Florida Department of Education
CURRICULUM FRAMEWORK

Program Title:	Computer and Business Skills
Program Type:	Practical Arts
Occupational Area:	Business Technology Education
	Secondary

Program Number:	**8200330**	
CIP Number:	0507.0797PA	
Grade Level:	9-12, 30, 31	
Standard Length:	.5 credits	
Certification:	BUS ED	@4 1 @2
	VOE	@7
	TEACH CBE	@7
	CLERICAL	@7 G
	SECRETAR	@7 G
	BUS DP	@7 G
	ELECT DP	@7 G
	TEC ELEC	@7 G
	BOOKKEEPIN	@4 @7 G
	TYPEWRIT	@4
CTSO:	FBLA	
	BPA	
Coop Method:	No	
Apprenticeship:	No	
Facility Code:	211	

I.   **PURPOSE**: This course is designed to introduce students to the basic skills and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications including word processing, spreadsheet, database, presentation, and integrated software.

Instructional experiences provided in this course do not necessarily prepare students for specific occupations.

II. **LABORATORY ACTIVITIES**: Laboratory activities are an integral part of this course and include the use of computers and peripheral equipment.

III. Future Business Leaders of America (Secondary), Phi Beta Lambda (Postsecondary), and Business Professionals of America are the appropriate Career and Technical Student Organizations (CTSO) for providing leadership training and for reinforcing specific career and technical skills. Career and Technical Student Organizations, when provided, shall be an integral part of the career and technical instructional program, and the activities of such organizations are defined as part of the curriculum in accordance with Rule 6A-6.065, FAC.

When a secondary student with a disability is enrolled in a vocational class with modifications to the curriculum framework, the particular outcomes and student performance standards which the student must master to earn credit must be specified on an individual basis. The job or

jobs for which the student is being trained should be reflected in the student's desired postschool outcome statement on the Transition Individual Educational Plan(Transition IEP).

<u>SCANS Competencies</u>: Instructional strategies for this program must include methods that require students to identify, organize, and use resources appropriately; to work with each other cooperatively and productively; to acquire and use information; to understand social, organizational, and technological systems; and to work with a variety of tools and equipment. Instructional strategies must also incorporate the methods to improve students' personal qualities and high-order thinking skills.

<u>Equipment List</u>: A generic equipment list is available for this program.

IV.   **INTENDED OUTCOMES:** After completing the following competencies, the student will be able to:

01.0   Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. [Student Performance Standards: 01.01, 01.02, 01.03, 01.04, 01.06, 01.07, 01.08.]

02.0   Use technology to enhance the effectiveness of communication skills in technical reading, writing, speaking, listening, and viewing, in order to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 02.03, 02.04, 03.05.]

05.0   Practice quality performance in the learning environment and the workplace. [Student Performance Standards: 05.02.]

06.0   Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 06.01,06.02, 06.03.]

07.0   Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 07.02, 07.03, 07.04.]

08.0   Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. [Student Performance Standards: 08.01, 08.02, 08.03.]

09.0   Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. Experience work-based learning through job shadowing, mentoring, e-coaching, etc.[Student Performance Standards: 09.01, 09.02, 09.03, 09.04, 09.06, 09.07, 09.08.]

10.0   Demonstrate human relations/interpersonal skills appropriate for the workplace. [Student performance Standards: 10.01, 10.02, 10.03.]

11.0   Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 11.01,11.03.]

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Course Number: 8200330
Course Title: Computer and Business Skills
Course Credit: .5

COURSE DESCRIPTION:

This course is designed to introduce students to the basic skills and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications including word processing, spreadsheet, database, presentation, and integrated software.

INFORMATION SYSTEMS

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

 01.01 Develop proficiency with touch keyboarding skills to enter and manipulate text and data.
 01.02 Use current and emerging computer technology and software to perform personal and business related tasks.
 01.03 Identify and describe communications and networking systems used in workplace environments.
 01.04 Describe current and emerging computer technology and the potential impact on the workplace and business environments.
 01.05 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software.
 01.06 Demonstrate basic file management skills using manual and electronic systems.

WORKPLACE COMMUNICATIONS

 02.03 Use listening, speaking, and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers.
 02.05 Collaborate with individuals and teams to complete tasks and solve business-related problems.
 02.06 Use professional business vocabulary appropriate for entry-level jobs in business environments.

02.0 <u>USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF COMMUNICATION SKILLS IN TECHNICAL READING, WRITING, SPEAKING, LISTENING, AND VIEWING</u>—The student will be able to:

 03.05 Use database, spreadsheet, and integrated software packages to enhance written business communications.
 03.06 Use presentation software to enhance personal and professional communications.
 03.07 Demonstrate effective and efficient use of a variety of telephone features and equipment for business communications.

04.0   DEVELOP AN AWARENESS OF MANAGEMENT FUNCTIONS AND ORGANIZATIONAL
       STRUCTURES AS THEY RELATE TO TODAY'S WORKPLACE AND EMPLOYER/EMPLOYEE
       ROLES. DEMONSTRATE INITIATIVE, COURTESY, LOYALTY, HONESTY, COOPERATION,
       AND PUNCTUALITY AS A TEAM MEMBER—The student will be able to:

       04.01 Use strategies to derive information from communication modes used
             in business (e.g., written memos, letters, proposals, oral
             instructions, presentations, nonverbal).
       04.02 Develop strategies to select appropriate information, determine
             relevance, and use appropriate resources for completing business
             tasks.

CURRENT TRENDS/ISSUES IN THE WORKPLACE

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

       05.01 Assess personal, peer, and group performance and identify and
             implement strategies for improvement (e.g., organizational skills,
             note taking/outlining, advance organizers, reasoning skills,
             problem-solving and decision-making skills).
       05.02 Develop criteria for assessing products and processes that
             incorporate effective business practices (e.g., time management,
             productivity, total quality management).

MANAGEMENT

06.0   INCORPORATE APPROPRIATE LEADERSHIP AND SUPERVISION TECHNIQUES, CUSTOMER
       SERVICE STRATEGIES, AND STANDARDS OF PERSONAL ETHICS TO ACCOMPLISH JOB
       OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able
       to:

       06.01 Demonstrate an awareness of quality service and the personal and
             professional standards required to establish an effective service-
             based culture in the workplace, business, or learning environment.
       06.02 Identify, analyze and implement managerial skills necessary for
             maintaining a high quality work environment in business settings.
       06.03 Follow accepted rules, regulations, policies, procedures,
             processes, and workplace safety.

COMPUTATION AND FINANCE

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

       07.01 Analyze, interpret, and present/communicate data using common
             statistical procedures.
       07.02 Use common standards of measurement including the metric system in
             solving work-related or business problems (e.g., length, weight,
             currency, time).
       07.03 Select and use the correct mathematical process to solve basic
             problems that are typical of business situations and use formulas
             when appropriate.

JOB READINESS AND CAREER DEVELOPMENT

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

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

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

    09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
    09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
    09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up). LA.C.4.4
    09.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
    09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
    09.07 Demonstrate an awareness of the potential impact f local and global trends on career plans and life goals.
    09.08 Experience work-based learning through volunteerism, job shadowing, mentoring, e-coaching, etc.

HUMAN RELATIONS/INTERPERSONAL SKILLS

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

    10.01 Accept constructive criticism.
    10.02 Apply appropriate strategies to manage conflict in work situations.
    10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).

ADMINISTRATIVE OFFICE PROCEDURES

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

11.01 Perform office tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.). LA.A.2.4.4, LA.A.2.4.7, LA.A.2.4.8, LA.B.2.4.2

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

NOTE: This course along with Keyboarding and Business Skills is equivalent to Business Systems and Technology 1. Students should complete Keyboarding and Business Skills before enrolling in this course.