

Standards/Measurement Criteria

Business Management & Administrative Services

CIP No. 52.0200

***This indicates the “technical skill standards” for this program that will be assessed on the end-of-program Business Management and Administrative Services standards assessment.**

1.0 EXPLORE CAREERS IN THE FIELD OF BUSINESS ADMINISTRATIVE SERVICES

- 1.1 Research business management career opportunities information
- 1.2 Examine trends in business occupations through labor market research
- 1.3 Apply interests, skills, and attitudes to career exploration
- 1.4 Examine education requirements for a chosen career
- 1.5 Investigate wages related to career choices
- 1.6 Employ decision making skills in making career choices
- 1.7 Construct a plan to transition from school to a career in business management

2.0 DEVELOP JOB SEARCH SKILLS FOR CAREERS IN BUSINESS MANAGEMENT AND ADMINISTRATIVE SERVICES

- 2.1 Research business employment opportunities
- 2.2 Complete a job application on the Internet and in hard copy
- 2.3 Prepare an employment resume, portfolio, and cover letter
- 2.4 Practice interviewing skills
- 2.5 Utilize technology in a job search for a position in the business field
- 2.6 Research cost of living in different areas of the country
- 2.7 Identify components of a compensation plan

3.0 PRACTICE EMPLOYABILITY SKILLS REQUIRED FOR BUSINESS MANAGEMENT AND ADMINISTRATIVE SERVICES CAREERS

- 3.1 Identify factors contributing to job success in business
- 3.2 Demonstrate work ethics and behavior
- 3.3 Identify the steps in resigning from a position
- 3.4 Discuss how networking skills are helpful in obtaining and maintaining a job
- 3.5 Describe and explain the importance of transferable skills in a changing workforce
- 3.6 Practice customer service skills

4.0 ANALYZE FACTORS THAT INFLUENCE HUMAN BEHAVIOR

- 4.1 Describe how personal values and culture influence choices and goals
- 4.2 Develop social awareness related to diversity
- 4.3 Practice techniques for modifying behavior
- 4.4 Recognize how stress affects behavior

5.0 PRACTICE COMMUNICATION SKILLS USED IN A BUSINESS MANAGEMENT ENVIRONMENT

- 5.1 Explain the uses of verbal and nonverbal communication
- 5.2 Identify barriers to effective communication
- 5.3 Practice skills used to communicate with clients in a business management work setting
- 5.4 Demonstrate effective written communication (letters, reports, email)
- 5.5 Practice technical writing and reading
- 5.6 Practice proofreading a document with and without the use of technology
- 5.7 Practice active listening during communications
- 5.8 Identify conflict resolution methods

6.0 PARTICIPATE IN LEADERSHIP ACTIVITIES SUCH AS THOSE SUPPORTED BY CAREER AND TECHNICAL STUDENT ORGANIZATIONS SUCH AS FUTURE BUSINESS LEADERS OF AMERICA (FBLA)

- 6.1 Determine the roles and responsibilities of leaders and members in a business management and administrative services organization
- 6.2 Identify personal leadership style
- 6.3 Participate in leadership development events
- 6.4 Discuss characteristics of effective teams and the contribution of individual team members
- 6.5 Identify and differentiate between team structures including virtual, on-site and project based
- 6.6 Practice teamwork
- 6.7 Practice techniques to involve each member of the team
- 6.8 Summarize procedures for effective meeting management
- 6.9 Identify community service involvement supported by local business
- 6.10 Participate in career development events

7.0 APPLY TECHNOLOGY TOOLS TO BUSINESS MANAGEMENT AND ADMINISTRATIVE SERVICES SUPPORT FUNCTIONS

- 7.1 Apply word processing software to prepare letters, memorandums, and reports
- 7.2 Prepare specialized documents including tables, graphs, and multi-column formats, such as newsletters and brochures
- 7.3 Apply spreadsheet software to prepare financial or statistical information including mathematical calculations
- 7.4 Apply multimedia software to prepare a business presentation
- 7.5 Apply basic database software to organize and report data

8.0 DEMONSTRATE PROBLEM SOLVING AND DECISION MAKING SKILLS REQUIRED IN BUSINESS MANAGEMENT

- 8.1 Apply scientific problem-solving processes
- 8.2 Describe methods of establishing priorities
- 8.3 Prepare a plan of work and schedule
- 8.4 Identify the need for products/service evaluation
- 8.5 Explore the needs of internal and external customers

9.0 PRACTICE SAFE WORKING PROCEDURES FOR A BUSINESS ENVIRONMENT

- 9.1 Identify responsibilities of professionals to create/maintain a safe work environment
- 9.2 Explain appropriate safety precautions around common hazards
- 9.3 Define ergonomics and repetitive strain injury
- 9.4 Explain how OSHA standards have affected the workplace

10.0 EXPLORE THE LEGAL AND ETHICAL ENVIRONMENT OF BUSINESS

- 10.1 Explain the basic concepts involved in contract law, consumer law, and consumer credit and protection
- 10.2 Define code of ethics and ethical standards for a business environment
- 10.3 Identify workers' rights regarding workplace issues including safety, drug testing, harassment, discrimination, privacy, etc.
- 10.4 Review laws on how to legally use copyrighted materials
- 10.5 Explain what constitutes and is the effect of plagiarism

11.0 EXPLORE ECONOMIC PRINCIPLES RELATED TO BUSINESS MANAGEMENT

- 11.1 Define the five management functions: planning, organizing, leading, staffing, and coordinating
- 11.2 Describe the roles of support staff, supervisors, managers, and technology in achieving financial goals
- 11.3 Explain the three economic systems: customer, directed and free enterprise
- 11.4 Explain the effects of productivity in an economy
- 11.5 Explain the factors of production (natural, human, capital)
- 11.6 Compare various forms of business ownership including sole proprietorship, partnership and corporation models
- 11.7 Describe how global competition affects business in the United States

12.0 PREPARE FINANCIAL RECORDS NEEDED IN BUSINESS MANAGEMENT

- 12.1 Explain the purpose of an annual business budget
- 12.2 Explain checking account records
- 12.3 Describe how management of accounts payable and accounts receivable affects a business
- 12.4 Explain the purpose and components of financial statements
- 12.5 Interpret payroll records/information
- 12.6 Explain the purpose of an independent audit
- 12.7 Identify and explain various payroll and tax forms such as I-9, W4, W2, 940, 941, DES

13.0 DEVELOP AN INDIVIDUAL CAREER PLAN FOR BUSINESS MANAGEMENT

- 13.1 Investigate career options including entrepreneurship
- 13.2 Develop career goals based on interests, aptitudes, and research
- 13.3 Review/revise professional development plan/goals on annual basis
- 13.4 Explain factors that contribute to job satisfaction and success

14.0 PREPARE FOR EMPLOYMENT IN BUSINESS MANAGEMENT

- 14.1 Develop a resumé
- 14.2 Complete job application process
- 14.3 Research an organization as a potential employer
- 14.4 Demonstrate interviewing skills, including pre-interview preparation and post-interview follow-up

15.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES

- 15.1 Use technology appropriate for the business environment
- 15.2 Demonstrate positive safe and healthy work behaviors
- 15.3 Demonstrate positive interpersonal behaviors
- 15.4 Adapt to changes in the business environment
- 15.5 Participate in a variety of work-based experiences, paid or unpaid

16.0 DEMONSTRATE ORAL COMMUNICATION SKILLS FOR BUSINESS MANAGEMENT

- 16.1 Conduct formal/informal research to collect appropriate topical information
- 16.2 Use questioning techniques to obtain needed information from audience
- 16.3 Interpret oral and nonverbal communications of an audience
- 16.4 Demonstrate active listening during communications
- 16.5 Demonstrate appropriate technologies for a formal presentation
- 16.6 Prepare and deliver business presentations incorporating both appropriate verbal and nonverbal communication techniques
- 16.7 Communicate using equitable and culturally sensitive language for a diverse audience
- 16.8 Demonstrate effective telephone technique

17.0 DEMONSTRATE WRITTEN COMMUNICATION SKILLS REQUIRED IN BUSINESS MANAGEMENT

- 17.1 Organize research information and develop an outline
- 17.2 Write business communication using appropriate format for the situation
- 17.3 Using appropriate technology, prepare draft document using established rules for grammar, spelling and sentence construction

18.0 EVALUATE THE ROLE OF SMALL BUSINESS IN THE ECONOMY

- 18.1 Evaluate the role of small business on the economy: local, state, national, and international economics
- 18.2 List the factors including personal traits, which contribute to the success and failure of small business
- 18.3 Develop a business plan
- 18.4 Conduct an employee needs analysis based upon a business plan
- 18.5 Research business locations and equipment needs for the organization based upon a business plan
- 18.6 Analyze the relationship of customer service and customer satisfaction on the success of a business
- 18.7 Compare starting a small business in the U.S. vs. another country

***19.0 DEMONSTRATE BUSINESS AND FINANCIAL MANAGEMENT PRACTICES NEEDED FOR ENTREPRENEURS**

- 19.1 Interpret a budget based on an enterprise's business plan
- 19.2 Interpret an income statement for an enterprise
- 19.3 Interpret a balance sheet for an enterprise
- 19.4 Interpret a cash flow statement for an enterprise
- 19.5 Interpret financial information for decision making and planning
- 19.6 Describe an understanding of risk management
- 19.7 Analyze available banking services
- 19.8 Describe the impact of quality business communications on the success of an organization
- 19.9 Identify customer relations

20.0 EVALUATE LEADERSHIP STYLES APPROPRIATE FOR BUSINESS MANAGEMENT

- 20.1 Determine personal characteristics of effective leaders
- 20.2 Compare/contrast leadership and management styles and characteristics
- 20.3 Describe how cultural/ethnic differences affect leadership styles within a group
- 20.4 Describe how cultural/ethnic differences affect interpersonal interactions/communications within a group

21.0 PARTICIPATE IN LEADERSHIP ACTIVITIES SUCH AS THOSE SUPPORTED BY CAREER AND TECHNICAL STUDENT ORGANIZATIONS SUCH AS FUTURE BUSINESS LEADERS OF AMERICA (FBLA)

- 21.1 Characterize the roles and responsibilities expected of leaders and members in a business management and administrative services organization
- 21.2 Evaluate characteristics of effective teams
- 21.3 Exhibit characteristics of an effective team member
- 21.4 Demonstrate team work including each member of the team
- 21.5 Facilitate an effective meeting
- 21.6 Demonstrate business etiquette
- 21.7 Practice a decision-making process
- 21.8 Participate in career development events
- 21.9 Participate in community project events

22.0 EXPLAIN BUSINESS FUNCTIONS WITHIN AN ORGANIZATION

- 22.1 Describe various business cycles that occur
- 22.2 Describe the differences among sole proprietorships, partnerships, and corporations
- 22.3 Describe the types of communication channels in organizations

23.0 EXPLAIN BUSINESS ETHIC

- 23.1 Differentiate between ethical and legal issues
- 23.2 Describe social responsibility in business
- 23.3 Understand environmental impacts of business in a community
- 23.4 Evaluate safety and health issues relating to the public and/or employees
- 23.5 Explain the impact publicity has on an organization in a community
- 23.6 Explain the role of employees in upholding business ethics

24.0 DISCUSS THE APPLICATION OF ECONOMIC PRINCIPLES TO BUSINESS OPERATIONS

- 24.1 Explain basic economic concepts and terminology
- 24.2 Describe the characteristics of a free enterprise system
- 24.3 Compare and contrast forms of business competition (pure competition, oligopoly, monopoly, etc.)
- 24.4 Describe the cyclical nature of the economy (unemployment, recession, inflation, balance of trade, budget deficits, etc.)
- 24.5 Describe how differences in the world cultures impact the balance of trade and trade processes in a global market
- 24.6 Compare and contrast international and U.S. monetary systems
- 24.7 Predict how internal business affairs in a country impact the economy and the currency exchange rates
- 24.8 Explain how international quality standards can impact business operations
- 24.9 Explain how diverse countries are competing for the same market

25.0 DISCUSS LEGAL CONCEPTS THAT APPLY TO BUSINESS

- 25.1 Explain business law concepts and terminology (business contracts, policies, slander, statutory, etc.)
- 25.2 Identify elements of an enforceable contract
- 25.3 Classify contracts that fall within the statute of frauds
- 25.4 Explain requirements of negotiability
- 25.5 Explain the use of commercial paper in business
- 25.6 Discuss how federal and state laws and regulations impact the conducting of business in the U.S. and internationally (working conditions, wages and hours, copyrights, intellectual property, tax law, etc.)

***26.0 DEMONSTRATE MARKETING CONCEPTS**

- 26.1 Explain marketing terminology and concepts (target market, marketing mix/4Ps, customer satisfaction, eCommerce, market segmentation, etc.)
- 26.2 Analyze internal and external markets
- 26.3 Explain the difference between product and service-based marketing
- 26.4 Explain a marketing plan
- 26.5 Predict how changes in sales volume, unit costs and unit sales pricing affect net income
- 26.6 Describe how businesses compete for market share in identified markets
- 26.7 Explain the impact marketing research has on the success of a business
- 26.8 Use desktop publishing to design and print a flier to market a product or service

***27.0 DETERMINE PERSONAL RESPONSIBILITY AND ACCOUNTABILITY ACTIVITIES CONSISTENT WITH ESTABLISHED ORGANIZATIONAL GOALS**

- 27.1 Set short- and long-term goals for assigned areas of responsibility/accountability
- 27.2 Plan and organize work
- 27.3 Monitor and adjust performance
- 27.4 Solicit and use feedback

***28.0 DEMONSTRATE GENERAL MANAGEMENT PRACTICES**

- 28.1 Explain management terminology and concepts (total quality management, planning, organizing, coordination, leadership, etc.)
- 28.2 Compare and contrast vertical and horizontal management structures in organizations
- 28.3 Explain the role of top, middle, and supervisory levels of management
- 28.4 Apply management principles to projects
- 28.5 Develop management objectives
- 28.6 Plan physical space utilization
- 28.7 Explain how ergonomics impacts the productivity of the workforce

***29.0 DEMONSTRATE ADMINISTRATIVE AND COMMUNICATION FUNCTIONS**

- 29.1 Create organizational and departmental charts based on functions
- 29.2 Conduct task analyses
- 29.3 Manage various reports, records, and files using appropriate methods and technologies
- 29.4 Communicate organizational policies and procedures using appropriate methods and technologies
- 29.5 Perform managerial reporting duties

***30.0 DEMONSTRATE HUMAN RESOURCE MANAGEMENT FUNCTIONS**

- 30.1 Analyze current and future staffing needs of a business
- 30.2 Develop job descriptions for an organization
- 30.3 Utilize appropriate mediums to identify candidates for available positions
- 30.4 Explain the selection process of candidates
- 30.5 Orient new employees to an organization and the job
- 30.6 Monitor employee performance
- 30.7 Assess employee performance
- 30.8 Explain discipline and dismissal procedures

***31.0 PERFORM GENERAL OFFICE MANAGEMENT FUNCTIONS**

- 31.1 Identify analytical and statistical tools (PERT, GANTT) used in project planning
- 31.2 Analyze and prioritize needs of an organization
- 31.3 Determine quality measures and countermeasures
- 31.4 Develop project plans and timelines
- 31.5 Schedule employee work assignments
- 31.6 Monitor project progress with management reporting system
- 31.7 Adjust action based upon collection and analysis of project data and records

***32.0 USE ACCOUNTING INFORMATION TO MAKE BUSINESS DECISIONS**

- 32.1 Identify accounting principles and procedures that affect business decisions
- 32.2 Evaluate and process account receivables for an organization in regard to an organization's goals
- 32.3 Evaluate and process account payables for an organization in regards to an organization's goals
- 32.4 Evaluate and process purchases for an organization
- 32.5 Analyze and prepare budgets for an organization
- 32.6 Apply accepted accounting principles and procedures to an organization's payroll
- 32.7 Prepare and process payroll documents, checks, and records for an organization

***33.0 PERFORM FINANCIAL ANALYSES TO MAKE BUSINESS DECISIONS**

- 33.1 Interpret data on financial statements (income statement, balance sheet, cash flow statement, net worth statement)
- 33.2 Prepare comparative (actual vs. budgeted) income statements
- 33.3 Prepare cost and revenue analyses
- 33.4 Forecast financial growth based upon organization's future
- 33.5 Prepare a presentation to demonstrate decisions based upon financial data analysis, accounting practices, the organization's vision, and business plan

***34.0 USE COMPUTERIZED INFORMATION SYSTEMS AND TECHNOLOGY**

- 34.1 Explain information technology terms and concepts (networking, local area network, multimedia, software, etc.)
- 34.2 Utilize appropriate hardware and software to generate business communications and reports (word processing, spreadsheet, database, graphics, etc.)
- 34.3 Use electronic communications, project management and scheduling software
- 34.4 Use multimedia software to generate presentations and reports
- 34.5 Research business issues using electronic mediums (Internet, Intranet, etc.)
- 34.6 Demonstrate an understanding of an automated accounting system