

# **Career & Technical Education (CTE) Standards Revision Project**

## **Cluster: Management and Administration**

**Pathways: Administrative Services, Business Information Technology, Corporate/General Management, Human Resource Management, Operations Management**

### **Management and Administration Cluster Overview**

The Management and Administration Cluster prepares learners for careers in planning, organizing, directing and evaluating business functions essential to efficient and productive business operations. Career opportunities are available in every sector of the economy and require specific skills in organization, time management, customer service and communication.

Laurie Urich, Program Director, Business and Marketing Education

Linda Harrison, Project Coordinator

Diane Szymanski, Project Assistant

**Participation in this review and update included secondary business and marketing teachers and secondary language arts and math teachers.**

Updated June 2010

## Standards: Administrative Services

<b>Career Cluster/Cluster Grouping:</b>	<b>Management &amp; Administration</b>
<b>Pathway(s):</b>	<b>Administrative Services</b>
<b>Prepared Completer Competencies:</b>	
<ul style="list-style-type: none"> <li>MAAS.01 Communication Skills: Obtain and convey ideas and information in order to conduct business transactions.</li> </ul>	
<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.01.01 Facilitate internal/external office communications to support work activities.</li> </ul>	
<b>Evidence Outcomes</b> <b>Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Greet and direct visitors. PWR1.1.e, RWC01.07.b</li> <li>b. Relay messages. PWR1.1.e, RWC01.07.b</li> <li>c. Field telephone calls. PWR1.1.e, RWC01.07.b</li> <li>d. Screen telephone calls. PWR1.1.e</li> </ul>	<p><b>Academic Content Knowledge Alignment:</b> RWC01.07.b - Oral Expression and Listening - Oral presentations require effective preparation strategies - Use verbal and nonverbal techniques to communicate information</p> <p><b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b> PWR1.1.e-Postsecondary &amp; Workforce Readiness, Content Knowledge , Literacy - Employ standard English language properly and fluently in reading, writing, listening, and speaking</p>
<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.01.02 Record and deliver telephone messages in a business setting.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>

<ul style="list-style-type: none"> <li>a. Record message accurately, legibly and completely. PWR1.1.e, RWC03.05.b</li> <li>b. Deliver message to appropriate person/department. PWR2.6.c</li> </ul>	<p><b>Academic Content Knowledge Alignment:</b> RWC03.05.b - Writing and Composition - Elements of informational and persuasive texts can be refined to inform or influence an audience - Locate and select appropriate information that clearly supports a definite purpose, topic, or position</p> <p><b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b> PWR1.1.e-Postsecondary &amp; Workforce Readiness, Content Knowledge , Literacy - Employ standard English language properly and fluently in reading, writing, listening, and speaking</p> <p>PWR2.6.c-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills, Work Ethic - Take initiative, and follow through</p>
<b>High School Expectations</b>	
<p><b>Concepts and skills students know include:</b></p> <ul style="list-style-type: none"> <li>• MAAS.01.03 Coordinate people and resources for meetings and seminars.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Coordinate participants. PWR2.6.b</li> <li>b. Follow calling and/or login procedures. PWR2.6.a, PWR2.6.b</li> <li>c. Troubleshoot any problems. PWR2.6.a, PWR2.6.b</li> </ul>	<p><b>Academic Content Knowledge Alignment:</b></p> <p><b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b> PWR2.6.a-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills, Work Ethic - Plan and prioritize goals</p> <p>PWR2.6.b-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills, Work Ethic - Manage time effectively</p>
<p><b>Prepared Completer Competencies:</b></p> <ul style="list-style-type: none"> <li>• MAAS. 02 Human Resources Management: Plan, staff, lead and organize human resources to enhance productivity and satisfaction.</li> </ul>	

<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.02.01 Assist with staff growth and development.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
a. Train staff on system usage. PWR2.9.d, RWC01.06.d	<b>Academic Content Knowledge Alignment:</b> RWC01.06.d - Oral Expression and Listening - Effectively operating in small and large groups to accomplish a goal requires active listening - Facilitate (or lead) a group by developing an agenda designed to accomplish a specified goal
	<b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b> PWR2.9.d-Postsecondary & Workforce Readiness, Learning and Behavior Skills, Collaboration - Use teamwork and leadership skills effectively
<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.02.02 Implement methods for improving employee satisfaction.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
(no indicators)	<b>Academic Content Knowledge Alignment:</b>
	<b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b>

<b>Prepared Completer Competencies:</b>	
<ul style="list-style-type: none"> <li>MAAS.03 Information Management: Access, process, maintain, evaluate, and disseminate information for business decision-making.</li> </ul>	
<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.03.01 Perform scheduling functions to facilitate on-time, prompt completion of work activities..</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Create calendar/schedule. PWR1.1.b</li> <li>b. Maintain appointment calendar. PWR1.2.d</li> <li>c. Verify appointments. PWR1.1.b</li> <li>d. Make travel arrangements. PWR1.1.b, PWR1.2.d</li> <li>e. Make meeting arrangements. PWR1.1.b, PWR1.2.d</li> </ul>	<b>Academic Content Knowledge Alignment:</b>  <b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b> PWR1.1.b-Postsecondary & Workforce Readiness, Content Knowledge , Literacy - Write clearly and coherently for a variety of purposes and audiences  PWR1.2.d-Postsecondary & Workforce Readiness, Content Knowledge , Mathematical Sciences - Apply knowledge of mathematics to problem solve, analyze issues, and make critical decisions that arise in everyday life
<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.03.02 Manage business records to maintain needed documentation.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Process customer orders. PWR2.1.a , PWR2.2.a , RWC04.03.c,</li> <li>b. Route orders. PWR2.1.a, PWR2.2.a</li> <li>c. File records electronically/manually. PWR2.2.a</li> <li>d. Maintain files.</li> </ul>	<b>Academic Content Knowledge Alignment:</b> RWC04.03.c - Research and Reasoning - Self-designed research provides insightful information, conclusions, and possible solutions - Evaluate quality, accuracy, and completeness of information and the bias, credibility

<ul style="list-style-type: none"> <li>e. Collect documentation needed to compile reports. RWC04.08.a</li> <li>f. Track shipping practices. PWR2.2.a</li> <li>g. Set up filing system appropriate for media/documents being stored. PWR2.1.a</li> <li>h. Control incoming/outgoing documentation process.</li> <li>i. Develop retention system appropriate for media/documents being stored. PWR2.1.a</li> <li>j. Archive information according to retention procedures. PWR2.2.a</li> <li>k. Audit records periodically. PWR2.1.a , RWC04.10.c</li> </ul>	<p>and reliability of the sources</p> <p>RWC04.08.a - Research and Reasoning - Informational materials, including electronic sources, need to be collected, evaluated, and analyzed for accuracy, relevance, and effectiveness for answering research questions - Integrate information from different sources to research and complete a project</p> <p>RWC04.10.c - Research and Reasoning - Effective problem-solving strategies require high-quality reasoning - Implement a purposeful and articulated process to solve a problem</p> <hr/> <p><b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b></p> <p>PWR2.1.a-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills, Critical Thinking and Problem Solving - Apply logical reasoning and analytical skills</p> <p>PWR2.2.a-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills, Find and Use Information/Information Technology - Select, integrate, and apply appropriate technology to access and evaluate new information</p>
<p><b>High School Expectations</b></p>	
<p><b>Concepts and skills students know include:</b></p> <ul style="list-style-type: none"> <li>• MAAS.03.03 Prepare documentation of business activities to communicate with internal/external clients.</li> </ul>	
<p><b>Evidence Outcomes - Students can:</b></p>	<p><b>21<sup>st</sup> Century Skills and Readiness Competencies</b></p>
<ul style="list-style-type: none"> <li>a. Proofread documents. PWR2.1.a</li> <li>b. Prepare reports. PWR1.1.b, PWR2.1.a</li> <li>c. Prepare financial data. MAT03.03.a, PWR1.1.b, PWR2.1.a,</li> <li>d. Prepare RFPs (Request for Proposal). PWR1.1.b, PWR2.1.a, RWC04.04.a</li> </ul>	<p><b>Academic Content Knowledge Alignment:</b></p> <p>MAT03.03.a - Data Analysis, Statistics, and Probability - Visual displays and summary statistics condense the information in data sets into usable knowledge - Identify and choose appropriate ways to summarize numerical or categorical data using tables, graphical displays, and numerical summary statistics (describing shape, center and spread) and accounting for outliers when appropriate</p> <p>RWC04.04.a - Research and Reasoning - Complex situations require critical thinking across multiple disciplines - Analyze the logic of complex situations by questioning the purpose, question at issue, information, points of view, implications and consequences inferences, assumptions and concepts</p>

	<p><b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b>  PWR1.1.b-Postsecondary &amp; Workforce Readiness, Content Knowledge , Literacy - Write clearly and coherently for a variety of purposes and audiences</p> <p>PWR2.1.a-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills, Critical Thinking and Problem Solving - Apply logical reasoning and analytical skills</p>
<b>High School Expectations</b>	
<p><b>Concepts and skills students know include:</b></p> <ul style="list-style-type: none"> <li>• MAAS.03.04 Utilize information technology tools to manage and perform work responsibilities.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Demonstrate advanced web-search skills. PWR2.2.a, RWC04.09.a</li> <li>b. Demonstrate advanced word-processing skills. PWR2.2.a</li> <li>c. Demonstrate advanced presentation applications. PWR2.2.a</li> <li>d. Demonstrate advanced database applications. PWR2.2.a</li> <li>e. Mine databases for information. PWR2.2.a</li> <li>f. Demonstrate advanced spreadsheet applications. PWR2.2.a</li> <li>g. Create a web page for business applications. PWR1.1.b, PWR2.2.a</li> <li>h. Capture text using OCR (optical character reader) software. PWR2.2.a</li> <li>i. Use voice recognition technology to prepare documents. PWR2.2.a</li> <li>j. Utilize project-management software. PWR2.2.a</li> <li>k. Utilize imaging software. PWR2.2.a</li> </ul>	<p><b>Academic Content Knowledge Alignment:</b>  RWC04.09.a - Research and Reasoning - Information from primary and secondary sources is used to establish relevance, significance, and accuracy in answering research questions - Examine materials to determine appropriate primary and secondary sources to use for investigating a question, topic, or issue (e.g., library databases, print and electronic encyclopedia and other reference materials, pamphlets, book excerpts, online and print newspaper and magazine articles, letters to an editor, digital forums, oral records, research summaries, scientific and trade journals)</p>
	<p><b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b>  PWR1.1.b-Postsecondary &amp; Workforce Readiness, Content Knowledge , Literacy - Write clearly and coherently for a variety of purposes and audiences</p> <p>PWR2.2.a-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills, Find and Use Information/Information Technology - Select, integrate, and apply appropriate technology to access and evaluate new information</p>
<b>High School Expectations</b>	

<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.03.05 Use traditional notation to proofread and edit documents.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Identify and use proofreaders' marks to indicate all errors in format.</li> <li>b. Identify and use proofreaders' marks to indicate all errors in content.</li> <li>c. Identify and use proofreaders' marks to indicate all errors in spelling and grammar.</li> </ul>	<b>Academic Content Knowledge Alignment:</b>
	<b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b>
<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.03.06 Use spreadsheet software to create business-related spreadsheets.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Choose appropriate software for creating spreadsheets. PWR2.2.a</li> <li>b. Enter labels and values into spreadsheet cells. MAT01.02.a, PWR2.2.a</li> <li>c. Format labels and values. PWR2.2.a</li> </ul>	<b>Academic Content Knowledge Alignment:</b> MAT01.02.a-Mathematics, Number Sense, Properties, and Operations, Formulate, represent, and use algorithms with real numbers flexibly, accurately, and efficiently. - Use appropriate computation methods that encompass estimation and calculation
	<b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b> PWR2.2.a-Postsecondary & Workforce Readiness, Learning and Behavior Skills, Find and Use Information/Information Technology - Select, integrate, and apply appropriate technology to access and evaluate new information
<b>High School Expectations</b>	

<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.03.07 Enter formulas and functions in a spreadsheet.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Develop formulas and enter appropriate functions. MAT01.02.a, PWR1.2.d</li> <li>b. Check formulas and functions with sample values. MAT02.04.a, PWR1.2.d</li> </ul>	<p><b>Academic Content Knowledge Alignment:</b>  MAT01.02.a-Mathematics, Number Sense, Properties, and Operations, Formulate, represent, and use algorithms with real numbers flexibly, accurately, and efficiently. - Use appropriate computation methods that encompass estimation and calculation</p> <p>MAT02.04.a-Mathematics, Patterns, Functions, and Algebraic Structures, Expressions , equations, and inequalities can be expressed in multiple, equivalent forms - Perform and justify steps in generating equivalent expressions by identifying properties used including the commutative, associative, inverse, identity, and distributive properties</p> <p><b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b>  PWR1.2.d-Postsecondary &amp; Workforce Readiness, Content Knowledge , Mathematical Sciences - Apply knowledge of mathematics to problem solve, analyze issues, and make critical decisions that arise in everyday life</p>
<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.03.08 Create components to analyze spreadsheet data.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Produce and print graphs. MAT03.03.a, PWR2.1.a, PWR2.2.a</li> <li>b. Produce PivotCharts. MAT03.03.a, PWR2.1.a, PWR2.2.a</li> <li>c. Create "what if" scenarios. PWR1.2.d, PWR2.1.a</li> <li>d. Print reports. PWR2.2.a</li> <li>e. Print formulas. PWR2.2.a</li> </ul>	<p><b>Academic Content Knowledge Alignment:</b>  MAT03.03.a-Mathematics, Data Analysis, Statistics, and Probability, Visual displays and summary statistics condense the information in data sets into usable knowledge - Identify and choose appropriate ways to summarize numerical or categorical data using tables, graphical displays, and numerical summary statistics (describing shape, center and spread) and accounting for outliers when appropriate</p>

	<p><b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b>  PWR1.2.d-Postsecondary &amp; Workforce Readiness, Content Knowledge ,  Mathematical Sciences - Apply knowledge of mathematics to problem solve,  analyze issues, and make critical decisions that arise in everyday life</p> <p>PWR2.1.a-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills,  Critical Thinking and Problem Solving - Apply logical reasoning and analytical  skills</p> <p>PWR2.2.a-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills,  Find and Use Information/Information Technology - Select, integrate, and apply  appropriate technology to access and evaluate new information</p>
<b>High School Expectations</b>	
<p><b>Concepts and skills students know include:</b></p> <ul style="list-style-type: none"> <li>• MAAS.03.09 Select format and procedure to produce memoranda appropriate for a given purpose.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Select proper layout, i.e., direct, indirect. PWR2.2.a</li> <li>b. Use correct grammar, spelling, punctuation and other English mechanics. PWR1.1.b, RWC03.03.a</li> <li>c. Prepare in correct memo format. PWR2.2.a</li> <li>d. Key without error. PWR2.2.a</li> <li>e. Disseminate to appropriate persons. PWR2.6.e</li> </ul>	<p><b>Academic Content Knowledge Alignment:</b>  RWC03.03.a - Writing and Composition - Standard English conventions  effectively communicate to targeted audiences and purposes - Follow the  conventions of Standard English to write varied, strong, correct, complete  sentences</p> <p><b>Learning &amp; Behavioral Skills (Inquiry, Application in Society  &amp; Technology &amp; Nature of...):</b>  PWR1.1.b-Postsecondary &amp; Workforce Readiness, Content Knowledge , Literacy -  Write clearly and coherently for a variety of purposes and audiences</p> <p>PWR2.2.a-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills,  Find and Use Information/Information Technology - Select, integrate, and apply  appropriate technology to access and evaluate new information</p> <p>PWR2.6.e-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills,  Work Ethic - Take responsibility for completion of work</p>

<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.03.10 Select document type and layout to produce business letters.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Determine use of document, e.g., sales, claims, good news. PWR1.1.b</li> <li>b. Prepare with correct layout. PWR2.2.a</li> <li>c. Use correct grammar, spelling, punctuation and other English mechanics. PWR2.2.a, RWC03.03.a</li> <li>d. Key without error. PWR2.2.a</li> </ul>	<p><b>Academic Content Knowledge Alignment:</b> RWC03.03.a - Writing and Composition - Standard English conventions effectively communicate to targeted audiences and purposes - Follow the conventions of Standard English to write varied, strong, correct, complete sentences</p> <p><b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b> PWR1.1.b-Postsecondary &amp; Workforce Readiness, Content Knowledge , Literacy - Write clearly and coherently for a variety of purposes and audiences</p> <p>PWR2.2.a-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills, Find and Use Information/Information Technology - Select, integrate, and apply appropriate technology to access and evaluate new information</p>
<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.03.11 Select appropriate writing method to produce a variety of reports.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Determine purpose of report. PWR1.1.b</li> <li>b. Select proper method of writing, e.g., short, informal. PWR1.1.b</li> <li>c. Prepare tables, graphs, and graphics. MAT03.03.a, PWR1.1.b, PWR2.2.a</li> <li>d. Use references and prepare notations and bibliography. PWR1.1.b, PWR2.2.c, RWC04.03.f</li> <li>e. Use correct grammar, spelling, punctuation and other English mechanics. PWR1.1.b</li> <li>f. Key without error. PWR2.2.a</li> </ul>	<p><b>Academic Content Knowledge Alignment:</b> MAT03.03.a-Mathematics, Data Analysis, Statistics, and Probability, Visual displays and summary statistics condense the information in data sets into usable knowledge - Identify and choose appropriate ways to summarize numerical or categorical data using tables, graphical displays, and numerical summary statistics (describing shape, center and spread) and accounting for outliers when appropriate</p> <p>RWC04.03.f - Research and Reasoning - Self-designed research provides insightful information, conclusions, and possible solutions - Document sources of quotations, paraphrases, and other information, using a style sheet, such as that of</p>

	<p>the Modern Language Association (MLA) or the American Psychological Association (APA)</p> <p><b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b>  PWR1.1.b-Postsecondary &amp; Workforce Readiness, Content Knowledge , Literacy - Write clearly and coherently for a variety of purposes and audiences</p> <p>PWR2.2.a-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills, Find and Use Information/Information Technology - Select, integrate, and apply appropriate technology to access and evaluate new information</p> <p>PWR2.2.c-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills, Find and Use Information/Information Technology - Provide citations for resources</p>
<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>• MAAS.03.12 Record transactions to manage cash fund accounts.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Keep records of petty cash disbursements. MAT01.02.a</li> <li>b. Replenish petty cash. MAT01.02.a</li> <li>c. Increase or decrease as necessary. MAT01.02.a, PWR1.2.d</li> </ul>	<p><b>Academic Content Knowledge Alignment:</b>  MAT01.02.a-Mathematics, Number Sense, Properties, and Operations, Formulate, represent, and use algorithms with real numbers flexibly, accurately, and efficiently. - Use appropriate computation methods that encompass estimation and calculation</p> <p><b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b>  PWR1.2.d-Postsecondary &amp; Workforce Readiness, Content Knowledge , Mathematical Sciences - Apply knowledge of mathematics to problem solve, analyze issues, and make critical decisions that arise in everyday life</p>

<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.03.13 Tally receipts and proof work to prepare bank deposits.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Prepare endorsement. PWR2.1.a</li> <li>b. Reconcile. MAT01.02.a, PWR2.1.a</li> <li>c. Proof totals. PWR2.1.a</li> </ul>	<b>Academic Content Knowledge Alignment:</b> MAT01.02.a-Mathematics, Number Sense, Properties, and Operations, Formulate, represent, and use algorithms with real numbers flexibly, accurately, and efficiently. - Use appropriate computation methods that encompass estimation and calculation
	<b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b> PWR2.1.a-Postsecondary & Workforce Readiness, Learning and Behavior Skills, Critical Thinking and Problem Solving - Apply logical reasoning and analytical skills
<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.03.14 Practice good bookkeeping guidelines to reconcile bank statements.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Compare checkbook to bank statement. PWR2.1.a, SST03.04.b</li> <li>b. Add deposits not credited. PWR2.1.a</li> <li>c. Subtract checks not cleared. PWR2.1.a</li> <li>d. Subtract bank charges from checkbook. PWR2.1.a</li> <li>e. Ensure bank statement balance equals checkbook balance. PWR2.1.a, SST03.04.b</li> </ul>	<b>Academic Content Knowledge Alignment:</b> SST03.04.b-Social Studies, Economics, Design, analyze, and apply a financial plan based on short- and long-term financial goals (PFL) - Analyze financial information for accuracy, relevance, and steps for identity protection
	<b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b> PWR2.1.a-Postsecondary & Workforce Readiness, Learning and Behavior Skills, Critical Thinking and Problem Solving - Apply logical reasoning and analytical skills

<b>Prepared Completer Competencies:</b>	
<ul style="list-style-type: none"> <li>MAAS.04 Operations: Monitor, plan and control day-to-day business activities to continue business functioning.</li> </ul>	
<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.04.01 Utilize office equipment to accomplish administrative service related job assignments.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Operate calculator. PWR2.2.a</li> <li>b. Operate copier. PWR2.2.a</li> <li>c. Operate printer. PWR2.2.a</li> <li>d. Operate fax machines. PWR2.2.a</li> <li>e. Operate postage meter. PWR2.2.a</li> <li>f. Operate scanner. PWR2.2.a</li> </ul>	<b>Academic Content Knowledge Alignment:</b>
	<b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b> PWR2.2.a-Postsecondary & Workforce Readiness, Learning and Behavior Skills, Find and Use Information/Information Technology - Select, integrate, and apply appropriate technology to access and evaluate new information
<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.04.02 Troubleshoot problems with office equipment to make repairs and/or to obtain technical support.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Isolate and identify source of technical problem. RWC04.10.c</li> <li>b. Follow manufacturer's written procedures to fix technical problem. RWC04.10.c</li> <li>c. Obtain technical support services.</li> </ul>	<b>Academic Content Knowledge Alignment:</b>
	RWC04.10.c - Research and Reasoning - Effective problem-solving strategies require high-quality reasoning - Implement a purposeful and articulated process to solve a problem

	<b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b>
<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.04.03 Abide by risk-management policies and procedures for technology to minimize loss.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Adhere to technology safety and security policies (e.g., acceptable use policy, web page policies). PWR2.2.b</li> <li>b. Apply ergonomic techniques to technology tasks.</li> <li>c. Adhere to laws pertaining to computer crime, fraud and abuse. PWR2.2.b</li> <li>d. Follow procedures used to restart and recover from situations (e.g., system failure, virus infection).</li> <li>e. Follow policies to prevent loss of data integrity.</li> <li>f. Adhere to organization's policies for technology use. PWR2.2.b</li> </ul>	<b>Academic Content Knowledge Alignment:</b>
	<b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b> PWR2.2.b-Postsecondary & Workforce Readiness, Learning and Behavior Skills, Find and Use Information/Information Technology - Understand the ethical uses of information
<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>MAAS.04.04 Maintain work flow to enhance productivity.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Organize and prioritize work. PWR2.6.a</li> <li>b. Complete assigned tasks in a timely manner. PWR2.6.b</li> <li>c. Coordinate work with that of team members. PWR2.6.b</li> <li>d. Assist with overflow work. PWR2.6.e</li> </ul>	<b>Academic Content Knowledge Alignment:</b>

<p>e. Coordinate submission of proposals. PWR2.6.b, PWR2.6.e</p>	<p><b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b>  PWR2.6.a-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills, Work Ethic - Plan and prioritize goals</p> <p>PWR2.6.b-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills, Work Ethic - Manage time effectively</p> <p>PWR2.6.e-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills, Work Ethic - Take responsibility for completion of work</p>
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**High School Expectations**

**Concepts and skills students know include:**

- MAAS.04.05 Utilize project management skills to start, run, and complete projects.

<p><b>Evidence Outcomes - Students can:</b></p>	<p><b>21<sup>st</sup> Century Skills and Readiness Competencies</b></p>
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<p>a. Coordinate schedules and activities. PWR2.6.a, PWR2.6.b  b. Plan meetings. PWR2.6.a, PWR2.6.b, RWC01.02.d</p>	<p><b>Academic Content Knowledge Alignment:</b>  RWC01.02.d - Oral Expression and Listening - Effective collaborative groups accomplish goals - Participate in the preparations of the group activity or product, defining and assuming individual roles and responsibilities</p> <p><b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b>  PWR2.6.a-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills, Work Ethic - Plan and prioritize goals</p> <p>PWR2.6.b-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills, Work Ethic - Manage time effectively</p>
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**High School Expectations**

**Concepts and skills students know include:**

- MAAS.04.06 Implement processes for purchasing business supplies, equipment, and services..

<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Maintain vendor/supplier relationships. PWR2.9.a, RWC01.07.b</li> <li>b. Conduct vendor/supplier search. RWC04.08.a</li> <li>c. Negotiate terms with vendors. RWC01.07.c</li> </ul>	<p><b>Academic Content Knowledge Alignment:</b>  RWC01.07.b - Oral Expression and Listening - Oral presentations require effective preparation strategies - Use verbal and nonverbal techniques to communicate information</p> <p>RWC01.07.c - Oral Expression and Listening - Oral presentations require effective preparation strategies - Define a position and select evidence to support that position</p> <p>RWC04.08.a - Research and Reasoning - Informational materials, including electronic sources, need to be collected, evaluated, and analyzed for accuracy, relevance, and effectiveness for answering research questions - Integrate information from different sources to research and complete a project</p> <p><b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b>  PWR2.9.a-Postsecondary &amp; Workforce Readiness, Learning and Behavior Skills, Collaboration - Work effectively with others</p>
<b>High School Expectations</b>	
<b>Concepts and skills students know include:</b>	
<ul style="list-style-type: none"> <li>• MAAS.04.07 Establish procedures to maintain equipment and supplies.</li> </ul>	
<b>Evidence Outcomes - Students can:</b>	<b>21<sup>st</sup> Century Skills and Readiness Competencies</b>
<ul style="list-style-type: none"> <li>a. Determine equipment needed. RWC04.10.c</li> <li>b. Determine supplies needed. RWC04.10.c</li> <li>c. Establish equipment and supplies maintenance system.</li> <li>d. Schedule equipment maintenance procedure.</li> <li>e. Utilize equipment and supplies maintenance procedures.</li> </ul>	<p><b>Academic Content Knowledge Alignment:</b>  RWC04.10.c - Research and Reasoning - Effective problem-solving strategies require high-quality reasoning - Implement a purposeful and articulated process to solve a problem</p>

	<b>Learning &amp; Behavioral Skills (Inquiry, Application in Society &amp; Technology &amp; Nature of...):</b>
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