

July 2001

Florida Department of Education  
CURRICULUM FRAMEWORK

**Program Title:** PC Support Services  
**Program Type:** Job Preparatory  
**Occupational Area:** Business Technology Education  
**Components:** Core and Four Occupational Completion Points

	<u>Secondary</u>	<u>PSAV</u>
<b>Program Number:</b>	<b>8207200</b>	<b>B070305</b>
CIP Number:	0507.030501	0507.030501
Grade Level:	9-12, 30, 31	30, 31
Standard Length:	6 credits	900 hours
Certification:	BUS ED @4 1 @2 VOE @7 TEACH CBE @7 TEC ELEC \$7 G BUS DP @7 G ELECT DP @7 G BOOKKEEPIN @4 @7 G CLERICAL @7 G SECRETAR @7 G ACCTING @7 G MANAG SUPV @7 G	BUS ED @4 1 @2 VOE @7 TEACH CBE @7 TEC ELEC \$7 G BUS DP @7 G ELECT DP @7 G BOOKKEEPIN @4 @7 G CLERICAL @7 G SECRETAR @7 G ACCTING @7 G MANAG SUPV @7 G
[OCP C and D Only:] Additional certification accepted:	COMP SCI @6 @2	COMP SCI @6 @2
CTSO:	FBLA BPA	Phi Beta Lambda BPA
Coop Method:	Yes	Yes
Apprenticeship:	No	No
Facility Code:	212	212
Basic Skills:		
Math		9
Language		9
Reading		9

- I. **PURPOSE:** This program is designed to prepare students for employment as a General Office Clerk I, General Office Clerk II, Software Support Help Desk, and PC Support Specialist.

This program offers a broad foundation of knowledge and skills to prepare students for employment in PC support services positions. The content includes software applications and operating systems including the use of advanced software/system features and programs; electronic communication via the Internet; Web page components; computer networking and network administration; the interrelationships among major components of networks; hardware and software selection and installation; integration techniques to enhance projects; and preventative hardware maintenance.

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

- II. **PROGRAM STRUCTURE:** This program is a planned sequence of instruction consisting of the Business Technology Education Core (Business Systems and Technology 1 - OCP A and Business Systems and Technology 2 - OCP B) and two additional occupational completion points. Secondary or postsecondary students who have previously completed the Business Technology Education Core will not have to repeat the core. A student who completes the applicable competencies at any occupational completion point may either continue with the training program or exit as an occupational completer.

The following diagram illustrates the PC Support Services program structure:

**Computer Technology Cluster  
Secondary and Postsecondary Adult Vocational**

OCP D	PC Support Specialist	DOT Code 039.264-010 900 hours PC Support 3 and 4
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OCP C	Software Support Help Desk	DOT Code 032.262-010 600 hours PC Support 1 and 2
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OCP B	General Office Clerk II	OES Code 55347 300 hours BST 2
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OCP A	General Office Clerk I	OES Code 55321 150 hours BST 1

When offered at the secondary level, this program consists of the following courses which include the Business Technology Education Core:

- Business Technology Education Core
- 8209020 - Business Systems and Technology 1
- 8209030 - Business Systems and Technology 2
  
- 8207210 - PC Support 1
- 8207220 - PC Support 2
- 8207230 - PC Support 3
- 8207240 - PC Support 4

- III. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program and include the use of keyboarding systems, computers, computer software, and peripheral equipment.

- IV. **SPECIAL NOTES:** Future Business Leaders of America (Secondary), Phi Beta Lambda (Postsecondary), and Business Professionals of America are the appropriate Career 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.

Cooperative training - OJT is appropriate for this program. Whenever cooperative training - OJT is offered, the following are required for each student: a training plan, signed by the student, teacher, and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a workstation that reflects equipment, skills, and tasks that are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade levels required for postsecondary adult vocational students is: Mathematics 9.0, Language 9.0, Reading 9.0. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

The standard length of this program is 900 hours.

To be transferable statewide between institutions, this program must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

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).

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

Equipment List: A generic equipment list is available for this program.

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

**OCCUPATIONAL COMPLETION POINT - DATA CODE A**  
GENERAL OFFICE CLERK I - OES Code 55321

- 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, 01.05, 01.06, 01.07, 01.08.]
- 02.0 Use technology to enhance communications in technical reading, writing, speaking, listening, and viewing. [Student Performance Standards: 02.01, 02.02, 02.03, 02.04, 02.05.]
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. [Student Performance Standards: 03.01, 03.02, 03.03, 03.04, 03.05, 03.06.]
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member. [Student Performance Standards: 04.01, 04.02, 04.03.]
- 05.0 Practice quality performance in the learning environment and the workplace. [Student Performance Standards: 05.01, 05.02.]
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 06.01, 06.02, 06.03.]
- 07.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 07.01, 07.02, 07.03.]
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. [Student Performance Standards: 08.01, 08.02, 08.03.]
- 09.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. [Student Performance Standards: 09.01, 09.02, 09.03, 09.04, 09.05, 09.06, 09.07, 09.08.]
- 10.0 Demonstrate personal and interpersonal skills 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, 11.02.]

**OCCUPATIONAL COMPLETION POINT - DATA CODE B**

GENERAL OFFICE CLERK II - OES Code 55347

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 01.07, 01.08, 01.09, 01.10, 01.11, 01.12.]
- 02.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct

- manner on personal and professional levels. [Student Performance Standards: 02.07, 02.08, 02.09.]
- 03.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 03.03, 03.04, 03.05, 03.06, 03.08, 03.09, 03.10.]
- 04.0 Use information to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 04.03.]
- 05.0 Analyze current and emerging workplace trends and issues and determine potential impact on career and job objectives and workplace performance. [Student Performance Standards: 05.03, 05.04.]
- 06.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. [Student Performance Standards: 06.03, 06.04.]
- 07.0 Practice quality performance in the learning environment and the workplace. [Student Performance Standards: 07.03, 07.04.]
- 08.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 08.04, 08.05.]
- 09.0 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: 09.05.]
- 10.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. [Student Performance Standards: 10.03, 10.04.]
- 11.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. [Student Performance Standards: 11.05, 11.06, 11.07.]
- 12.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. [Student Performance Standards: 12.01, 12.02.]
- 13.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 13.01, 13.02, 13.03.]

**OCCUPATIONAL COMPLETION POINT - DATA CODE C**

SOFTWARE SUPPORT HELP DESK - DOT Code 032.262-010

Intended outcomes of OCP A and OCP B must be completed previously or concurrently. After completing the following additional competencies, the student will have achieved the occupational completion point of Software Support Help Desk and the student will be able to:

- 02.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct

- manner on personal and professional levels. [Student Performance Standards: 02.14, 02.19, 02.20.]
- 20.0 Participate in work-based learning experiences. [Student Performance Standards: 20.33, 20.34, 20.35.]
- 37.0 Perform end user support and assistance by troubleshooting and diagnosing through telephone, e-mail, remote access, or direct contact. [Student Performance Standard: 37.13, 37.14.]
- 38.0 Perform installation and configuration activities. [Student Performance Standards: 38.03, 38.04, 38.05, 38.06.]
- 40.0 Identify the purpose of and interrelationships among major hardware components. [Student Performance Standards: 40.07, 40.08, 40.09.]
- 41.0 Perform e-mail activities. [Student Performance Standards: 41.01, 41.02, 41.03, 41.04, 41.05, 41.09]
- 44.0 Demonstrate an understanding of computer networks. [Student Performance Standards: 44.01, 44.03.]
- 46.0 Develop electronic communications skills. [Student Performance Standards: 46.01, 46.06, 46.07, 46.08.]
- 47.0 Demonstrate an understanding of system software and application software. [Student Performance Standards: 47.01, 47.02, 47.03, 47.04.]

#### **OCCUPATIONAL COMPLETION POINT - DATA CODE D**

PC SUPPORT SPECIALIST - DOT Code 039.264-010

Intended outcomes of OCP A, OCP B, and OCP C must be completed previously. After completing the following additional competencies, the student will have achieved the occupational completion point of PC Support Specialist and the student will be able to:

- 02.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels. [Student Performance Standards: 02.20, 02.21.]
- 20.0 Participate in work-based learning experiences. [Student Performance Standard: 20.33, 20.35, 20.36.]
- 38.0 Perform installation and configuration activities. [Student Performance Standards: 38.07, 38.08, 37.09.]
- 40.0 Identify the purpose of and interrelationships among major hardware components. [Student Performance Standard: 40.07, 40.10.]
- 44.0 Demonstrate proficiency using computer networks. [Student Performance Standards: 44.02, 44.04, 44.06.]
- 46.0 Develop electronic communications skills. [Student Performance Standards: 46.09, 46.10, 46.11, 46.12.]
- 47.0 Demonstrate proficiency using system software and application software. [Student Performance Standards: 47.02, 47.05, 47.06, 47.07.]

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

Program Title                   PC Support Services  
Secondary Number:           8207200  
Postsecondary Number:    B070305

OCCUPATIONAL COMPLETION POINT - DATA CODE A  
GENERAL OFFICE CLERK I - OES 55321

**INFORMATION SYSTEMS**

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

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

**WORKPLACE COMMUNICATIONS**

02.0 USE TECHNOLOGY TO APPLY AND ENHANCE COMMUNICATION SKILLS IN TECHNICAL READING, WRITING, SPEAKING, LISTENING, AND VIEWING-The student will be able to:

- 02.01 Select and use appropriate modes of communication for specific job and work situations. LA.B.2.4.4
- 02.02 Organize ideas and communicate oral and written messages appropriate to listeners and situations in workplace and business environments. LA.B.2.4.2
- 02.03 Use listening, speaking, and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers. LA.C.1.4.1, LA.C.3.4.1, HE.B.3.4.1
- 02.04 Select and use standard written business communication formats. LA.B.1.4.1, LA.B.1.4.3
- 02.05 Use professional business vocabulary appropriate for entry-level jobs in business environments. LA.A.1.4.3

- 03.0 USE TECHNOLOGY TO APPLY AND ENHANCE COMMUNICATION SKILLS IN TECHNICAL READING, WRITING –The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.  
LA.B.1.4.1
  - 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.  
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3
  - 03.03 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications. LA.B.2.4.1, LA.B.2.4.2
  - 03.04 Explore and demonstrate effective and efficient use of telecommunications systems including telephone techniques for handling incoming and placing outgoing business calls.  
LA.B.1.4.3
  - 03.05 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.06 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.

#### **MANAGEMENT**

- 04.0 DEVELOP AN AWARENESS OF MANAGEMENT FUNCTIONS AND ORGANIZATIONAL STRUCTURES AS THEY RELATE TO TODAY'S WORKPLACE AND EMPLOYER/EMPLOYEE ROLES. DEMONSTRATE INITIATIVE, COURTESY, LOYALTY, HONESTY, COOPERATION AND PUNCTUALITY AS A TEAM MEMBER–The student will be able to:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.

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

#### **JOB READINESS AND CAREER DEVELOPMENT**

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

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

09.0 INCORPORATE KNOWLEDGE GAINED FROM INDIVIDUAL ASSESSMENT AND JOB/CAREER EXPLORATION TO DESIGN AN INDIVIDUAL CAREER PLAN THAT REFLECTS THE TRANSITION FROM SCHOOL TO WORK, LIFELONG LEARNING, AND PERSONAL AND PROFESSIONAL GOALS. 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.3.4.4
  - 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 of 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**

- 10.0 DEMONSTRATE PERSONAL AND INTERPERSONAL SKILLS APPROPRIATE FOR THE WORKPLACE—The student will be able to:
  - 10.01 Accept constructive criticism. SS.B.1.4.5
  - 10.02 Apply appropriate strategies to manage and resolve conflict in work situations. LA.D.1.4.2, SS.B.1.4.5, HE.B.3.4.5
  - 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 business 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.).

**OCCUPATIONAL COMPLETION POINT - DATA CODE B  
GENERAL OFFICE CLERK II - OES 55347**

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

**INFORMATION SYSTEMS**

- 01.0 DEMONSTRATE KNOWLEDGE, SKILL, AND APPLICATION OF INFORMATION SYSTEMS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:
  - 01.07 Enhance proficiency with touch keyboarding skills (speed and accuracy) to enter and manipulate data. LA.B.1.4.3
  - 01.08 Use current and emerging computer technology and software to

- perform personal and business-related tasks, solve problems, and organize and communicate information. LA.B.2.4.4
- 01.09 Troubleshoot problems with computer hardware, peripherals, and other office equipment.
  - 01.10 Use communications and networking systems to perform tasks and solve problems in business environments. LA.D.2.4.4
  - 01.11 Describe ergonomic principles important to the configuration of computer workstations. HE.B.2.4.1
  - 01.12 Describe ethical issues and problems associated with computers and information systems. LA.D.2.4.6

#### **WORKPLACE COMMUNICATIONS**

- 02.0 APPLY COMMUNICATION SKILLS (READING, WRITING, SPEAKING, LISTENING, AND VIEWING) IN A COURTEOUS, CONCISE, AND CORRECT MANNER ON PERSONAL AND PROFESSIONAL LEVELS—The student will be able to:
  - 02.07 Select and use modes of communications appropriate to specific job and workplace situations. LA.B.2.4.4, LA.C.3.4.2, LA.C.1.4.3
  - 02.08 Select and use standard written communication formats used for professional and business communication. LA.B.1.4.2, LA.B.1.4.3
  - 02.09 Use professional business vocabulary appropriate for internal and external communications in business environments. LA.B.2.4.2
  
- 03.0 USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF COMMUNICATIONS IN ORDER TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:
  - 03.03 Use the writing process to create business-related documents appropriate to the subject matter, purpose, and audience.
  - 03.04 Revise and edit business-related documents to ensure correct grammar, spelling, punctuation, and format.
  - 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.
  - 03.08 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication. LA.B.2.4.2, LA.B.2.4.4
  - 03.09 Explore current and emerging telecommunication systems. LA.B.2.4.4
  - 03.10 Discuss communication systems—cultural, organizational, technological, and interpersonal. LA.D.1.4.2
  
- 04.0 USE INFORMATION TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:
  - 04.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail) to solve business problems and complete business tasks. LA.B.2.4.1, LA.A.2.4.8

#### **CURRENT TRENDS/ISSUES IN THE WORKPLACE**

- 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:

- 05.03 Identify, define, and discuss current trends and issues that impact global and local business/workplace environments.  
SS.D.2.4.6, LA.D.2.4.1
- 05.04 Communicate (individually and in groups) current and emerging business trends and recommend strategies for controlling the impact of these trends on personal and professional levels.

#### **MANAGEMENT**

06.0 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:

- 06.03 Design, implement, and evaluate organizational structures for managing project teams.
- 06.04 Demonstrate an awareness of the employee's role in maintaining productive business environments in today's workplace.

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

- 07.03 Routinely assess personal performance and identify and implement strategies for improvement.
- 07.04 Assess peers and/or group members' performance in order to develop and implement strategies for improvement.

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

- 08.04 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.
- 08.05 Facilitate focus group discussions regarding service, supervision, and ethical considerations that impact the workplace, business, or learning environment.

#### **COMPUTATION AND FINANCE**

09.0 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:

- 09.05 Use common standards of measurement in solving work-related or business problems (e.g., length, weight, currency, time).  
MA.A.3.4.3

#### **JOB READINESS AND CAREER DEVELOPMENT**

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

- 10.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 10.04 Reassess and analyze individual talents, interests, and personal characteristics and relate to desired career options.
- 11.0 INCORPORATE KNOWLEDGE GAINED FROM INDIVIDUAL ASSESSMENT AND JOB/CAREER EXPLORATION TO DESIGN AN INDIVIDUAL CAREER PLAN THAT REFLECTS THE TRANSITION FROM SCHOOL TO WORK, LIFELONG LEARNING, AND PERSONAL AND PROFESSIONAL GOALS--The student will be able to:
  - 11.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 11.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments. LA.C.3.4.4
  - 11.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.

**HUMAN RELATIONS/INTERPERSONAL SKILLS**

- 12.0 DEMONSTRATE HUMAN RELATIONS/INTERPERSONAL SKILLS APPROPRIATE FOR THE WORKPLACE--The student will be able to:
  - 12.01 Accept constructive criticism. SS.B.1.4.5
  - 12.02 Apply appropriate strategies to manage conflict in work situations. LA.D.1.4.2, SS.B.1.4.5, HE.B.3.4.5

**ADMINISTRATIVE OFFICE PROCEDURES**

- 13.0 PERFORM OFFICE FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE--The student will be able to:
  - 13.01 Perform office tasks (e.g., filing and records management, scheduling, reprographics, and mail handling). LA.A.2.4.4, LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.B.2.4.2, LA.C.3.4.2
  - 13.02 Demonstrate effective telephone techniques and procedures for handling incoming calls and placing outgoing calls.
  - 13.03 Demonstrate knowledge of ethical behavior in a business workplace, business, or learning environment.

**OCCUPATIONAL COMPLETION POINT - DATA CODE C**

SOFTWARE SUPPORT HELP DESK - DOT 032.262-010

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

**WORKPLACE COMMUNICATIONS**

- 02.0 APPLY COMMUNICATION SKILLS (READING, WRITING, SPEAKING, LISTENING, AND VIEWING) IN A COURTEOUS, CONCISE, AND CORRECT MANNER ON PERSONAL AND PROFESSIONAL LEVELS--The student will be able to:
  - 02.14 Communicate in a multicultural setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds).

- 02.19 Communicate technical information in a concise, understandable manner to a non-technical audience both verbally and in writing.
- 02.20 Contribute technical solutions to a resource library.

#### **WORK-BASED LEARNING**

- 20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:
  - 20.33 Participate in work-based learning experiences in a PC/software support services environment.
  - 20.34 Discuss the use of technology in a PC/software support services environment.
  - 20.35 Compare and contrast the software applications used in a PC/software support services environment.

#### **NETWORK/SOFTWARE SUPPORT**

- 37.0 PERFORM END USER SUPPORT AND ASSISTANCE BY TROUBLESHOOTING AND DIAGNOSING THROUGH TELEPHONE, E-MAIL, REMOTE ACCESS, OR DIRECT CONTACT—The student will be able to:
  - 37.13 Apply appropriate communication etiquette in responding to user requests for assistance in a timely manner.
  - 37.14 Demonstrate patience, active listening skills, and probing skills in responding to user requests for assistance.
- 38.0 PERFORM INSTALLATION AND CONFIGURATION ACTIVITIES—The student will be able to:
  - 38.03 Interpret error messages properly.
  - 38.04 Install operating system software.
  - 38.05 Customize operating systems.
  - 38.06 Install application software.
- 40.0 IDENTIFY THE PURPOSE OF AND INTERRELATIONSHIPS AMONG MAJOR HARDWARE COMPONENTS—The student will be able to:
  - 40.07 Demonstrate an understanding of the operation and purpose of hardware components.
  - 40.08 Demonstrate proficiency in basic preventative hardware maintenance.
  - 40.09 Apply basic rules for hardware safety.
- 41.0 PERFORM E-MAIL ACTIVITIES—The student will be able to:
  - 41.01 Describe e-mail capabilities and functions.
  - 41.02 Create and send e-mail messages with attachments.
  - 41.03 Reply to and forward e-mail messages.
  - 41.04 Organize and manage e-mail messages.
  - 41.05 Utilize all applicable e-mail options and functions.
  - 41.09 Use the Internet to perform e-mail activities.
- 44.0 DEMONSTRATE AN UNDERSTANDING OF COMPUTER NETWORKS—The student will be able to:
  - 44.01 Define networking and describe the purpose of a network.
  - 44.03 Describe the various types of network topologies.

- 46.0 DEVELOP ELECTRONIC COMMUNICATIONS SKILLS—The student will be able to:
- 46.01 Explain the operation of the Internet, its importance today, and its brief history.
  - 46.06 Identify the types of electronic communications software and hardware and explain their functions and use.
  - 46.07 Exhibit proficiency in using various features of a browser.
  - 46.08 Demonstrate ethical use of the Internet.
- 47.0 DEMONSTRATE AN UNDERSTANDING OF SYSTEM SOFTWARE AND APPLICATION SOFTWARE—The student will be able to:
- 47.01 Perform word processing, spreadsheet, database, presentation, desktop publishing, and accounting activities with software commonly used in business.
  - 47.02 Identify software problems to execute appropriate course of action.
  - 47.03 Diagnose software problems to execute appropriate course of action.
  - 47.04 Perform system backup.

**OCCUPATIONAL COMPLETION POINT - DATA CODE D**

PC SUPPORT SPECIALIST - DOT 039.264-010

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

**WORKPLACE COMMUNICATIONS**

- 02.0 APPLY COMMUNICATION SKILLS (READING, WRITING, SPEAKING, LISTENING, AND VIEWING) IN A COURTEOUS, CONCISE, AND CORRECT MANNER ON PERSONAL AND PROFESSIONAL LEVELS—The student will be able to:
- 02.20 Contribute technical solutions to a resource library.
  - 02.21 Collaborate with associates to resolve user technical difficulties.

**WORK-BASED LEARNING**

- 20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:
- 20.33 Participate in work-based learning experiences in a PC/software support services environment.
  - 20.35 Compare and contrast the software applications used in a PC/software support services environment.
  - 20.36 Discuss the management/supervisory skills needed in a PC/software support services environment.

**NETWORK/SOFTWARE SUPPORT**

- 38.0 PERFORM INSTALLATION AND CONFIGURATION ACTIVITIES—The student will be able to:
- 38.07 Install and configure software including device drivers.
  - 38.08 Perform procedures for installing and replacing hardware.
  - 38.09 Resolve computer error messages.

- 40.0 IDENTIFY THE PURPOSE OF AND INTERRELATIONSHIPS AMONG MAJOR HARDWARE COMPONENTS—The student will be able to:
- 40.07 Demonstrate an understanding of the operation and purpose of hardware components.
  - 40.10 Demonstrate preventative hardware maintenance.
- 44.0 DEMONSTRATE AN UNDERSTANDING OF COMPUTER NETWORKS—The student will be able to:
- 44.02 Identify the purposes and interrelationships among the major components of networks (e.g., servers, clients, transmission media, network operating system, network boards).
  - 44.04 Identify and describe the purpose of standards, protocols, and the Open Systems Interconnection (OSI) reference model.
  - 44.06 Discuss the responsibilities of the network administrator (e.g., rights and responsibilities).
- 46.0 DEVELOP ELECTRONIC COMMUNICATIONS SKILLS—The student will be able to:
- 46.09 Select and use appropriate electronic communications software and hardware for specific tasks.
  - 46.10 Compare and contrast Internet software and protocols.
  - 46.11 Diagnose and resolve electronic communications operational problems.
  - 46.12 Identify the components of a Web page.
- 47.0 DEMONSTRATE AN UNDERSTANDING OF SYSTEM SOFTWARE AND APPLICATION SOFTWARE—The student will be able to:
- 47.02 Identify software problems to execute appropriate course of action.
  - 47.03 Diagnose software problems to execute appropriate course of action.
  - 47.05 Perform advanced word processing, spreadsheet, database, presentation, desktop publishing, and accounting activities with software commonly used in business.
  - 47.06 Refine and resolve software performance issues using advanced software/system features and programs.
  - 47.07 Apply integration techniques to enhance business software application projects.
  - 47.08 Describe knowledge database search procedures used to identify possible solutions when troubleshooting software and hardware problems.



July 2001

Florida Department of Education  
**STUDENT PERFORMANCE STANDARDS**

Secondary Course Number: 8209020  
**Course Title:** Business Systems and Technology 1  
(Business Systems and Technology)  
**Course Credit:** 1

**COURSE DESCRIPTION:**

This course is designed to provide a basic overview of current business and information systems and trends and 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, so that they may be used as communication tools for enhancing personal and workplace proficiency in an information based society. After successful completion of this core course, students will have met Occupational Completion Point - Data Code A, General Office Clerk - OES 55321.

**INFORMATION SYSTEMS**

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

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

**WORKPLACE COMMUNICATIONS**

02.0 USE TECHNOLOGY TO APPLY AND ENHANCE COMMUNICATION SKILLS IN TECHNICAL READING, WRITING, SPEAKING, LISTENING, AND VIEWING-The student will be able to:

- 02.01 Select and use appropriate modes of communication for specific job and work situations. LA.B.2.4.4

- 02.02 Organize ideas and communicate oral and written messages appropriate to listeners and situations in workplace and business environments. LA.B.2.4.2
  - 02.03 Use listening, speaking, and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers. LA.C.1.4.1, LA.C.3.4.1, HE.B.3.4.1
  - 02.04 Select and use standard written business communication formats. LA.B.1.4.1, LA.B.1.4.3
  - 02.05 Use professional business vocabulary appropriate for entry-level jobs in business environments. LA.A.1.4.3
- 03.0 USE TECHNOLOGY TO APPLY AND ENHANCE COMMUNICATION SKILLS IN TECHNICAL READING, WRITING –The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications. LA.B.1.4.1
  - 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience. LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3
  - 03.03 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications. LA.B.2.4.1, LA.B.2.4.2
  - 03.04 Explore and demonstrate effective and efficient use of telecommunications systems including telephone techniques for handling incoming and placing outgoing business calls. LA.B.1.4.3
  - 03.05 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.06 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.

#### **MANAGEMENT**

- 04.0 DEVELOP AN AWARENESS OF MANAGEMENT FUNCTIONS AND ORGANIZATIONAL STRUCTURES AS THEY RELATE TO TODAY'S WORKPLACE AND EMPLOYER/EMPLOYEE ROLES. DEMONSTRATE INITIATIVE, COURTESY, LOYALTY, HONESTY, COOPERATION AND PUNCTUALITY AS A TEAM MEMBER—The student will be able to:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.

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

#### **JOB READINESS AND CAREER DEVELOPMENT**

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

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

10.0 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.3.4.4
- 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 of 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**

10.0 DEMONSTRATE PERSONAL AND INTERPERSONAL SKILLS APPROPRIATE FOR THE WORKPLACE-The student will be able to:

- 10.01 Accept constructive criticism. SS.B.1.4.5
- 10.02 Apply appropriate strategies to manage and resolve conflict in work situations. LA.D.1.4.2, SS.B.1.4.5, HE.B.3.4.5
- 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 business 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.).

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

**Secondary Course Number:** 8209030  
**Course Title:** Business Systems and Technology 2  
**Course Credit:** 1

**COURSE DESCRIPTION:**

This course is designed to build upon the experiences and content of Business Systems and Technology 1 so that a fundamental core of knowledge, skills, and attitudes required for today's business environment is established. Emphasis is placed on developing proficiency with database, spreadsheet, presentation, and integrated software applications as tools for accomplishing business related job objectives and enhancing workplace performance. After successful completion of the Business Technology Education Core courses (Business Systems and Technology 1 and 2), students will have met Occupational Completion Point - Data Code B, General Office Clerk II - OES 55347.

**INFORMATION SYSTEMS**

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

- 01.07 Enhance proficiency with touch keyboarding skills (speed and accuracy) to enter and manipulate data. LA.B.1.4.3
- 01.08 Use current and emerging computer technology and software to perform personal and business related tasks, solve problems, and organize and communicate information. LA.B.2.4.4
- 01.09 Troubleshoot problems with computer hardware, peripherals, and other office equipment. LA.D.2.4.4
- 01.10 Use communications and networking systems to perform tasks and solve problems in business environments.
- 01.11 Describe ergonomic principles important to the configuration of computer workstations. HE.B.2.4.1
- 01.12 Describe ethical issues and problems associated with computers and information systems. LA.D.2.4.6

**WORKPLACE COMMUNICATIONS**

02.0 APPLY COMMUNICATION SKILLS (READING, WRITING, SPEAKING, LISTENING, AND VIEWING) IN A COURTEOUS, CONCISE, AND CORRECT MANNER ON PERSONAL AND PROFESSIONAL LEVELS—The student will be able to:

- 02.07 Select and use modes of communications appropriate to specific job and workplace situations. LA.B.2.4.4, LA.C.3.4.2, LA.C.1.4.3
- 02.08 Select and use standard written communication formats used for professional and business communication. LA.B.1.4.2, LA.B.1.4.3
- 02.09 Use professional business vocabulary appropriate for internal and external communications in business environments. LA.B.2.4.2

- 03.0 USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF COMMUNICATIONS IN ORDER TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:
- 03.03 Use the writing process to create business-related documents appropriate to the subject matter, purpose, and audience.
  - 03.04 Revise and edit business-related documents to ensure correct grammar, spelling, punctuation, and format.
  - 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.
  - 03.08 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication. LA.B.2.4.2, LA.B.2.4.4
  - 03.09 Explore current and emerging telecommunication systems. LA.B.2.4.4
  - 03.10 Discuss communication systems—cultural, organizational, technological, and interpersonal. LA.D.1.4.2
- 04.0 USE INFORMATION TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:
- 04.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail) to solve business problems and complete business tasks. LA.B.2.4.1, LA.A.2.4.8

#### **CURRENT TRENDS/ISSUES IN THE WORKPLACE**

- 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:
- 05.03 Identify, define, and discuss current trends and issues that impact global and local business/workplace environments. SS.D.2.4.6, LA.D.2.4.1
  - 05.04 Communicate (individually and in groups) current and emerging business trends and recommend strategies for controlling the impact of these trends on personal and professional levels.

#### **MANAGEMENT**

- 06.0 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:
- 06.03 Design, implement, and evaluate organizational structures for managing project teams.
  - 06.04 Demonstrate an awareness of the employee's role in maintaining productive business environments in today's workplace.
- 07.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE—The student will be able to:
- 07.03 Routinely assess personal performance and identify and

implement strategies for improvement.

07.04 Assess peers and/or group members' performance in order to develop and implement strategies for improvement.

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

08.04 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.

08.05 Facilitate focus group discussions regarding service, supervision, and ethical considerations that impact the workplace, business, or learning environment.

#### **COMPUTATION AND FINANCE**

09.0 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:

09.05 Select and use the correct mathematical process to solve complex problem situations that are typical of business settings and use formulas when appropriate. MA.A.3.4.3

#### **JOB READINESS AND CAREER DEVELOPMENT**

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

10.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.

10.04 Reassess and analyze individual talents, interests, and personal characteristics and relate to desired career options.

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

11.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.

11.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments. LA.C.3.4.4

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

#### **HUMAN RELATIONS/INTERPERSONAL SKILLS**

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

- 12.01 Accept constructive criticism. SS.B.1.4.5
- 12.02 Apply appropriate strategies to manage conflict in work situations. LA.D.1.4.2, SS.B.1.4.5, HE.B.3.4.5

**ADMINISTRATIVE OFFICE PROCEDURES**

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

- 13.01 Perform office tasks (e.g., filing and records management, scheduling, reprographics, and mail handling). LA.A.2.4.4, LA.A.2.4.6, LA.A.2.4.7, LA.A.2.4.8, LA.D.2.4.2, LA.C.3.4.2
- 13.02 Demonstrate effective telephone techniques and procedures for handling incoming calls and placing outgoing calls.
- 13.03 Demonstrate knowledge of ethical behavior in a business environment (e.g., confidentiality of information, employee right to know, hiring practices, etc.).



Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

Secondary Course Number: 8207210  
Course Title: PC Support 1  
Course Credit: 1

**COURSE DESCRIPTION:**

This course is designed to develop entry-level skills for PC support services. Emphasis is placed on developing an understanding of various computer software applications and computer hardware. After successful completion of PC Support 1 and 2, students will have met Occupational Completion Point - Data Code C, Software Support Help Desk - DOT Code 032.262-010.

**WORKPLACE COMMUNICATIONS**

02.0 APPLY COMMUNICATION SKILLS (READING, WRITING, SPEAKING, LISTENING, AND VIEWING) IN A COURTEOUS, CONCISE, AND CORRECT MANNER ON PERSONAL AND PROFESSIONAL LEVELS—The student will be able to:

02.14 Communicate in a multicultural setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds).

**WORK-BASED LEARNING**

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

20.33 Participate in work-based learning experiences in a PC/software support services environment.

20.34 Discuss the use of technology in a PC/software support service environment.

**NETWORK/SOFTWARE SUPPORT**

38.0 PERFORM INSTALLATION AND CONFIGURATION ACTIVITIES—The student will be able to:

38.04 Install operating system software.

40.0 IDENTIFY THE PURPOSE OF AND INTERRELATIONSHIPS AMONG MAJOR HARDWARE COMPONENTS—The student will be able to:

40.07 Demonstrate an understanding of the operation and purpose of hardware components.

40.08 Demonstrate proficiency in basic preventative hardware maintenance.

40.09 Apply basic rules for hardware safety.

46.0 DEVELOP ELECTRONIC COMMUNICATIONS SKILLS—The student will be able to:

46.01 Explain the operation of the Internet, its importance today, and its brief history.

46.06 Identify the types of electronic communications software and hardware and explain their functions and use.

46.07 Exhibit proficiency in using various features of a browser.

47.0 DEMONSTRATE AN UNDERSTANDING OF SYSTEM SOFTWARE AND APPLICATION SOFTWARE—The student will be able to:

47.01 Perform word processing, spreadsheet, database, presentation, desktop publishing, and accounting activities with software commonly used in business.

47.02 Identify software problems to execute appropriate course of action.

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

**Secondary Course Number:** 8207220  
**Course Title:** PC Support 2  
**Course Credit:** 1

**COURSE DESCRIPTION:**

This course continues the development of basic entry-level skills for PC support services. The content includes software applications and operating systems, electronic communication via the Internet, and an introduction to computer networking. After successful completion of PC Support 1 and 2, students will have met Occupational Completion Point - Data Code C, Software Support Help Desk - DOT Code 032.262-010.

**WORKPLACE COMMUNICATIONS**

- 02.0 APPLY COMMUNICATION SKILLS (READING, WRITING, SPEAKING, LISTENING, AND VIEWING) IN A COURTEOUS, CONCISE, AND CORRECT MANNER ON PERSONAL AND PROFESSIONAL LEVELS—The student will be able to:
- 02.19 Communicate technical information in a concise, understandable manner to a non-technical audience both verbally and in writing.
  - 02.20 Contribute technical solutions to a resource library.

**WORK-BASED LEARNING**

- 20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:
- 20.33 Participate in work-based learning experiences in a PC/software support services environment.
  - 20.34 Discuss the use of technology in a PC/software support services environment.
  - 20.35 Compare and contrast the software applications used in a PC/software support services environment.

**NETWORK/SOFTWARE SUPPORT**

- 37.0 PERFORM END USER SUPPORT AND ASSISTANCE BY TROUBLESHOOTING AND DIAGNOSING THROUGH TELEPHONE, E-MAIL, REMOTE ACCESS, OR DIRECT CONTACT—The student will be able to:
- 37.13 Apply appropriate communication etiquette in responding to user requests for assistance in a timely manner.
  - 37.14 Demonstrate patience, active listening skills, and probing skills in responding to user requests for assistance.
- 38.0 PERFORM INSTALLATION AND CONFIGURATION ACTIVITIES—The student will be able to:
- 38.03 Interpret error messages properly.
  - 38.04 Install operating system software.
  - 38.05 Customize operating systems.
  - 38.06 Install application software.

- 40.0 IDENTIFY THE PURPOSE OF AND INTERRELATIONSHIPS AMONG MAJOR HARDWARE COMPONENTS—The student will be able to:
- 40.07 Demonstrate an understanding of the operation and purpose of hardware components.
  - 40.09 Apply basic rules for hardware safety.
- 41.0 PERFORM E-MAIL ACTIVITIES—The student will be able to:
- 41.01 Describe e-mail capabilities and functions.
  - 41.02 Create and send e-mail messages with attachments.
  - 41.03 Reply to and forward e-mail messages.
  - 41.04 Organize and manage e-mail messages.
  - 41.05 Utilize all applicable e-mail options and functions.
  - 41.09 Use the Internet to perform e-mail activities.
- 44.0 DEMONSTRATE AN UNDERSTANDING OF COMPUTER NETWORKS—The student will be able to:
- 44.01 Define networking and describe the purpose of a network.
  - 44.03 Describe the various types of network topologies.
- 46.0 DEVELOP ELECTRONIC COMMUNICATIONS SKILLS—The student will be able to:
- 46.08 Demonstrate ethical use of the Internet.
- 47.0 DEMONSTRATE AN UNDERSTANDING OF SYSTEM SOFTWARE AND APPLICATION SOFTWARE—The student will be able to:
- 47.03 Diagnose software problems to execute appropriate course of action.
  - 47.04 Perform system backup.

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

Secondary Course Number: 8207230  
Course Title: PC Support 3  
Course Credit: 1

**COURSE DESCRIPTION:**

This course continues the study of PC support services and is designed to develop advanced skills for employment. The content includes advanced software applications, the interrelationships among major components of networks, hardware installation, and selection of electronic communications software and hardware. After successful completion of PC Support 3 and 4, students will have met Occupational Completion Point - Data Code D, PC Support Specialist - DOT Code 039.264-010.

**WORKPLACE COMMUNICATIONS**

02.0 APPLY COMMUNICATION SKILLS (READING, WRITING, SPEAKING, LISTENING, AND VIEWING) IN A COURTEOUS, CONCISE, AND CORRECT MANNER ON PERSONAL AND PROFESSIONAL LEVELS—The student will be able to:

02.20 Contribute technical solutions to a resource library.

**WORK-BASED LEARNING**

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

20.33 Participate in work-based learning experiences in a PC/software support services environment.

20.35 Compare and contrast the software applications used in a PC/software support services environment.

**NETWORK/SOFTWARE SUPPORT**

38.0 PERFORM INSTALLATION AND CONFIGURATION ACTIVITIES—The student will be able to:

38.07 Install and configure software including device drivers.

38.08 Perform procedures for installing and replacing hardware.

40.0 IDENTIFY THE PURPOSE OF AND INTERRELATIONSHIPS AMONG MAJOR HARDWARE COMPONENTS—The student will be able to:

40.07 Demonstrate an understanding of the operation and purpose of hardware components.

44.0 DEMONSTRATE AN UNDERSTANDING OF COMPUTER NETWORKS—The student will be able to:

44.02 Identify the purposes and interrelationships among the major components of networks (e.g., servers, clients, transmission media, network operating system, network boards).

46.0 DEVELOP ELECTRONIC COMMUNICATIONS SKILLS—The student will be able to:

46.09 Select and use appropriate electronic communications software and hardware for specific tasks.

46.10 Compare and contrast Internet software and protocols.

47.0 DEMONSTRATE AN UNDERSTANDING OF SYSTEM SOFTWARE AND APPLICATION SOFTWARE—The student will be able to:

47.02 Identify software problems to execute appropriate course of action.

47.03 Diagnose software problems to execute appropriate course of action.

47.05 Perform advanced word processing, spreadsheet, database, presentation, desktop publishing, and accounting activities with software commonly used in business.

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STUDENT PERFORMANCE STANDARDS

Secondary Course Number: 8207240  
Course Title: PC Support 4  
Course Credit: 1

**COURSE DESCRIPTION:**

This course continues the development of advanced skills for entry-level employment in PC support services positions. The content includes utilization of advanced software/system features and programs, integration techniques to enhance projects, network administration, components of Web pages, and preventative hardware maintenance. After successful completion of PC Support 3 and 4, students will have met Occupational Completion Point - Data Code D, PC Support Specialist - DOT Code 039.264-010.

**WORKPLACE COMMUNICATIONS**

02.0 APPLY COMMUNICATION SKILLS (READING, WRITING, SPEAKING, LISTENING, AND VIEWING) IN A COURTEOUS, CONCISE, AND CORRECT MANNER ON PERSONAL AND PROFESSIONAL LEVELS—The student will be able to:

02.21 Collaborate with associates to resolve user technical difficulties.

**WORK-BASED LEARNING**

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

20.33 Participate in work-based learning experiences in a PC/software support services environment.

20.36 Discuss the management/supervisory skills needed in a PC/software support services environment.

**NETWORK/SOFTWARE SUPPORT**

38.0 PERFORM INSTALLATION AND CONFIGURATION ACTIVITIES—The student will be able to:

38.09 Resolve computer error messages.

40.0 IDENTIFY THE PURPOSE OF AND INTERRELATIONSHIPS AMONG MAJOR HARDWARE COMPONENTS—The student will be able to:

40.10 Demonstrate preventative hardware maintenance.

44.0 DEMONSTRATE AN UNDERSTANDING OF COMPUTER NETWORKS—The student will be able to:

44.04 Identify and describe the purpose of standards, protocols, and the Open Systems Interconnection (OSI) reference model.

44.06 Discuss the responsibilities of the network administrator (e.g., rights and responsibilities).

46.0 DEVELOP ELECTRONIC COMMUNICATIONS SKILLS—The student will be able to:

46.11 Diagnose and resolve electronic communications operational problems.

46.12 Identify the components of a Web page.

47.0 DEMONSTRATE AN UNDERSTANDING OF SYSTEM SOFTWARE AND APPLICATION SOFTWARE—The student will be able to:

47.06 Refine and resolve software performance issues using advanced software/system features and programs.

47.07 Apply integration techniques to enhance business software application projects.

47.08 Describe knowledge database search procedures used to identify possible solutions when troubleshooting software and hardware problems.