

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Customer Assistance Technology
Program Type: Job Preparatory
Occupational Area: Business Technology Education
Components: Four Occupational Completion Points including Core

	<u>Secondary</u>	<u>PSAV</u>
Program Number:	8218000	B079991
CIP Number:	0507.999900	0507.999900
Grade Level:	9-12, 30, 31	30, 31
Standard Length:	4 credits	600 hours
Certification:	BUS ED @4 1 @2 VOE @7 TEACH CBE @7 CLERICAL @7 G SECRETAR @7 G	BUS ED @4 1 @2 VOE @7 TEACH CBE @7 CLERICAL @7 G SECRETAR @7 G
CTSO:	FBLA BPA	Phi Beta Lambda BPA
Coop Method:	Yes	Yes
Apprenticeship:	No	No
Facility Code:	212	212
Basic Skills:		
Math		9
Language		9
Reading		9

- I. **PURPOSE:** This program is designed to prepare students for employment as a General Office Clerk I, General Office Clerk II, Customer Care Representative, and Customer Care Specialist.

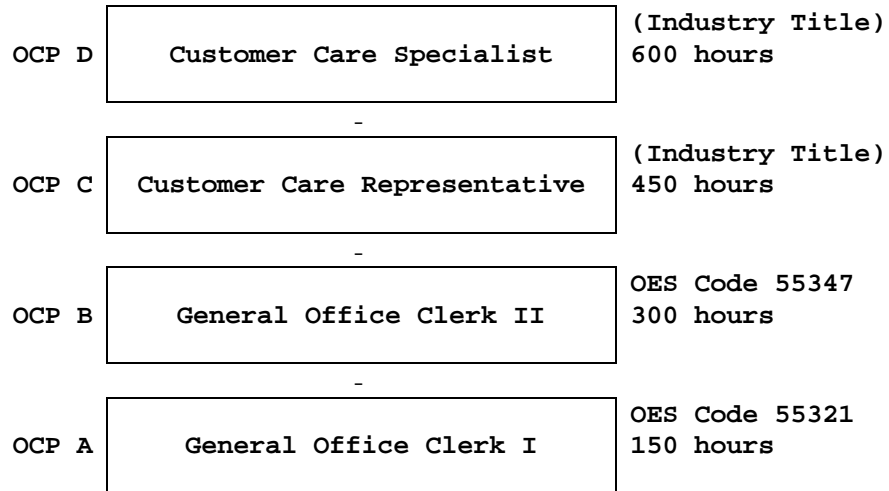
This program offers a broad foundation of knowledge and skills to prepare students for employment in positions in customer care service positions. The content includes the development of interpersonal, communications, conflict resolution, leadership, decision making, problem solving, supervisory, and employability skills; diversity awareness; telephone techniques; and technical applications in the customer care environment.

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

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

The following diagram illustrates the Customer Assistance program structure:

**Office Support Services Cluster
Secondary and Postsecondary Adult Vocational**



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

- Business Technology Education Core
- 8209020 - Business Systems and Technology 1
- 8209030 - Business Systems and Technology 2

- 8218010 - Customer Assistance 1
- 8218020 - Customer Assistance 2

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

IV. **SPECIAL NOTES:** Future Business Leaders of America (Secondary), Phi Beta Lambda (Postsecondary), and Business Professionals of America are the appropriate Career and Technical Student Organizations (CTSO) for providing leadership training and for reinforcing specific career and technical skills. Career and Technical Student Organizations, when provided, shall be an integral part of the career and technical instructional program, and the activities of such organizations are defined as part of the curriculum in accordance with Rule 6A-6.065, FAC.

The International Customer Service Association (ICSA) is the appropriate international organization for customer care/service representatives. This organization is dedicated to promoting the development and awareness of the public service profession through networking, education, and research.

The Help Desk Institute is the appropriate international organization for help desk professionals. This organization fosters networking, information, industry trends, and improving

customer service.

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

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

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

The standard length of this program is 600 hours.

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

When a secondary student with a disability is enrolled in a vocational class with modifications to the curriculum framework, the particular outcomes and student performance standards which the student must master to earn credit must be specified on an individual basis. The job or jobs for which the student is being trained should be reflected in the student's desired postschool outcome statement on the Transition Individual Educational Plan (Transition IEP).

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

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

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

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

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. [Student Performance Standards: 01.01, 01.02, 01.03, 01.04, 01.05, 01.06, 01.07, 01.08.]
- 02.0 Use technology to enhance communications in technical reading, writing, speaking, listening, and viewing. [Student Performance Standards: 02.01, 02.02, 02.03, 02.04, 02.05.]
- 03.0 Use technology to apply and enhance communication skills in technical reading, writing. [Student Performance Standards: 03.01, 03.02, 03.03, 03.04, 03.05, 03.06.]
- 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member. [Student Performance Standards: 04.01, 04.02, 04.03.]
- 05.0 Practice quality performance in the learning environment and the workplace. [Student Performance Standards: 05.01, 05.02.]
- 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 06.01, 06.02, 06.03.]
- 07.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 07.01, 07.02, 07.03.]
- 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. [Student Performance Standards: 08.01, 08.02, 08.03.]
- 09.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. [Student Performance Standards: 09.01, 09.02, 09.03, 09.04, 09.05, 09.06, 09.07, 09.08.]
- 10.0 Demonstrate personal and interpersonal skills appropriate for the workplace. [Student Performance Standards: [10.01, 10.02, 10.03.]
- 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 11.01, 11.02.]

OCCUPATIONAL COMPLETION POINT - DATA CODE B

GENERAL OFFICE CLERK II - OES Code 55347

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

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

OCCUPATIONAL COMPLETION POINT - DATA CODE C

CUSTOMER CARE REPRESENTATIVE - (Industry Title)

- 02.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels. [Student Performance Standards: 02.14, 02.22, 02.23, 02.24, 02.25, 02.26, 2.27, 2.28, 2.29, 2.30.]
- 09.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance. [Student Performance

- Standards: 9.07, 9.08, 9.09, 9.10.]
- 11.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. [Student Performance Standards: 11.13.]
 - 20.0 Participate in work-based learning experiences. [Student Performance Standards: 20.49, 20.50.]
 - 76.0 Demonstrate human relations and interpersonal skills necessary for customer care services. [Student Performance Standards: 76.01, 76.02, 76.03, 76.04, 76.05, 76.06, 76.07, 76.08, 76.09, 76.10, 76.11, 76.18.]
 - 77.0 Perform problem solving activities relevant to customer care services. [Student Performance Standards: 77.01, 77.02, 77.03, 77.04, 77.05.]
 - 78.0 Develop telephone skills and techniques relevant to customer care services. [Student Performance Standards: 78.01, 78.02, 78.03, 78.04, 78.05.]
 - 79.0 Demonstrate an understanding of global concepts relevant to customer care services. [Student Performance Standards: 79.01, 79.02, 79.03, 79.04, 79.05.]
 - 80.0 Perform technology applications relevant to customer care services. [Student Performance Standards: 80.01, 80.02, 80.03, 80.04, 80.05, 80.06, 80.07, 80.08, 80.09, 80.10, 80.11.]

OCCUPATIONAL COMPLETION POINT - DATA CODE D

CUSTOMER CARE SPECIALIST - (Industry Title)

- 02.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels. [Student Performance Standards: 2.31, 2.32, 2.33.]
- 08.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 08.23, 08.24, 08.25.]
- 09.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 09.07, 09.09, 09.10, 09.11, 09.12, 09.13, 09.14.]
- 20.0 Participate in work-based learning experiences. [Student Performance Standards: 20.49, 20.51, 20.52.]
- 76.0 Demonstrate human relations and interpersonal skills necessary for customer care services. [Student Performance Standards: 76.12, 76.13, 76.14, 76.15, 76.16, 76.17, 76.19.]
- 77.0 Perform problem solving activities relevant to customer care services. [Student Performance Standards: 77.06, 77.07.]
- 78.0 Develop telephone skills and techniques relevant to customer care services. [Student Performance Standards: 78.06, 78.07, 78.08.]
- 80.0 Perform technology applications relevant to customer care services. [Student Performance Standards: 80.12, 80.13, 80.14, 80.15, 80.16.]

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

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

INFORMATION SYSTEMS

- 01.0 DEMONSTRATE KNOWLEDGE, SKILL, AND APPLICATION OF INFORMATION SYSTEMS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE. APPLY ERGONOMIC PRINCIPLES APPLICABLE TO THE CONFIGURATION OF COMPUTER WORKSTATIONS.-The student will be able to:
- 01.01 Develop keyboarding skills to enter and manipulate text and data. LA.B.1.4.3
 - 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks. LA.B.2.4.4
 - 01.03 Identify and describe communications and networking systems used in workplace environments.
 - 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software. LA.B.2.4.4, LA.A.2.4.6
 - 01.05 Demonstrate basic file management skills. LA.A.2.4.2, LA.B.2.4.4, LA.B.2.4.6
 - 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment. LA.D.2.4.4
 - 01.07 Describe ethical issues and problems associated with computers and information systems.
 - 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

WORKPLACE COMMUNICATIONS

- 02.0 USE TECHNOLOGY TO APPLY AND ENHANCE COMMUNICATION SKILLS IN TECHNICAL READING, WRITING, SPEAKING, LISTENING, AND VIEWING-The student will be able to:
- 02.01 Select and use appropriate modes of communication for specific job and work situations. LA.B.2.4.4
 - 02.02 Organize ideas and communicate oral and written messages appropriate to listeners and situations in workplace and business environments. LA.B.2.4.2
 - 02.03 Use listening, speaking, and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers. LA.C.1.4.1, LA.C.3.4.1, HE.B.3.4.1
 - 02.04 Select and use standard written business communication formats. LA.B.1.4.1, LA.B.1.4.3
 - 02.05 Use professional business vocabulary appropriate for entry-level jobs in business environments. LA.A.1.4.3
- 03.0 USE TECHNOLOGY TO APPLY AND ENHANCE COMMUNICATION SKILLS IN TECHNICAL READING, WRITING -The student will be able to:

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

MANAGEMENT

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

CURRENT TRENDS/ISSUES IN THE WORKPLACE

- 05.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE—The student will be able to:
 - 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
 - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).

MANAGEMENT

- 06.0 INCORPORATE APPROPRIATE LEADERSHIP AND SUPERVISION TECHNIQUES, CUSTOMER SERVICE STRATEGIES, AND STANDARDS OF PERSONAL ETHICS TO

ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
- 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
- 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.

COMPUTATION AND FINANCE

07.0 APPLY MATHEMATICAL OPERATIONS AND PROCESSES AS WELL AS FINANCIAL PLANNING STRATEGIES TO COMMONLY OCCURRING SITUATIONS IN THE WORKPLACE AND TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

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

JOB READINESS AND CAREER DEVELOPMENT

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

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

09.0 INCORPORATE KNOWLEDGE GAINED FROM INDIVIDUAL ASSESSMENT AND JOB/CAREER EXPLORATION TO DESIGN AN INDIVIDUAL CAREER PLAN THAT REFLECTS THE TRANSITION FROM SCHOOL TO WORK, LIFELONG LEARNING, AND PERSONAL AND PROFESSIONAL GOALS. EXPERIENCE WORK-BASED LEARNING THROUGH JOB SHADOWING, MENTORING, E-COACHING, ETC. —The student will be able to:

- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
- 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.

- 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up). LA.C.3.4.4
- 09.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
- 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
- 09.08 Experience work-based learning through volunteerism, job shadowing, mentoring, e-coaching, etc.

HUMAN RELATIONS/INTERPERSONAL SKILLS

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

- 10.01 Accept constructive criticism. SS.B.1.4.5
- 10.02 Apply appropriate strategies to manage and resolve conflict in work situations. LA.D.1.4.2, SS.B.1.4.5, HE.B.3.4.5
- 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).

ADMINISTRATIVE OFFICE PROCEDURES

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

- 11.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.). LA.A.2.4.4, LA.A.2.4.7, LA.A.2.4.8, LA.B.2.4.2
- 11.02 Demonstrate knowledge of ethical behavior in a business environment (e.g., confidentiality of information, employee right to know, hiring practices, plagiarism, copyright violations, sexual harassment, mission statement, code of ethics, etc.).

OCCUPATIONAL COMPLETION POINT - DATA CODE B

GENERAL OFFICE CLERK II - OES 55347

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

INFORMATION SYSTEMS

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

- 01.07 Enhance proficiency with touch keyboarding skills (speed and accuracy) to enter and manipulate data. LA.B.1.4.3
- 01.08 Use current and emerging computer technology and software to perform personal and business-related tasks, solve problems, and organize and communicate information. LA.B.2.4.4

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

WORKPLACE COMMUNICATIONS

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

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

- 03.0 USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF COMMUNICATIONS IN ORDER TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 03.03 Use the writing process to create business-related documents appropriate to the subject matter, purpose, and audience.
- 03.04 Revise and edit business-related documents to ensure correct grammar, spelling, punctuation, and format.
- 03.05 Use database, spreadsheet, and integrated software packages to enhance written business communications.
- 03.06 Use presentation software to enhance personal and professional communications.
- 03.08 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication. LA.B.2.4.2, LA.B.2.4.4
- 03.09 Explore current and emerging telecommunication systems. LA.B.2.4.4
- 03.10 Discuss communication systems—cultural, organizational, technological, and interpersonal. LA.D.1.4.2

- 04.0 USE INFORMATION TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 04.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail) to solve business problems and complete business tasks. LA.B.2.4.1, LA.A.2.4.8

CURRENT TRENDS/ISSUES IN THE WORKPLACE

- 05.0 ANALYZE CURRENT AND EMERGING WORKPLACE TRENDS AND ISSUES AND DETERMINE POTENTIAL IMPACT ON CAREER AND JOB OBJECTIVES AND WORKPLACE PERFORMANCE—The student will be able to:

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

MANAGEMENT

- 06.0 DEVELOP AN AWARENESS OF MANAGEMENT FUNCTIONS AND ORGANIZATIONAL STRUCTURES AS THEY RELATE TO TODAY'S WORKPLACE AND EMPLOYER/EMPLOYEE ROLES—The student will be able to:

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

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

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

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

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

COMPUTATION AND FINANCE

- 09.0 APPLY MATHEMATICAL OPERATIONS AND PROCESSES AS WELL AS FINANCIAL PLANNING STRATEGIES TO COMMONLY OCCURRING SITUATIONS IN THE WORKPLACE TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

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

JOB READINESS AND CAREER DEVELOPMENT

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

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

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

HUMAN RELATIONS/INTERPERSONAL SKILLS

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

ADMINISTRATIVE OFFICE PROCEDURES

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

OCCUPATIONAL COMPLETION POINT DATA CODE C

CUSTOMER CARE REPRESENTATIVE - INDUSTRY TITLE

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

WORKPLACE COMMUNICATIONS

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

- 02.24 Develop listening skills to determine customer needs.
- 02.25 Use correct grammar and diction.
- 02.26 Demonstrate writing skills.
- 02.27 Demonstrate probing skills.
- 02.28 Use terminology specific to the customer care services environment.
- 02.29 Access reference materials.
- 02.30 Apply assertive service techniques.

COMPUTATION AND FINANCE

09.0 APPLY MATHEMATICAL OPERATIONS AND PROCESSES AS WELL AS FINANCIAL PLANNING STRATEGIES TO COMMONLY OCCURRING SITUATIONS IN THE WORKPLACE TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 09.07 Apply appropriate mathematical processes relevant to the customer care services industry.
- 09.08 Demonstrate knowledge of basic bookkeeping principles.
- 09.09 Demonstrate proficiency using a ten-key pad.
- 09.10 Reconcile reports.
- 09.11 Recognize different types of customer numerical data.

JOB READINESS AND CAREER DEVELOPMENT

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

- 11.13 Develop an employability plan related to job requirements and career expectations in the customer care services industry.

WORK-BASED LEARNING

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

- 20.49 Participate in work-based learning experiences in a customer care services environment.
- 20.50 Discuss the use of technology in a customer care services environment.

CUSTOMER CARE

76.0 DEMONSTRATE HUMAN RELATIONS AND INTERPERSONAL SKILLS NECESSARY FOR CUSTOMER CARE SERVICES—The student will be able to:

- 76.01 Demonstrate an understanding of the importance of human relations in business.
- 76.02 Exhibit the ability to get along with others and work as a member of a team.
- 76.03 Communicate a positive image.
- 76.04 Use effective time management skills.
- 76.05 Demonstrate the ability to work with stressful situations.
- 76.06 Exhibit a professional image.
- 76.07 Demonstrate ethical standards of behavior.
- 76.08 Demonstrate the ethical use of customer profiles.

- 76.09 Demonstrate initiative, courtesy, loyalty, honesty, and punctuality.
- 76.10 Demonstrate flexibility on the job.
- 76.11 Adhere to company policies and procedures.
- 76.18 Demonstrate knowledge of right to privacy issues.
- 77.0 PERFORM PROBLEM SOLVING ACTIVITIES RELEVANT TO CUSTOMER CARE SERVICES—The student will be able to:
 - 77.01 Apply problem solving techniques when dealing with customers.
 - 77.02 Develop techniques to resolve conflicts.
 - 77.03 Determine service breakdowns.
 - 77.04 Apply service recovery techniques.
 - 77.05 Apply service recovery breakdowns.
- 78.0 DEVELOP TELEPHONE SKILLS AND TECHNIQUES RELEVANT TO CUSTOMER CARE SERVICES—The student will be able to:
 - 78.01 Log in and out of a phone system.
 - 78.02 Apply call center vocabulary.
 - 78.03 Listen and input information simultaneously.
 - 78.04 Identify different types of call centers.
 - 78.05 Use the telephone to gather customer information.
- 79.0 DEMONSTRATE AN UNDERSTANDING OF GLOBAL CONCEPTS RELEVANT TO CUSTOMER CARE SERVICES—The student will be able to:
 - 79.01 Demonstrate an understanding of and respect for diversity in the workplace.
 - 79.02 Apply knowledge of the global economy.
 - 79.03 Apply knowledge of domestic and international time zones.
 - 79.04 Demonstrate an understanding of gender, age, disability, and cultural courtesy.
 - 79.05 Demonstrate an understanding of geography.
- 80.0 PERFORM TECHNOLOGY APPLICATIONS RELEVANT TO CUSTOMER CARE SERVICES—The student will be able to:
 - 80.01 Keyboard by touch while communicating with customers.
 - 80.02 Compose and retrieve e-mail messages.
 - 80.03 Compose and retrieve voice mail messages.
 - 80.04 Operate industry specific software.
 - 80.05 Perform data entry operations.
 - 80.06 Obtain and transmit customer information.
 - 80.07 Perform basic computer operations.
 - 80.08 Operate databases.
 - 80.09 Access on-line help.
 - 80.10 Use techniques to protect confidential messages that are transmitted via technology.
 - 80.11 Access and add to existing electronic files.

OCCUPATIONAL COMPLETION POINT - DATA CODE D
CUSTOMER CARE SPECIALIST - INDUSTRY TITLE

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

WORKPLACE COMMUNICATIONS

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

02.31 Apply communication skills when monitoring the team.

02.32 Compose reports.

02.33 Exchange ideas in formal and informal settings.

MANAGEMENT

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

08.19 Develop goals for customer care representatives.

08.20 Coach and mentor customer care representatives.

08.21 Assure productivity.

08.22 Organize teams.

08.23 Motivate teams.

08.24 Oversee quality assurance in the delivery of services.

08.25 Encourage team members to demonstrate initiative, courtesy, loyalty, honesty, and punctuality.

COMPUTATION AND FINANCE

09.0 APPLY MATHEMATICAL OPERATIONS AND PROCESSES AS WELL AS FINANCIAL PLANNING STRATEGIES TO COMMONLY OCCURRING SITUATIONS IN THE WORKPLACE TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

09.07 Apply appropriate mathematical processes relevant to the customer care services industry.

09.09 Demonstrate proficiency using a ten-key pad.

09.10 Reconcile reports.

09.11 Recognize different types of customer numerical data.

09.12 Apply basic bookkeeping principles.

09.13 Interpret charts and graphs.

09.14 Forecast, schedule, and track data.

JOB READINESS AND CAREER DEVELOPMENT

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

11.13 Develop an employability plan related to job requirements and career expectations in the customer care services industry.

WORK-BASED LEARNING

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

20.49 Participate in work-based learning experiences in a customer care services environment.

- 20.51 Compare and contrast the software applications used in a customer care services environment.
- 20.52 Discuss the supervisory/management skills needed in a customer care services environment.

CUSTOMER CARE

76.0 DEMONSTRATE HUMAN RELATIONS AND INTERPERSONAL SKILLS NECESSARY FOR CUSTOMER CARE SERVICES—The student will be able to:

- 76.12 Demonstrate the skills necessary for advancement in the customer care services industry.
- 76.13 Manage stress.
- 76.14 Provide service to diverse groups.
- 76.15 Apply courtesy within a diverse workplace.
- 76.16 Apply courtesy within the customer base.
- 76.17 Implement company policies and procedures.
- 76.19 Prepare work schedules for a call center/department.

77.0 PERFORM PROBLEM SOLVING ACTIVITIES RELEVANT TO CUSTOMER CARE SERVICES—The student will be able to:

- 77.06 Apply problem solving techniques when dealing with the team.
- 77.07 Track service breakdowns.

78.0 DEVELOP TELEPHONE SKILLS AND TECHNIQUES RELEVANT TO CUSTOMER CARE SERVICES—The student will be able to:

- 78.06 Demonstrate an understanding of automated call distribution technology components.
- 78.07 Operate automated call distribution technology.
- 78.08 Monitor automated call distribution technology.

80.0 PERFORM TECHNOLOGY APPLICATIONS RELEVANT TO CUSTOMER CARE SERVICES—The student will be able to:

- 80.12 Operate spreadsheet software.
- 80.13 Access and research the Internet.
- 80.14 Analyze situations in which technology can positively and negatively impact customer service.
- 80.15 Implement techniques to protect confidential messages that are transmitted via technology.
- 80.16 Read and correctly interpret data using call center statistical software.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

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

COURSE DESCRIPTION:

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basic skills and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications, so that they may be used as communication tools for enhancing personal and workplace proficiency in an information based society. After successful completion of this core course, students will have met Occupational Completion Point - Data Code A, General Office Clerk - OES 55321.

INFORMATION SYSTEMS

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

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

WORKPLACE COMMUNICATIONS

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

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

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

MANAGEMENT

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

CURRENT TRENDS/ISSUES IN THE WORKPLACE

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

- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
- 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).

MANAGEMENT

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

- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
- 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
- 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.

COMPUTATION AND FINANCE

07.0 APPLY MATHEMATICAL OPERATIONS AND PROCESSES AS WELL AS FINANCIAL PLANNING STRATEGIES TO COMMONLY OCCURRING SITUATIONS IN THE WORKPLACE AND TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

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

JOB READINESS AND CAREER DEVELOPMENT

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

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

10.0 INCORPORATE KNOWLEDGE GAINED FROM INDIVIDUAL ASSESSMENT AND JOB/CAREER EXPLORATION TO DESIGN AN INDIVIDUAL CAREER PLAN THAT REFLECTS THE TRANSITION FROM SCHOOL TO WORK, LIFELONG LEARNING, AND PERSONAL AND PROFESSIONAL GOALS. EXPERIENCE WORK-BASED LEARNING THROUGH JOB SHADOWING, MENTORING, E-COACHING, ETC. -The student will be able to:

- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
- 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
- 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up). LA.C.3.4.4
- 09.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
- 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
- 09.08 Experience work-based learning through volunteerism, job shadowing, mentoring, e-coaching, etc.

HUMAN RELATIONS/INTERPERSONAL SKILLS

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

- 10.01 Accept constructive criticism. SS.B.1.4.5
- 10.02 Apply appropriate strategies to manage and resolve conflict in work situations. LA.D.1.4.2, SS.B.1.4.5, HE.B.3.4.5
- 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).

ADMINISTRATIVE OFFICE PROCEDURES

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

- 11.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.). LA.A.2.4.4, LA.A.2.4.7, LA.A.2.4.8, LA.B.2.4.2
- 11.02 Demonstrate knowledge of ethical behavior in a business environment (e.g., confidentiality of information, employee right to know, hiring practices, plagiarism, copyright violations, sexual harassment, mission statement, code of ethics, etc.).

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

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

COURSE DESCRIPTION:

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

INFORMATION SYSTEMS

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

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

WORKPLACE COMMUNICATIONS

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

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

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

CURRENT TRENDS/ISSUES IN THE WORKPLACE

- 05.0 ANALYZE CURRENT AND EMERGING WORKPLACE TRENDS AND ISSUES AND DETERMINE POTENTIAL IMPACT ON CAREER AND JOB OBJECTIVES AND WORKPLACE PERFORMANCE—The student will be able to:
- 05.03 Identify, define, and discuss current trends and issues that impact global and local business/workplace environments. SS.D.2.4.6, LA.D.2.4.1
 - 05.04 Communicate (individually and in groups) current and emerging business trends and recommend strategies for controlling the impact of these trends on personal and professional levels.

MANAGEMENT

- 06.0 DEVELOP AN AWARENESS OF MANAGEMENT FUNCTIONS AND ORGANIZATIONAL STRUCTURES AS THEY RELATE TO TODAY'S WORKPLACE AND EMPLOYER/EMPLOYEE ROLES—The student will be able to:
- 06.03 Design, implement, and evaluate organizational structures for managing project teams.
 - 06.04 Demonstrate an awareness of the employee's role in maintaining productive business environments in today's workplace.
- 07.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE—The student will be able to:
- 07.03 Routinely assess personal performance and identify and implement strategies for improvement.

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

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

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

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

COMPUTATION AND FINANCE

09.0 APPLY MATHEMATICAL OPERATIONS AND PROCESSES AS WELL AS FINANCIAL PLANNING STRATEGIES TO COMMONLY OCCURRING SITUATIONS IN THE WORKPLACE TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

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

JOB READINESS AND CAREER DEVELOPMENT

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

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

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

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

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

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

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

HUMAN RELATIONS/INTERPERSONAL SKILLS

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

12.01 Accept constructive criticism. SS.B.1.4.5

12.02 Apply appropriate strategies to manage conflict in work

situations. LA.D.1.4.2, SS.B.1.4.5, HE.B.3.4.5

ADMINISTRATIVE OFFICE PROCEDURES

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

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

July 2001

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Secondary Course Number: 8218010
Course Title: Customer Assistance 1
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to build upon the experiences and content of the Business Technology Education Core (Business Systems and Technology 1 and 2) so that a fundamental core of knowledge, skills, and attitudes required for today's business environment is established. Emphasis is placed on developing proficiency with computer skills, telephone skills, interpersonal skills, communication skills, conflict resolution, problem solving, stress management, and employability skills as tools for obtaining customer care positions. After successful completion of this course, students will have met Occupational Completion Point - Data Code C, Customer Care Representative - (Industry Title).

WORKPLACE COMMUNICATIONS

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

- 02.14 Communicate in a multicultural setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds).
- 02.22 Express ideas in a positive and confident manner.
- 02.23 Project a positive and caring telephone voice.
- 02.24 Development listening skills to determine customer needs.
- 02.25 Use correct grammar and diction.
- 02.26 Demonstrate writing skills.
- 02.27 Demonstrate probing skills.
- 02.28 Use terminology specific to the customer care services environment.
- 02.29 Access references materials.
- 02.30 Apply assertive service techniques.

COMPUTATION AND FINANCE

09.0 APPLY MATHEMATICAL OPERATIONS AND PROCESSES AS WELL AS FINANCIAL PLANNING STRATEGIES TO COMMONLY OCCURRING SITUATIONS IN THE WORKPLACE TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 09.07 Apply appropriate mathematical processes relevant to the customer care services industry.
- 09.08 Demonstrate knowledge of basic bookkeeping principles.
- 09.09 Demonstrate proficiency using a ten-key pad.
- 09.10 Reconcile reports.
- 09.11 Recognize different types of customer numerical data.

JOB READINESS AND CAREER DEVELOPMENT

11.0 INCORPORATE KNOWLEDGE GAINED FROM INDIVIDUAL ASSESSMENT AND

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

- 11.13 Develop an employability plan related to job requirements and career expectations in the customer care services industry.

WORK-BASED LEARNING

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

- 20.49 Participate in work-based learning experiences in a customer care services environment.
- 20.50 Discuss the use of technology in a customer care services environment.

CUSTOMER CARE

- 76.0 DEMONSTRATE HUMAN RELATIONS AND INTERPERSONAL SKILLS NECESSARY FOR CUSTOMER CARE SERVICES—The student will be able to:

- 76.01 Demonstrate an understanding of the importance of human relations in business.
- 76.02 Exhibit the ability to get along with others and work as a member of a team.
- 76.03 Communicate a positive image.
- 76.04 Use effective time management skills.
- 76.05 Demonstrate the ability to work with stressful situations.
- 76.06 Exhibit a professional image.
- 76.07 Demonstrate ethical standards of behavior.
- 76.08 Demonstrate the ethical use of customer profiles.
- 76.09 Demonstrate initiative, courtesy, loyalty, honesty, and punctuality.
- 76.10 Demonstrate flexibility on the job.
- 76.11 Adhere to company policies and procedures.
- 76.18 Demonstrate knowledge of right to privacy issues.

- 77.0 PERFORM PROBLEM SOLVING ACTIVITIES RELEVANT TO CUSTOMER CARE SERVICES—The student will be able to:

- 77.01 Apply problem solving techniques when dealing with customers.
- 77.02 Develop techniques to resolve conflicts.
- 77.03 Determine service breakdowns.
- 77.04 Apply service recovery techniques.
- 77.05 Apply service recovery breakdowns.

- 78.0 DEVELOP TELEPHONE SKILLS AND TECHNIQUES RELEVANT TO CUSTOMER CARE SERVICES—The student will be able to:

- 78.01 Log in and out of a phone system.
- 78.02 Apply call center vocabulary.
- 78.03 Listen and input information simultaneously.
- 78.04 Identify different types of call centers.
- 78.05 Use the telephone to gather customer information.

- 79.0 DEMONSTRATE AN UNDERSTANDING OF GLOBAL CONCEPTS RELEVANT TO

CUSTOMER CARE SERVICES—The student will be able to:

- 79.01 Demonstrate an understanding of and respect for diversity in the workplace.
- 79.02 Apply knowledge of the global economy.
- 79.03 Apply knowledge of domestic and international time zones.
- 79.04 Demonstrate an understanding of gender, age, disability, and cultural courtesy.
- 79.05 Demonstrate an understanding of geography.

80.0 PERFORM TECHNOLOGY APPLICATIONS RELEVANT TO CUSTOMER CARE SERVICES—The student will be able to:

- 80.01 Keyboard by touch while communicating with customers.
- 80.02 Compose and retrieve e-mail messages.
- 80.03 Compose and retrieve voice mail messages.
- 80.04 Operate industry specific software.
- 80.05 Perform data entry operations.
- 80.06 Obtain and transmit customer information.
- 80.07 Perform basic computer operations.
- 80.08 Operate databases.
- 80.09 Access on-line help.
- 80.10 Use techniques to protect confidential messages that are transmitted via technology.
- 80.11 Access and add to existing electronic files.

**Florida Department of Education
STUDENT PERFORMANCE STANDARDS**

Secondary Course Number: 8218020
Course Title: Customer Assistance 2
Course Credit: 1

COURSE DESCRIPTION:

This course is designed to build upon the experiences and content of Customer Care 1. Emphasis is placed on developing supervisory skills for customer care specialist positions. After successful completion of this course, students will have met Occupational Completion Point - Data Code D, Customer Care Specialist - (Industry Title).

WORKPLACE COMMUNICATIONS

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

- 02.31 Apply communication skills when monitoring the team.
- 02.32 Compose reports.
- 02.33 Exchange ideas in formal and informal settings.

MANAGEMENT

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

- 08.19 Develop goals for customer care representatives.
- 08.20 Coach and mentor customer care representatives.
- 08.21 Assure productivity.
- 08.22 Organize teams.
- 08.23 Motivate teams.
- 08.24 Oversee quality assurance in the delivery of services.
- 08.25 Encourage team members to demonstrate initiative, courtesy, loyalty, honesty, and punctuality.

COMPUTATION AND FINANCE

09.0 APPLY MATHEMATICAL OPERATIONS AND PROCESSES AS WELL AS FINANCIAL PLANNING STRATEGIES TO COMMONLY OCCURRING SITUATIONS IN THE WORKPLACE TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 09.07 Apply appropriate mathematical processes relevant to the customer care services industry.
- 09.09 Demonstrate proficiency using a ten-key pad.
- 09.10 Reconcile reports.
- 09.11 Recognize different types of customer numerical data.
- 09.12 Apply basic bookkeeping principles.
- 09.13 Interpret charts and graphs.
- 09.14 Forecast, schedule, and track data.

JOB READINESS AND CAREER DEVELOPMENT

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

11.13 Develop an employability plan related to job requirements and career expectations in the customer care services industry.

WORK-BASED LEARNING

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

20.49 Participate in work-based learning experiences in a customer care services environment.

20.51 Compare and contrast the software applications used in a customer care services environment.

20.52 Discuss the supervisory/management skills needed in a customer care services environment.

CUSTOMER CARE

76.0 DEMONSTRATE HUMAN RELATIONS AND INTERPERSONAL SKILLS NECESSARY FOR CUSTOMER CARE SERVICES—The student will be able to:

76.12 Demonstrate the skills necessary for advancement in the customer care services industry.

76.13 Manage stress.

76.14 Provide service to diverse groups.

76.15 Apply courtesy within a diverse workplace.

76.16 Apply courtesy within the customer base.

76.17 Implement company policies and procedures.

76.19 Prepare work schedules for a call center/department.

77.0 PERFORM PROBLEM SOLVING ACTIVITIES RELEVANT TO CUSTOMER CARE SERVICES—The student will be able to:

77.06 Apply problem solving techniques when dealing with the team.

77.07 Track service breakdowns.

78.0 DEVELOP TELEPHONE SKILLS AND TECHNIQUES RELEVANT TO CUSTOMER CARE SERVICES—The student will be able to:

78.06 Demonstrate an understanding of automated call distribution technology components.

78.07 Operate automated call distribution technology.

78.08 Monitor automated call distribution technology.

80.0 PERFORM TECHNOLOGY APPLICATIONS RELEVANT TO CUSTOMER CARE SERVICES—The student will be able to:

80.12 Operate spreadsheet software.

80.13 Access and research the Internet.

80.14 Analyze situations in which technology can positively and negatively impact customer service.

80.15 Implement techniques to protect confidential messages that

are transmitted via technology.

80.16 Read and correctly interpret data using call center statistical software.