensure workplace health, safety, security and privacy. Include: OSHA, Drug-free workplace Act, ADA, HIDAA, Sarbanes-Oxley Act. 49.01
    02. Investigate how to conduct a needs analysis to identify an organization's safety requirements. Discuss occupational injury and illness prevention and compensation and general health and safety practices. 49.02
    03. Identify a return-to-work process after injury or illness to ensure a safe workplace. Include modified duty assignment, reasonable accommodations and medical exam. 49.03
    04. Discuss how to develop workplace policies that protect employees and minimize organization's loss and liability. Include employer response, workplace violence and substance abuse and how to train workforce on security plans. Include organizational incident and emergency response plans, internal investigation and monitoring. 49.04
    05. Make a business continuity and disaster plan that includes workforce training. 49.05
    06. Develop policies and procedures for appropriate use of electronic media, including email, social media, web access, and use of hardware. 49.06
    07. Develop internal and external privacy policies that discuss identity theft, data protection and workplace monitoring. 49.07
    08. Develop procedures on workplace safety, health and security enforcement agencies. Include return to work procedures, workplace safety and security risks. 49.08
    09. Identify employer and employee rights regarding substance abuse. 49.09
    10. Plan for business continuity and disaster recovery plan (data storage and back up, alternative work conditions). 49.10
    11. Discuss data integrity techniques and technology, including social media, monitoring software. 49.11
    12. Discuss financial management practices, including procurement policies, credit and policies and expense management. 49.12
0. Describe management functions and organizational structures at the workplace. The student will be able to: 50.0
    01. Investigate how accounting and other departments work within and across organizations. 50.01
    02. Describe how departments gather, store, use and share data. 50.02
0. Demonstrate skills for accounting work-based learning experiences. The student will be able to: 51.0
    01. Apply accounting principles in an accounting environment. 51.01
    02. Explore the use of technology in an accounting environment. 51.02
    03. Complete a work-based simulation. 51.03

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0. Apply accounting principles and concepts to the performance of accounting activities. The student will be able to: 52.0

    01. Demonstrate the application of the full accounting cycle (including chart of accounts, use of t accounts, journalizing business transactions, posting of journal entries, preparation of trial balance, journalizing and posting of adjusting entries, journalizing and posting of post-closing entries, and preparation of an income statement, statement of owner's equity, and balance sheet). 52.01

    02. Demonstrate proficiency in cash control procedures (including bank deposits, electronic fund transfers, all credit and debit transactions, bank reconciliations, and proof of cash, petty cash, and journal entries related to all banking activities). 52.02

    03. Use source documents to prepare and analyze transactions (including invoices, cash receipts, sales slips, credit memos, vendor statements, purchase orders, and packing slips). 52.03

    04. Use payroll records to prepare and analyze transactions (including maintaining payroll records to include employee time processing procedures, payroll checks, a payroll register, employee earnings record, employer payroll taxes (to include tax forms and all associated journal entries). 52.04

    05. Analyze transactions for accuracy and prepare appropriate correcting entries. 52.05

    06. Demonstrate knowledge of the accounting cycle (including chart of accounts, use of t accounts, journalizing business transactions, preparation of trial balance, adjusting entries, closing entries, and financial statement preparation (i.e., income statement, statement of retained earnings, cash flow statement, and balance sheet). 52.06

    07. Demonstrate proficiency in cash control procedures (including bank deposits, electronic fund transfers, all credit and debit transactions, bank reconciliations, petty cash, and journal entries related to all relating banking activities). 52.07

    08. Use source documents to prepare and analyze transactions (including invoices, cash receipts, sales slips, credit memos, vendor statements, purchase orders, and packing slips). 52.08

0. Apply accounting principles and concepts using appropriate technology. The student will be able to: 53.0

    01. Identify and use the appropriate technology in an accounting environment. 53.01

    02. Demonstrate proficiency in the use of spreadsheet and accounting software to maintain accounting records to include creating and manipulating both data and formulas, formatting data, securing data and presenting results visually (including charts and graphs). 53.02

    03. Research types of accounting systems. 53.03

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0. Manage business information using appropriate software. The student will be able to: 54.0
    01. Identify and use the appropriate software in a business environment. 54.01
    02. Demonstrate proficiency in the use of word processing, spreadsheet, and other office software commonly used in business. 54.02
    03. Utilize technology to access, research, analyze, and interpret business information. 54.03
    04. Demonstrate proficiency in the use of accounting software to maintain accounting records and produce reports. 54.04
0. Investigate the roles and working relationships of a Business Analyst and Project Manager. Explore key deliverables of the business analysis process. The student will be able to: 55.0
    01. Prepare a discovery, or elicitation plan to address a data project life cycle. 55.01
    02. Analyze requirements using data and modeling techniques. 55.02
    03. Identify project variables and planning time frames. 55.03
    04. Write specific, step-by- step requirement statements. 55.04
    05. Develop a test plan that includes verification and validation techniques and case diagrams. 55.05
    06. Identify project costs and benefits. Discuss ROI and breakeven analysis. 55.06
    07. Develop a risk assessment for the project. 55.07
0. Evaluate business and financial information to support internal decision making. The student will be able to: 56.0
    01. Identify and apply fundamentals of managerial accounting. 56.01
    02. Analyze data to evaluate alternatives in making short-run and capital budget decisions. 56.02
    03. Calculate and use break-even analysis and other related topics to make unstructured business decisions. 56.03
    04. Evaluate customer and product/service profitability. 56.04
    05. Prepare business plans, budgets, and forecasts to support the management process. 56.05
    06. Evaluate the performance of an organization, its processes, and people. 56.06

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0. Demonstrate fundamental techniques and methods used in the analysis of computerized business activities, including consideration of information requirements, resources, and its impact on business decisions. The student will be able to: 57.0

    01. Describe data warehousing concepts and business applications. 57.01

    02. Model business analysis using online analytical processing (OLAP), where data is interactively analyzed using multidimensional data from multiple perspectives. 57.02

    03. Develop business reports using visualization and predictive analytics. 57.03

    04. Describe data mining, text and web mining concepts and their business applications. 57.04

    05. Describe data mining techniques, including: how it is used, benefits, and expectations. Identify business efforts affected by data mining and the types of benefits they experience (retail and consumer sales, marketing, fraud, health care applications, medical diagnostics, e-commerce, media, accounting, banking, credit, customer service). 57.05

0. Describe the implications of professional values, ethics, and attitudes in business.. The student will be able to: 58.0

    01. Identify the appropriate use of employer property. 58.01

    02. Describe the role of confidentiality in business. 58.02

    03. Identify the importance of making decisions that are based on ethical reasoning and describe the personal and long term consequences of unethical choices in the workplace. 58.03

    04. Use ethical reasoning and judgment and act in accordance with legal responsibilities. 58.04

    05. Demonstrate conflict resolution skills. 58.05

    06. Recognize different personality styles and how to interact effectively with them in the workplace. 58.06

    07. Discuss how values and attitudes influence behavior. 58.07

0. Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. The student will be able to: 59.0

    01. Demonstrate an understanding of the importance of establishing and maintaining a work-related network through social contacts. 59.01

    02. Use appropriate etiquette and manners when communicating with people of varying cultures. 59.02

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0. Participate in work-based learning experiences. The student will be able to: 60.0
    01. Participate in work-based learning experiences in a supervisory, management, or small business environment. 60.01
    02. Discuss the use of technology in a supervisory, management, or small business environment. 60.02
    03. Compare and contrast software applications used in a supervisory, management, or small business environment. 60.03

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0. Demonstrate an understanding of business law concepts. The student will be able to: 61.0
    01. Demonstrate an understanding of contractual relationships. 61.01
    02. Identify the elements of an enforceable contract. 61.02
    03. Differentiate among classes of contracts (e.g., bilateral and unilateral, express and implied, oral and written). 61.03
    04. Explain how offer and acceptance can create contractual rights and duties. 61.04
    05. Determine whether an agreement is enforceable as a contract. 61.05
    06. Differentiate among the ways that assent can be disrupted (e.g., fraud, non-disclosure, misrepresentation, mistake, duress, undue influence). 61.06
    07. Define and distinguish among different types of consideration and list the exceptions to the requirements of consideration. 61.07
    08. Identify people who lack contractual capacity. 61.08
    09. Explain a minor's right to avoid a contract. 61.09
    10. Describe the rules that apply to the interpretation of contracts. 61.10
    11. Describe the rules that apply to contracts involving third parties. 61.11
    12. List the ways a contract can be discharged. 61.12
    13. Describe breach of contract and the remedies available when a contract is breached. 61.13
    14. Define an agency relationship and list the ways that agency relationships may be created. 61.14
    15. Discuss potential problems with signing employment contracts. 61.15
    16. Determine questions that can and cannot be asked during an employment interview. 61.16
    17. Determine which employees or applicants may be asked to participate in employee testing (e.g., aptitude, psychological, polygraph, and drug). 61.17
    18. Identify legislation that regulates employee rights (e.g., Americans with Disabilities Act, Age Discrimination in Employment Act, Family and Medical Leave Act). 61.18
    19. Identify legislation that regulates employment conditions (e.g., Fair Labor Standards Act, Immigration Reform and Control Act, Occupational Safety and Health Act). 61.19
    20. Define key terms in computer law. 61.20
    21. Identify circumstances under which the copyright of a computer program has been violated. 61.21
    22. Describe the various kinds of federal, state, territory, and province statutes designed to combat computer crime and how regulations can be used to prevent the use of computers to invade privacy. 61.22

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23. Describe the purposes of various consumer laws and explain their effect on the consumer's well-being. 61.23
24. Describe how local businesses can be a source of consumer assistance and identify consumer organizations, businesses, and governmental agencies that provide consumer assistance. 61.24
25. Differentiate among the various types of consumer fraud and explain steps that can be taken by victims to gain redress. 61.25
26. Distinguish fraudulent, misleading, and legitimate product claims and explain what the consumer should do if such claims lead to the purchase of a faulty product. 61.26

0. Demonstrate an understanding of different types of insurance. The student will be able to: 62.0
   01. Differentiate between requirements for insurable interest for property insurance with those needed for life insurance. 62.01
   02. Compare and contrast the different types of life insurance (e.g., ordinary, limited payment, endowment, and term). 62.02
   03. Compare and contrast the different types of other insurance (e.g., property, liability, automobile, homeowners', disability, and marine). 62.03
   04. Compare and contrast the differences in health insurance coverage. 62.04
   05. Demonstrate an understanding of professional liability (i.e., malpractice) coverage. 62.05
0. Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. The student will be able to: 63.0
   01. Compare and contrast the legal procedures and processes for forming and dissolving various forms of business ownership (e.g., sole proprietorship associations, registered partnerships having limited liability, limited liability company, corporation, and franchise). 63.01
0. Practice quality performance in the learning environment and the workplace. The student will be able to: 64.0
   01. Discuss the impact of time management practices on one's personal and professional image. 64.01
0. Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. The student will be able to: 65.0
   01. Project professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality. 65.01
   02. Apply principles of group dynamics in structured activities. 65.02
   03. Exhibit a positive attitude and professional behavior. 65.03
   04. Participate in school, community, and/or volunteer activities. 65.04

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Court Reporting Technology (B600100)

Court Reporting Fundamentals – Course Number: OTA0039

0. Perform e-mail activities. The student will be able to: CRT.01.0
    01. Describe and perform e-mail capabilities and functions. Create and send messages, manage signature and automated messages. Save, send, schedule, and manage junk mail, e-mail and spam. Configure message sensitivity, security and delivery options. CRT.01.01
    02. Use the Internet to perform e-mail activities, including: attaching external files, saving e-mail attachments, viewing mailbox details, establishing appointments, creating contact groups, and sending a meeting to a contact group to communicate in the workplace. CRT.01.02
    03. Adhere to cyber safety practices regarding Internet searches, email, chat rooms, and other social network websites. CRT.01.03
0. Use computer networks, internet and online databases to facilitate collaborative or individual learning and communication. The student will be able to: CRT.02.0
    01. Demonstrate how to connect to the Internet and use appropriate Internet protocol. CRT.02.01
    02. Demonstrate proficiency using basic features of GUI browsers, including: bookmarks, basic configurations, e-mail configurations, and address books. CRT.02.02
    03. Configure appropriate browser security configurations. CRT.02.03
    04. Demonstrate proficiency using search engines and search tools. CRT.02.04
0. Demonstrate knowledge of legal principles and terminology. The student will be able to: CRT.03.0
    01. Research basic legal terms CRT.03.01
    02. Identify and define legal and Latin terminologies. CRT.03.02
    03. Identify basic legal concepts including civil and criminal law. CRT.03.03
    04. Explain the various court systems. CRT.03.04
    05. Explain the judicial system, including discovery, trial, hearings, administrative, and appellate processes. CRT.03.05
    06. Explain the legislative, executive, and governmental processes. CRT.03.06
    07. Demonstrate knowledge of various methods of researching legal citations including the use of current technology. CRT.03.07

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0. Demonstrate employability skills. The student will be able to: CRT.04.0
    01. Complete application forms. CRT.04.01
    02. Compose and create resumes. CRT.04.02
    03. Compose and create application letters. CRT.04.03
    04. Demonstrate appropriate job interview skills. CRT.04.04
    05. Demonstrate appropriate dress and grooming. CRT.04.05
    06. Conduct a job search. CRT.04.06
    07. Identify or demonstrate appropriate responses to criticism from employer, supervisor, or other employees. CRT.04.07
    08. Identify and demonstrate acceptable work habits. CRT.04.08
    09. Demonstrate knowledge of how to make job changes appropriately. CRT.04.09
    10. Demonstrate knowledge of the "Florida Right-To-Know Law" as recorded in Florida Statutes Chapter 442. CRT.04.10
0. Demonstrate mathematics knowledge and skills. The student will be able to: CRT.05.0
    01. Demonstrate knowledge of arithmetic operations. CRT.05.01
    02. Perform mathematical calculations on the calculator and/or computer. CRT.05.02
0. Demonstrate language arts knowledge and skills. The student will be able to: CRT.06.0
    01. Locate, comprehend and evaluate key elements of oral and written information. CRT.06.01
    02. Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. CRT.06.02
    03. Apply basic and advanced rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts. CRT.06.03
0. Demonstrate basic steno writer skills. The student will be able to: CRT.07.0
    01. Demonstrate basic steno writer skills. CRT.07.01

Court Reporting Technology I – Course Number: OTA0044

0. Demonstrate comprehension and communication skills. The student will be able to: CRT.08.0
    01. Read and comprehend technical and non-technical reading assignments related to course content, including, books, magazines and electronic sources. CRT.08.01
    02. Use appropriate vocabulary. CRT.08.02

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0. Perform stenographic skills. The student will be able to: CRT.09.0
    01. Write the spoken word contained for the assigned real-time translation of theory lessons with punctuation, speed and accuracy on a steno writer. CRT.09.01
    02. Read back from steno notes, computer screens, or steno writers distinctly and with authority. CRT.09.02
    03. Use proper spelling in all transcriptions. CRT.09.03
    04. Analyze stenographic notes and transcription techniques. CRT.09.04
    05. Continue development of speed and accuracy writing real-time translation theory on a steno writer. CRT.09.05
0. Demonstrate knowledge of computer/information systems. The student will be able to: CRT.10.0
    01. Perform care and maintenance of basic computer hardware. CRT.10.01
    02. Install and remove software from a computer. CRT.10.02
    03. Setup a real-time system. CRT.10.03

Court Reporting Technology II – Course Number: OTA0045

04. Apply rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts. CRT.10.04
05. Use appropriate vocabulary. CRT.10.05
06. Demonstrate proficiency of a computer-aided transcription (CAT) system. CRT.10.06
07. Perform data and dictionary archival. CRT.10.07
0. Perform stenographic skills. The student will be able to: CRT.11.0
    01. Write the spoken word contained for the assigned real-time translation of theory lessons with punctuation, speed and accuracy on a steno writer. CRT.11.01
    02. Read back from plated and student's own steno notes, computer screens, or steno writers distinctly and with authority. CRT.11.02
    03. Use proper spelling in all transcriptions. CRT.11.03
    04. Analyze stenographic notes and transcription techniques. CRT.11.04
    05. Continue development of speed and accuracy writing real-time translation theory on a steno writer. CRT.11.05
0. Perform oral and written communication activities. The student will be able to: CRT.12.0
0. Demonstrate knowledge of computer/information systems. The student will be able to: CRT.13.0

Court Reporting Technology III – Course Number: OTA0046

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0. Perform stenographic skills. The student will be able to: CRT.14.0
    01. Write the spoken word contained for the assigned real-time translation of theory lessons with punctuation, speed and accuracy on a steno writer. CRT.14.01
    02. Read back from plated and student's own steno notes, computer screens, or steno writers distinctly and with authority. CRT.14.02
    03. Analyze stenographic notes and transcription techniques. CRT.14.03
    04. Continue development of speed and accuracy writing real-time translation theory on a steno writer. CRT.14.04
0. Perform oral and written communication activities. The student will be able to: CRT.15.0
    01. Apply rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts. CRT.15.01
    02. Use appropriate vocabulary. CRT.15.02
0. Demonstrate knowledge of computer/information systems. The student will be able to: CRT.16.0
    01. Assume the role of the Court Reporting Technologist in the production of documents. CRT.16.01
    02. Demonstrate basic proficiency of a computer-aided transcription (CAT) system. CRT.16.02
    03. Perform data and dictionary archival. CRT.16.03
0. Participate in work-based learning activities. The student will be able to: CRT.17.0
    01. Participate in work-based learning experiences as a Court Reporting Technologist. CRT.17.01
    02. Identify appropriate reference sources used in transcript preparation including the Internet and the CR forum. CRT.17.02

Court Reporting 2 (B700600)

Court Reporting Scopist I – Course Number: OTA0047

0. Perform stenographic skills. The student will be able to: 01.0
    01. Write and transcribe tests at incremental speeds on unfamiliar material in literary, jury charge, and 2-voice testimony. 01.01
    02. Write punctuation on the steno writer by means of a real-time translation theory to punctuate and format transcriptions correctly. 01.02
    03. Read distinctly and with authority dictated material from steno notes or from real-time screens, quickly locating portions to be read. 01.03
    04. Analyze stenographic notes and transcription techniques. 01.04
    05. Continue development of speed and accuracy. 01.05

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0. Demonstrate knowledge of computer operating systems. The student will be able to: 02.0
    01. Perform care and maintenance of basic computer hardware and setup of a real-time system. 02.01
    02. Create files in various formats such as ASCII or RTF, and transfer to other media, e.g. CD, disk, jump, zip drive, or other state-of-the-art media format. 02.02
    03. Use appropriate computer terminology. 02.03
0. Demonstrate proficiency of a computer-aided transcription (CAT) system. The student will be able to: 03.0
    01. Demonstrate understanding of computer-aided transcription terminology. 03.01
    02. Correctly format two-voice testimony. 03.02
    03. Correctly write colloquy symbols on the steno writer and correctly format three- and four-voice testimony. 03.03
    04. Proofread transcripts and documents. 03.04
    05. Produce a transcript, which includes reading, translating, editing, printing, and using parentheticals and template/layout files. 03.05
    06. Dictionary management to include creating job dictionaries, loading job dictionaries in proper sequence, editing of dictionary entries, adding new entries, and archival of dictionary files. 03.06
    07. Produce a complete and accurate transcript of at least ten pages on a computer-aided transcription (CAT) system from the student's own stenographic notes, which includes: title page, index, jury charge (if applicable), direct and cross-examination, parentheticals, colloquy, and signature page(s). 03.07
0. Demonstrate knowledge of legal principles and terminology. The student will be able to: 04.0
    01. Use appropriate legal terminology. 04.01
    02. Transcribe legal material dictated live or from audio and/or video recordings. 04.02

Court Reporting 3 (B700700)

Court Reporter 1 – Course Number: OTA0048

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0. Perform steno writer skills. The student will be able to: 01.0
    01. Pass at least one five-minute steno writer evaluation with at least 95% accuracy dictated at a minimum of 120 wpm on literary material. 01.01
    02. Pass at least one five-minute steno writer evaluation with at least 95 percent accuracy dictated at a minimum of 120 wpm on two-voice testimony material. 01.02
    03. Pass at least one five-minute steno writer evaluation with at least 95 percent accuracy dictated at a minimum of 120 wpm on jury charge material. 01.03
    04. Develop the ability to write punctuation on the steno writer and to punctuate and format transcriptions correctly. 01.04
    05. Develop speed and proficiency in two-voice testimony and correctly format two-voice testimony. 01.05
    06. Correctly write colloquy symbols on the steno writer and correctly format three- and four-voice testimony. 01.06
    07. Develop skill, speed, and proficiency on legal opinion and jury charge material. 01.07
    08. Develop and apply legal vocabulary. 01.08
    09. Continue building speed on literary material, including topics in current events. 01.09
    10. Use proper spelling in all transcriptions. 01.10
    11. Read back distinctly and with authority dictated material from steno notes or from real-time screens, quickly locating portions to be read back. 01.11
    12. Analyze stenographic notes and transcription techniques. 01.12
0. Perform oral and written communication activities. The student will be able to: 02.0
    01. Apply rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts. 02.01
0. Demonstrate knowledge of medical terminology. The student will be able to: 03.0
    01. Identify the musculoskeletal system and the other body systems and functions. 03.01
    02. Identify and spell medical terms including prefixes, root words, and suffixes. 03.02
    03. Identify and spell mental and physical diseases, psychological terms, and drugs. 03.03
    04. Use appropriate medical reference sources. 03.04
    05. Transcribe medical material dictated live or from audio and/or video recordings. 03.05

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0. Demonstrate proficiency of a computer-aided transcription (CAT) system. The student will be able to: 04.0
    01. Create files in various formats such as ASCII or RTF, and transfer to other media, e.g. CD, disk, jump, zip drive, or other state-of-the-art media format. 04.01
    02. Perform dictionary management to include creating job dictionaries, loading job dictionaries in proper sequence, editing of dictionary entries, adding new entries, and archival of jobs and dictionary files. 04.02
0. Participate in work-based learning activities. The student will be able to: 05.0
    01. Participate in work-based learning experiences as a Court Reporter. 05.01

Court Reporter 2 – Course Number: OTA0049

0. Perform steno writer skills. The student will be able to: 06.0
    01. Pass at least one five-minute steno writer evaluation with at least 95% accuracy dictated at a minimum of 160 wpm on literary material. 06.01
    02. Pass at least one five-minute steno writer evaluation with at least 95 percent accuracy dictated at a minimum of 160 wpm on two-voice testimony material. 06.02
    03. Pass at least one five-minute steno writer evaluation with at least 95 percent accuracy dictated at a minimum of 160 wpm on jury charge material. 06.03
    04. Develop the ability to write punctuation on the steno writer and to correctly punctuate and format transcriptions. 06.04
    05. Develop skill, speed and proficiency in two-voice testimony, and correctly format two-voice testimony. 06.05
    06. Correctly write colloquy symbols on the steno writer and correctly format three- and four-voice testimony. 06.06
    07. Develop speed and proficiency on jury charge material and correctly format transcriptions. 06.07
    08. Develop speed and proficiency on literary material including legal opinions and current events, and correctly format transcriptions. 06.08
    09. Read back distinctly and with authority dictated material from steno notes or from real-time screens, quickly locating portions to be read back. 06.09
    10. Analyze stenographic notes and transcription techniques. 06.10
0. Perform oral and written communication activities. The student will be able to: 07.0
    01. Apply rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts. 07.01
0. Demonstrate knowledge of legal principles and terminology. The student will be able to: 08.0
    01. Develop and apply legal vocabulary. 08.01

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0. Demonstrate proficiency of a computer-aided transcription (CAT) system. The student will be able to: 09.0
    01. Create and archive files in various formats such as ASCII or RTF, and transfer to other media, e.g. CD, disk, jump, zip drive, or other state-of-the-art media format. 09.01
    02. Perform dictionary management to include creating job dictionaries, loading job dictionaries in proper sequence, editing of dictionary entries, adding new entries, and archival of jobs and dictionary files. 09.02
0. Participate in work-based learning activities. The student will be able to: 10.0
    01. Participate in work-based learning experiences as a Court Reporter. 10.01

Court Reporter 3 – Course Number: OTA0051

0. Perform steno writer skills. The student will be able to: 11.0
    01. Pass at least one five-minute steno writer evaluation with at least 95 percent accuracy dictated at a minimum of 180 wpm on literary material. 11.01
    02. Pass at least one five-minute steno writer evaluation with at least 95 percent accuracy dictated at a minimum of 200 wpm on two-voice testimony material. 11.02
    03. Pass at least one five-minute steno writer evaluation with at least 95 percent accuracy dictated at a minimum of 200 wpm on jury charge material. 11.03
    04. Develop the ability to write punctuation on the steno writer and to correctly punctuate and format transcriptions. 11.04
    05. Develop speed and proficiency in two-voice testimony and correctly format two-voice testimony. 11.05
    06. Correctly write colloquy symbols on the steno writer and correctly format three and four-voice testimony. 11.06
    07. Develop speed and proficiency in jury charge and literary material including legal opinions and topics on local, national, and international current events. 11.07
    08. Read back distinctly and with authority dictated material from steno notes or from real-time screens, quickly locating portions to be read back. 11.08
    09. Analyze stenographic notes and transcription techniques. 11.09
0. Perform oral and written communication activities. The student will be able to: 12.0
    01. Apply rules of English grammar, spelling, punctuation, and capitalization to sentences, paragraphs, compositions, and transcripts. 12.01
0. Demonstrate proficiency of a computer-aided transcription (CAT) system. The student will be able to: 13.0
    01. Produce a five-page, first pass transcript with a goal of 95% translation rate. 13.01

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0. Demonstrate knowledge of court reporting procedures. The student will be able to: 14.0
    01. Assume the role of the real-time reporter through simulated trials, hearings, and depositions by performing the following functions: administering an oath/affirmation; marking and handling exhibits; exercising responsibility for reporting the proceeding; indexing and archiving steno notes/CAT files, interrupting a speaker; obtaining spellings of proper names; identifying speakers in a multi-speaker situation; handling discussions off the record; indicating non-verbal actions; certifying questions; reporting interpreted proceedings; handling reading and signing of depositions.. 14.01
    02. Report and transcribe voir dire of the jury and witnesses and the polling of the jury. 14.02
    03. Prepare a salable transcript of an actual or simulated court proceeding by producing at least 10 pages of transcript in two hours or less including title page, index, direct and cross examination, jury charge/opening and/or closing statements, and certification page. 14.03
    04. Demonstrate knowledge of the FCRA Code of Ethics. 14.04
    05. Demonstrate knowledge of the NCRA Code of Professional Ethics. 14.05
    06. Distinguish among four general work categories: freelance, official, Communications Access Real-time Translation, and broadcast captioning. 14.06
    07. Demonstrate knowledge of the use of video equipment in trials and depositions and of NCRA's CLVS program. 14.07
0. Demonstrate employability and entrepreneurship skills. The student will be able to: 15.0
    01. Identify and demonstrate positive work behaviors needed to be employable. 15.01
    02. Develop personal career plan that includes goals, objectives, and strategies. 15.02
    03. Examine licensing, certification, and industry credentialing requirements. 15.03
    04. Maintain a career portfolio to document knowledge, skills, and experience. 15.04
    05. Evaluate and compare employment opportunities that match career goals. 15.05
    06. Identify and exhibit traits for retaining employment. 15.06
    07. Identify opportunities and research requirements or career advancement. 15.07
    08. Research the benefits of ongoing professional development. 15.08
    09. Examine and describe entrepreneurship opportunities as a career planning option. 15.09

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0. Demonstrate personal money-management concepts, procedures, and strategies. The student will be able to: 16.0
    01. Describe the effect of money management on personal and career goals. 16.01
    02. Develop a personal budget and financial goals. 16.02
    03. Maintain financial records. 16.03
    04. Research, compare and contrast investment opportunities. 16.04
0. Participate in work-based learning activities. The student will be able to: 17.0
    01. Participate in work-based learning experiences as a Court Reporter. 17.01

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Court Reporter 4 – Course Number: OTA0052

0. Perform steno writer skills. The student will be able to: 18.0
    01. Pass three five-minute steno writer evaluations with at least 95 percent accuracy dictated at a minimum of 225 wpm on two-voice testimony material as specified by the National Court Reporters Association. 18.01
    02. Pass three five-minute steno writer evaluations with at least 95 percent accuracy dictated at a minimum of 200 wpm on jury charge material as specified by the National Court Reporters Association. 18.02
    03. Pass three five-minute steno writer evaluations with at least 95 percent accuracy dictated at a minimum of 180 wpm on literary material as specified by the National Court Reporters Association. 18.03
0. Participate in work-based learning activities. The student will be able to: 19.0
    01. Participate in a court reporting internship for a minimum of 40 hours. 19.01
    02. Prepare a 40-page salable transcript taken from the freelance, the official, or the real-time reporting internship. 19.02
    03. Prepare a written or oral narrative summarizing the internship experience. 19.03
0. Demonstrate professional ethics and legal responsibilities. The student will be able to: 20.0
    01. Evaluate and justify decisions based on ethical reasoning. 20.01
    02. Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. 20.02
    03. Identify and explain personal and long-term consequences unethical or illegal behaviors in the workplace. 20.03
    04. Interpret and explain written organizational policies and procedures. 20.04
0. Prepare for court reporter certification. The student will be able to: 21.0
    01. Review court reporting terminology and procedures with a goal of passing the state or national written knowledge tests. 21.01
    02. Transcribe a simulated Registered Professional Reporter (RPR) skills test at the following speeds: 225 wpm testimony (2-voice), 200 wpm jury charge, and 180 wpm literary with no more than 3.75 hours of transcription time. 21.02

Legal Administrative Specialist (B072000)

Information Technology Assistant - Course Number: OTA0040

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0. Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance. The student will be able to: ITA.01.0

    01. Develop keyboarding skills to enter and manipulate text and data. ITA.01.01

    02. Describe and use current computer technology and software to perform personal and business related tasks in the workplace (e.g., e-mail, digital calendars, meetings, appointments). ITA.01.02

    03. Differentiate between types of file systems and classify common file extensions based on software application programs used in the workplace environment. ITA.01.03

    04. Utilize the Internet to find reliable resources and reference materials (e.g., on-line help, tutorials, manuals). ITA.01.04

    05. Apply research strategies to use and evaluate electronic research technologies for valid and reliable information. ITA.01.05

    06. Demonstrate basic computer file management skills (e.g., naming, saving, retrieving, and organizing). ITA.01.06

    07. Analyze the process of troubleshooting problems with computer hardware peripherals, including input and output devices. ITA.01.07

    08. Describe ethical issues and problems associated with computers and information technology (e.g., fair use, privacy, public domain, copyright, piracy, plagiarism). ITA.01.08

    09. Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux). ITA.01.09

0. Develop an awareness of microcomputers. The student will be able to: ITA.02.0

    01. Explain the general architecture of a microcomputer system. ITA.02.01

    02. Explain the need for and demonstrate proficiency using common peripherals (e.g., printers, mouse, keyboard, external hard drive, flash drive). ITA.02.02

    03. Examine the concepts of computer maintenance and upgrades. ITA.02.03

0. Demonstrate an understanding of networks. The student will be able to: ITA.03.0

    01. Differentiate between types of networks and how they work (e.g., clients, servers, Wi-Fi, teleconference) ITA.03.01

    02. Identify security needs within a network environment (e.g., antivirus software, passwords). ITA.03.02

    03. Distinguish between intranets, extranets and how they relate to the Internet. ITA.03.03

    04. Demonstrate basic understanding of cloud computing. ITA.03.04

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0. Use word processing applications to enhance the effectiveness of various types of documents and communication. The student will be able to: ITA.04.0

    01. Select and use word processing software and accompanying features to create and enhance various written business communications (e.g., memos, reports, block business letters). ITA.04.01

    02. Save and export documents in various formats (e.g., pdf, html, blog, hyperlinks). ITA.04.02

    03. Format text content in a document (e.g., font, paragraph attributes, spacing, text styles, text boxes). ITA.04.03

    04. Manipulate page layout and reusable content (e.g., page setup, themes, templates, page backgrounds, headers and footers). ITA.04.04

    05. Perform various image-editing tasks using word-processing software to create and format images, illustrations, shapes, etc. ITA.04.05

    06. Proofread and revise documents by validating content through the use of word processing tools (e.g. spell check, thesaurus, find/replace, autocorrect settings). ITA.04.06

    07. Insert citations and hyperlinks, create end and footnotes, and create a table of contents in a document. ITA.04.07

    08. Perform various mail merge options, macros and tracking revisions. ITA.04.08

    09. Demonstrate an understanding of fonts (serif and sans serif) and font styles (bold, italic, etc.) ITA.04.09

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0. Use presentation applications to enhance communication skills. The student will be able to: ITA.05.0
    01. Manage and configure the presentation software environment (e.g., adjusting views, manipulating slide settings, configuring toolbar and file options). ITA.05.01
    02. Use presentation software to format and edit slides (e.g., adding and removing slides, slide layouts, format slide design, insert or format placeholders). ITA.05.02
    03. Locate, create and incorporate graphical and multimedia elements, including: shapes, graphics, images, bullets, hyperlinks, video, and audio into a slide presentation. ITA.05.03
    04. Enhance overall visual presentation by applying font selection, design themes, color schemes, templates, etc. ITA.05.04
    05. Create and manipulate graphical and multimedia elements using additional styles and effects (e.g., color selections, tone, contrast, shadows, picture styles). ITA.05.05
    06. Demonstrate various business-related elements that can be created, embedded and manipulated in a slide presentation, including: charts, graphs, tables, media, spreadsheets, and illustrations. ITA.05.06
    07. Customize presentation settings by using appropriate slide transitions and animations (e.g., on click, rehearsed timings) ITA.05.07
    08. Demonstrate different delivery methods for slide presentations, including: online delivery and sharing, video projection, printing options. ITA.05.08
0. Use spreadsheet applications to enhance communication skills. The student will be able to: ITA.06.0
    01. Manipulate the worksheet by using the ribbon tabs, group settings, importing data/database, manipulating properties, files and folders. ITA.06.01
    02. Create cell data and apply auto fill. ITA.06.02
    03. Format cells and worksheets (e.g., by applying and manipulating cell formats, styles, merging and splitting cells, create row and column titles, hide and unhide column titles, rows and columns, page setup options, and manipulating views/themes). ITA.06.03
    04. Create and analyze formulas and functions (e.g., apply conditional formula logic, name and cell ranges). ITA.06.04
    05. Create and modify charts and images. (e.g., pivot tables) ITA.06.05
    06. Share worksheet data through various system (e.g., email, external media, cloud storage, mail merge). ITA.06.06
    07. Analyze and organize data through filters, sorting and applying conditional formatting. (e.g., macros) ITA.06.07
    08. Interpret data on line graphs, pie charts, diagrams, and tables. ITA.06.08

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0. Use database applications to store and organize data. The student will be able to: ITA.07.0

    01. Create different forms for inputting data into a database application. ITA.07.01

    02. Interpret queries for specialized reports using a database application. ITA.07.02

    03. Create and modify a database by importing data from other sources ITA.07.03

    04. Create and manage database tables by hiding fields, importing data, adding total rows ITA.07.04

    05. Modify queries by renaming, adding/removing fields, sorting, formatting, and adding calculated fields ITA.07.05

    06. Create and format reports with multiple columns, calculated fields and images. ITA.07.06

0. Use electronic mail to enhance communication skills. The student will be able to: ITA.08.0

    01. Describe and perform e-mail capabilities and functions (e.g., create, send, & forward messages, organize email folders, manage signature and automated messages, configure message sensitivity, security and delivery options). ITA.08.01

    02. Perform e-mail activities (e.g., attach external files, save e-mail attachments, view mailbox details, schedule appointments, create contact groups). ITA.08.02

    03. Demonstrate an understanding of the ethical issues associated with electronic correspondences (e.g., employer's ownership of email, public access of government email, appropriate uses in the workplace, phishing attacks, permanence of electronic communications on the internet). ITA.08.03

    04. Describe the need for and appropriate use of electronic mailing list software applications (e.g., listserv) ITA.08.04

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0. Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals. The student will be able to: ITA.09.0

    01. Analyze personal skills and aptitudes in comparison with various business related job and career options. (i.e., hard and soft skills) ITA.09.01

    02. Use career resources to develop and analyze occupations and opportunities for internships, continuing education and on-the-job training. ITA.09.02

    03. Exhibit job-seeking skills required for entry-level employment, including resume, online job search, cover letter, online/hard copy application, mock interview, interview thank you letter, and follow-up call. ITA.09.03

    04. Design, implement, and evaluate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations. ITA.09.04

    05. Demonstrate an awareness of specific job requirements and career paths (e.g., education, certifications, skills, previous experience) in business environments. ITA.09.05

    06. Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals. ITA.09.06

    07. Describe the importance of building community and mentor relationships in a variety of professional and workplace situations. ITA.09.07

    08. Simulate work-based projects in an information technology environment ITA.09.08

0. Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. The student will be able to: ITA.10.0

    01. Demonstrate awareness of the following workplace essentials: quality customer service; business ethics; confidentiality of information; copyright violations; accepted workplace rules, regulations, policies, procedures, processes, and workplace safety, and appropriate attire and grooming. ITA.10.01

    02. Demonstrate ways of accepting and providing constructive criticism to enhance team projects. ITA.10.02

    03. Apply appropriate strategies to manage and resolve conflicts in work situations. ITA.10.03

    04. Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, and professional dress). ITA.10.04

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0. Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication. The student will be able to: ITA.11.0
    01. Demonstrate how to connect to the Internet and identify and describe web terminology, addresses and how browsers work. ITA.11.01
    02. Demonstrate proficiency using basic features of GUI (Graphical User Interface) browsers, including: bookmarks, basic configurations, e-mail configurations, and address books. ITA.11.02
    03. Describe appropriate browser security configurations ITA.11.03
    04. Describe information technology terminology, including Internet, intranet, ethics, copyright laws, and regulatory control. ITA.11.04
    05. Demonstrate proficiency using search engines and search tools (e.g., Boolean search strategies) ITA.11.05
    06. Use various web tools, including: downloading files, transfer of files, extensions, PDF, plug-ins, and data compression. ITA.11.06
    07. Differentiate between different domain extensions (e.g., .com, .org, .gov, .edu, etc.) ITA.11.07
0. Develop awareness of computer languages, web-based & software applications, and emerging technologies. The student will be able to: ITA.12.0
    01. Compare and contrast the appropriate use of various software applications. (e.g., word processing, desktop publishing, graphic design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music) ITA.12.01
    02. Explain and describe the need for web-based applications (e.g., sharing photos and video clips, messaging, chatting and collaborating. ITA.12.02
    03. Express an understanding of basic terminology used in programming (e.g., algorithm, binary, code, block-based, objects, functions) ITA.12.03
    04. Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless network, tablets, cell phones, satellite technology, nanotechnology, smart devices, home networks). ITA.12.04
0. Demonstrate an understanding of basic html by creating a simple web page. The student will be able to: ITA.13.0
    01. Create a basic web page. ITA.13.01
    02. Use basic storyboarding techniques. ITA.13.02
    03. Use basic functions of WYSIWYG editors. ITA.13.03
    04. Use basic functions of HTML, DHTML, and XML editors and converters. ITA.13.04
    05. Enhance web pages through the addition of images and graphics. ITA.13.05

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0. Demonstrate comprehension and communication skills. The student will be able to: ITA.14.0
    01. Read and comprehend technical and non-technical reading assignments related to course content (e.g., manuals, books, magazines, electronic sources). ITA.14.01
    02. Use verbal and nonverbal skills to communicate effectively with supervisors, co-workers, and customers. ITA.14.02
    03. Demonstrate an understanding of the writing process to create business documents (e.g., research methods, paper formatting (MLA/APA)) ITA.14.03
    04. Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration). ITA.14.04
0. Use social media to enhance online communication and develop an awareness of a digital footprint. The student will be able to: ITA.15.0
    01. Create and develop a professional social media presence (e.g., LinkedIn) to connect with potential employers, follower influencers, enhance networking opportunities, develop soft skills through written communication, and establish a professional business image. ITA.15.01
    02. Cultivate and manage awareness of digital identity and reputation. ITA.15.02
    03. Develop awareness of the permanence of actions and social awareness in the digital world. ITA.15.03

Front Desk Specialist – Course Number: OTA0041

0. Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace of performance in order to apply ergonomic principles applicable to the configuration of computer workstations. The student will be able to: 16.0
    01. Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data). 16.01
    02. Use communications and networking to perform tasks and solve problems in business environments. 16.02
    03. Apply knowledge of ergonomic principles to the configuration of computer workstations in order to enhance workplace performance. 16.03
0. Demonstrate language arts knowledge and skills. The student will be able to: 17.0
    01. Locate, comprehend and evaluate key elements of oral and written information. 17.01
    02. Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. 17.02
    03. Present information formally and informally for specific purposes and audiences. 17.03

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0. Apply professional oral and written communication skills in a courteous, concise, and correct manner. The student will be able to: 18.0
    01. Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. 18.01
    02. Locate, organize, and reference written information from various sources. 18.02
    03. Design, develop, and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. 18.03
    04. Apply active listening skills to obtain and clarify information. 18.04
    05. Exhibit public relations skills that aid in achieving customer satisfaction. 18.05
    06. Integrate all forms of communication. 18.06
    07. Discuss the need to use professional demeanor in business communications. 18.07
0. Solve problems using critical thinking skills, creativity and innovation and by interpreting information and ideas. The student will be able to: 19.0
    01. Employ critical thinking skills independently and in teams to solve problems and make decisions. 19.01
    02. Employ critical thinking and interpersonal skills to resolve conflicts. 19.02
    03. Identify and document workplace performance goals and monitor progress toward those goals. 19.03
    04. Conduct technical research to gather information necessary for decision-making. 19.04
    05. Interpret verbal and nonverbal cues/behaviors that enhance communication. 19.05
    06. Develop and interpret tables and charts. 19.06
0. Practice quality performance incorporating customer service strategies in the learning environment and the workplace. The student will be able to: 20.0
    01. Discuss performance evaluation methods and instruments used to assess employee progress and performance. 20.01
    02. Develop an understanding of the integral value of a customer and practice skills to provide excellent customer service. 20.02
    03. Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment. 20.03
0. Apply appropriate supervision techniques, standards of personal ethics, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance. The student will be able to: 21.0
    01. Facilitate discussions regarding service, supervision, and ethical considerations that impact the workplace. 21.01
    02. Identify the main causes of accidents in the office and preventive measures. 21.02
    03. Discuss the responsibilities organizations have to their employees. 21.03

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0. Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. The student will be able to: 22.0
    01. Plan ethical and political strategies to achieve goals and advance careers. 22.01
    02. Discuss the role of and understand how to use professional networking resources, including web-based resources. 22.02
0. Demonstrate human relations/interpersonal skills appropriate for the workplace. The student will be able to: 23.0
    01. Develop professional workplace relationship skills both internally and externally to include team building and group dynamics. Understand how individual personalities fit the team. 23.01
    02. Develop initiative and problem-solving skills to effectively deal with conflict resolution. 23.02
0. Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to: 24.0
    01. Apply the use of information management tools to develop and coordinate distribution of work. 24.01
    02. Maintain equipment and supplies. 24.02
    03. Perform financial functions. 24.03
    04. Have knowledge of transcription and how to prepare documents using machine dictation. 24.04
    05. Perform specialized records management functions. 24.05
    06. Determine the most efficient method of sending business documents and materials. 24.06
0. Describe the importance of professional ethics and legal responsibilities. The student will be able to: 25.0
    01. Identify the importance of making decisions that are based on ethical reasoning. 25.01
    02. Identify and discuss personal and long term consequences of unethical choices in the workplace. 25.02
0. Participate in simulated work-based learning experiences. The student will be able to: 26.0
    01. Participate in simulated work-based learning experiences in the administrative field. 26.01
    02. Discuss the use of technology in the administrative field. 26.02
    03. Compare and contrast the software applications used in the administrative field. 26.03
    04. Discuss organizational networks or charts and describe the relationships between positions and responsibilities. 26.04

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Administrative Support – Course Number: OTA0042

0. Use technology to apply and enhance communication skills in technical reading, writing, speaking, listening, and viewing. The student will be able to: 27.0
    01. Demonstrate an understanding of the importance of establishing and maintaining a work-related network through social contacts. 27.01
    02. Use appropriate etiquette and manners when communicating with people of varying cultures. 27.02
0. Participate in simulated work-based learning experiences. The student will be able to: 28.0
    01. Participate in simulated work-based learning experiences in a supervisory, management, or small business environment. 28.01
    02. Discuss the use of technology in a supervisory, management, or small business environment. 28.02
    03. Compare and contrast software applications used in a supervisory, management, or small business environment. 28.03

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0. Demonstrate an understanding of business law concepts. The student will be able to: 29.0
    01. Demonstrate an understanding of contractual relationships. 29.01
    02. Identify the elements of an enforceable contract. 29.02
    03. Differentiate among classes of contracts. 29.03
    04. Identify contractual capacity requirements. 29.04
    05. Discuss potential problems with signing employment contracts. 29.05
    06. Explain valid employment interview questions and valid employment testing requirements. 29.06
    07. Identify legislation that regulates employee rights. 29.07
    08. Identify legislation that regulates employment conditions. 29.08
    09. Define key terms in law. 29.09
    10. Identify key intellectual property requirements and statues relating to unauthorized access to computer resources. 29.10
    11. Describe the purposes of various consumer laws and explain their effect on the consumer's well-being. 29.11
    12. Describe how local businesses can be a source of consumer assistance and identify consumer organizations, businesses, and governmental agencies that provide consumer assistance. 29.12
    13. Differentiate among the various types of consumer fraud and explain steps that can be taken by victims to gain redress. 29.13
    14. Distinguish fraudulent, misleading, and legitimate product claims and explain what the consumer should do if such claims lead to the purchase of a faulty product. 29.14
    15. Identify documents and terms related to wills, trusts, and probate. 29.15
0. Demonstrate an understanding of different types of insurance. The student will be able to: 30.0
    01. Differentiate between requirements for insurable interest for property insurance with those needed for life insurance. 30.01
    02. Compare and contrast the different types of life insurance. 30.02
    03. Compare and contrast the different types of other insurance. 30.03
    04. Compare and contrast the differences in health insurance coverage. 30.04
    05. Demonstrate an understanding of professional liability coverage. 30.05
0. Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. The student will be able to: 31.0
    01. Compare and contrast the legal procedures and processes for forming and dissolving various forms of business ownership. 31.01

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0. Practice quality performance in the learning environment and the workplace. The student will be able to: 32.0
    01. Discuss the impact of time management practices on one's personal and professional image. 32.01
0. Apply appropriate supervision techniques, standards of personal ethics, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance. The student will be able to: 33.0
    01. Project professional image through appropriate business attire, ethical behavior, personal responsibility, flexibility, and respect for confidentiality. 33.01
    02. Apply principles of group dynamics in structured activities. 33.02
    03. Exhibit a positive attitude and professional behavior. 33.03
    04. Participate in school, community, and/or volunteer activities. 33.04

Legal Administrative Specialist – Course Number: OTA0050

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0. Perform legal office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to: 34.0
    01. Use legal terminology. 34.01
    02. Perform specialized legal office procedures. 34.02
    03. Prepare legal documents. 34.03
    04. Utilize an electronic legal reference library. 34.04
    05. Use legal and ethical procedures in the legal office. 34.05
    06. Recognize usage of specialized legal software. 34.06
    07. Proofread to include mechanics, content, and specialized legal formats. 34.07
    08. Perform specialized records management functions specific to the legal field. 34.08
    09. Understand various ways to complete electronic filing. 34.09
    10. Demonstrate general knowledge of rules regulating the Florida Bar at www.floridabar.org. 34.10
    11. Identify references for Federal and State rules of civil procedure and a general understanding of their purpose and application. 34.11
    12. Manage time efficiently using organizational skills, prioritization, and managing interruptions. 34.12
    13. Demonstrate knowledge of the rules of lawyer/client confidentiality. 34.13
    14. Demonstrate knowledge of ethical behavior in a legal business environment (e.g., appearance of impropriety, dealing with confidential information and privileged communications, identity of funds and property of clients, confidence and integrity in the legal profession, unauthorized practice of law). 34.14
    15. Demonstrate knowledge of ethical behavior in a business environment (e.g., confidentiality of information, employee right to know, hiring practices, plagiarism, copyright violations, sexual harassment, mission statement, code of ethics). 34.15
0. Use technology to increase legal office support productivity and enhance workplace performance. The student will be able to: 35.0
    01. Key with speed and accuracy to meet industry standards for employment as a legal secretary. 35.01
    02. Integrate all forms of communication. 35.02
    03. Learn the Do's and Don'ts of using Social Media in a professional environment. 35.03
    04. Identify, describe and utilize communications and networking systems required in legal workplace environments (e.g., electronic mail, internet, conflicts check system). 35.04

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0. Participate in simulated work-based learning experiences. The student will be able to: 36.0
    01. Participate in simulated work-based learning experiences in a legal office environment. 36.01
    02. Discuss the use of technology in a legal office environment. 36.02
    03. Compare and contrast the software applications used in a legal office environment. 36.03
    04. Discuss ways to respond positively to change and reduce stress in a busy legal office. 36.04
    05. Discuss the management/supervisory skills needed in a legal office environment. 36.05
0. Describe court systems and trial processes–The student will be able to: 37.0
    01. Describe the Federal court system. 37.01
    02. Describe the Florida court system. 37.02
    03. Describe the Pre-trial, trial, and post-trial processes. 37.03
    04. Describe the roles and responsibilities of judges, juries, defense attorneys, prosecutors, and plaintiffs in a trial. 37.04
0. Discuss the juvenile justice system. The student will be able to: 38.0
    01. Identify the programs and agencies within the juvenile justice system and their roles and responsibilities. 38.01
    02. Discuss Florida's juvenile court system, including procedures and alternative programs. 38.02
0. Discuss constitutional and criminal laws at the federal, state, and local levels. The student will be able to: 39.0
    01. Distinguish between state and federal laws. 39.01
    02. Differentiate between, and identify elements of, civil and criminal law. 39.02
    03. Describe criminal law procedures in Florida. 39.03
    04. Identify an example of a strict liability offense. 39.04
    05. Explain how a strict liability offense differs from other crimes. 39.05
    06. Define the different types of crimes against the person. 39.06
    07. Differentiate between the different types of homicide. 39.07
    08. Define the different types of crimes against property. 39.08
    09. Describe the different types of defenses a criminal defendant may use at trial. 39.09

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0. Describe and explain the various steps of the criminal justice process. The student will be able to: 40.0
    01. Identify the steps of the criminal justice process. 40.01
    02. List factors that show probable cause. 40.02
    03. Describe how a search warrant is obtained and what it must specify. 40.03
    04. Explain the legal principle upon which the protection against self-incrimination is based. 40.04
    05. Identify circumstances in which a jury trial is not required. 40.05
    06. List and describe the sentencing options judges may exercise. 40.06
0. Demonstrate employability skills. The student will be able to: 41.0
    01. Identify sources of information regarding employment opportunities in the legal profession. 41.01
    02. Identify advanced career options and training opportunities in the legal profession. 41.02
    03. Conduct a job search and identify the training, experience, and other qualifications required for different positions. 41.03
    04. Identify the interpersonal skills, work habits, and ethics necessary for ongoing employment in an environment of human diversity. 41.04
    05. Secure information about a particular job. 41.05
    06. Complete a job resume. 41.06
    07. Complete a job application. 41.07
    08. Apply effective job interview techniques. 41.08
0. Demonstrate knowledge of legal operating systems. The student will be able to: 42.0
    01. Identify and utilize basic legal operating system file naming conventions (e.g., basic principles, business names, governmental names, organizational names and personal names). 42.01
    02. Use appropriate legal office procedures for letters, envelopes, interoffice memoranda, processing mail, proof reading and, delivery services. 42.02
    03. Know and understand the duties performed by a notary public. 42.03
    04. Understand and use appropriate telephone etiquette (e.g., courtesy, first impressions, telephone use etc.) 42.04

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0. Demonstrate comprehension and communication of legal knowledge skills. The student will be able to: 43.0
    01. Read and comprehend technical and non-technical legal terminology utilized in reading assignments related to course content including trade journals, books, magazines and electronic libraries. 43.01
    02. Write clear and well-organized documents, integrating a variety of information from a range of law areas. 43.02
    03. Take notes, organize, summarize, and paraphrase ideas and details. 43.03
    04. Accurately follow written and oral instructions. 43.04
    05. Interpret data on graphs, charts, diagrams, and tables commonly used in the legal profession. 43.05

Medical Administrative Specialist (OTA0040)

Information Technology Assistant - Course Number: OTA0040

0. Demonstrate knowledge, skill, and application of information technology to accomplish job objectives and enhance workplace performance. The student will be able to: ITA.01.0
    01. Develop keyboarding skills to enter and manipulate text and data. ITA.01.01
    02. Describe and use current computer technology and software to perform personal and business related tasks in the workplace (e.g., e-mail, digital calendars, meetings, appointments). ITA.01.02
    03. Differentiate between types of file systems and classify common file extensions based on software application programs used in the workplace environment. ITA.01.03
    04. Utilize the Internet to find reliable resources and reference materials (e.g., on-line help, tutorials, manuals). ITA.01.04
    05. Apply research strategies to use and evaluate electronic research technologies for valid and reliable information. ITA.01.05
    06. Demonstrate basic computer file management skills (e.g., naming, saving, retrieving, and organizing). ITA.01.06
    07. Analyze the process of troubleshooting problems with computer hardware peripherals, including input and output devices. ITA.01.07
    08. Describe ethical issues and problems associated with computers and information technology (e.g., fair use, privacy, public domain, copyright, piracy, plagiarism). ITA.01.08
    09. Explain the history and purpose of various operating systems (e.g., DOS, Windows, Mac, and Unix/Linux). ITA.01.09
0. Develop an awareness of microcomputers. The student will be able to: ITA.02.0
    01. Explain the general architecture of a microcomputer system. ITA.02.01
    02. Explain the need for and demonstrate proficiency using common peripherals (e.g., printers, mouse, keyboard, external hard drive, flash drive). ITA.02.02
    03. Examine the concepts of computer maintenance and upgrades. ITA.02.03

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0. Demonstrate an understanding of networks. The student will be able to: ITA.03.0
    01. Differentiate between types of networks and how they work (e.g., clients, servers, Wi-Fi, teleconference) ITA.03.01
    02. Identify security needs within a network environment (e.g., antivirus software, passwords). ITA.03.02
    03. Distinguish between intranets, extranets and how they relate to the Internet. ITA.03.03
    04. Demonstrate basic understanding of cloud computing. ITA.03.04
0. Use word processing applications to enhance the effectiveness of various types of documents and communication. The student will be able to: ITA.04.0
    01. Select and use word processing software and accompanying features to create and enhance various written business communications (e.g., memos, reports, block business letters). ITA.04.01
    02. Save and export documents in various formats (e.g., pdf, html, blog, hyperlinks). ITA.04.02
    03. Format text content in a document (e.g., font, paragraph attributes, spacing, text styles, text boxes). ITA.04.03
    04. Manipulate page layout and reusable content (e.g., page setup, themes, templates, page backgrounds, headers and footers). ITA.04.04
    05. Perform various image-editing tasks using word-processing software to create and format images, illustrations, shapes, etc. ITA.04.05
    06. Proofread and revise documents by validating content through the use of word processing tools (e.g. spell check, thesaurus, find/replace, autocorrect settings). ITA.04.06
    07. Insert citations and hyperlinks, create end and footnotes, and create a table of contents in a document. ITA.04.07
    08. Perform various mail merge options, macros and tracking revisions. ITA.04.08
    09. Demonstrate an understanding of fonts (serif and sans serif) and font styles (bold, italic, etc.) ITA.04.09

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0. Use presentation applications to enhance communication skills. The student will be able to: ITA.05.0
    01. Manage and configure the presentation software environment (e.g., adjusting views, manipulating slide settings, configuring toolbar and file options). ITA.05.01
    02. Use presentation software to format and edit slides (e.g., adding and removing slides, slide layouts, format slide design, insert or format placeholders). ITA.05.02
    03. Locate, create and incorporate graphical and multimedia elements, including: shapes, graphics, images, bullets, hyperlinks, video, and audio into a slide presentation. ITA.05.03
    04. Enhance overall visual presentation by applying font selection, design themes, color schemes, templates, etc. ITA.05.04
    05. Create and manipulate graphical and multimedia elements using additional styles and effects (e.g., color selections, tone, contrast, shadows, picture styles). ITA.05.05
    06. Demonstrate various business-related elements that can be created, embedded and manipulated in a slide presentation, including: charts, graphs, tables, media, spreadsheets, and illustrations. ITA.05.06
    07. Customize presentation settings by using appropriate slide transitions and animations (e.g., on click, rehearsed timings) ITA.05.07
    08. Demonstrate different delivery methods for slide presentations, including: online delivery and sharing, video projection, printing options. ITA.05.08
0. Use spreadsheet applications to enhance communication skills. The student will be able to: ITA.06.0
    01. Manipulate the worksheet by using the ribbon tabs, group settings, importing data/database, manipulating properties, files and folders. ITA.06.01
    02. Create cell data and apply auto fill. ITA.06.02
    03. Format cells and worksheets (e.g., by applying and manipulating cell formats, styles, merging and splitting cells, create row and column titles, hide and unhide column titles, rows and columns, page setup options, and manipulating views/themes). ITA.06.03
    04. Create and analyze formulas and functions (e.g., apply conditional formula logic, name and cell ranges). ITA.06.04
    05. Create and modify charts and images. (e.g., pivot tables) ITA.06.05
    06. Share worksheet data through various system (e.g., email, external media, cloud storage, mail merge). ITA.06.06
    07. Analyze and organize data through filters, sorting and applying conditional formatting. (e.g., macros) ITA.06.07
    08. Interpret data on line graphs, pie charts, diagrams, and tables. ITA.06.08

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0. Use database applications to store and organize data. The student will be able to: ITA.07.0

    01. Create different forms for inputting data into a database application. ITA.07.01

    02. Interpret queries for specialized reports using a database application. ITA.07.02

    03. Create and modify a database by importing data from other sources ITA.07.03

    04. Create and manage database tables by hiding fields, importing data, adding total rows ITA.07.04

    05. Modify queries by renaming, adding/removing fields, sorting, formatting, and adding calculated fields ITA.07.05

    06. Create and format reports with multiple columns, calculated fields and images. ITA.07.06

0. Use electronic mail to enhance communication skills. The student will be able to: ITA.08.0

    01. Describe and perform e-mail capabilities and functions (e.g., create, send, & forward messages, organize email folders, manage signature and automated messages, configure message sensitivity, security and delivery options). ITA.08.01

    02. Perform e-mail activities (e.g., attach external files, save e-mail attachments, view mailbox details, schedule appointments, create contact groups). ITA.08.02

    03. Demonstrate an understanding of the ethical issues associated with electronic correspondences (e.g., employer's ownership of email, public access of government email, appropriate uses in the workplace, phishing attacks, permanence of electronic communications on the internet). ITA.08.03

    04. Describe the need for and appropriate use of electronic mailing list software applications (e.g., listserv) ITA.08.04

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0. Investigate individual assessment and job/career exploration and individual career planning that reflect the transition from school to work, lifelong learning, and personal and professional goals. The student will be able to: ITA.09.0

    01. Analyze personal skills and aptitudes in comparison with various business related job and career options. (i.e., hard and soft skills) ITA.09.01

    02. Use career resources to develop and analyze occupations and opportunities for internships, continuing education and on-the-job training. ITA.09.02

    03. Exhibit job-seeking skills required for entry-level employment, including resume, online job search, cover letter, online/hard copy application, mock interview, interview thank you letter, and follow-up call. ITA.09.03

    04. Design, implement, and evaluate a plan to facilitate growth and skill development related to anticipated job requirements and career expectations. ITA.09.04

    05. Demonstrate an awareness of specific job requirements and career paths (e.g., education, certifications, skills, previous experience) in business environments. ITA.09.05

    06. Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals. ITA.09.06

    07. Describe the importance of building community and mentor relationships in a variety of professional and workplace situations. ITA.09.07

    08. Simulate work-based projects in an information technology environment ITA.09.08

0. Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. The student will be able to: ITA.10.0

    01. Demonstrate awareness of the following workplace essentials: quality customer service; business ethics; confidentiality of information; copyright violations; accepted workplace rules, regulations, policies, procedures, processes, and workplace safety, and appropriate attire and grooming. ITA.10.01

    02. Demonstrate ways of accepting and providing constructive criticism to enhance team projects. ITA.10.02

    03. Apply appropriate strategies to manage and resolve conflicts in work situations. ITA.10.03

    04. Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, respect for self and others, and professional dress). ITA.10.04

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0. Demonstrate competence using computer networks, internet and online databases to facilitate collaborative or individual learning and communication. The student will be able to: ITA.11.0
    01. Demonstrate how to connect to the Internet and identify and describe web terminology, addresses and how browsers work. ITA.11.01
    02. Demonstrate proficiency using basic features of GUI (Graphical User Interface) browsers, including: bookmarks, basic configurations, e-mail configurations, and address books. ITA.11.02
    03. Describe appropriate browser security configurations ITA.11.03
    04. Describe information technology terminology, including Internet, intranet, ethics, copyright laws, and regulatory control. ITA.11.04
    05. Demonstrate proficiency using search engines and search tools (e.g., Boolean search strategies) ITA.11.05
    06. Use various web tools, including: downloading files, transfer of files, extensions, PDF, plug-ins, and data compression. ITA.11.06
    07. Differentiate between different domain extensions (e.g., .com, .org, .gov, .edu, etc.) ITA.11.07
0. Develop awareness of computer languages, web-based & software applications, and emerging technologies. The student will be able to: ITA.12.0
    01. Compare and contrast the appropriate use of various software applications. (e.g., word processing, desktop publishing, graphic design, web browser, e-mail, presentation, database, scheduling, financial management, Java applet, music) ITA.12.01
    02. Explain and describe the need for web-based applications (e.g., sharing photos and video clips, messaging, chatting and collaborating. ITA.12.02
    03. Express an understanding of basic terminology used in programming (e.g., algorithm, binary, code, block-based, objects, functions) ITA.12.03
    04. Compare and contrast emerging technologies and describe how they impact business in the global marketplace (e.g., wireless network, tablets, cell phones, satellite technology, nanotechnology, smart devices, home networks). ITA.12.04
0. Demonstrate an understanding of basic html by creating a simple web page. The student will be able to: ITA.13.0
    01. Create a basic web page. ITA.13.01
    02. Use basic storyboarding techniques. ITA.13.02
    03. Use basic functions of WYSIWYG editors. ITA.13.03
    04. Use basic functions of HTML, DHTML, and XML editors and converters. ITA.13.04
    05. Enhance web pages through the addition of images and graphics. ITA.13.05

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0. Demonstrate comprehension and communication skills. The student will be able to: ITA.14.0
    01. Read and comprehend technical and non-technical reading assignments related to course content (e.g., manuals, books, magazines, electronic sources). ITA.14.01
    02. Use verbal and nonverbal skills to communicate effectively with supervisors, co-workers, and customers. ITA.14.02
    03. Demonstrate an understanding of the writing process to create business documents (e.g., research methods, paper formatting (MLA/APA)) ITA.14.03
    04. Demonstrate an awareness of project management concepts and tools (e.g., timelines, deadlines, resource allocation, time management, delegation of tasks, collaboration). ITA.14.04
0. Use social media to enhance online communication and develop an awareness of a digital footprint. The student will be able to: ITA.15.0
    01. Create and develop a professional social media presence (e.g., LinkedIn) to connect with potential employers, follower influencers, enhance networking opportunities, develop soft skills through written communication, and establish a professional business image. ITA.15.01
    02. Cultivate and manage awareness of digital identity and reputation. ITA.15.02
    03. Develop awareness of the permanence of actions and social awareness in the digital world. ITA.15.03

Front Desk Specialist – Course Number: OTA0041

0. Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace of performance in order to apply ergonomic principles applicable to the configuration of computer workstations. The student will be able to: 16.0
    01. Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data). 16.01
    02. Use communications and networking to perform tasks and solve problems in business environments. 16.02
    03. Apply knowledge of ergonomic principles to the configuration of computer workstations in order to enhance workplace performance. 16.03
0. Demonstrate language arts knowledge and skills. The student will be able to: 17.0
    01. Locate, comprehend and evaluate key elements of oral and written information. 17.01
    02. Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. 17.02
    03. Present information formally and informally for specific purposes and audiences. 17.03

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0. Apply professional oral and written communication skills in in a courteous, concise, and correct manner. The student will be able to: 18.0
    01. Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. 18.01
    02. Locate, organize and reference written information from various sources. 18.02
    03. Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. 18.03
    04. Apply active listening skills to obtain and clarify information. 18.04
    05. Exhibit public relations skills that aid in achieving customer satisfaction. 18.05
    06. Integrate all forms of communication. 18.06
    07. Discuss the need to use professional demeanor in business communications. 18.07
0. Solve problems using critical thinking skills, creativity and innovation and by interpreting information and ideas. The student will be able to: 19.0
    01. Employ critical thinking skills independently and in teams to solve problems and make decisions. 19.01
    02. Employ critical thinking and interpersonal skills to resolve conflicts. 19.02
    03. Identify and document workplace performance goals and monitor progress toward those goals. 19.03
    04. Conduct technical research to gather information necessary for decision-making. 19.04
    05. Interpret verbal and nonverbal cues/behaviors that enhance communication. 19.05
    06. Develop and interpret tables and charts. 19.06
0. Practice quality performance incorporating customer service strategies in the learning environment and the workplace. The student will be able to: 20.0
    01. Discuss performance evaluation methods and instruments used to assess employee progress and performance. 20.01
    02. Develop an understanding of the integral value of a customer and practice skills to provide excellent customer service. 20.02
    03. Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment. 20.03
0. Apply appropriate supervision techniques, standards of personal ethics, and knowledge of workplace regulatory practices to accomplish job objectives and enhance workplace performance. The student will be able to: 21.0
    01. Facilitate discussions regarding service, supervision, and ethical considerations that impact the workplace. 21.01
    02. Identify the main causes of accidents in the office and preventive measures. 21.02
    03. Discuss the responsibilities organizations have to their employees. 21.03

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0. Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. The student will be able to: 22.0
    01. Plan ethical, political strategies to achieve goals and advance careers. 22.01
    02. Discuss the role of and understand how to use professional networking resources, including web-based resources. 22.02
0. Demonstrate human relations/interpersonal skills appropriate for the workplace. The student will be able to: 23.0
    01. Develop professional workplace relationship skills both internally and externally to include team building and group dynamics. Understand how individual personalities fit the team. 23.01
    02. Develop initiative and problem-solving skills to effectively deal with conflict resolution. 23.02
0. Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to: 24.0
    01. Apply the use of information management tools to develop and coordinate distribution of work. 24.01
    02. Maintain equipment and supplies. 24.02
    03. Perform financial functions. 24.03
    04. Have knowledge of transcription and how to prepare documents using machine dictation. 24.04
    05. Perform specialized records management functions. 24.05
    06. Determine the most efficient method of sending business documents and materials. 24.06
0. Describe the importance of professional ethics and legal responsibilities. The student will be able to: 25.0
    01. Identify the importance of making decisions that are based on ethical reasoning. 25.01
    02. Identify and discuss personal and long term consequences of unethical choices in the workplace. 25.02
    0. Participate in simulated work-based learning experiences. The student will be able to: 26.0
    01. Participate in simulated work-based learning experiences in the administrative field. 26.01
    02. Discuss the use of technology in the administrative field. 26.02
    03. Compare and contrast the software applications used in the administrative field. 26.03
    04. Discuss organizational networks or charts and describe the relationships between positions and responsibilities. 26.04

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Medical Office Technologist – Course Number: OTA0631

0. Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to: 27.0
    01. Perform medical administrative office tasks including insurance verification, billing and collections, scheduling and processing referrals. 27.01
    02. Prepare medical documents. 27.02
    03. Utilize medical references. 27.03
    04. Discuss and simulate legal and ethical procedures in the medical office. 27.04
    05. Recognize usage of specialized medical software. 27.05
    06. Proofread to include mechanics, content, and specialized medical formats. 27.06
    07. Perform specialized records management functions specific to the medical field. 27.07
    08. Use medical terminology. 27.08
    09. Identify key standards for privacy and security of health information as mandated in Health Insurance Portability and Accountability Act (HIPAA). 27.09
    10. Demonstrate the ability to accurately transcribe and format medical records. 27.10
    11. Discuss how to use encryption to support patient confidentiality when sending communication. 27.11
0. Participate in simulated work-based learning experiences in a medical office environment. The student will be able to: 28.0
    01. Participate in simulated work-based learning experiences in a medical office environment. 28.01
    02. Discuss the use of technology in a medical office environment. 28.02
    03. Discuss the management/supervisory skills needed in a medical office environment. 28.03
0. Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. The student will be able to: 29.0
    01. Describe the nature and types of business organizations. 29.01
    02. Explain the effect of key organizational systems on performance and quality. 29.02
    03. List and describe quality control systems and/or practices common to the workplace. 29.03

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0. Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. The student will be able to: 30.0
    01. Employ leaderships qualities that seek to contribute to the organization's direction. 30.01
    02. Establish and maintain effective working relationships with others in order to accomplish objectives and tasks. 30.02
    03. Employ mentoring skills to inspire and teach others. 30.03

Medical Administrative Specialist – Course Number: OTA0651

0. Perform medical office functions and responsibilities to accomplish job objectives and enhance workplace performance. The student will be able to: 31.0
    01. Simulate professional communication skills in situations with patients and medical contacts. 31.01
    02. Use medical terminology. 31.02
    03. Demonstrate knowledge of medical emergency management procedures. 31.03
    04. Demonstrate an understanding of insurance fraud and abuse. 31.04
    05. Communicate with health organizations to process referrals and verify patient coverage adhering to HIPAA requirements. 31.05
    06. Demonstrate knowledge of OSHA regulations and compliances as they relate to medical offices. 31.06
    07. Identify and discuss various State Insurance Licenses offered covering physicians' offices. 31.07
    08. Participate in simulated work-based learning experiences in a medical office environment. 31.08
    09. Discuss the use of technology in a medical office environment. 31.09
0. Use technology to increase medical office support productivity and enhance workplace performance. The student will be able to: 32.0
    01. Demonstrate the ability to accurately transcribe and format medical records. 32.01
    02. Discuss how to use encryption to support patient confidentiality when sending communication. 32.02
    03. Demonstrate the ability to use integrated application software. 32.03
0. Participate in simulated work-based learning experiences. The student will be able to: 33.0
    01. Participate in simulated work-based learning experiences in a medical office environment. 33.01
    02. Discuss the use of specialized medical office equipment. 33.02
    03. Discuss the management/supervisory skills needed in a medical office environment. 33.03

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0. Use technology to increase medical office support productivity and enhance workplace performance. The student will be able to: 34.0
    01. Perform specialized administrative office tasks including insurance verification, billing and collections, scheduling and processing referrals. 34.01
    02. Key with speed and accuracy to meet industry standards for employment as a secretary or administrative assistant. 34.02
    03. Demonstrate the ability to use integrated application software. 34.03
0. Demonstrate employability skills. The student will be able to: 35.0
    01. Demonstrate successful interview techniques. 35.01
    02. Maintain and update a career portfolio. 35.02
    03. Define terms related to medical office careers. 35.03
    04. Apply for positions with a letter of application and resume. 35.04
0. Explain the importance of employability skills and entrepreneurial skills. The student will be able to: 36.0
    01. Identify and demonstrate positive work behaviors needed to be employable. 36.01
    02. Develop personal career plan that includes goals, objectives, and strategies. 36.02
    03. Examine licensing, certification, and industry credentialing requirements. 36.03
    04. Maintain a career portfolio to document knowledge, skills, and experience. 36.04
    05. Evaluate and compare employment opportunities that match career goals. 36.05
    06. Identify and exhibit traits for retaining employment. 36.06
    07. Identify opportunities and research requirements for career advancement. 36.07
    08. Research the benefits of ongoing professional development. 36.08
    09. Examine and describe entrepreneurship opportunities as a career planning. 36.09
0. Demonstrate business management skills. The student will be able to: 37.0
    01. Describe the relationships between levels of management and how the levels of management work together. 37.01

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0. Demonstrate positive human relations and leadership skills in the workplace. The student will be able to: 38.0
    01. Apply ethnocentric, polycentric, regiocentric, and geocentric approaches to managing human resources. 38.01
    02. Demonstrate communication strategies necessary and appropriate for effective medical office business relations. 38.02
    03. Demonstrate skills as a team member and qualities of a leader. 38.03
    04. Participate in leadership activities in FBLA, BPA, and SkillsUSA. 38.04
    05. Participate in community service activities. 38.05
0. Describe the importance of professional ethics and legal responsibilities. The student will be able to: 39.0
    01. Demonstrate ethical medical business behavior. 39.01
    02. Evaluate and justify decisions based on ethical reasoning. 39.02
    03. Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities and employer policies. 39.03
    04. Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. 39.04
    05. Interpret and explain written organizational policies and procedures. 39.05
0. Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student will be able to: 40.0
    01. Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. 40.01
    02. Explain the effect of key organizational systems on performance and quality. 40.02
    03. Understand the components and value of a disaster and/or emergency response plan. 40.03
    04. Apply knowledge of ergonomic principles to the configuration of computer workstations in order to enhance workplace performance. 40.04
0. Demonstrate personal money-management concepts, procedures, and strategies. The student will be able to: 41.0
    01. Identify and describe the services and legal responsibilities of financial institutions. 41.01
    02. Describe the effect of money management on personal and career goals. 41.02
    03. Develop a personal budget and financial goals. 41.03
    04. Complete financial instruments for making deposits and withdrawals. 41.04
    05. Maintain financial records. 41.05
    06. Read and reconcile financial statements. 41.06
    07. Research, compare and contrast investment opportunities. 41.07