

Florida Department of Education  
CURRICULUM FRAMEWORK

**Program Title:** Keyboarding and Business Skills  
**Program Type:** Practical Arts  
**Occupational Area:** Business Technology Education

Secondary

**Program Number:** 8200320  
CIP Number: 0507.0798PA  
Grade Level: 9-12, 30, 31  
Standard Length: .5 credits  
Certification: BUS ED @4 1 @2  
VOE @7  
TEACH CBE @7  
STENOG @4  
TYPEWRIT @4  
CLERICAL @7 G  
SECRETAR @7 G  
CTSO: FBLA  
BPA  
Coop Method: No  
Apprenticeship: No  
Facility Code: 211

I. **PURPOSE:** This course is designed to provide a basic overview of current business and information systems. Emphasis is placed on developing proficiency with touch keyboarding and fundamental word processing applications.

Instructional experiences provided in this course do not necessarily prepare students for specific occupations.

II. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this course and include the use of computers and peripheral equipment.

III. Future Business Leaders of America (Secondary), Phi Beta Lambda (Postsecondary), and Business Professionals of America (BPA) 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.

IV. 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.

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

- 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, 01.05.]
- 02.0 Use technology to apply and enhance communication skills 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, 3.04, 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.]
- 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: 11.01, 11.02, 11.03, 11.04.]
- 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: 1.01, 11.02.]

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

**Course Number:** 8200320  
**Course Title:** Keyboarding and Business Skills  
**Course Credit:** .5

**COURSE DESCRIPTION:**

This course is designed to provide a basic overview of current business and information systems. Emphasis is placed on developing proficiency with touch keyboarding and fundamental word processing applications.

**INFORMATION SYSTEMS**

01.00 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 proficiency with touch keyboarding skills to enter and manipulate text and data. LA.B.1.4.3
- 01.02 Use current and emerging computer technology and software to perform personal and business related tasks. LA.B.2.4.4
- 01.05 Demonstrate basic file management skills using manual and electronic systems.

**WORKPLACE COMMUNICATIONS**

02.00 USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF 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.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

03.00 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
- 03.06 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 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 Analyze managerial skills necessary for maintaining a high quality work environment in business settings.
- 06.03 Follow accepted rules, regulations, policies, and workplace safety.

#### **JOB READINESS AND CAREER DEVELOPMENT**

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—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.

#### **HUMAN RELATIONS/INTERPERSONAL SKILLS**

10.0 DEMONSTRATE HUMAN RELATIONS/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 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).

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.).

**NOTE:** This course along with Computer and Business Skills is equivalent to Business Systems and Technology 1. Students should complete this course before enrolling in Computer and Business Skills.