Office Specialist II – Preparation

6741 36 weeks

Table of Contents

Acknowledgments ......................................................................................................................................... 1
Course Description........................................................................................................................................ 2
Task Essentials Table.................................................................................................................................... 3
Curriculum Framework ................................................................................................................................. 6
Enhancing Keyboarding and Computer Skills .............................................................................................. 6
Processing Numeric Data ............................................................................................................................ 18
Keeping Financial Records ......................................................................................................................... 24
Duplicating Documents .............................................................................................................................. 31
Managing Records ...................................................................................................................................... 33
Enhancing Communication Skills ............................................................................................................... 36
Using Telecommunications ........................................................................................................................ 40
Preparing for Industry Certification ............................................................................................................ 43
Preparing for Employment .......................................................................................................................... 46
SOL Correlation by Task .............................................................................................................................. 50
Teacher Resources ...................................................................................................................................... 53
Entrepreneurship Infusion Units ................................................................................................................ 54
Appendix: Credentials, Course Sequences, and Career Cluster Information ............................................. 55

Acknowledgments

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

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Course Description

Suggested Grade Level: 10 or 11 or 12
Students complete the Office Specialist sequence identified locally or progress in the sequence until prepared to transfer into other business courses. Students develop skills in areas including keyboarding, word processing, office procedures, and records management. If a fourth year is needed, the teacher should use simulated activities in the following areas: word processing, spreadsheets, databases, telecommunications, graphic design, and records management.

The tasks contained in the Office Specialist II 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 15 students per instructor per class period with no class being more than 18.

## Task Essentials Table

- Tasks/competencies designated by plus icons (➕) in the left-hand column(s) are essential
- Tasks/competencies designated by empty-circle icons (〇) 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>Tasks/Competencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>39</td>
<td>Review keyboarding techniques.</td>
</tr>
<tr>
<td>40</td>
<td>Increase keyboarding speed and accuracy.</td>
</tr>
<tr>
<td>41</td>
<td>Proofread copy for format, content, grammar, spelling, and accuracy.</td>
</tr>
<tr>
<td>42</td>
<td>Edit documents.</td>
</tr>
<tr>
<td>43</td>
<td>Format columns and tables.</td>
</tr>
<tr>
<td>44</td>
<td>Format letters, memos, and reports.</td>
</tr>
<tr>
<td>45</td>
<td>Complete forms (e.g., applications, invoices, purchase orders, purchase invoices, checks, credit memos, labels).</td>
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<tr>
<td>46</td>
<td>Produce form letters by merging files.</td>
</tr>
<tr>
<td>47</td>
<td>Enhance the layout of documents by using word processing features (leader tab, shading, lines, and graphics) and graphic design.</td>
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<td>48</td>
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<tr>
<td><strong>Processing Numeric Data</strong></td>
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<tr>
<td><strong>Duplicating Documents</strong></td>
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<td>61</td>
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<td>62</td>
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<tr>
<td><strong>Managing Records</strong></td>
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<td>66</td>
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</tbody>
</table>

**Enhancing Communication Skills**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Report on a business article.</th>
</tr>
</thead>
<tbody>
<tr>
<td>68</td>
<td></td>
<td>Improve oral communication.</td>
</tr>
<tr>
<td>69</td>
<td></td>
<td>Solve workplace problems.</td>
</tr>
</tbody>
</table>

**Using Telecommunications**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Demonstrate the ability to use electronic communications (e.g., email, IM, fax).</th>
</tr>
</thead>
<tbody>
<tr>
<td>71</td>
<td></td>
<td>Access information on the Internet.</td>
</tr>
<tr>
<td>72</td>
<td></td>
<td>Identify emerging trends in telecommunications.</td>
</tr>
</tbody>
</table>

**Preparing for Industry Certification**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Describe the process and requirements for obtaining industry certifications related to the Office Specialist II–Preparation course.</th>
</tr>
</thead>
<tbody>
<tr>
<td>74</td>
<td></td>
<td>Identify testing skills/strategies for an industry certification examination.</td>
</tr>
<tr>
<td>75</td>
<td></td>
<td>Demonstrate ability to successfully complete selected practice examinations (e.g., practice questions similar to those on certification exams).</td>
</tr>
<tr>
<td>76</td>
<td></td>
<td>Successfully complete an industry certification examination representative of skills learned in this course (e.g., MOS, IC3, NOCTI, Workplace Readiness Skills for the Commonwealth).</td>
</tr>
</tbody>
</table>

**Preparing for Employment**

<table>
<thead>
<tr>
<th></th>
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<th>Prepare employment documents (e.g., résumé, employment application, cover letter, interview follow-up letter, letter of resignation).</th>
</tr>
</thead>
<tbody>
<tr>
<td>78</td>
<td></td>
<td>Demonstrate job interview skills.</td>
</tr>
<tr>
<td>79</td>
<td></td>
<td>Create a portfolio containing representative samples of student work.</td>
</tr>
<tr>
<td>80</td>
<td></td>
<td>Adhere to a compliance training manual and other company policies.</td>
</tr>
</tbody>
</table>
Curriculum Framework

Enhancing Keyboarding and Computer Skills

Task Number 39

Review keyboarding techniques.

Definition

Review should include the following techniques:

- Positioning the body
- Positioning the feet
- Using proper wrist and finger position
- Keyboarding by touch and without pauses
- Spacing quickly
- Using shift keys
- Using the mouse
- Keeping fingers curved and upright over keys
- Keeping eyes on copy
- Entering data by touch at a progressive speed and with progressive accuracy

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Computer Applications

Database Design & Applications

Spreadsheet Applications

Word Processing
Microsoft Imagine Academy Resources

[2.004] Microsoft Digital Literacy: First Course—Lesson 3
Keyboarding

NBEA Achievement Standards for Information Technology

Apply a variety of input technologies to maximize productivity.

Demonstrate proper safety techniques using input technologies.

Develop proper input techniques (e.g., keyboarding, 10-key touch pad, scanning, speech recognition, handtyping, digital inking, digital cameras, student response systems, and the use of a touch screen, mouse or stylus).

Select appropriate input technology to optimize performance.

Task Number 40

Increase keyboarding speed and accuracy.

Definition

Increase in speed and accuracy may be achieved by using

- untimed practice
- guided (paced) practice
- timed writings
- teacher-guided timed drills with a variety of goals
- application of skill through composition of text.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Computer Applications

Database Design & Applications

Spreadsheet Applications

Word Processing
NBEA Achievement Standards for Information Technology

Apply a variety of input technologies to maximize productivity.

Demonstrate proper safety techniques using input technologies.

Develop proper input techniques (e.g., keyboarding, 10-key touch pad, scanning, speech recognition, handtyping, digital inking, digital cameras, student response systems, and the use of a touch screen, mouse or stylus).

Select appropriate input technology to optimize performance.

Use various input technologies to enter and manipulate information appropriately.

Task Number 41

Proofread copy for format, content, grammar, spelling, and accuracy.

Definition

Proofreading copy should include

- reviewing proofreaders’ symbols
- comparing spell check and proofreading
- reviewing document formats
- reviewing language tools (grammar check, thesaurus)
- reviewing number, grammar, capitalization, and punctuation guides.

FBLA Competitive Events and Activities Areas

Business Communication

Business Skills and Knowledge

Computer Applications

Database Design & Applications

Spreadsheet Applications

Word Processing
Microsoft Imagine Academy Resources

[2.019] Microsoft Digital Literacy: Productivity Programs—Lesson 3
Introduction to Word Processors
Creating and Managing Documents
Reviewing and Sharing Documents
Word Lesson Plan: Editing Text
Proofing a Document (project)

NBEA Achievement Standards for Communication

Apply a variety of specific proofreading techniques to identify and correct errors.

Proofread business documents to ensure that they are clear, correct, concise, complete, consistent, and courteous.

Proofread documents to ensure correct grammar, spelling, and punctuation.

Use acceptable standards for grammar, punctuation, and word and number usage.

Task Number 42

Edit documents.

Definition

Editing should include

- reading a document to evaluate format, spelling, grammar, and punctuation errors
- using spell and grammar checks to review the text
- making corrections and changes, evaluating spell- and grammar-check suggestions, or adding to the dictionary, if appropriate
- using toolbars, ribbons, drop-down menus, and shortcuts to move, copy, or delete text
- integrating art, tables, charts, and other graphics into documents.

FBLA Competitive Events and Activities Areas
American Enterprise Project

Business Financial Plan

Business Plan

Business Skills and Knowledge

Community Service Project

Computer Applications

Database Design & Applications

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

Partnership with Business Project

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

[2.019] Microsoft Digital Literacy: Productivity Programs—Lesson 3
Introduction to Word Processors
Creating and Managing Documents
Enhancing Documents
Office Lesson Plan: Editing Text
Access Lesson Plan: Understanding Microsoft Access 2010
[5.031] Intro Word 2010: Lesson 5—Exercise 1
Cover Letter (project)
[5.032] Intro Word 2010: Lesson 5—Project 1
Claims Letter (project)
Editing a Document (project)

NBEA Achievement Standards for Communication

Edit and revise written work.
Edit business documents to improve content and effectiveness.

Task Number 43

Format columns and tables.

Definition

Formatting should include the style and placement of the following elements:

- Main heading
- Secondary heading
- Column heading
- Body
- Reference note

Students should also demonstrate the use of

- formatting features
- various types of tab positions (leaders, decimals, right).

FBLA Competitive Events and Activities Areas

American Enterprise Project

Business Financial Plan

Business Plan

Business Skills and Knowledge

Community Service Project

Computer Applications

Database Design & Applications

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

Partnership with Business Project

Spreadsheet Applications
Microsoft Imagine Academy Resources

Enhancing and Reviewing Documents
Word Lesson Plan: Working with Columns
Word Lesson Plan: Organizing Content
Using Columns (project)
Using Tables (project)

NBEA Achievement Standards for Information Technology

Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Task Number 44
Format letters, memos, and reports.

Definition

Formatting procedures should include

- formatting letters (personal business, business--modified block, block, simplified)
- formatting memos (simplified memo and standard)
- formatting unbound, leftbound, and topbound reports
- formatting citations (references, endnotes, footnotes)
- formatting outline
- formatting title page
- using templates for a variety of documents
- creating templates for a variety of documents
- creating or inserting charts.

FBLA Competitive Events and Activities Areas
American Enterprise Project
Business Financial Plan

Business Plan

Business Skills and Knowledge

Community Service Project

Computer Applications

Database Design & Applications

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

Partnership with Business Project

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

Creating and Managing Documents

[4.014] Introduction to Microsoft Office 2010: Formatting Text—Lesson 3
Office Lesson Plan: Formatting Text

[4.015] Introduction to Microsoft Office 2010: Revising the Document Layout—Lesson 4
Office Lesson Plan: Revising the Document Layout

[5.027] Intro Word 2010: Lesson 3—Exercise 1
Formatting a Letter (project)

Editing an Essay (project)

NBEA Achievement Standards for Communication

Prepare formal and informal reports using suitable format and supplementing with appropriate graphics.

Write coherent business messages, instructions, descriptions, summaries, and reports using appropriate formats.

NBEA Achievement Standards for Information Technology
Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Use the collaborative features of productivity software to accomplish organizational tasks.

Task Number 45

Complete forms (e.g., applications, invoices, purchase orders, purchase invoices, checks, credit memos, labels).

Definition

Completion of forms includes

- preparing selected electronic forms from electronic or printed originals
- using templates in word processing software for the forms
- creating templates in word processing software for the forms
- scanning forms into word processing software.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Computer Applications

Database Design & Applications

Spreadsheet Applications

Word Processing

NBEA Achievement Standards for Information Technology

Select and apply the appropriate productivity software to complete tasks.

Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Use the collaborative features of productivity software to accomplish organizational tasks.
Task Number 46

Produce form letters by merging files.

Definition

Producing form letters includes

- using the merge feature
- preparing form and data files
- merging the form and data files to create form letters (merging of a primary file, or main document, with a secondary file, or data source, should be completed according to the steps specified within the word processing software).

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Computer Applications

Database Design & Applications

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

Enhancing and Reviewing Documents
Word Lesson Plan: Mail Merge and Reviewing Documents
Computer Class: Mail Merge (project)

NBEA Achievement Standards for Information Technology

Select and apply the appropriate productivity software to complete tasks.

Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Use the collaborative features of productivity software to accomplish organizational tasks.
Task Number 47

Enhance the layout of documents by using word processing features (leader tab, shading, lines, and graphics) and graphic design.

Definition

Enhancement of document layout includes

- using the leader tab feature
- using shading and border methods
- creating and positioning lines to separate sections of a document
- changing the length and thickness of lines
- creating boxes with shading or borders
- integrating graphics into documents

and applying the principles of graphic layout to creating, sizing, and positioning graphic images in a document, including

- overall format
- type
- white space
- page layout.

FBLA Competitive Events and Activities Areas

American Enterprise Project

Business Financial Plan

Business Plan

Business Skills and Knowledge

Community Service Project

Computer Applications

Database Design & Applications

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

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

Enhancing Documents

Word Lesson Plan: Formatting Text

Editing an Essay (project)

NBEA Achievement Standards for Information Technology

Select and apply the appropriate productivity software to complete tasks.

Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Use the collaborative features of productivity software to accomplish organizational tasks.

Task Number 48

Edit documents using the move, copy, and delete commands.

Definition

Editing includes using the toolbar, ribbons, drop-down menus, and shortcuts to move, copy, and delete text.

FBLA Competitive Events and Activities Areas

American Enterprise Project

Business Financial Plan

Business Plan
Business Skills and Knowledge

Community Service Project

Computer Applications

Database Design & Applications

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

Partnership with Business Project

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

Creating and Managing Documents

Enhancing Documents

Word Lesson Plan: Editing a Document

Editing a Document (project)

NBEA Achievement Standards for Information Technology

Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Use the collaborative features of productivity software to accomplish organizational tasks.

_________________________________________

Processing Numeric Data

_________________________________________

Task Number 49
Key numeric data, using the touch system with 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 a keyboard, on a numeric keypad, or on a calculator.

FBLA Competitive Events and Activities Areas

Accounting I

Accounting II

Business Calculations

Business Skills and Knowledge

Computer Applications

Database Design & Applications

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

[2.020] Microsoft Digital Literacy: Productivity Programs—Lesson 4
   Introduction to Spreadsheet Programs
   Working with Worksheet Data
   Excel Lesson Plan: Understanding Microsoft Office Excel 2010
[5.064] Excel 2010 Secondary Schools: Lesson 1—Project 1
   Purchasing a Car (project)
[5.297] Excel 2010 Higher Education: Lesson 5—Project 1
   Tracking Your Grades (project)

NBEA Achievement Standards for Computation

Apply basic mathematical operations to solve problems.
Estimate and then calculate answers to problems using addition, subtraction, multiplication, and division.

Select and use appropriate tools when solving problems (e.g., paper and pencil, manipulatives, hand-held calculators, Web calculators, computer numerical keypads, spreadsheets, personal desktop assistants, and cell phones.

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**Task Number 50**

**Convert fractions to decimals and decimals to fractions in personal and business applications.**

**Definition**

Conversion depends on solving mathematical problems involving decimals or fractions. Conversion may be completed electronically or manually.

**FBLA Competitive Events and Activities Areas**

- Accounting I
- Accounting II
- Business Calculations
- Business Skills and Knowledge
- Computer Applications
- Database Design & Applications
- Introduction to Financial Math
- Spreadsheet Applications
- Word Processing

**Microsoft Imagine Academy Resources**

Working with Worksheet Data

NBEA Achievement Standards for Computation

Determine the correct mathematical processes to use for various problem situations and use formulas when appropriate.

Select and use appropriate tools when solving problems (e.g., paper and pencil, manipulatives, hand-held calculators, Web calculators, computer numerical keypads, spreadsheets, personal desktop assistants, and cell phones.

Solve problems involving whole numbers, decimals, fractions, percents, ratios, averages, and proportions.

Solve problems that involve percents, ratios, averages, and proportions and use appropriate conversions (e.g., decimals to percents, percents to decimals, or ratios to percents) when necessary.

Task Number 51

Convert decimals to percents and percents to decimals in personal and business applications.

Definition

Conversion depends on solving mathematical problems involving decimals and percents. Conversion may be completed electronically or manually.

FBLA Competitive Events and Activities Areas

Accounting I
Accounting II
Business Calculations
Business Skills and Knowledge
Computer Applications
Database Design & Applications
Introduction to Financial Math

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

Working with Worksheet Data

NBEA Achievement Standards for Computation

Apply basic mathematical operations to solve problems.

Determine the correct mathematical processes to use for various problem situations and use formulas when appropriate.

Select and use appropriate tools when solving problems (e.g., paper and pencil, manipulatives, hand-held calculators, Web calculators, computer numerical keypads, spreadsheets, personal desktop assistants, and cell phones.

Solve problems involving whole numbers, decimals, fractions, percents, ratios, averages, and proportions.

Solve problems that involve percents, ratios, averages, and proportions and use appropriate conversions (e.g., decimals to percents, percents to decimals, or ratios to percents) when necessary.

Task Number 52

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
Accounting I
Accounting II
American Enterprise Project
Business Calculations
Business Financial Plan
Business Plan
Business Skills and Knowledge
Community Service Project
Computer Applications
Database Design & Applications
Introduction to Financial Math
Local Chapter Annual Business Report (Hamden L. Forkner Award)
Partnership with Business Project
Spreadsheet Applications
Word Processing

Microsoft Imagine Academy Resources

Working with Worksheet Data

NBEA Achievement Standards for Computation

Round numbers for estimation and other purposes.

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Task Number 53

Calculate sales tax in personal and business applications.
Definition

Calculation should result from

- determining sales tax by using sales tax table or by performing manual or electronic calculations
- solving practical situations in which tax needs to be calculated mentally to double-check charges or to determine total cost of items before purchase.

FBLA Competitive Events and Activities Areas

Accounting I

Accounting II

Business Calculations

Business Skills and Knowledge

Computer Applications

Database Design & Applications

Introduction to Financial Math

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

Working with Worksheet Data

NBEA Achievement Standards for Computation

Apply basic mathematical operations to solve problems.

Calculate the total sales and the sales tax for a sales transaction.

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Keeping Financial Records
Task Number 54

Write numbers and letters legibly.

Definition

Writing legibly requires the ability to

- demonstrate letter and number outlines
- complete scenarios requiring legible numbers and letters on forms and important documents
- demonstrate the strikethrough method of correcting numbers on legal documents.

FBLA Competitive Events and Activities Areas

Business Calculations

Business Skills and Knowledge

Computer Applications

Database Design & Applications

Introduction to Financial Math

Spreadsheet Applications

Word Processing

NBEA Achievement Standards for Career Development

Demonstrate responsible behavior related to employability (e.g., respect for personal property, completion of homework assignments, and communication skills).

NBEA Achievement Standards for Communication

Identify factors affecting the readability of text.
Task Number 55

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

NBEA Achievement Standards for Communication

Analyze and evaluate the integrity of print and digital information.

Evaluate the quality and reliability of source information.

Proofread business documents to ensure that they are clear, correct, concise, complete, consistent, and courteous.

Task Number 56

Sort data.

Definition

Sorting data requires following alphabetic and numeric filing rules and using the sort feature of the provided software program.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Computer Applications
Task Number 57

Prepare cash receipts records.

Definition

Preparation of cash receipts records includes the following steps:

- Preparing a receipt for cash received
- Recording cash receipt in a cash receipt journal
- Recording cash receipts using manual or electronic methods

FBLA Competitive Events and Activities Areas

Accounting I

Accounting II

Business Calculations

Business Skills and Knowledge

Computer Applications

Database Design & Applications

Introduction to Financial Math

Spreadsheet Applications
Word Processing

Microsoft Imagine Academy Resources

[5.067] Excel 2010 Secondary Schools: Lesson 4—Project 1 Organize a Blood Drive (project)

NBEA Achievement Standards for Computation

Select and use appropriate tools when solving problems (e.g., paper and pencil, manipulatives, hand-held calculators, Web calculators, computer numerical keypads, spreadsheets, personal desktop assistants, and cell phones.

NBEA Achievement Standards for Entrepreneurship

Identify and complete basic records for a business (e.g., cash sales receipts, credit card receipts, and checkbook entries).

Select and complete appropriate records for a planned business.

Task Number 58

Prepare petty cash records.

Definition

Preparation should include

- defining petty cash, vouchers, and record sheet
- explaining that the purpose of a petty cash fund is for small, incidental cash payments
- preparing a petty cash voucher as proof of payment from the fund
- setting a minimum petty cash balance to signify when it may be time to replenish the account
- updating other ledger accounts that may be affected by petty cash disbursements.

FBLA Competitive Events and Activities Areas
Accounting I
Accounting II
Business Calculations
Business Skills and Knowledge
Computer Applications
Database Design & Applications
Introduction to Financial Math
Spreadsheet Applications
Word Processing

NBEA Achievement Standards for Computation
Select and use appropriate tools when solving problems (e.g., paper and pencil, manipulatives, hand-held calculators, Web calculators, computer numerical keypads, spreadsheets, personal desktop assistants, and cell phones.

NBEA Achievement Standards for Entrepreneurship
Identify and complete basic records for a business (e.g., cash sales receipts, credit card receipts, and checkbook entries).

Task Number 59
Make change.
Definition
Making change quickly and accurately may be accomplished by

- recording the bill to be changed so that the amount is verified
- returning the least number of coins and bills, unless specified otherwise, using the counting-forward method.
Task Number 60

Prepare records for retail sales.

Definition

Preparation includes manually or electronically writing or keeping

- sales receipts
- cash receipts records
- cash record summary.

FBLA Competitive Events and Activities Areas

Accounting I

Accounting II

Business Calculations

Business Skills and Knowledge

Introduction to Financial Math

NBEA Achievement Standards for Accounting
Prepare the financial statements for the different types of business operations and ownership structures.

NBEA Achievement Standards for Computation

Calculate the total sales and the sales tax for a sales transaction.

NBEA Achievement Standards for Entrepreneurship

Identify and complete basic records for a business (e.g., cash sales receipts, credit card receipts, and checkbook entries).

Select and complete appropriate records for a planned business.

Duplicating Documents

Task Number 61

Add paper to the copier.

Definition

Adding paper to the copier includes demonstrating

- the type and quality of paper for copying
- proper withdrawal and insertion of paper in paper trays, according to manufacturer’s specifications
- steps to avoid electric static in paper.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Introduction to Business Procedures

Introduction to Information Technology
NBEA Achievement Standards for Information Technology

Identify common tasks performed by information technology workers.

Task Number 62

Make copies.

Definition

Making copies involves

- setting controls
- selecting copy features, such as duplex, collating, stapling, double-sided, reduction, color
- making quality copies—centered, appropriate lightness/darkness of print, background clear of markings
- varying the lightness or darkness of the copy when copying to and from a colored paper
- determining which paper trays to use for colored or different sizes of paper
- following manufacturer's steps to clear paper jams.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Introduction to Business Procedures

Introduction to Information Technology

NBEA Achievement Standards for Information Technology

Identify common tasks performed by information technology workers.

Task Number 63

Make enlargements and reductions on various sizes of paper.
Definition

Making enlargements and reductions should include

- selecting correct paper size
- selecting correct enlargement or reduction percentage
- loading odd-size paper.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Introduction to Business Procedures

Introduction to Information Technology

NBEA Achievement Standards for Information Technology

Identify common tasks performed by information technology workers.

Task Number 64

Scan documents.

Definition

Scanning documents includes following manufacturer’s guidelines in the use of a scanner or the scanner option on a printer.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Introduction to Business Procedures

Introduction to Information Technology

Managing Records

33
Task Number 65

File personal and business names.

Definition

Filing includes

- following ARMA International rules for filing names
- filing personal and business names without the use of a sort feature
- filing personal and business names in a database, using the sort feature.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Introduction to Business Procedures

Introduction to Information Technology

NBEA Achievement Standards for Entrepreneurship

Compare and contrast the various types of business records.

Describe how keeping poor-quality business records can affect a business.

Describe the effect that inaccurate or missing records have on other business records.

Describe the interrelationships of various business records.

Describe the type of data that is kept in each business record.

Examine software, methods, and systems that are available for business record-keeping.

Task Number 66

File personal and business records alphabetically.
**Definition**

Filing personal and business names includes indexing, coding, and sorting and may involve using simulations or actual documents, including electronic databases, to demonstrate the use of ARMA International rules to file alphabetically.

**FBLA Competitive Events and Activities Areas**

Business Skills and Knowledge

Introduction to Business Procedures

Introduction to Information Technology

**NBEA Achievement Standards for Entrepreneurship**

Describe problems that might be caused by failure to keep business records.

Describe the effect that inaccurate or missing records have on other business records.

Describe the interrelationships of various business records.

Describe the type of data that is kept in each business record.

Examine software, methods, and systems that are available for business record-keeping.

---

**Task Number 67**

**File personal and business records numerically.**

**Definition**

Filing personal and business names includes indexing, coding, and sorting and may involve using simulations or actual documents, including electronic databases, to demonstrate use of ARMA International rules to file numerically.

**FBLA Competitive Events and Activities Areas**

Business Skills and Knowledge

Introduction to Business Procedures
Introduction to Information Technology

NBEA Achievement Standards for Entrepreneurship

Describe problems that might be caused by failure to keep business records.

Describe the effect that inaccurate or missing records have on other business records.

Describe the interrelationships of various business records.

Describe the type of data that is kept in each business record.

Examine software, methods, and systems that are available for business record-keeping.

Enhancing Communication Skills

Task Number 68

Report on a business article.

Definition

Reporting should require

- using written or electronic sources
- citing sources
- researching a business article in a business-related magazine or journal
- preparing a written or oral summary
- presenting the summary.

FBLA Competitive Events and Activities Areas

American Enterprise Project

Business Financial Plan

Business Plan
Business Skills and Knowledge

Community Service Project

Partnership with Business Project

NBEA Achievement Standards for Communication

Analyze and synthesize information from published sources for group discussions and team-building activities.

Task Number 69

Improve oral communication.

Definition

Improving oral communication may include the use of strategies such as

- reviewing acceptable word usage and grammar rules
- reviewing acceptable body language and other personal traits
- respecting personal space
- avoiding the use of slang and fillers (e.g., "um," "like")
- using acceptable business terminology
- using positive reinforcement techniques
- defining appropriate peer-to-peer communication
- defining appropriate student-to-adult communication
- reviewing business attire for oral presentations
- reviewing use of outlines and note cards, as well as eye contact with audience for oral presentations.

FBLA Competitive Events and Activities Areas

Banking and Financial Systems

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.

**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**

**NBEA Achievement Standards for Career Development**

Develop effective oral communication skills that include listening, active listening, and nonverbal skills.

**NBEA Achievement Standards for Communication**

Deliver extemporaneous and planned speeches with confidence.

Demonstrate ability to speak persuasively for a specific cause.

Discuss the preliminary steps involved in creating spoken presentations.

Evaluate media and spoken presentations analytically and critically.

Exchange ideas in a formal/informal setting.

Express wants, needs, and feelings.

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**Task Number 70**

**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

Future Business Leader

Organizational Leadership

NBEA Achievement Standards for Career Development

Demonstrate personal qualities related to employability (e.g., promptness, ability to get along with others, dependability, willingness to ask questions, respect for diversity, and communication skills).

Demonstrate responsible behavior related to employability (e.g., respect for personal property, completion of homework assignments, and communication skills).

Demonstrate techniques for developing and maintaining positive and flexible behaviors and attitudes.

Demonstrate techniques for responding to and working with individuals under stress.

Demonstrate the ability to function as a proactive, productive team member in the workplace.

Demonstrate the ability to use assertive behavior in work relationships.

Demonstrate the importance of cooperation among people to accomplish a task.
Demonstrate the steps involved in resolving a conflict or stressful situation.

Describe appropriate time management techniques and their application in the workplace.

Describe how the workplace environment influences behavior.

Discuss and illustrate the positive and negative effects of a well-developed work ethic on worker and workplace productivity.

Discuss the personal satisfaction derived from doing a good job.

Explain the importance of dress code, attendance, and other workplace expectations.

Using Telecommunications

Task Number 71

Demonstrate the ability to use electronic communications (e.g., email, IM, fax).

Definition

Demonstration should include following procedures for

- sending and receiving email and instant messages (IM), including using netiquette
- adding attachments
- preparing fax cover sheets
- using a fax machine and other devices, such as a computer, to fax and/or transmit text and images.

FBLA Competitive Events and Activities Areas
Business Communication

Business Skills and Knowledge

Introduction to Business Communication

Microsoft Imagine Academy Resources

[2.014] Microsoft Digital Literacy: Internet and the World Wide Web—Lesson 3
Using E-Mail
Other Methods of Communicating on the Internet
[2.038] Creating an Internet Email Account—Lesson 1
What is an Internet Email Account?

NBEA Achievement Standards for Communication

Analyze routine business problems both individually and collaboratively and respond in print and digital message form.

Compose digital communications such as email, text, and instant messaging.

Organize and promptly respond to digital messages such as email, text, and instant messages.

Task Number 72

Access information on the Internet.

Definition

Accessing the Internet should include

- using URLs and search engines to locate information
- following logical search procedures
- checking sources of information for reliability and credibility
- downloading information
- following copyright laws and ethical standards in the use of downloaded information.

FBLA Competitive Events and Activities Areas

American Enterprise Project
Business Financial Plan

Business Plan

Business Skills and Knowledge

Community Service Project

Partnership with Business Project

Microsoft Imagine Academy Resources

[2.044] Finding and Evaluating Resources on the Web—Lesson 1
Introduction to Search Engines

Exploring Search Techniques

Conducting Focused Searches

NBEA Achievement Standards for Communication

Find information on the Internet and in business databases and select appropriate materials for reports and presentations.

Use a variety of references and resources (both printed and digital) when writing business documents.

Task Number 73

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
comprehensive commerce
blockchain technology.

FBLA Competitive Events and Activities Areas

Business Communication

Business Skills and Knowledge

Introduction to Business Communication

Introduction to Business Procedures

Microsoft Imagine Academy Resources

[2.048] Using Social Networking to Connect with the World—Lesson 1
Introduction to Social Networking
[2.049] Using Social Networking to Connect with the World—Lesson 2
Exploring Blogs
[2.067] Using Social Networking to Connect with the World—Lesson 3
Exploring Instant Messaging

NBEA Achievement Standards for Information Technology

Identify, analyze, and evaluate emerging communications technologies for use in organizations.

Preparing for Industry Certification

Task Number 74

Describe the process and requirements for obtaining industry certifications related to the Office Specialist II–Preparation course.
**Definition**

The description should include a list of industry certifications related to the Office Specialist II–Preparation course and the process/requirements for obtaining the certifications from

- official websites of the testing organization/vendor
- materials from publishers that have developed practice materials and tests based on information from the testing organization/vendor
- information from certified instructors or industry-certified professionals
- information in the "Course Description" section of this document.

**FBLA Competitive Events and Activities Areas**

Business Skills and Knowledge

Electronic Career Portfolio

Job Interview

**Microsoft Imagine Academy Resources**

[2.055] Microsoft Certification Tutorial
Microsoft Certification Tutorial Snackbox video

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**Task Number 75**

**Identify testing skills/strategies for an industry certification examination.**

**Definition**

The identification of testing skills and strategies should be undertaken by

- conducting an Internet research project
- reviewing materials from exam and practice-exam publishers
- interviewing certified instructors and/or industry-certified professionals.

**FBLA Competitive Events and Activities Areas**

Business Skills and Knowledge

Electronic Career Portfolio
Task Number 76

Demonstrate ability to successfully complete selected practice examinations (e.g., practice questions similar to those on certification exams).

Definition

The demonstration should serve as a gauge of the applicant’s readiness for formal industry testing by successfully completing practice examinations for selected certifications related to the course.

FBLA Competitive Events and Activities Areas

Business Skills and Knowledge

Microsoft Imagine Academy Resources

Task Number 77

Successfully complete an industry certification examination representative of skills learned in this course (e.g., MOS, IC3, NOCTI, Workplace Readiness Skills for the Commonwealth).

Definition
The successful completion of an industry certification examination will be achieved when the student applicant earns an examination score deemed "passing" by the testing organization. Qualifying examinations are those currently approved at the state level as representative of Office Specialist II–Preparation skills.

Students should be encouraged to attain industry certification as evidence of their office specialist skill level and general employability.

**FBLA Competitive Events and Activities Areas**

**Business Skills and Knowledge**

**Microsoft Imagine Academy Resources**

[2.052] Microsoft Learning: Test Your Knowledge
Test Your Knowledge Web Site

**Preparing for Employment**

**Task Number 78**

Prepare employment documents (e.g., résumé, employment application, cover letter, interview follow-up letter, letter of resignation).

**Definition**

Preparation should include putting the following information in the résumé:

- Educational background
- Work history
- Honors and awards
- Membership in club and/or community activities, leadership positions held, athletics, and community service
- Personal and professional references
Students should understand the importance of keeping a master résumé current and updated even if he or she is not currently involved in a job search and the differences between paper and electronic formats.

An interview follow-up letter should include

- reminder of the applicant's qualifications
- confirmation of the applicant's interest in the job
- request for further action, perhaps a second interview or meeting.

Resigning from a position should follow procedure and include

- an oral or written resignation from the job
- a provision of ample time to find a replacement—usually two weeks
- an offer to train the replacement in adherence to company procedures.

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

Microsoft Imagine Academy Resources

Creating a Great Résumé

Types of Résumés

NBEA Achievement Standards for Career Development

Demonstrate the ability to complete an online job application accurately.

Develop a career portfolio of items including resumes, sample cover letters, letters of recommendation, examples of work and technical skills, awards, and documentation of extracurricular activities and community service activities.
Explain the importance of appropriate interview follow-up techniques.

List tasks to be completed following the interview.

Prepare paper and electronic resumes and cover letters.

---

**Task Number 79**

**Demonstrate job interview skills.**

**Definition**

Demonstration should give students the opportunity to practice interviewing skills before an actual interview. Students should role-play to illustrate behaviors both desirable (e.g., maintaining eye contact, asking informed questions) and undesirable (e.g., speaking too softly, failing to answer questions completely) during an interview. 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**

**NBEA Achievement Standards for Career Development**

Demonstrate appropriate interviewing techniques through participation in mock or actual interviews.

Explain the importance of appropriate interview follow-up techniques.

Identify steps to prepare for an interview.
List tasks to be completed following the interview.

Model behavior that contributes to a successful interview.

Task Number 80

Create a portfolio containing representative samples of student work.

Definition

Creating a portfolio involves writing and gathering materials that may include

- an introduction, listing the contents of the portfolio and summarizing the student's experience
- a career development package, including résumé, letters of recommendation, college or employment application
- work samples, demonstrating the student's skills
- description of a research topic in the telecommunications field
- documentation of the student's practical or work experience.

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

NBEA Achievement Standards for Career Development
Develop a career portfolio of items including resumes, sample cover letters, letters of recommendation, examples of work and technical skills, awards, and documentation of extracurricular activities and community service activities.

Present the career portfolio.

Use evolving technologies to enhance the career portfolio.

---

**Task Number 81**

**Adhere to a compliance training manual and other company policies.**

**Definition**

Adherence to a compliance training manual should include

- reading the manual
- following the code of ethics
- maintaining confidentiality (e.g., knowing what to say and not to say on the job and outside the office).

**FBLA Competitive Events and Activities Areas**

**Business Skills and Knowledge**

**Electronic Career Portfolio**

**Future Business Leader**

**Job Interview**

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**SOL Correlation by Task**

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>English:</th>
</tr>
</thead>
<tbody>
<tr>
<td>39</td>
<td>Review keyboarding techniques.</td>
<td>10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>40</td>
<td>Increase keyboarding speed and accuracy.</td>
<td>10.5, 10.6, 10.7, 11.5, 11.6, 11.7, 12.5, 12.6, 12.7</td>
</tr>
<tr>
<td></td>
<td>Task Description</td>
<td>Language Levels</td>
</tr>
<tr>
<td>---</td>
<td>----------------------------------------------------------------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>41</td>
<td>Proofread copy for format, content, grammar, spelling, and accuracy.</td>
<td>English: 10.7, 10.8, 11.7, 11.8, 12.7, 12.8</td>
</tr>
<tr>
<td>42</td>
<td>Edit documents.</td>
<td>English: 10.8, 11.8, 12.8</td>
</tr>
<tr>
<td>43</td>
<td>Format columns and tables.</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>44</td>
<td>Format letters, memos, and reports.</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>45</td>
<td>Complete forms (e.g., applications, invoices, purchase orders, purchase invoices, checks, credit memos, labels).</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>46</td>
<td>Produce form letters by merging files.</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>47</td>
<td>Enhance the layout of documents by using word processing features (leader tab, shading, lines, and graphics) and graphic design.</td>
<td>Mathematics: COM.12</td>
</tr>
<tr>
<td>48</td>
<td>Edit documents using the move, copy, and delete commands.</td>
<td>English: 10.7, 11.7, 12.7</td>
</tr>
<tr>
<td>49</td>
<td>Key numeric data, using the touch system with techniques to solve addition, subtraction, multiplication, and division problems.</td>
<td>Mathematics: A.1</td>
</tr>
<tr>
<td>50</td>
<td>Convert fractions to decimals and decimals to fractions in personal and business applications.</td>
<td>Mathematics: COM.7</td>
</tr>
<tr>
<td>51</td>
<td>Convert decimals to percents and percents to decimals in personal and business applications.</td>
<td>Mathematics: COM.7</td>
</tr>
<tr>
<td>52</td>
<td>Round whole numbers and decimals in personal and business applications.</td>
<td>Mathematics: COM.7</td>
</tr>
<tr>
<td>53</td>
<td>Calculate sales tax in personal and business applications.</td>
<td>Mathematics: A.1</td>
</tr>
<tr>
<td>54</td>
<td>Write numbers and letters legibly.</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>55</td>
<td>Verify data.</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>56</td>
<td>Sort data.</td>
<td>Mathematics: COM.7</td>
</tr>
<tr>
<td>57</td>
<td>Prepare cash receipts records.</td>
<td>English: 10.6, 11.6, 12.6</td>
</tr>
<tr>
<td>58</td>
<td>Prepare petty cash records.</td>
<td>English: 10.3, 10.6, 11.3, 11.6, 12.3, 12.6</td>
</tr>
<tr>
<td>59</td>
<td>Make change.</td>
<td>English: 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>60</td>
<td>Prepare records for retail sales.</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>61</td>
<td>Add paper to the copier.</td>
<td></td>
</tr>
<tr>
<td>62</td>
<td>Make copies.</td>
<td></td>
</tr>
<tr>
<td>63</td>
<td>Make enlargements and reductions on various sizes of paper.</td>
<td></td>
</tr>
<tr>
<td>64</td>
<td>Scan documents.</td>
<td></td>
</tr>
<tr>
<td>65</td>
<td>File personal and business names.</td>
<td>English: 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td></td>
<td>Task Description</td>
<td>English:</td>
</tr>
<tr>
<td>---</td>
<td>---------------------------------------------------------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>66</td>
<td>File personal and business records alphabetically.</td>
<td>10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>67</td>
<td>File personal and business records numerically.</td>
<td>10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>68</td>
<td>Report on a business article.</td>
<td>10.1, 10.6, 10.7, 10.8, 11.1, 11.6, 11.7, 11.8, 12.1, 12.6, 12.7, 12.8</td>
</tr>
<tr>
<td>69</td>
<td>Improve oral communication.</td>
<td>10.1, 10.5, 10.7, 11.1, 11.5, 11.7, 12.5, 12.7</td>
</tr>
<tr>
<td>70</td>
<td>Solve workplace problems.</td>
<td>10.1, 10.5, 11.1, 11.5, 12.1, 12.5</td>
</tr>
<tr>
<td>71</td>
<td>Demonstrate the ability to use electronic communications (e.g., email, IM, fax).</td>
<td>-</td>
</tr>
<tr>
<td>72</td>
<td>Access information on the Internet.</td>
<td>10.8, 11.8, 12.8</td>
</tr>
<tr>
<td>73</td>
<td>Identify emerging trends in telecommunications.</td>
<td>10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>74</td>
<td>Describe the process and requirements for obtaining industry certifications related to the Office Specialist II–Preparation course.</td>
<td>10.5, 10.8, 11.5, 12.5, 12.8</td>
</tr>
<tr>
<td>75</td>
<td>Identify testing skills/strategies for an industry certification examination.</td>
<td>10.5, 10.8, 11.5, 12.5, 12.8</td>
</tr>
<tr>
<td>76</td>
<td>Demonstrate ability to successfully complete selected practice examinations (e.g., practice questions similar to those on certification exams).</td>
<td>-</td>
</tr>
<tr>
<td>77</td>
<td>Successfully complete an industry certification examination representative of skills learned in this course (e.g., MOS, IC3, NOCTI, Workplace Readiness Skills for the Commonwealth).</td>
<td>10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>78</td>
<td>Prepare employment documents (e.g., résumé, employment application, cover letter, interview follow-up letter, letter of resignation).</td>
<td>10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>79</td>
<td>Demonstrate job interview skills.</td>
<td>-</td>
</tr>
<tr>
<td>80</td>
<td>Create a portfolio containing representative samples of student work.</td>
<td>10.1, 10.6, 10.7, 10.8, 11.1, 11.6, 11.7, 11.8, 12.1, 12.6, 12.7, 12.8</td>
</tr>
</tbody>
</table>
Teacher Resources

Instructional Scenarios

Teamwork: Spring Forward, Don’t Fall Back

Duty/Concept Area(s): Enhancing Communication Skills

Scenario

You have been asked to be a part of the Events Committee at work. Your committee is responsible for planning the upcoming spring picnic for employees and their families who come from multicultural backgrounds. Your employer expects 80 percent employee attendance, with costs remaining between $1,000 and $1,500. Your committee leader, Sasha, informed you and other committee members that she has booked a park and Joe’s Barbecue Caterers for the third Saturday in March. Your committee has its first meeting the first week of March to plan the details. After the meeting, picnic details are emailed to employees and flyers are made and posted randomly around the building. All goes well, but only 50 percent of employees attend.

Big Question

How are leadership and teamwork important in a workplace environment?

Focused Questions

1. What was the purpose of the event?
2. How was the event successful? How was it unsuccessful?
3. What part did having a multicultural workforce play in the low attendance at the event?
4. What characteristics or traits make up an effective leader?
5. What parts of teamwork were missing in the planning stage?
6. What could the committee have done differently to meet their goals?

Project-Based Assessment

Independent, small group, or whole class discussion and/or journaling activity

- Identify the goal of a workplace task.
- Identify problems in a workplace environment.
- Provide possible solutions for workplace problems and explain reasons for solutions.
- Outline/discuss/write problem-solving steps in a workplace environment.

Can You Keep A Secret?
Duty/Concept Area(s): Preparing for Employment

Scenario

Liz works for an accounting firm and is assigned to handle the tax returns for a large company. The client company sends Liz many documents in the mail, including receipts for deductible work expenses and copies of their employee pay slips. When she finishes the work, Liz closes the project and moves on to other new assignments in the firm. One day, Liz’s coworker visits her cubicle and asks for help in processing tax returns for his own client company. He asks to see Liz’s records and papers that contains all of the information on her client company.

Big Question

How should Liz handle the information and documents that she has about the company?

Focused Questions

1. How should Liz determine how to handle the documents in her possession? What are the standards that Liz has to observe in handling these documents?
2. What is and is not appropriate for Liz to discuss about her work with other people? Is there a difference between the level of detail she can share with people directly involved with the client, coworkers who are not directly involved, and individuals who have no involvement at all?
3. How can Liz make sure that confidential information in handled appropriately?
4. How could Liz help her coworker?

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, Course Sequences, and Career Cluster Information

Industry Credentials: Only apply to 36-week courses

- A*S*K Concepts of Entrepreneurship and Management Assessment
- A*S*K Concepts of Finance Assessment
- A*S*K Fundamental Business Concepts Assessment
- Administrative Assisting Assessment
- Administrative Services Assessment
- Banking and Related Services Assessment
- Business Financial Management Assessment
- College and Work Readiness Assessment (CWRA+)
- Financial and Investment Planning Assessment
- General Management Assessment
- Human Resources Management Assessment
- IC3 Digital Literacy Certification Examination
- Microsoft 365 Fundamentals Examination
- Microsoft Certified Azure Fundamentals Examination
- Microsoft Dynamics 365 Fundamentals Examination
- Microsoft Office Specialist (MOS) Examinations
- National Career Readiness Certificate Assessment
- Workplace Readiness Skills for the Commonwealth Examination

Concentration sequences: A combination of this course and those below, equivalent to two 36-week courses, is a concentration sequence. Students wishing to complete a specialization may take additional courses based on their career pathways. A program completer is a student who has met the requirements for a CTE concentration sequence and all other requirements for high school graduation or an approved alternative education program.

- Accounting (6320/36 weeks)
- Accounting, Advanced (6321/36 weeks)
- Business Law (6131/36 weeks)
- Business Law (6132/18 weeks)
- Business Management (6135/36 weeks)
- Business Management (6136/18 weeks)
- Computer Information Systems (6612/36 weeks)
- Computer Information Systems (6614/18 weeks)
- Computer Information Systems, Advanced (6613/36 weeks)
- Computer Information Systems, Advanced (6615/18 weeks)
- Database Design and Management (Oracle) (6660/36 weeks)
- Design, Multimedia, and Web Technologies (6630/36 weeks)
- Design, Multimedia, and Web Technologies (6632/18 weeks)
- Design, Multimedia, and Web Technologies, Advanced (6631/36 weeks)
- Design, Multimedia, and Web Technologies, Advanced (6633/18 weeks)
- Digital Applications (6611/36 weeks)
- Digital Applications (6617/18 weeks)
- Information Technology Fundamentals (6670/36 weeks)
- International Baccalaureate Information Technology in a Global Society (IB6613/36 weeks)
- Java Programming (Oracle) (6661/36 weeks)
- Legal Administration (6735/36 weeks)
- Legal Administration (6736/18 weeks)
- Medical Administration (6730/36 weeks)
- Medical Administration (6731/18 weeks)
- Office Administration (6621/36 weeks)
- Office Administration (6622/18 weeks)
- Principles of Business and Marketing (6116/18 weeks)
- Principles of Business and Marketing (6115/36 weeks)

### Career Cluster: Arts, Audio/Video Technology and Communications

<table>
<thead>
<tr>
<th>Pathway</th>
<th>Occupations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printing Technology</td>
<td>Job Printer</td>
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### Career Cluster: Business Management and Administration

<table>
<thead>
<tr>
<th>Pathway</th>
<th>Occupations</th>
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<tbody>
<tr>
<td>Administrative Support</td>
<td>Administrative Assistant</td>
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<tr>
<td></td>
<td>Computer Operator</td>
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<tr>
<td></td>
<td>Customer Service Representative</td>
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<tr>
<td></td>
<td>Information Assistant</td>
</tr>
<tr>
<td></td>
<td>Receptionist</td>
</tr>
<tr>
<td></td>
<td>Records Processing Assistant</td>
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</tbody>
</table>