

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Workplace Essentials
Program Type: Job Preparatory
Occupational Area: Diversified Education
Components: One Occupational Completion Point

	<u>Secondary</u>	<u>PSAV</u>
Program Number:	8300310	D988650
CIP Number:	1098.8650CP	1098.8650CP
Grade Level:	7-12, 30, 31	30, 31
Length:	.5 credit	75 hours
Certification:	Any Field/Bachelors or Higher Cert Any Vocational Field or Coverage	Any Field/Bachelors or Higher Cert Any Vocational Field or Coverage
CTSO:	Any Appropriate Career and Technical	Any Appropriate Career and Technical
Co-op Method:	NO	NO
Apprenticeship:	NO	NO
Basic Skills:		
Math	Not Required	
Language	Not Required	
Reading	Not Required	

- I. **MAJOR CONCEPTS/CONTENT:** The purpose of this course is to provide students with those workplace skills essential for gainful employment. The content of this course includes the following: developing an employment plan, seeking and applying for employment opportunities, accepting employment, communicating on the job, maintaining professionalism, adapting and coping with change, problem-solving and decision-making, maintaining a safe and healthy work environment, demonstrating work ethics and behavior, demonstrating technological literacy, maintaining interpersonal relationships, and demonstrating leadership and team work.

- II. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program.

- III. **SPECIAL NOTE:** Any Career and Technical Student Organization is appropriate for providing leadership training and 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 (8), FAC.

When a secondary student with a disability is enrolled in a career and technical class with modifications to the curriculum framework, the particular outcomes and student performance standards that 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).

IV. **INTENDED OUTCOMES:** After successfully completing this course, there is an occupational completion point:

A	Assemblers	O	93956
B	Banquet Server	T	311.477-026
C	Cashier	O	49023A
D	Cook, Institution	O	65028
E	Counter Clerk	O	49017
F	Customer Service Representative	T	299.367-010
G	Front Desk Agent	O	53808
H	Gardner and Groundskeeper	O	79030B
I	General Office Clerk	O	55347
J	Hostess	O	65002
K	Housekeeping	O	67002
L	Information Clerk	T	237.367-022
M	Kitchen Helper	O	65038B
N	Laundry	O	92726
O	PBX Operator	T	235.662-026
P	Receptionist	O	55305
Q	Reservation and Transportation Ticket Agent	O	53805
R	Store Clerk	T	222.387-058
S	Truck Driver, Light	O	97105
T	Waiter/Waitress	O	65008A
U	Warehouse Stock Clerk	O	58023
Y	Other Occupations	I	Industry Title

After successfully completing this course, the student will be able to:

- 01.0 Describe human relations skills necessary for success in the workforce.
- 02.0 Identify types of communication skills necessary for successful employment.
- 03.0 Identify types of mathematical skills necessary for successful employment.
- 04.0 Describe workplace leadership and organizational skills.
- 05.0 Explain telephone activities integral to successful employment.
- 06.0 Describe the duties and responsibilities of a successful employee.
- 07.0 Demonstrate employability skills.
- 08.0 Demonstrate technology literacy.
- 09.0 Maintain a safe and healthy work environment.
- 10.0 Demonstrate work ethics and professional behavior.
- 11.0 Identify tentative career goals.

**Florida Department of Education
STUDENT PERFORMANCE STANDARDS**

Program Title: Workplace Essentials
Secondary Number: 8300310
Postsecondary Number: D988650

01.00 DESCRIBE HUMAN RELATIONS SKILLS NECESSARY FOR SUCCESS IN THE WORKFORCE--
 The student will be able to:

- 01.01 Define punctuality, initiative, courtesy, loyalty, honesty, respect, responsibility, fairness, and trustworthiness. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.2.4.1, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 01.02 Identify and discuss the role of an employee as a team member in the workplace. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, PE.B.2.4.5
- 01.03 Describe the use of teams in the workplace to increase productivity and product quality. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, PE.B.2.4.5
- 01.04 Discuss the importance of human relations to success in the workplace. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SS.B.2.4.4
- 01.05 Define empathy, compassion, caring, enthusiasm, positive attitude, and self-motivation. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.2.4.1, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 01.06 Explain the importance of working effectively with diverse populations. LA.A.1.4.3, LA.A.1.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5 HE.B.2.2
- 01.07 Explain importance of self-management when minimum direction and supervision are given. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 01.08 Describe ethical situations in the world of work. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SS.C.2.4.3, HE.B.1.4.1
- 01.09 Describe importance and benefits of time management. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 01.10 Identify and demonstrate steps necessary for solving problems and making decisions. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 01.11 Analyze future consequences of current decisions. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5

- 01.12 Discuss the value of emotional self-control in the workplace.
 LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
 LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
 LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, HE.B.3.4.3
- 01.13 Explain "conflict resolution" and "dispute resolution" techniques
 and apply to a simulated work related problem. LA.A.1.4.3,
 LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
 LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
 LA.C.3.4.4, LA.C.3.4.5
- 01.14 Identify and practice stress management and relaxation techniques.
 LA.A.1.4.1, LA.A.1.4.2, LA.A.1.4.3, LA.A.1.4.4, LA.A.2.4.1,
 LA.A.2.4.2, LA.A.2.4.3, LA.A.2.4.4, LA.A.2.4.5, LA.A.2.4.6,
 LA.A.2.4.7, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
 LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3,
 LA.C.1.4.4, LA.C.2.4.1, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1,
 LA.E.2.4.6
- 01.15 Discuss importance of practicing positive customer service skills.
 LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.C.1.4.1,
 LA.C.1.4.2, LA.C.1.4.4, LA.C.3.4.1, LA.C.3.4.2
- 02.0 IDENTIFY TYPES OF COMMUNICATION SKILLS NECESSARY FOR SUCCESSFUL
 EMPLOYMENT--The student will be able to:
- 02.01 Describe the importance of the proper use of grammar, vocabulary,
 and diction. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3,
 LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1,
 LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 02.02 Identify the appropriate way to address people. LA.A.1.4.3,
 LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
 LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
 LA.C.3.4.4, LA.C.3.4.5
- 02.03 Identify appropriate conversation for work related settings.
 LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
 LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
 LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 02.04 Describe listening, speaking, and nonverbal skills necessary to
 determine customer needs. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2,
 LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
 LA.C.1.4.1, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4,
 LA.C.3.4.5, LA.D.2.4.1, HE.B.3.4.4
- 02.05 List professional vocabulary appropriate for the work environment.
 LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1,
 LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2,
 LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, LA.D.1.4.2
- 02.06 Demonstrate ability to communicate in a multicultural
 setting. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.C.3.4.1,
 LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, LA.D.2.4.1
- 02.07 Identify and define commonly used customer service terms such as
 complaints, internal and external customers. LA.A.1.4.3,
 LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
 LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
 LA.C.3.4.4, LA.C.3.4.5
- 02.08 Demonstrate the ability to listen to, follow, and provide
 directions. LA.A.1.4.3, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2,
 LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
 LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 02.09 Demonstrate the placing/receiving of telephone calls in a
 businesslike manner. LA.A.1.4.3, LA.C.3.4.1, LA.C.3.4.2,
 LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 02.10 Demonstrate ability to locate, understand, and interpret

information found in trade manuals, schedules, charts, diagrams, tables of contents, indexes, labels, and Internet resources. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5

03.0 IDENTIFY TYPES OF MATHEMATICAL SKILLS NECESSARY FOR SUCCESSFUL EMPLOYMENT--The student will be able to:

- 03.01 Compute and compare gross pay, net pay, overtime pay, and specific payroll deductions. MA.B.1.4.3
- 03.02 Compute different methods of monetary compensation (e.g., annual salary, hourly wage, commission, piecework). MA.B.1.4.3, MA.A.1.4.4
- 03.03 Calculate exemptions, deductions, and taxable income and use tax tables to prepare a federal income tax form. MA.A.4.4.1, MA.D.1.4.2, MA.E.1.4.1
- 03.04 Prepare a balanced budget based on income and expenses. MA.A.1.4.3, MA.A.3.4.1, MA.B.3.4.1
- 03.05 Describe importance of maintaining an accurate checkbook balance. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.3.4.3
- 03.06 Identify mathematical skills used by employees in a variety of career fields (e.g., electricians and apply electrical formulas to calculate watts, amps, ohms, or volts). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.3, MA.A.1.4.4, MA.B.1.4.2, MA.B.2.4.1, MA.B.3.4.1, MA.B.4.4.1, MA.D.2.4.1, MA.D.2.4.2

04.0 DESCRIBE WORKPLACE LEADERSHIP AND ORGANIZATIONAL SKILLS--The student will be able to:

- 04.01 Describe qualities of an effective leader. LA.A.1.4.3, LA.A.2.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 04.02 Describe different methods of leadership. LA.A.1.4.3, LA.A.2.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 04.03 Identify and utilize the planning process. LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 04.04 Work cooperatively within a group to achieve organizational goals. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5

05.0 EXPLAIN TELEPHONE ACTIVITIES INTEGRAL TO SUCCESSFUL EMPLOYMENT--The student will be able to:

- 05.01 Identify and demonstrate telephone techniques for placing and answering telephone calls. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 05.02 Identify and demonstrate procedures for recording and relaying accurate messages. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2,

- LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4,
LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 05.03 Identify and demonstrate techniques for accurately directing calls. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.1, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 05.04 Describe and demonstrate a positive and caring telephone voice. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 06.0 DESCRIBE THE DUTIES AND RESPONSIBILITIES OF A SUCCESSFUL EMPLOYEE--The student will be able to:
- 06.01 Explain how to handle customer inquiries/complaints. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, HE.B.3.4.4
- 06.02 Explain how to handle difficult internal and external customers. LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 06.03 Explain how to interpret policies to internal and external customers. LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 06.04 Classify customer services according to nature and characteristics of the activity. LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 06.05 Review methods to resolve customer problems through clarifying and explaining policies and procedures. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SS.C.2.4.3, HE.B.3.4.2
- 06.06 Explain the importance of stress management and relaxation techniques as they relate to job performance. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, HE.B.1.4.3
- 06.07 Demonstrate an understanding of gender, age, disability, and cultural courtesy. LA.D.1.4.1
- 06.08 Describe workplace codes of professional/business conduct. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 06.09 Explain the concepts of integrity, credibility, reliability, and perseverance. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, LA.D.1.4.1
- 06.10 List the responsibilities an employer has for his/her employees (ethical, social, legal). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SS.C.2.4.6
- 07.0 DEMONSTRATE EMPLOYABILITY SKILLS--The student will be able to:
- 07.01 Identify and utilize resources used in a job search (e.g., networking, newspaper, Internet). LA.A.1.4.3, LA.A.2.4.4,

- LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2,
 LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3,
 LA.C.3.4.4, LA.C.3.4.5
- 07.02 Discuss importance of drug tests and criminal background checks in identifying possible employment options. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SS.C.2.4.3
- 07.03 Identify steps in the job application process including arranging for references and proper documentation (e.g., green card). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, LA.A.2.4.4
- 07.04 Identify and demonstrate appropriate dress and grooming for employment. LA.B.2.4.1
- 07.05 Identify documents that may be required when applying for a job. LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 07.06 Prepare a resume (electronic and traditional), letter of application, follow-up letter, acceptance/rejection letter, letter of resignation, and letter of recommendation. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4
- 07.07 Complete a job application form neatly, legibly, and error free. LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4
- 07.08 Demonstrate competence in job interview techniques (behavioral). LA.B.2.4.1, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 07.09 Describe methods for handling illegal interview and application questions. LA.A.1.4.2, LA.A.1.4.3, LA.A.2.4.2, LA.A.2.4.4, LA.A.2.4.5, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.1.4.3, LA.C.1.4.1, LA.C.2.4.2, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.4, LA.C.3.4.5, LA.D.1.4.2, LA.D.1.4.3, LA.D.2.4.1, LA.D.2.4.2, LA.D.2.4.3, LA.D.2.4.4, LA.D.2.4.5, LA.D.2.4.6, SC.H.3.4.1, SS.A.5.4.7
- 07.10 Identify and complete documents that are required subsequent to accepting employment (e.g., W-4, I-9). LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4
- 07.11 Identify and complete documents associated with filing a federal income tax return. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, MA.D.1.4.2
- 07.12 Describe state and federal labor laws that regulate the workplace (e.g., Child Labor Law, sexual harassment, EEOC, ADA, FLMA). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SS.A.5.4.3
- 07.13 Identify and demonstrate appropriate responses to feedback from supervisors. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 07.14 Identify and demonstrate acceptable work habits. LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 07.15 Demonstrate acceptable health and hygiene habits. HE.A.1.4.1

- 07.16 Discuss examples of company standards, policies, and procedures. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 07.17 Explain importance of following accepted rules, regulations, and policies. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SS.D.2.4.3
- 07.18 Describe importance of producing quality work and meeting performance standards. LA.A.1.4.3, LA.A.2.4.8, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 07.19 Identify qualities typically required for promotion (e.g., productivity, dependability, responsibility). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.2.4.1, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 07.20 Identify how to prepare for job separation and re-employment. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 07.21 Create and maintain a career portfolio (e.g., resume, letters of recommendation, awards, evidence of participation in school/community/volunteer activities, employer evaluations). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4

08.0 DEMONSTRATE TECHNOLOGY LITERACY--The student will be able to:

- 08.01 Identify types of technology used in the workplace. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SC.H.3.4.5
- 08.02 Describe applications of technology in the workplace. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 08.03 Discuss ethical issues involving the use of technology in the workplace. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 08.04 Demonstrate computer literacy by producing a computer generated document. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4
- 08.05 Describe use of electronic communication tools (e.g., fax, e-mail, voice mail, Internet). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 08.06 Identify current and emerging telecommunication systems. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 08.07 Explain situations in which technology can positively and negatively impact the workplace. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, LA.D.2.4.5

- 08.08 Select and use a variety of electronic media, such as the Internet, information services, and desktop-publishing software programs, to create, revise, retrieve, and verify information.
LA.D.2.4.4
- 09.0 MAINTAIN A SAFE AND HEALTHY WORK ENVIRONMENT--The student will be able to:
- 09.01 Identify health and safety regulatory agencies responsible for governing the work environment (e.g., OSHA, EPA). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, HE.A.1.4.7
- 09.02 Identify emergency procedures for fire, tornado, and hurricane situations including emergency telephone numbers. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, HE.C.2.4.1
- 09.03 Identify types of hazards in the workplace. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.2.4.1, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 09.04 Describe types of personal protective equipment. LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 09.05 Identify hazardous chemicals and their characteristics. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.2.4.1, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, HE.A.1.4.5
- 09.06 Define the meaning of "drug-free workplace." LA.A.1.4.2, LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, HE.A.1.4.7
- 09.07 Identify causes of accidents on the job (e.g., human error). LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, HE.B.1.4.5
- 09.08 Discuss current occurrences of violence in the workplace. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, HE.B.3.4.7
- 09.09 Identify possible medical emergencies in the workplace. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, HE.B.1.4.5
- 10.0 DEMONSTRATE WORK ETHICS AND PROFESSIONAL BEHAVIOR--The student will be able to:
- 10.01 Define ethics and describe several ethical situations that could arise within a school/workplace setting. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, SS.C.2.4.3, HE.B.1.4.1
- 10.02 Analyze the relationship between employee behaviors and potential consequences. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.2.4.1, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5

- 10.03 Develop a sample code of ethics. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, SS.C.2.4.3
- 10.04 Identify ways to work cooperatively in various settings with diverse populations. LA.A.1.4.3, LA.A.1.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5, HE.B.2.4.2
- 10.05 Define and discuss issues involving gender equity, disability, age, and sexual harassment. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 10.06 Identify key ways a company can benefit its community. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.2.4.1, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 10.07 Describe the importance of providing for the access needs of the physically challenged. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.2.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 10.08 Demonstrate appropriate business etiquette practices. LA.B.2.4.1, SS.C.1.4.4
- 10.09 Identify and discuss those personal characteristics necessary to be successful on the job. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.A.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 11.0 IDENTIFY TENTATIVE CAREER GOALS--The student will be able to:
- 11.01 Identify job skills and personal characteristics necessary for career success. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.A.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 11.02 Identify high skill/high wage occupations requiring specialized training with growth potential for future employment. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.A.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 11.03 Describe the steps involved in planning for education, career, and life goals. LA.A.1.4.3, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.A.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 11.04 Complete and analyze a personal traits inventory. LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.A.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.4, LA.C.3.4.5
- 11.05 Match desires, abilities, temperaments, and assets to a career goal. LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.A.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4
- 11.06 Prepare an education and career development plan. LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3, LA.B.A.4.1, LA.B.2.4.2, LA.B.2.4.3, LA.B.2.4.4