Business Individualized Program (Development)

6745 18 weeks

6746 36 weeks

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Acknowledgments

The components of this instructional framework were developed by the following curriculum development panelists:

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Jean Filemu, Teacher, AG Wright Middle School, Stafford County Public Schools
Pinkie Hall, Teacher, Dinwiddie High School, Dinwiddie County Public Schools
Kathleen Moore, Teacher, Thornburg Middle School, Spotsylvania County Public Schools
Suggested Grade Level: 7 or 8 or 9 or 10 or 11 or 12

This course serves students with special needs who desire and can benefit from Business and Information Technology studies. The course should be developed cooperatively between local Business and Information Technology teachers and other specialized education personnel based
on individual needs of the students. The task/competency list contains a list of competencies that might be included in most of the students’ individual plans.

Based on the tasks selected for inclusion in the individualized program, the tasks contained in the Business Individualized Program (Development) framework will correlate with many of the FBLA competitive events. Refer to the FBLA website for details or to the task-by-task FBLA correlation.

Note: The class size shall be limited to an average of 10 students per instructor per class period with no class being more than 12 or up to an average of 12 students per class period with no class being more than 15 where an instructional aide is provided.

“Business Individualized Program (Development)” may be offered as a complement to an existing concentration sequence in any CTE program area. In some instances, where noted, it may be combined with specific courses to create concentration sequences.

### Task Essentials Table

- Tasks/competencies designated by plus icons (⊕) in the left-hand column(s) are essential
- Tasks/competencies designated by empty-circle icons (○) are optional
- Tasks/competencies designated by minus icons (⊖) are omitted
- Tasks marked with an asterisk (*) are sensitive.

<table>
<thead>
<tr>
<th>Task Number</th>
<th>6745</th>
<th>6746</th>
<th>Tasks/Competencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>* ** NOTE: ESSENTIAL COMPETENCIES SHOULD BE DEFINED BY THE STUDENT'S INDIVIDUALIZED EDUCATION PLAN (IEP). * **</td>
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**Developing Keyboarding and Computer Skills**

<table>
<thead>
<tr>
<th>Task Number</th>
<th>6745</th>
<th>6746</th>
<th>Tasks/Competencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>39</td>
<td>⊖</td>
<td>⊖</td>
<td>Identify computer system components.</td>
</tr>
<tr>
<td>40</td>
<td>⊖</td>
<td>⊖</td>
<td>Perform basic computer operations.</td>
</tr>
<tr>
<td>41</td>
<td>⊖</td>
<td>⊖</td>
<td>Key alphabetic, numeric, and symbol information, using a touch system and correct techniques.</td>
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<tr>
<td>42</td>
<td>⊖</td>
<td>⊖</td>
<td>Manipulate data/software/operating system, using function keys, icons, touch screens, ribbons, and drop-down menus.</td>
</tr>
<tr>
<td>43</td>
<td>⊖</td>
<td>⊖</td>
<td>Use file and data management techniques such as save and open.</td>
</tr>
<tr>
<td>44</td>
<td>⊖</td>
<td>⊖</td>
<td>Improve keyboarding techniques.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Improve keyboarding speed and accuracy.</td>
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<td>-----------------------------------------</td>
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</tr>
<tr>
<td>45</td>
<td></td>
<td>Edit copy.</td>
<td></td>
</tr>
<tr>
<td>46</td>
<td></td>
<td>Maintain workstation, equipment, materials, and supplies.</td>
<td></td>
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<tr>
<td>47</td>
<td></td>
<td>Key addresses on envelopes and/or labels.</td>
<td></td>
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<tr>
<td>48</td>
<td></td>
<td>Format columns and tables.</td>
<td></td>
</tr>
<tr>
<td>49</td>
<td></td>
<td>Format letters, memos, and reports from prepared, rough-draft, or student-composed materials.</td>
<td></td>
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<tr>
<td>50</td>
<td></td>
<td>Use available resources, references, and tools to prepare documents.</td>
<td></td>
</tr>
<tr>
<td>51</td>
<td></td>
<td>Describe ergonomic guidelines related to safe computer use.</td>
<td></td>
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<tr>
<td>52</td>
<td></td>
<td>Troubleshoot computer problems (e.g., cable hookups, power sources, and operational supplies).</td>
<td></td>
</tr>
</tbody>
</table>

### Developing Communication and Interpersonal Skills

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Introduce oneself and others.</th>
</tr>
</thead>
<tbody>
<tr>
<td>54</td>
<td></td>
<td>Demonstrate conversation skills.</td>
</tr>
<tr>
<td>55</td>
<td></td>
<td>Solve workplace problems.</td>
</tr>
<tr>
<td>56</td>
<td></td>
<td>Incorporate business terms in written and oral communication.</td>
</tr>
</tbody>
</table>

### Using Telecommunications

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Demonstrate telephone etiquette.</th>
</tr>
</thead>
<tbody>
<tr>
<td>58</td>
<td></td>
<td>Access information, using the Internet.</td>
</tr>
<tr>
<td>59</td>
<td></td>
<td>Manage digital identity and reputation.</td>
</tr>
<tr>
<td>60</td>
<td></td>
<td>Identify emerging trends in telecommunications.</td>
</tr>
</tbody>
</table>

### Developing Life Skills

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Key numeric data, using the touch system with correct techniques to solve addition, subtraction, multiplication, and division problems.</th>
</tr>
</thead>
<tbody>
<tr>
<td>62</td>
<td></td>
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<tr>
<td>63</td>
<td></td>
<td>Round whole numbers and decimals in personal and business applications.</td>
</tr>
<tr>
<td>64</td>
<td></td>
<td>Convert fractions to percentages and percentages to fractions.</td>
</tr>
<tr>
<td>65</td>
<td></td>
<td>Identify the relationship between gross pay and net pay.</td>
</tr>
<tr>
<td>66</td>
<td></td>
<td>Write numbers and letters.</td>
</tr>
<tr>
<td>67</td>
<td></td>
<td>Verify data.</td>
</tr>
<tr>
<td>68</td>
<td></td>
<td>Sort items.</td>
</tr>
<tr>
<td>69</td>
<td></td>
<td>Make change.</td>
</tr>
<tr>
<td>70</td>
<td></td>
<td>Record personal data.</td>
</tr>
<tr>
<td>71</td>
<td></td>
<td>Complete an &quot;EZ&quot; income tax return form.</td>
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</tbody>
</table>

**Copying Documents**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>72</td>
<td></td>
<td>Add paper to the copier.</td>
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<tr>
<td>73</td>
<td></td>
<td>Make copies.</td>
</tr>
<tr>
<td>74</td>
<td></td>
<td>Scan documents.</td>
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</table>

**Solving Problems Independently and in Groups**

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<table>
<thead>
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<th></th>
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<tbody>
<tr>
<td>75</td>
<td></td>
<td>Build team skills.</td>
</tr>
<tr>
<td>76</td>
<td></td>
<td>Identify a problem.</td>
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<tr>
<td>77</td>
<td></td>
<td>Identify potential solutions.</td>
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<tr>
<td>78</td>
<td></td>
<td>Examine alternative solutions.</td>
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<tr>
<td>79</td>
<td></td>
<td>Select a solution.</td>
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<tr>
<td>80</td>
<td></td>
<td>Evaluate the outcome of the solution.</td>
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</table>

**Enhancing Workplace Readiness Skills**

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<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>81</td>
<td></td>
<td>Demonstrate reading skills on a level required for employment in a chosen career field.</td>
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<tr>
<td>82</td>
<td></td>
<td>Demonstrate math skills on a level required for employment in a chosen career field.</td>
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</table>

Demonstrate writing skills on a level required for employment in a chosen career field.

Demonstrate speaking and listening skills on a level required for employment in a chosen career field.

Demonstrate computer literacy on a level required for employment in a chosen career field.

Demonstrate reasoning, problem-solving, and decision-making skills.

Demonstrate a strong work ethic (e.g., satisfactory attendance, punctuality, positive attitude).

Demonstrate a positive attitude.

Demonstrate independence and initiative.

Demonstrate self-representation skills.

Maintain satisfactory attendance in school.

Explore jobs in a variety of careers.

Create portfolio containing representative samples of student work.

Prepare a résumé.

Complete a job application.

Demonstrate appropriate job interview skills.

* * * NOTE: ESSENTIAL COMPETENCIES SHOULD BE DEFINED BY THE STUDENT'S INDIVIDUALIZED EDUCATION PLAN (IEP). * * *
Curriculum Framework

Developing Keyboarding and Computer Skills

Task Number 39

Identify computer system components.

Definition

Identification should include

- input devices (e.g., keyboard, mouse)
- output devices (e.g., monitor, printer, speakers)
- storage devices (e.g., Universal Serial Bus [USB])
- processors (e.g., central processing unit [CPU]).

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Computer Problem Solving

Introduction to Information Technology

Task Number 40

Perform basic computer operations.

Definition

Performance should adhere to the following procedures:
• Turn on power switch on CPU/monitor and peripherals.
• Log on to network (if appropriate).
• Select appropriate software.
• Close the software.
• Log off and shut down.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Computer Problem Solving

Introduction to Information Technology

Task Number 41

Key alphabetic, numeric, and symbol information, using a touch system and correct techniques.

Definition

Keying information should include using a touch system that includes kinesthetic control of alphabetic, numeric, and symbol strokes with the correct hand and finger. For students with disabilities that inhibit attainment of the touch system, instructional modifications should be made as deemed necessary.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Computer Applications

Database Design & Applications

Introduction to Business Procedures

Introduction to Information Technology

Spreadsheet Applications

Word Processing
Task Number 42

Manipulate data/software/operating system, using function keys, icons, touch screens, ribbons, and drop-down menus.

Definition

Manipulating the data/software/operating system may be done in several ways, including using the ribbon, toolbar, file menu, and/or touch screens. Students should demonstrate their knowledge and skill in a variety of the methods.

FBLA Competitive Events and Activities Areas

American Enterprise Project
Business Financial Plan
Business Plan
Business Skills and Knowledge
Community Service Project
Computer Applications
Computer Problem Solving
Database Design & Applications
Introduction to Business Procedures
Introduction to Information Technology
Local Chapter Annual Business Report (Hamden L. Forkner Award)
Partnership with Business Project
Spreadsheet Applications
Word Processing
Task Number 43

Use file and data management techniques such as *save* and *open*.

**Definition**

Use of file and data management techniques should include the following steps:

- Select the option that accesses (opens) a file.
- Select the file.
- Select the option that saves (stores) a file.
- Select the appropriate drive.
- Name the file.
- Select the stored file from a folder.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Computer Applications

Computer Problem Solving

Database Design & Applications

Introduction to Business Procedures

Introduction to Information Technology

Spreadsheet Applications

Word Processing

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Task Number 44

**Improve keyboarding techniques.**

**Definition**

Techniques should include
• positioning the body properly
• positioning the feet properly
• using proper wrist and finger position
• keyboarding by touch and without pauses
• spacing quickly and properly
• using shift keys properly
• using the mouse efficiently
• keeping fingers curved and upright over keys
• keeping eyes on copy
• entering data by touch at a progressive speed and with progressive accuracy.

For students with disabilities that inhibit attainment of the touch system, instructional modifications should be made as deemed necessary.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Computer Applications

Computer Problem Solving

Database Design & Applications

Introduction to Business Procedures

Introduction to Information Technology

Spreadsheet Applications

Word Processing

Task Number 45

Improve keyboarding speed and accuracy.

Definition

Speed and accuracy may be improved by using

• untimed practice
• teacher-guided drills with a variety of goals.
FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Computer Applications

Computer Problem Solving

Database Design & Applications

Introduction to Information Technology

Spreadsheet Applications

Word Processing

Task Number 46

Edit copy.

Definition

Editing should include

- reviewing proper punctuation
- gaining familiarity with proofreader's symbols
- comparing spell check and proofreading
- demonstrating benefits of using both systems of proofreading
- reviewing copy using proofreaders’ marks
- editing corrected copy as final draft.

FBLA Competitive Events and Activities Areas

American Enterprise Project

Business Financial Plan

Business Plan

Business Skills and Knowledge

Community Service Project
Task Number 47

Maintain workstation, equipment, materials, and supplies.

Definition

Maintenance should include

- keeping work area orderly
- practicing correct positioning of text for proper hand-and-eye coordination
- adding paper to printer
- handling storage devices (e.g., USB).

FBLA Competitive Events and Activities Areas

American Enterprise Project

Business Financial Plan
Business Plan

Business Skills and Knowledge

Community Service Project

Computer Applications

Computer Problem Solving

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Database Design & Applications

Future Business Leader

Introduction to Information Technology

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson Scholarships

Local Chapter Annual Business Report (Hamden L. Forkner Award)

Partnership with Business Project

Spreadsheet Applications

Word Processing

Task Number 48

Key addresses on envelopes and/or labels.

Definition

Keying procedures should include formatting

- small envelopes, including the return address
- large envelopes, including the return address
- small and large envelopes with special notations
• envelope using USPS (postal service) style
• labels (several different styles/sizes).

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Computer Applications

Computer Problem Solving

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Database Design & Applications

Future Business Leader

Introduction to Information Technology

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson Scholarships

Spreadsheet Applications

Word Processing

Task Number 49

Format columns and tables.

Definition

Format should include correct style and placement of the following elements:

• Main heading
• Secondary heading
• Column heading
• Body
• Reference note

FBLA Competitive Events and Activities Areas
Task Number 50

Format letters, memos, and reports from prepared, rough-draft, or student-composed materials.

Definition

Formatting procedures should include

- formatting letters (personal business, modified block, and block)
• formatting memos (simplified memo and standard)
• formatting unbound report, including citations
• using templates for fax memos, letters, reports, and other documents and publications
• creating templates for frequently used and individualized documents.

**FBLA Competitive Events and Activities Areas**

American Enterprise Project

Business Financial Plan

Business Plan

Business Skills and Knowledge

Community Service Project

Computer Applications

Computer Problem Solving

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Database Design & Applications

Future Business Leader

Introduction to Information Technology

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson Scholarships

Local Chapter Annual Business Report (Hamden L. Forkner Award)

Partnership with Business Project

Spreadsheet Applications

Word Processing

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**Task Number 51**
Use available resources, references, and tools to prepare documents.

Definition

Use should include

- *Help* feature of the software to complete an assigned task
- editing tools (spell check, grammar check, thesaurus) for specified applications
- reference manuals that are available in the classroom
- search engine to find information about a specified topic.

FBLA Competitive Events and Activities Areas

American Enterprise Project

Business Financial Plan

Business Plan

Business Skills and Knowledge

Community Service Project

Computer Applications

Computer Problem Solving

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Database Design & Applications

Future Business Leader

Introduction to Information Technology

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson Scholarships

Local Chapter Annual Business Report (Hamden L. Forkner Award)

Partnership with Business Project
Task Number 52

Describe ergonomic guidelines related to safe computer use.

Definition

Description should include

- an explanation of the importance of proper positioning of the body in relation to the hardware being used
- the reasons why the keyboard should be positioned directly in front of the chair, even with the front edge of the desk, and at elbow height so wrist movement will not be restricted
- the reasons why the monitor should be 18 to 24 inches from one's eyes with the top edge of the display screen at eye level
- the importance of short breaks every hour to relax neck, shoulders, arms, wrists, and fingers.

FBLA Competitive Events and Activities Areas

American Enterprise Project

Business Financial Plan

Business Plan

Business Skills and Knowledge

Community Service Project

Computer Applications

Computer Problem Solving

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Database Design & Applications

Future Business Leader
Introduction to Information Technology

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson

Scholarships

Local Chapter Annual Business Report (Hamden L. Forkner Award)

Partnership with Business Project

Spreadsheet Applications

Word Processing

Task Number 53

Troubleshoot computer problems (e.g., cable hookups, power sources, and operational supplies).

Definition

Troubleshooting should be performed by

- referring to the computer manual and adhering to safety procedures
- searching the Help options on the computer
- checking port connections and power sources
- saving work and restarting
- notifying the instructor if a problem persists.

FBLA Competitive Events and Activities Areas

American Enterprise Project

Business Financial Plan

Business Plan

Business Skills and Knowledge

Community Service Project
Developing Communication and Interpersonal Skills

Task Number 54

Introduce oneself and others.

Definition

Introductions should include
• using handshake techniques appropriately, according to a variety of cultural guidelines of business etiquette
• identifying and respecting cultural differences
• demonstrating appropriate body language
• maintaining eye contact
• introducing individuals to each other, following protocol of making introductions.

FBLA Competitive Events and Activities Areas

Banking and Financial Systems

Business Communication

Business Skills and Knowledge

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Entrepreneurship
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Future Business Leader

Global Business
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Introduction to Business Communication

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson Scholarships

LifeSmarts

Management Decision Making
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Management Information Systems
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Marketing
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Network Design

Virtual Business Management Challenge
Task Number 55

Demonstrate conversation skills.

Definition

Demonstration should include

- professional dialogue
- verbal and non-verbal responses
- eliminating use of fillers (e.g., "um," "like")
- avoiding use of slang terms in professional conversation.

FBLA Competitive Events and Activities Areas

Banking and Financial Systems

Business Communication

Business Skills and Knowledge

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Entrepreneurship
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Future Business Leader

Global Business
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Introduction to Business Communication

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson Scholarships

LifeSmarts

Management Decision Making
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

**Management Information Systems**
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

**Marketing**
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

**Network Design**

Virtual Business Management Challenge

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**Task Number 56**

**Solve workplace problems.**

**Definition**

Solutions to workplace problems may result from

- identifying and exhibiting attitudes and habits appropriate for work
- applying decision-making techniques to solve problems
- exchanging ideas within small and large groups
- discussing workplace problems that arise from cultural differences.

**FBLA Competitive Events and Activities Areas**

**Business Skills and Knowledge**

**Entrepreneurship**
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

**Global Business**
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

**Introduction to Business Procedures**

**Job Interview**

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**Task Number 57**
Incorporate business terms in written and oral communication.

Definition

Incorporation of business terms should require that students

- become familiar with commonly used business terms
- compose letters or other business documents
- maintain a word list of new business terms
- participate in the exchange of ideas within small or large groups
- eliminate the use of fillers.

FBLA Competitive Events and Activities Areas

Banking and Financial Systems

Business Communication

Business Skills and Knowledge

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Entrepreneurship
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Future Business Leader

Global Business
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Introduction to Business Communication

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson Scholarships

LifeSmarts

Management Decision Making
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Management Information Systems
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

**Marketing**
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

**Network Design**

**Virtual Business Management Challenge**

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**Using Telecommunications**

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**Task Number 58**

**Demonstrate telephone etiquette.**

**Definition**

Demonstration should include

- locating directory information
- using proper tone and courtesy
- avoiding use of slang terms and fillers (e.g., um, like)
- making a telephone call (i.e., introducing oneself, exercising courtesy, asking for the person with whom one wishes to speak, leaving a message)
- answering an incoming telephone call (i.e., following company protocol for answering the telephone, asking who is calling, taking a message, holding, and transferring the call).

**FBLA Competitive Events and Activities Areas**

**Banking and Financial Systems**

**Business Communication**

**Business Skills and Knowledge**

**D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence**

**Entrepreneurship**
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

**Future Business Leader**

**Global Business**
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

**Introduction to Business Communication**

**Job Interview**

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson

**Scholarships**

**LifeSmarts**

**Management Decision Making**
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

**Management Information Systems**
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

**Marketing**
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

**Network Design**

**Virtual Business Management Challenge**

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**Task Number 59**

**Access information, using the Internet.**

**Definition**

Accessing the Internet should entail

- using URLs and various search engines to locate information
- following logical search procedures
- checking sources of information for reliability and credibility.

**FBLA Competitive Events and Activities Areas**
Task Number 60

Manage digital identity and reputation.

Definition

Management should include behavior that is

- positive
- safe
- legal
- ethical.

FBLA Competitive Events and Activities Areas

Business Communication

Business Skills and Knowledge

Cyber Security

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Future Business Leader

Introduction to Business Communication
Task Number 61

Identify emerging trends in telecommunications.

Definition

Identification of emerging trends may include

- cloud computing
- connected home monitoring and control
- autonomous vehicles
- factory automation
- augmented and virtual reality
- global E-commerce standards
- online research and development
- collaborative commerce
- blockchain technology.

FBLA Competitive Events and Activities Areas

Business Communication

Business Skills and Knowledge

Cyber Security

Future Business Leader

Introduction to Business Communication

Job Interview

Developing Life Skills
Task Number 62

Key numeric data, using the touch system with correct techniques to solve addition, subtraction, multiplication, and division problems.

Definition

Keying numeric data should focus on using the touch system on the top row of the keyboard, numeric keypad, or calculator.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Computer Applications

Computer Problem Solving

Database Design & Applications

Introduction to Business Procedures

Introduction to Information Technology

Spreadsheet Applications

Word Processing

Task Number 63

Round whole numbers and decimals in personal and business applications.

Definition
Rounding may be completed electronically or manually to allow for solving mathematical problems that involve estimation.

**FBLA Competitive Events and Activities Areas**

**Business Skills and Knowledge**

**Computer Applications**

**Computer Problem Solving**

**Database Design & Applications**

**Introduction to Business Procedures**

**Introduction to Information Technology**

**Spreadsheet Applications**

**Word Processing**

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**Task Number 64**

**Convert fractions to percentages and percentages to fractions.**

**Definition**

Conversion may be completed electronically or manually to allow for solving mathematical problems involving percent and fractions.

**FBLA Competitive Events and Activities Areas**

**Business Skills and Knowledge**

**Computer Applications**

**Computer Problem Solving**

**Database Design & Applications**

**Introduction to Business Procedures**
Task Number 65

Identify the relationship between gross pay and net pay.

Definition

Identification includes working with a pay statement (paycheck or direct deposit notice) to identify

- gross pay (pay before taxes and other deductions)
- net pay (pay after taxes and other deductions).

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Introduction to Business Procedures

Job Interview

Task Number 66

Write numbers and letters.

Definition

Writing should follow formatting conventions, such as aligned decimals and text, to ensure clear and accurate entry and recordkeeping.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge
Task Number 67

Verify data.

Definition

Verification should include

- using provided procedures and methods to validate handwritten and printed data
- comparing handwritten and printed data.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Introduction to Business Procedures

Task Number 68

Sort items.

Definition

Sorting may be done

- alphabetically
- by color
- by size
- by subject
- by amount.

It may also include manual or electronic collating functions.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Introduction to Business Procedures
Task Number 69

Make change.

Definition

Making change includes identifying coins and currency and counting coins and currency in varying increments (e.g., by fives, tens, twenties).

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Introduction to Business Procedures

Task Number 70

Record personal data.

Definition

Recording data should be done using a word-processing or spreadsheet application. Data may include items of personal interest, such as shopping lists, budgets, and hours of entertainment activities.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Computer Applications

Database Design & Applications

Introduction to Business Procedures

Spreadsheet Applications

Word Processing
Task Number 71

Complete an "EZ" income tax return form.

Definition

Completion includes legibly filling out a form with accurate data related to income.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Introduction to Business Procedures

Copying Documents

Task Number 72

Add paper to the copier.

Definition

Adding paper to the copier may include demonstrating proper withdrawal and insertion of paper in paper trays.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Introduction to Business Procedures

Task Number 73
Make copies.

Definition

Making copies involves

- making quality copies—centered, appropriate lightness/darkness of print, background clear of markings
- varying the lightness or darkness of the copy when copying to or from a colored paper.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Introduction to Business Procedures

Task Number 74

Scan documents.

Definition

Scanning documents includes following manufacturer’s guidelines in use of a scanner.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Introduction to Business Procedures

Solving Problems Independently and in Groups

Task Number 75
Build team skills.

Definition

Building team skills may include

- participation in team activities
- charting group/individual progress by providing feedback
- meeting responsibilities
- succeeding in the completion of team projects.

Feedback should include

- identifying strengths and weaknesses
- professionally assessing team and individual contributions
- mediating difficulties between team members
- setting new goals to help the team and the individual grow.

Team building means getting people to believe in the goals of the company and to work well together to accomplish them.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Organizational Leadership

Task Number 76

Identify a problem.

Definition

The process should include

- identifying the problem either in writing or orally
- consulting with a team for feedback on identification

according to the instructor’s guidelines.

FBLA Competitive Events and Activities Areas
Task Number 77

Identify potential solutions.

Definition

Identification of potential solutions within a group or as an individual should include gathering solutions from research and associates.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge
Organizational Leadership

Task Number 78

Examine alternative solutions.

Definition

Examining potential solutions within a group or as an individual should include listing the benefits and drawbacks of each solution.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge
Organizational Leadership

Task Number 79

Select a solution.
Definition

Selecting potential solutions within a group or as an individual should include arriving at a solution within a given period of time.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Organizational Leadership

Task Number 80

Evaluate the outcome of the solution.

Definition

Evaluation may be conducted by the group/individual or by a neutral person outside of the group (e.g., teacher). Criteria to evaluate outcome may include the following questions:

- Did the solution solve the original problem?
- If the solution failed to solve the problem, why did it fail?
- Did the solution succeed but cause other problems?
- Did the group/individual follow the original plan for solving the problem?
- Did all members of the group participate and fulfill the roles they were originally assigned?
- Did the members of the group work well together?
- If the solution succeeded, what were the strengths of the group/individual?

The group/individual should be provided with recommendations for improvement.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Organizational Leadership

Enhancing Workplace Readiness Skills
Task Number 81

Demonstrate reading skills on a level required for employment in a chosen career field.

Definition

Demonstration of reading skills includes

- interpreting technical and general interest materials commonly used in business
- applying understanding of the material to job operations.

FBLA Competitive Events and Activities Areas

3D Animation

Accounting I

Accounting II

Advertising

American Enterprise Project

Banking and Financial Systems

Business Calculations

Business Communication

Business Ethics

Business Financial Plan

Business Law

Business Plan

Business Skills and Knowledge

Client Service
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

**Coding and Programming**

Community Service Project

Computer Applications

Computer Game & Simulation Programming

Computer Problem Solving

Cyber Security

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Database Design & Applications

Desktop Application Programming

Digital Video Production

E-Business

Economics

Electronic Career Portfolio

Emerging Business Issues
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Entrepreneurship
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**FBLA Principles and Procedures**

Future Business Leader

Global Business
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Gold Seal Chapter Award of Merit (Hollis and Kitty Guy Award)

Graphic Design

Health Care Administration
Help Desk

Honor Chapter Award

Impromptu Speaking
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Insurance and Risk Management

Introduction to Business

Introduction to Business Communication

Introduction to Business Presentation

Introduction to Business Procedures

Introduction to Financial Math

Introduction to Information Technology

Introduction to Parliamentary Procedure

Job Interview

Journalism

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson

Scholarships

LifeSmarts

Local Chapter Annual Business Report (Hamden L. Forkner Award)

Management Decision Making
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Management Information Systems
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Marketing
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Microsoft Office Specialist Excel and Word
Mobile Application Development

Network Design

Networking Concepts

Organizational Leadership

Parliamentary Procedure (Dorothy L. Travis Award)

Partnership with Business Project

Personal Finance

Public Service Announcement

Public Speaking I

Public Speaking II

Publication Design

Sales Presentation

Securities and Investments

Social Media Campaign

Spreadsheet Applications

State Service Project

Virtual Business Management Challenge

Website Design

The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Who's Who in FBLA

Word Processing

Task Number 82
Demonstrate math skills on a level required for employment in a chosen career field.

**Definition**

Demonstration of math skills includes

- performing math operations using whole numbers, fractions, percentages
- using statistics (percentages, averages, medians, and standard deviations) to monitor processes and quality of performance
- using mathematical reasoning to solve word problems
- using algebra-based formulas
- performing job-specific math operations.

FBLA Competitive Events and Activities Areas

Business Calculations

Business Skills and Knowledge

Introduction to Financial Math

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**Task Number 83**

Demonstrate writing skills on a level required for employment in a chosen career field.

**Definition**

Demonstration of writing skills includes composition and editing of work-related documents of varying complexity. Steps may include

- defining the purpose
- determining the audience
- gathering information
- planning the format/layout
- writing a first draft
- editing and revising as necessary to ensure that the document is complete, clear, concise, correct, and considerate of the reader.

FBLA Competitive Events and Activities Areas
Task Number 84

Demonstrate speaking and listening skills on a level required for employment in a chosen career field.

Definition

Demonstration includes expressing ideas clearly in order to make sure that one understands the ideas conveyed by others in both formal and informal contexts, by

- giving and taking direction or instruction
- giving and responding to oral reports or presentations
- participating in group or team discussions
- engaging in conversation with co-workers, supervisors, and clients
- conducting business in person and via electronic means.

FBLA Competitive Events and Activities Areas

Business Communication

Business Skills and Knowledge

Introduction to Business Communication

Introduction to Business Procedures

Task Number 85
Demonstrate computer literacy on a level required for employment in a chosen career field.

Definition

Demonstration of computer literacy includes

- using common software to accomplish word processing, graphic design, construction of simple spreadsheets, and keying in and retrieving information from databases
- transferring the operating principles of one application to another similar application
- using knowledge of computer logic, operating systems, and basic troubleshooting techniques to identify problems
- using special job-specific computer equipment, software, and other technology.

FBLA Competitive Events and Activities Areas

Business Communication

Business Skills and Knowledge

Computer Applications

Introduction to Business Communication

Introduction to Business Procedures

Introduction to Information Technology

Task Number 86

Demonstrate reasoning, problem-solving, and decision-making skills.

Definition

Demonstration of reasoning, problem-solving, and decision-making skills includes

- differentiating among types of problems (e.g., technical, human relations, ethical)
- using established methods of problem solving and decision making in both individual and group settings
• applying previous learning to situations where problems must be solved or decisions made quickly
• predicting short- and long-term effects of proposed solutions or decisions
• testing solutions or decisions to determine effects or to identify related problems.

FBLA Competitive Events and Activities Areas

3D Animation

Accounting I

Accounting II

Advertising

American Enterprise Project

Banking and Financial Systems

Business Calculations

Business Communication

Business Ethics

Business Financial Plan

Business Law

Business Plan

Business Skills and Knowledge

Client Service
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Coding and Programming

Community Service Project

Computer Applications

Computer Game & Simulation Programming

Computer Problem Solving
Cyber Security

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Database Design & Applications

Desktop Application Programming

Digital Video Production

E-Business

Economics

Electronic Career Portfolio

Emerging Business Issues
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Entrepreneurship
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FBLA Principles and Procedures

Future Business Leader

Global Business
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Insurance and Risk Management

Introduction to Business
Introduction to Business Communication
Introduction to Business Presentation
Introduction to Business Procedures
Introduction to Financial Math
Introduction to Information Technology
Introduction to Parliamentary Procedure

Job Interview

Journalism

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson
Scholarships

Largest Local Chapter Membership

LifeSmarts

Local Chapter Annual Business Report (Hamden L. Forkner Award)

Management Decision Making
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Spreadsheet Applications

State Service Project

Virtual Business Management Challenge

Website Design
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Who's Who in FBLA

Task Number 87

Demonstrate a strong work ethic (e.g., satisfactory attendance, punctuality, positive attitude).

Definition

Demonstration includes

- exhibiting responsibility: coming to work as assigned, contributing work required to meet organizational goals, adhering to policies and procedures, managing time to accomplish assigned tasks
• exhibiting flexibility and adaptability: working longer hours than normal to accomplish a goal, substituting for an absent co-worker, taking a temporary assignment, accepting changes in the work environment as a challenge and an opportunity
• cooperating with co-workers and supervisors
• taking direction willingly
• exhibiting eagerness to learn
• acting in a pleasant and polite manner with customers, co-workers, and supervisors
• being on time for work and all appointments
• limiting tardiness, early departures, and absences to legitimate and essential occasions
• explaining the importance of satisfactory attendance to the overall operation of the business
• negotiating anticipated absences according to company policy
• calling in to notify the supervisor of unanticipated absences.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Future Business Leader

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson Scholarships

Task Number 88

Demonstrate a positive attitude.

Definition

Demonstration may include cooperating with teachers and fellow students (or co-workers and supervisors), taking direction willingly, exhibiting eagerness to learn, and acting in a pleasant and polite manner.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence
Future Business Leader

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson Scholarships

Task Number 89

Demonstrate independence and initiative.

Definition

Demonstration includes

- working without constant supervision
- finding tasks to perform on one’s own
- making suggestions for improvement
- exhibiting interest in making the organization more effective and productive
- maintaining work standards in the midst of change.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Future Business Leader

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson Scholarships

Task Number 90

Demonstrate self-representation skills.

Definition
Demonstration includes

- identifying ways in which the individual employee represents the organization
- exhibiting a neat appearance
- using effective communication skills
- exhibiting elements of etiquette required in professional settings.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Future Business Leader

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson Scholarships

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Task Number 91

Maintain satisfactory attendance in school.

Definition

Maintaining satisfactory attendance should include

- being on time for school and all appointments
- limiting tardiness, early departures, and absences to legitimate and essential occasions
- explaining the importance of satisfactory attendance to the overall operation of the school
- negotiating anticipated absences according to school policy
- calling in to notify the school staff of unanticipated absences.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Future Business Leader

Job Interview
Preparation for Employment

Task Number 92

Explore jobs in a variety of careers.

Definition

Exploration should include the use of research and inventories to match individual interests and abilities with job requirements.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Electronic Career Portfolio

Future Business Leader

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson Scholarships

Task Number 93

Create portfolio containing representative samples of student work.
Definition

Creating a portfolio should include gathering a combination of electronic and non-electronic documents representative of the student’s qualifications. Selected documents should reflect the student’s knowledge, skills, interests, and ability.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Electronic Career Portfolio

Future Business Leader

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson Scholarships

Task Number 94

Prepare a résumé.

Definition

Preparation should include presenting the following information in the résumé:

- Educational background
- Work history
- Honors and awards
- Membership in club and/or school and community activities, leadership positions held, athletics, and community service
- Personal and professional references

Students should understand the importance of keeping a master résumé that includes all information that one can select from when applying for different jobs. They should also understand the importance of keeping résumé current and updated to reflect experience and education even if he or she is not currently involved in a job search.

FBLA Competitive Events and Activities Areas
Business Skills and Knowledge

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Electronic Career Portfolio

Future Business Leader

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson
Scholarships

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**Task Number 95**

**Complete a job application.**

**Definition**

Completion of a paper job application should reflect an attention to the following concerns:

- parts of an employment application (include name, address, social security number, education, work experiences, job title, references, other qualifications)
- penmanship (write legibly with black ink)
- preparation (always bring copies of résumé and all other relevant information)
- references (ask permission before using)

The electronic application form should include complete, accurate, and effectively organized information. It should follow additional criteria specifically related to the electronic transmittal of such information (e.g., attention to security concerns, inclusion of keywords to enhance interest in the application, use of a scanner-friendly format).

**FBLA Competitive Events and Activities Areas**

**Business Skills and Knowledge**

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Electronic Career Portfolio

Future Business Leader

Job Interview
Task Number 96

Demonstrate appropriate job interview skills.

Definition

Demonstration should give students the opportunity to practice interviewing skills prior to an actual interview. Students should play a variety of roles that reinforce desirable behavior (e.g., maintaining eye contact, asking informed questions) and avoid undesirable behavior (e.g., speaking too softly, failing to answer questions completely). Demonstration should include dressing appropriately for a job interview.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

D. J. Howard/Walker/Shell/Campbell/VBEA Scholarship/S.L.T. Award of Excellence

Electronic Career Portfolio

Future Business Leader

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson Scholarships

SOL Correlation by Task

<table>
<thead>
<tr>
<th></th>
<th>Identify computer system components.</th>
<th>English: 7.6, 8.6, 9.5, 10.5, 11.5, 12.5</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Mathematics: COM.10, COM.11</td>
</tr>
<tr>
<td>39</td>
<td>Perform basic computer operations.</td>
<td>English: 7.6, 8.6, 9.5, 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td></td>
<td>Description</td>
<td>English:</td>
</tr>
<tr>
<td>---</td>
<td>----------------------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td>41</td>
<td>Key alphabetic, numeric, and symbol information, using a touch system and correct techniques.</td>
<td>7.6, 8.6, 9.5, 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>42</td>
<td>Manipulate data/software/operating system, using function keys, icons, touch screens, ribbons, and drop-down menus.</td>
<td>7.6, 8.6, 9.5, 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>43</td>
<td>Use file and data management techniques such as save and open.</td>
<td>Mathematics: COM.7</td>
</tr>
<tr>
<td>44</td>
<td>Improve keyboarding techniques.</td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>Improve keyboarding speed and accuracy.</td>
<td>9.5, 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>46</td>
<td>Edit copy.</td>
<td>9.7, 10.7, 11.7, 12.7</td>
</tr>
<tr>
<td>47</td>
<td>Maintain workstation, equipment, materials, and supplies.</td>
<td></td>
</tr>
<tr>
<td>48</td>
<td>Key addresses on envelopes and/or labels.</td>
<td>7.7, 7.8, 8.7, 8.8, 9.6, 9.7, 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>49</td>
<td>Format columns and tables.</td>
<td>7.7, 7.8, 8.7, 8.8, 9.6, 9.7, 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>50</td>
<td>Format letters, memos, and reports from prepared, rough-draft, or student-composed materials.</td>
<td>7.7, 7.8, 8.7, 8.8, 9.6, 9.7, 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>51</td>
<td>Use available resources, references, and tools to prepare documents.</td>
<td>7.7, 7.8, 8.7, 8.8, 9.6, 9.7, 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>52</td>
<td>Describe ergonomic guidelines related to safe computer use.</td>
<td>7.6, 8.6, 9.5, 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>53</td>
<td>Troubleshoot computer problems (e.g., cable hookups, power sources, and operational supplies).</td>
<td>7.9, 8.9, 10.8, 11.8, 12.8</td>
</tr>
<tr>
<td>54</td>
<td>Introduce oneself and others.</td>
<td>7.1, 8.1, 9.1, 10.1, 11.1, 12.1</td>
</tr>
<tr>
<td>55</td>
<td>Demonstrate conversation skills.</td>
<td>7.1, 8.1, 9.1, 10.1, 11.1, 12.1</td>
</tr>
<tr>
<td>56</td>
<td>Solve workplace problems.</td>
<td>7.5, 7.6, 8.5, 8.6, 9.5, 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>57</td>
<td>Incorporate business terms in written and oral communication.</td>
<td>7.5, 7.6, 8.5, 8.6, 9.5, 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>58</td>
<td>Demonstrate telephone etiquette.</td>
<td>7.1, 8.1, 9.1, 10.1, 11.1, 12.1</td>
</tr>
<tr>
<td>59</td>
<td>Access information, using the Internet.</td>
<td>7.3, 8.3, 9.2, 10.2, 11.2</td>
</tr>
<tr>
<td></td>
<td>Activity</td>
<td>Subject</td>
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<tr>
<td>60</td>
<td>Manage digital identity and reputation.</td>
<td>History and Social Science: CE.1, GOVT.1, VUS.1, WG.1, WHI.1, WHII.1</td>
</tr>
<tr>
<td>61</td>
<td>Identify emerging trends in telecommunications.</td>
<td>English: 7.6, 8.6, 9.5, 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>62</td>
<td>Key numeric data, using the touch system with correct techniques to solve addition, subtraction, multiplication, and division problems.</td>
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<tr>
<td>63</td>
<td>Round whole numbers and decimals in personal and business applications.</td>
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<tr>
<td>64</td>
<td>Convert fractions to percentages and percentages to fractions.</td>
<td>Mathematics: 8.4</td>
</tr>
<tr>
<td>65</td>
<td>Identify the relationship between gross pay and net pay.</td>
<td>English: 7.6, 8.6, 9.5, 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>66</td>
<td>Write numbers and letters.</td>
<td>English: 7.7, 7.8, 8.7, 8.8, 9.6, 9.7, 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>67</td>
<td>Verify data.</td>
<td>English: 7.8, 8.8, 9.7, 10.7, 11.7, 12.7</td>
</tr>
<tr>
<td>68</td>
<td>Sort items.</td>
<td>Mathematics: COM.7, COM.9</td>
</tr>
<tr>
<td>69</td>
<td>Make change.</td>
<td></td>
</tr>
<tr>
<td>70</td>
<td>Record personal data.</td>
<td>English: 7.6, 8.6, 9.5, 10.5, 11.5, 12.5</td>
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<tr>
<td></td>
<td></td>
<td>Mathematics: COM.10, COM.14</td>
</tr>
<tr>
<td>71</td>
<td>Complete an &quot;EZ&quot; income tax return form.</td>
<td>English: 7.7, 7.8, 8.7, 8.8, 9.6, 9.7, 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>72</td>
<td>Add paper to the copier.</td>
<td></td>
</tr>
<tr>
<td>73</td>
<td>Make copies.</td>
<td></td>
</tr>
<tr>
<td>74</td>
<td>Scan documents.</td>
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</tr>
<tr>
<td>75</td>
<td>Build team skills.</td>
<td>English: 7.1, 8.1, 9.1, 10.1, 11.1, 12.1</td>
</tr>
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<td></td>
<td></td>
<td>History and Social Science: CE.4, CE.14, GOVT.9, GOVT.14</td>
</tr>
<tr>
<td>76</td>
<td>Identify a problem.</td>
<td>English: 7.6, 8.6, 9.5, 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>77</td>
<td>Identify potential solutions.</td>
<td>English: 7.6, 8.6, 9.5, 10.5, 11.5, 12.5</td>
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<td></td>
<td></td>
<td>Mathematics: COM.1</td>
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<td></td>
<td><strong>Activity</strong></td>
<td><strong>English</strong></td>
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<tr>
<td>78</td>
<td>Examine alternative solutions.</td>
<td>English: 7.6, 8.6, 9.5, 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>79</td>
<td>Select a solution.</td>
<td>English: 7.1, 8.1, 9.1, 10.1, 11.1, 12.1</td>
</tr>
<tr>
<td>80</td>
<td>Evaluate the outcome of the solution.</td>
<td>English: 7.1, 8.1, 9.1, 10.1, 11.1, 12.1</td>
</tr>
<tr>
<td>81</td>
<td>Demonstrate reading skills on a level required for employment in a chosen career field.</td>
<td>English: 7.1, 8.1, 9.1, 10.1, 11.1, 12.1</td>
</tr>
<tr>
<td>82</td>
<td>Demonstrate math skills on a level required for employment in a chosen career field.</td>
<td>English: 7.6, 8.6, 9.5, 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>83</td>
<td>Demonstrate writing skills on a level required for employment in a chosen career field.</td>
<td>English: 7.7, 7.8, 8.7, 8.8, 9.6, 9.7, 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>84</td>
<td>Demonstrate speaking and listening skills on a level required for employment in a chosen career field.</td>
<td>English: 7.1, 8.1, 9.1, 10.1, 11.1, 12.1</td>
</tr>
<tr>
<td>85</td>
<td>Demonstrate computer literacy on a level required for employment in a chosen career field.</td>
<td>English: 7.6, 8.6, 9.5, 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>86</td>
<td>Demonstrate reasoning, problem-solving, and decision-making skills.</td>
<td>English: 7.6, 8.6, 9.5, 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>87</td>
<td>Demonstrate a strong work ethic (e.g., satisfactory attendance, punctuality, positive attitude).</td>
<td>English: 7.6, 8.6, 9.5, 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>88</td>
<td>Demonstrate a positive attitude.</td>
<td>English: 7.6, 8.6, 9.5, 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>89</td>
<td>Demonstrate independence and initiative.</td>
<td>English: 7.6, 8.6, 9.5, 10.5, 11.5, 12.5</td>
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<td></td>
<td>Task Description</td>
<td>Subject</td>
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<tr>
<td>90</td>
<td>Demonstrate self-representation skills.</td>
<td>English: 7.6, 8.6, 9.5, 10.5, 11.5, 12.5</td>
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<td></td>
<td></td>
<td>History and Social Science: GOVT.16</td>
</tr>
<tr>
<td>91</td>
<td>Maintain satisfactory attendance in school.</td>
<td>History and Social Science: CE.14</td>
</tr>
<tr>
<td>92</td>
<td>Explore jobs in a variety of careers.</td>
<td>English: 7.9, 8.9, 9.8, 10.8, 11.8, 12.8</td>
</tr>
<tr>
<td>93</td>
<td>Create portfolio containing representative samples of student work.</td>
<td>English: 7.1, 8.1, 9.1, 10.1, 11.1, 12.1</td>
</tr>
<tr>
<td>94</td>
<td>Prepare a résumé.</td>
<td>English: 7.7, 7.8, 8.7, 8.8, 9.6, 9.7, 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>95</td>
<td>Complete a job application.</td>
<td>English: 7.7, 7.8, 8.7, 8.8, 9.6, 9.7, 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>96</td>
<td>Demonstrate appropriate job interview skills.</td>
<td>English: 7.1, 8.1, 9.1, 10.1, 11.1, 12.1</td>
</tr>
</tbody>
</table>

**Entrepreneurship Infusion Units**

Entrepreneurship Infusion Units may be used to help students achieve additional, focused competencies and enhance the validated tasks/competencies related to identifying and starting a new business venture. Because the unit is a complement to certain designated courses and is not mandatory, all tasks/competencies are marked “optional.”
Appendix: Credentials

Industry Credentials: Only apply to 36-week courses

- College and Work Readiness Assessment (CWRA+)
- IC3 Digital Literacy Certification Examination
- National Career Readiness Certificate Assessment
- Workplace Readiness Skills for the Commonwealth Examination