



Business, Management and Administration
Foundation

Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
BAC02.01	Communications	Language Arts Courses #3: Business Communications	Comprehend and use reading strategies to learn meaning, technical concepts, vocabulary and follow directions.	Use purpose as a context to select reading strategies and read text.	Identify purpose of business correspondence and documents.
					Identify complexity of business correspondence and documents.
					Use at least one reading strategy (skimming, reading for detail, reading for meaning and other critical analysis) for business correspondence and documents, and describe why you selected that strategy.
				Analyze business correspondence and documents to learn meaning, technical concepts, vocabulary and follow directions.	Determine relevance, accuracy and appropriateness of business correspondence and documents.
					Integrate information with prior knowledge.
					Identify complexities and discrepancies in information.
				Interpret, transcribe and communicate information, data, and observations to apply information learned from reading to actual practice.	Analyze information presented in a variety of formats such as tables, lists and figures.
					Explain meaning of new terms, vocabulary and concepts.
					Interpret technical materials used.
					Write specific steps for applying information learned to task or new situation.
	Write set of directions for others sharing information learned and applying that task or new situation.				

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BAC02.02	Communications	Language Arts Courses #3: Business Communications	Compose and prepare written communications to convey technical concepts and company information.	Employ writing skills to compose business letters and correspondence.	Communicate main ideas and supporting facts.	
					Use correct spelling, punctuation, and capitalization.	
					Use correct grammar and sentence structure.	
					Organize and arrange information for effective coherence.	
					Provide for cost efficiency.	
					Compile and arrange information to communicate main facts.	
				Use writing and organizational skills to construct reports, graphs and tables.	Document sources and references of data.	
					Organize and arrange information for effective coherence.	
					Use technology to design and develop multimedia materials.	Use appropriate software to develop text, charts, graphs or figures.
						Use correct spelling, punctuation, capitalization and grammar.
						Compile and arrange information to communicate main facts.
						Document sources and references of data.
Organize and arrange information for effective coherence.						

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				Use description of audience and purpose to prepare written documents.	Use technical terms and concepts.
					Incorporate and use references effectively and accurately.
					Report objective and/or subjective information.
BAC02.03	Communications	Language Arts Courses #3: Business Communications	Interpret verbal and nonverbal messages to enhance communication with co-workers and external customers.	Interpret behaviors to enhance communication.	Identify verbal cues.
					Explain message conveyed by verbal behaviors.
				Interpret nonverbal behaviors to enhance communication.	Interpret nonverbal cues.
					Observe eye contact, facial expressions, posture, gestures and other body language.
					Explain message conveyed by nonverbal behaviors.
				Respond effectively to individuals, groups and in informal discussions.	Explain company procedures and policies.
					Direct inquiries to appropriate location for response.
					Greet visitors and clients respectfully and promptly.
					Achieve purpose and objectives of discussion by participating in meetings and staying on the subject/task.
					Reflect appropriate volume, rate and clarity in voice.
					Respond to questions and comments on presentation effectively.
					Use telephone etiquette to conduct company business.

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BAC02.04	Communications	Language Arts Courses #3: Business Communications	Develop and deliver formal and informal presentations relating to a broad range of business topics.	Use description of audience and purpose to prepare oral presentations.	Know subject matter.
					Identify characteristics of the audience and adjust to their ability to understand.
					Use technical terms and concepts correctly.
				Identify and prepare support materials to prepare oral presentation.	Use proper organization and structure to achieve coherence of major points.
					Identify media and visual aids appropriate to understanding of topic.
					Operate any equipment used with support materials smoothly and efficiently.
				Deliver presentation to sustain listeners' attention and interest.	Prepare visual aids and support materials for easy viewing and without error.
					Deliver presentation without grammatical error.
					Speak clearly with appropriate volume, rate and gestures.
					Use support materials in the presentation that enhance the understanding of the topic and the interest level of the audience.
					Evaluate listeners' interest and receptiveness.
					Use verbal and nonverbal feedback strategies to engage discussion and adjust message and delivery.
Respond to questions and comments on presentation.					

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BAC02.05	Communications	Language Arts Courses #3: Business Communications	Exhibit people skills to deal positively with a variety of personalities and diverse individuals.	Use positive strategies to resolve conflicts.	Control and channel emotions.
					Respond positively to praise or criticism.
					Provide constructive praise or criticism.
				Exhibit respect to manage group activities.	Respond positively to coaching and requests.
					Work together positively with team members.
					Exhibit proper etiquette.
				Be understanding to provide good customer/client service.	Respond effectively to questions and comments.
					Communicate accurate information in a timely manner.
					Hear concern or inquiry and recommend appropriate person or department to handle situation.
					Address customer or client's concern.
BAC02.06	Communications	Language Arts Courses #3: Business Communications	Apply active listening skills to obtain and clarify information.	Reflect on message/information given to clarify information.	Determine complexity of discussion.
					Identify effect of physical, social and psychological factors on ability to listen.
					Explain the message given.
				Respond with restatement and clarification techniques to clarify information.	Ask questions to seek or confirm understanding.
					Paraphrase or repeat information.
					Record and summarize information in written notes.
					Follow directions and/or respond in a positive way with clear, concise comments.

Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
BAC02.08	Communications	Language Arts Courses #3: Business Communications	Interpret and use tables, charts and figures to support written and oral communication.	Develop tables, charts and figures to support written and oral communication.	Compile facts and arrange in organized manner for a table, chart or figure.
					Document sources of data.
					Determine most appropriate way to display data for effective coherence.
				Interpret tables, charts and figures used to support written and oral communication.	Prepare table, chart, graph or figure for inclusion in publication or presentation.
					Evaluate reference or source of data for authenticity and reliability.
					Explain information presented in tables, charts and figures.
Prepare written summary of findings expressed in tables, charts and figures.					
BAC02.09	Communications	Language Arts Courses #3: Business Communications	Locate, organize and reference written information from various sources to communicate with co-workers and clients/participants.	Locate written information to communicate with co-workers and clients/participants.	Identify topic.
					Conduct search of information using card catalog, keywords, and/or search engines.
					Locate variety of resources such as books, journals, and magazines.
					Locate information from electronic forms including the Internet.
				Organize information to use in written and oral communications.	Read and take notes from selected resources.
					Prepare outline that emphasizes major points with supporting data.
					Present information in organized, easy-to-follow manner.
				Document the source and proper reference to use in written information.	Prepare a bibliography.
					Footnote excerpts and quotations.
					Follow rules and regulations relating to plagiarism and copyright.

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BAC03.01	Problem Solving and Critical Thinking	#1: Business Essentials	Apply accepted problem-solving methods to solve business problems.	Apply logic and common sense to identify the problem.	Define the problem in concrete terms.
					Identify all affected parties.
				Prepare acceptable outcomes to identify alternatives.	Brainstorm possible alternatives.
					List the alternatives.
				Visualize outcomes to evaluate the alternatives.	Explore the consequences and potential impact of each alternative.
					Evaluate the feasibility of each alternative.
				Rank options to select a solution.	Rank alternative solutions.
					Choose the best solution.
				Implement and evaluate the decision to make sure the best solution was selected.	Implement the decision.
					Compare and contrast the actual outcome with the anticipated outcome.
	Formulate a corrective action plan as necessary.				

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BAC04.01	Information Technology Applications	#2: Business Technology Applications #4: Advanced Business Technology Applications	Use technology based tools to accomplish business services and planning.	Use computer applications to locate, select and manage business information.	Identify and locate information sources using technology.
					Use local and wide area networks.
					Select relevant information by applying accepted research methods.
					Obtain a functional use of software (word processing, database, spreadsheet, presentation, graphics, etc.)
				Operate technology tools to perform business applications.	Manage and maintain technology tools.
					Diagnose and solve common technology problems.
					Efficiently use input devices.
				Operate technology tools to explore and solve business problems.	Efficiently use outcome devices.
					Observe, analyze, interpret and draw conclusions using technology to resolve business problems.
					Use technology to evaluate, combine and extend information to resolve business problems.
BAC04.02	Information Technology Applications	#2: Business Technology Applications #4: Advanced Business Technology Applications	Use technology responsibly to apply its functions and understand its impact.	Examine selected situations to discriminate between responsible and irresponsible uses of technology.	Explain ethical and legal behavior regarding software.
					Recognize an original idea and its appropriate use and restraints.
					Explain the purpose and use of filtering (i.e., spam).

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			(CONTINUED)	Research available business technologies to evaluate the ways technology impacts culture and daily living.	Integrate use of technology into daily activities. Recognize the implications of emerging technologies.
BAC04.03	Information Technology Applications	#2: Business Technology Applications #4: Advanced Business Technology Applications	Use technology to express ideas and exchange business information.	Use multimedia to convey business ideas. Use technology to exchange business information.	Prepare a graphic media presentation. Prepare presentation notes for a variety of audiences. Compare methods for interacting with others using technology. Use communications technology to exchange ideas and information (such as email, GroupWare, WebEx, etc.).

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BAC05.01	Systems	#1: Business Essentials	Understand roles within teams, work units, departments, and organizations to identify the effect of systems on the activities of a business.	Review sources to trace the development of a business and learn the overall structure.	Identify early stages and growth of a business.
					Analyze current trends in society and how they affect a business.
					Analyze common roles and typical responsibilities of a business.
				Use organizational charts to analyze the workplace operations of a business.	Explain the major competitive challenges faced by a business.
					Identify mission, organizational goals and objectives of a business.
Understand the components of a business plan.					
BAC05.02	Systems	#1: Business Essentials	Use resources to manage and improve organizational systems.	Apply good customer service skills to improve customer relationships.	Identify needs and requirements of internal and external customers.
					Handle customer problems and complaints.
				Explain how planning and budgeting are used to accomplish organizational goals and objectives.	Explain how work plans and budgets are used to allocate people and resources effectively.
					Identify reports used to track performance and resources, and explain how they are used.
					Explain how plans and budgets are revised to meet goals and objectives.
				Explain how planning is used to improve overall organizational performance.	Identify and describe most critical performance problems that businesses typically face.
					Describe how improvements are identified.
Use structured problem-solving process to develop improvements.					

Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
BAC06.01	Safety, Health, and Environmental	#1: Business Essentials	Assess workplace conditions to maintain safe and healthful working conditions.	Inspect workplace conditions to identify individual roles in safety, health and/or environmental situation.	Describe the individual role as it relates to causes of accidents.
					Describe the individual role in identifying dangers in the workplace.
					Describe the workplace environment as it relates to an employee in a given situation.
				Apply knowledge of safety, health and environmental concerns to identify potential hazards.	List common causes of accidents.
					Explain the dangers in the workplace.
					Evaluate the workplace environment of an employee in a given situation.
				Acquire knowledge of federal and state health and safety regulations to support a safe working environment.	Identify applicable regulations.
					Recognize penalties for noncompliance with the regulations.
					Describe procedures for reporting noncompliance with regulations.
BAC06.02	Safety, Health, and Environmental	#1: Business Essentials	Assess hazards, ergonomics, and surface safety in business environment to follow safety procedures and respond to emergency plan.	Examine workplace to identify and describe hazards.	Define safety hazards.
					Identify safety hazards in given situations.
					Recommend corrective action plan for safety hazards.

Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
			(CONTINUED)	Examine facilities and equipment to identify and describe the principles of ergonomics.	Define ergonomics. List principles of ergonomics. Recommend action plan for applying ergonomics in given situation. Evaluate the problems of poor ergonomics.
				Inspect floors and movement areas to identify surface safety conditions that exist in businesses.	Identify OSHA standards for working surfaces. Identify common cause of workplace, slips, trips, and falls. Recommend protective measure to avoid slips, trips, and falls.
BAC06.03	Safety, Health, and Environmental	#1: Business Essentials	Identify, safeguard and eliminate causes of combustible materials, fires and emergencies to establish a fire-safe working environment.	Safeguard and eliminate cause of combustible materials and fires to promote personnel safety. Plan specific procedures to apply to emergency situations.	Describe the classifications of flammable and combustible liquids. Identify and discuss safe practices for using, storing, and disposing of flammables and combustibles. Describe and identify fire hazards and fire reporting procedures. Identify emergency exits and rally points. Identify and describe bloodborne pathogens standards. Describe safe practices to use in giving assistance to others who may be injured. Compare differences in procedures for each type of emergency.

Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
BAC07.01	Leadership and Teamwork	#1: Business Essentials	Identify characteristics of the leadership role to perform leadership activities.	Exhibit trustworthy behavior to develop successful business relationships.	Define integrity in the workplace.
					Make the right decisions in ethical challenges.
				Understand the necessary attributes to exercise leadership in business.	Describe common behaviors of typical leaders within an organization.
					Explain key performance measures for typical leaders within an organization.
					Maintain professional competence by keeping current in the business field.
BAC07.02	Leadership and Teamwork	#1: Business Essentials	Work as a team to develop and implement company vision and goals.	Understand the need for a common vision or mission statement to focus company energies.	Involve all stakeholders in developing a common vision or mission statement.
					Explain the components of a corporate mission statement.
					Explain methods of gaining buy-in from all members and future members of the organization.
				Develop goals and objectives to provide clear directions for all personnel.	Translate corporate mission statement with qualified objectives.
					Explain how corporate goals and objectives support mission statement.
				Implement as a team departmental goals and objectives to obtain personnel participation in the planning process.	Explain methods for implementing departmental goals and objectives.
Compare departmental goals and objectives with company goals and objectives.					

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BAC07.03	Leadership and Teamwork	#1: Business Essentials	Collaborate with others to accomplish business tasks.	Provide leadership to group or team to motivate personnel.	Motivate co-workers to achieve goals.
					Distribute work fairly and responsibly.
					Take ownership for work.
				Work with others to achieve tasks.	Treat people with respect.
					Display commitment and positive attitude.
					Assist co-workers in completing the job.
	Adapt to changes in work activities.				
BAC08.01	Ethics and Legal Responsibilities	#1: Business Essentials #4: Marketing	Apply business laws and regulations to business situations.	Apply laws and regulations to personnel situations.	Explain major points and purpose of laws and regulations concerning sexual harassment, gender equity and disabilities.
					Identify resources that provide specific information regarding personnel laws and regulations.
					Apply major laws affected in given scenarios/situations.
				Apply information about contracts to specific business situations.	Identify major elements of a business contract.
					Compare contracts for differences.
					Develop a business contract for a given situation.
				Identify resources to keep business related laws and regulations current.	Identify types of resources that provide information on laws and regulations.
					Analyze company procedures for compliance with laws and regulations.
					Evaluate a list of resources that would update and comply with laws and regulations.
				Apply knowledge of copyright laws to business situations.	Analyze and interpret copyright laws and regulations.
					Demonstrate ability to apply copyright laws to specific situations.
					Identify procedures to avoid violation of copyright laws.

Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
BAC08.02	Ethics and Legal Responsibilities	#1: Business Essentials #4: Marketing	Exhibit ethical conduct to business negotiations and decisions.	Use ethical business practices to conduct business in a legal and responsible manner.	Explain difference between an ethical business practice and legal responsibility.
					Identify ethical and legal issues in given business situations.
					Identify and explain alternative strategies that address unethical and illegal business actions.
				Apply ethical principles to decision-making related to clients, customers and fellow-workers.	Demonstrate responsibility for actions.
					Exhibit respect for others.
					Assume responsibility for decisions and actions.
				Apply professional conduct to business situations.	Interpret company policies and procedures for professional conduct.
					Explain difference in personal and professional conduct.
					Apply professional conduct in different business situations.
					Identify strategies for improving professional conduct in specific business situations.

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BAC09.01	Employability and Career Development	#1: Business Essentials #3: Principles of Sales and Promotion	Exhibit positive work behaviors and personal qualities to enhance the work environment.	Demonstrate self-discipline, self-worth, positive attitude, and integrity to improve the workplace.	Demonstrate regular attendance.
					Exhibit pride in work.
					Follow company dress and appearance standards.
					Demonstrate leadership and teamwork.
					Exercise honesty in the workplace setting.
				Demonstrate flexibility and willingness to learn new knowledge and skills to increase job efficiency.	Exhibit ability to handle stress.
					Display initiative.
					Participate in company orientation and training.
				Exhibit commitment to the organization to achieve company goals.	Identify strategies that will impact efficiency of job.
					Follow established rules, regulations and policies.
					Explain employer/management responsibilities.
					Demonstrate cost effectiveness.
					Demonstrate time management.

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BAC09.02	Employability and Career Development	#1: Business Essentials #3: Principles of Sales and Promotion	Identify and explore career opportunities to create a professional growth and development plan.	Utilize multiple resources to locate and identify career opportunities for growth in business, management and administration.	Locate and interpret career information for career opportunities.
					Identify job requirements for at least three career opportunities.
					Identify educational and credentialing requirements for at least three career opportunities.
				Analyze interests and aptitudes to determine potential careers in business, management and administration.	Identify personal interests and aptitudes.
					Identify job requirements and characteristics for each career of interest.
					Compare personal interests and aptitudes with job requirements and characteristics.
				Identify career goals and objectives to develop career plan.	Compare career information with personal interests.
					Identify goals and objective for reaching and advancing in career.
					Develop a list of suggested strategies for reaching career objectives.

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BAC09.03	Employability and Career Development	#1: Business Essentials #3: Principles of Sales and Promotion	Apply job-seeking skills to seek, evaluate, apply for and accept employment.	Utilize multiple resources to locate job opportunities in business, management and administration utilizing multiple resources.	Identify resources for finding employment.
					Analyze job requirements with personal qualifications, interests, and aptitudes.
					Select job opportunity that matches personal qualifications, interests, and aptitudes.
				Apply organizational and writing skills to prepare a resume, job application letter and job application.	Develop a personal resume for specific job opening.
					Write letter of application for specific job opening.
					Complete job application forms provided by employer.
				Exhibit verbal and nonverbal skills to respond appropriately in job interview.	Exhibit acceptable dress for interview.
					Demonstrate professional conduct before, during and after interview.
					Communicate your qualifications and interests clearly and concisely.
					Write follow-up letter after interview.
				Accept or reject employment.	Evaluate and compare job advantages and disadvantages.
					Write acceptance or rejection letter.
Complete employment forms upon acceptance.					

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BAC09.04	Employability and Career Development	#1: Business Essentials #3: Principles of Sales and Promotion	Exhibit an understanding of written organizational policies, rules and procedures to optimize employee performance.	Locate information on organizational policies in handbooks and manuals.	Identify the contents of various organizational publications.
					Determine the appropriate document for specific job responsibilities and work assignments.
				Apply organizational policies and rules to a specific work situation.	Locate and identify specific organizational policy, rule or procedure to assist with a given situation.
					Apply a specific organizational policy, rule or procedure to a given situation.
BAC10.01	Technical Skills	#1: Business Essentials #2: Business Technology Applications #3: Principles of Sales and Promotion	Use effective communication skills for all modes of business.	Use multi-media platforms as communication tools to receive and deliver information.	Use email correctly and appropriately.
					Exhibit the ability to use a facsimile.
					Exhibit the correct use of all phone and web-based communication systems (cell phones, multi-line phones, etc.)
					Exhibit the use of hand-held computers.
					Deliver and receive information via the Internet (in accordance with company's e-business infrastructure).
					Use data projectors or other presentation tools.