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ABSTRACT

This Occupational Competency Analysis Profile (OCAP) for business administration and management is an employer-verified competency list that evolved from a modified DACUM (Developing a Curriculum) job analysis process involving business, industry, labor, and community agency representatives throughout Ohio. The competency list consists of six units: (1) economic and business concepts, (2) management and supervision, (3) accounting and financial functions, (4) information technology, (5) general office functions, and (6) communications. Competencies for employability also are listed in six units: career development, decision making and problem solving, work ethic, job-seeking skills, job retention and career advancement skills, and technology in the workplace. Each OCAP identifies the occupational, academic, and employability skills (competencies), clustered into broader subunits and units and coded by priority, needed to enter a given occupation or occupational area. The OCAP guide also includes an academic job profile showing levels of proficiency in academic areas needed for business administration and management; a total list of academic competencies as well as a list of the competencies needed for these occupations; and a list of the members of the verification panels. (KC)

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OCCUPATIONAL COMPETENCY ANALYSIS PROFILE

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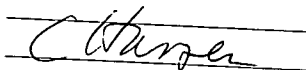
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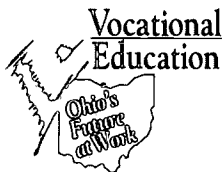
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Introduction

What is an OCAP?

According to the *Action Plan for Accelerating the Modernization of Vocational Education: Ohio's Future at Work*—

A comprehensive and verified employer competency list will be developed and kept current for each program

—Imperative 3, Objective 2—

The Occupational Competency Analysis Profiles (OCAPs) are the Ohio Division of Vocational and Adult Education's response to that objective.

OCAPs are competency lists—verified by expert workers—that evolve from a modified DACUM job analysis process involving business, industry, labor, and community agency representatives from throughout Ohio. The OCAP process is directed by the Vocational Instructional Materials Laboratory located at The Ohio State University's Center on Education and Training for Employment.

How is the OCAP used?

Each OCAP identifies the occupational, academic, and employability skills (or competencies) needed to enter a given occupation or occupational area. The OCAP not only lists the *competencies* but also clusters those competencies into broader *units* and details the knowledge, skills, and attitudes (*competency builders*) needed to perform each competency.

Within the competency list are two levels of items: core and advancing. *Core items*, which are essential for entry-level employment, are required to be taught and are the basis for questions on the Ohio Vocational Competency Assessment (OVCA). *Advancing items* (marked with an asterisk) are those needed to advance in a given occupation.

School districts may add as many units, competencies, and/or competency builders as desired to reflect local employment needs, trends, and specialties. Local advisory committees should be actively involved in the identification and verification of additional items. Vocational and applied academic instructors will be able to formulate their courses of study using the varied contents of the OCAP and will be able to monitor competency gains via the new criterion-referenced competency testing program, which is tied to the competencies identified on the OCAP.

Teacher Review Panel

OCAPs are updated using materials located through an extensive review of the literature. The Vocational Instructional Materials Laboratory wishes to extend thanks and appreciation to the panel of teachers that reviewed this updated OCAP prior to verification to fine-tune and polish it for presentation to the subject-matter experts on the verification panel. The following teachers served on the Business Administration and Management Teacher Review Panel:

Carolyn Basford, *Centerville High School*, Centerville, Ohio
Roy Bendel, *Cuyahoga Valley Career Center*, Brecksville, Ohio
Dona L. Cardone, *Medina County Career Center*, Medina, Ohio
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**Occupational Competency
Analysis Profile:
Business Administration
and Management**

Unit 1: Economic and Business Concepts

Competency 1.1: Demonstrate knowledge of the nature of business

Competency Builders:

- 1.1.1 Identify types of business organizations and functions
- 1.1.2 Explain the components of a business plan
- 1.1.3 Identify business reporting and information flow
- 1.1.4 Identify the ways in which organizational functions are interdependent
- 1.1.5 Identify types of communication channels (e.g., formal, informal)
- 1.1.6 Define the role of strategic planning in a business
- 1.1.7 Identify generally accepted business ethics
- 1.1.8 Differentiate between ethics and legality

Competency 1.2: Demonstrate knowledge of economic concepts

Competency Builders:

- 1.2.1 Explain basic economic concepts
- 1.2.2 Interpret economic terminology
- 1.2.3 Describe the characteristics of a free enterprise system
- 1.2.4 Compare/contrast various forms of competition (e.g., pure competition, oligopoly, monopoly)
- 1.2.5 Identify the cyclical nature of the economy (e.g., unemployment, recession, inflation, balance of trade, budget deficits)
- 1.2.6 Identify the effects of public and private economic activity on the business sector
- 1.2.7 Identify how world economic geography concepts, boundaries, barriers, cultures, and politics impact on the balance of trade and import/export processes
- 1.2.8 Compare/contrast foreign economic and political systems
- 1.2.9 Compare/contrast international and U.S. banking practices
- 1.2.10 Apply economic concepts to the global market

Competency 1.3: Demonstrate knowledge of legal concepts

Competency Builders:

- 1.3.1 Explain basic business law concepts
- 1.3.2 Interpret legal terminology
- 1.3.3 Identify the terms of company contracts, policies, and procedures
- 1.3.4 Identify basic kinds of commercial paper
- 1.3.5 Interpret contracts and/or legal documents*
- 1.3.6 Classify contracts that fall within the statute of frauds*
- 1.3.7 Identify elements of an enforceable contract
- 1.3.8 Identify requirements of negotiability
- 1.3.9 Identify workers' rights regarding workplace issues (e.g., safety, drug testing, harassment, discrimination, privacy)
- 1.3.10 Describe how various laws impact working conditions, wages and hours, civil rights, social security, disability, unemployment insurance, and pensions
- 1.3.11 Describe government regulations relevant to conducting business
- 1.3.12 Describe how various laws impact competition (e.g., Sherman Act, Robinson-Patman, NAFTA)
- 1.3.13 Identify international law and the role of governments as they pertain to business*
- 1.3.14 Compare/contrast international and U.S. legal practices*
- 1.3.15 Apply legal concepts to the global market*

Competency 1.4: Demonstrate knowledge of marketing concepts*Competency Builders:*

- 1.4.1 Explain basic marketing concepts (internal and external)
- 1.4.2 Interpret marketing terminology (e.g., marketing mix)
- 1.4.3 Identify ways businesses compete with one another (e.g., quality, service, status, price)
- 1.4.4 Identify target markets
- 1.4.5 Analyze internal and external markets
- 1.4.6 Determine appropriate customer service levels
- 1.4.7 Identify strategies for relating to customers
- 1.4.8 Identify strategies for monitoring internal and external customer needs
- 1.4.9 Identify alternative marketing strategies (e.g., micro, macro, smart services)
- 1.4.10 Select marketing concepts appropriate to identified markets

Competency 1.5: Demonstrate knowledge of management concepts*Competency Builders:*

- 1.5.1 Define *management*
- 1.5.2 Identify management styles
- 1.5.3 Explain the major functions of management (e.g., planning, organizing, leading, controlling, and evaluating)
- 1.5.4 Identify the activities that are part of each management function
- 1.5.5 Compare/contrast management functions
- 1.5.6 Identify ways in which authority, accountability, and responsibility relate to task accomplishment
- 1.5.7 Identify problem-solving steps and techniques
- 1.5.8 Identify decision-making skills and techniques
- 1.5.9 Identify critical thinking skills and techniques
- 1.5.10 Describe past, current, and emerging management trends (e.g., quality circles, suggestion systems, total quality management, risk management, total preventive maintenance, continuous improvement, time management, team building, inventory management, flexible time, telecommuting)
- 1.5.11 Compare/contrast foreign cultures and customs
- 1.5.12 Explain the influences of foreign management styles

Unit 2: Management and Supervision**Competency 2.1: Maintain a safe working environment***Competency Builders:*

- 2.1.1 Access needed safety information using company and manufacturers' references (e.g., procedural manuals, documentation, standards, work flowcharts)
- 2.1.2 Identify health and safety standards established by government agencies
- 2.1.3 Explain relationships between health, safety, and productivity
- 2.1.4 Comply with government and/or company rules and regulations related to health and safety
- 2.1.5 Identify preventive measures for dealing with the main causes of accidents in the facility
- 2.1.6 Identify preventive measures for dealing with the main causes of health problems (e.g., carpal tunnel syndrome) in the facility

Continued

Competency 2.1: *Maintain a safe working environment—Continued*

- 2.1.7 Identify preventive measures for dealing with violations of personnel security
- 2.1.8 Ensure maintenance of a clean work area
- 2.1.9 Perform safety audits and inspections
- 2.1.10 Solve safety problems using problem-solving, decision-making, and critical thinking skills

Competency 2.2: **Guide assigned areas of responsibility/accountability using goals consistent with established organizational goals and strategies**

Competency Builders:

- 2.2.1 Set short- and long-term goals for assigned areas of responsibility/accountability
- 2.2.2 Demonstrate commitment to established goals and vision
- 2.2.3 Obtain support for goals
- 2.2.4 Provide support for goals
- 2.2.5 Monitor goal achievement
- 2.2.6 Adjust goals
- 2.2.7 Communicate goal achievement
- 2.2.8 Provide recognition for goal achievement

Competency 2.3: **Perform staffing functions**

Competency Builders:

- 2.3.1 Develop plans and procedures for identifying staffing needs
- 2.3.2 Implement staffing needs plan
- 2.3.3 Develop job descriptions
- 2.3.4 Develop hiring and promotion policies and procedures in compliance with state and federal employment laws*
- 2.3.5 Prepare guidelines for selecting most qualified person for specific position
- 2.3.6 Comply with state and federal employment laws and company hiring policies and procedures
- 2.3.7 Identify resources for locating candidates
- 2.3.8 Recruit employees
- 2.3.9 Identify most appropriate candidates for position (e.g., appropriate skills, team fit, contractual specifications)
- 2.3.10 Interview candidates for position
- 2.3.11 Follow up on information provided on job applications (e.g., contact references listed)
- 2.3.12 Recommend or select applicants for employment
- 2.3.13 Orient new employees
- 2.3.14 Maintain personnel records
- 2.3.15 Comply with labor contracts
- 2.3.16 Comply with Workers' Compensation guidelines
- 2.3.17 Provide for unconventional work schedules (e.g., flex time, shared positions)
- 2.3.18 Identify additional or alternative employee benefits that the company might consider furnishing to employees and their families

Competency 2.4: Manage employee performance*Competency Builders:*

- 2.4.1 Apply management/leadership style appropriate for situation
- 2.4.2 Communicate performance expectations
- 2.4.3 Create/maintain an environment supportive of productivity
- 2.4.4 Monitor employee performance
- 2.4.5 Maintain performance records
- 2.4.6 Evaluate employee performance
- 2.4.7 Provide constructive criticism and feedback
- 2.4.8 Counsel employees (e.g., concerning personal issues, career objectives, drug and alcohol abuse, violence)
- 2.4.9 Discipline employees
- 2.4.10 Make recommendations based on employee performance (e.g., transfer, promote, dismiss)
- 2.4.11 Manage the change process (e.g., for right sizing, technologies, globalization, retraining)
- 2.4.12 Adhere to company policies and federal laws concerning nondiscrimination and harassment
- 2.4.13 Demonstrate sensitivity to diversity, including gender, culture, race, language, physical and mental challenges, and family structures
- 2.4.14 Demonstrate appreciation of diversity, including gender, culture, race, language, physical and mental challenges, and family structures
- 2.4.15 Apply knowledge of motivational theories in selecting management techniques (e.g., Maslow, Herzberg)
- 2.4.16 Solve personnel problems using problem-solving, decision-making, and critical thinking skills

Competency 2.5: Provide employee development activities**Competency Builders:*

- 2.5.1 Analyze employee development needs (e.g., retraining, updating, stress management)*
- 2.5.2 Select development strategies designed to meet individual and group needs*
- 2.5.3 Identify the benefits of employee development activities offered outside the organization (e.g., workshops, conferences, course work, professional associations)*
- 2.5.4 Secure personnel, resources, materials, and equipment for employee development activities*
- 2.5.5 Monitor employee development activities*
- 2.5.6 Keep employees informed about development opportunities*
- 2.5.7 Encourage employee participation in development activities*
- 2.5.8 Evaluate employee progress*
- 2.5.9 Provide feedback to employees concerning their progress*
- 2.5.10 Provide formal and informal recognition for employee development*

Competency 2.6: Perform strategic planning functions**Competency Builders:*

- 2.6.1 Guide the planning process using problem-solving, decision-making, and critical thinking skills*
- 2.6.2 Analyze needs*
- 2.6.3 Secure needed information through research*
- 2.6.4 Develop goals and objectives*
- 2.6.5 Prioritize goals and objectives*

Continued

Competency 2.6: Perform strategic planning functions*—Continued

- 2.6.6 Develop action plan for achieving objectives*
- 2.6.7 Project trends and outcomes using forecasting techniques*
- 2.6.8 Prepare budgets*
- 2.6.9 Analyze budgets*
- 2.6.10 Develop strategic plan*

Competency 2.7: Perform routine management functions

Competency Builders:

- 2.7.1 Guide the management process using problem-solving, decision-making, and critical thinking skills
- 2.7.2 Develop management objectives
- 2.7.3 Conduct task analyses
- 2.7.4 Create/maintain organizational and/or departmental charts
- 2.7.5 Maintain procedure manuals
- 2.7.6 Solve space utilization problems using math and problem-solving skills
- 2.7.7 Follow chain of command
- 2.7.8 Maintain confidentiality
- 2.7.9 Clarify company policies and procedures
- 2.7.10 Communicate cost containment factors
- 2.7.11 Prepare budgets
- 2.7.12 Monitor budget activity
- 2.7.13 Prepare managerial reports
- 2.7.14 Analyze daily production reports
- 2.7.15 Represent the organization to the public

Competency 2.8: Perform project management functions*

Competency Builders:

- 2.8.1 Guide the project management process using problem-solving, decision-making, and critical thinking skills*
- 2.8.2 Identify tools used in project planning (e.g., PERT, GANTT)*
- 2.8.3 Analyze needs*
- 2.8.4 Establish priorities*
- 2.8.5 Determine quality measures and countermeasures*
- 2.8.6 Prepare project budgets*
- 2.8.7 Develop project plans*
- 2.8.8 Meet project time lines*
- 2.8.9 Schedule employee work assignments*
- 2.8.10 Develop management reporting system*
- 2.8.11 Monitor project progress*
- 2.8.12 Collect project data and records*
- 2.8.13 Analyze project data and records*
- 2.8.14 Interpret project data and records*
- 2.8.15 Take action on the basis of project data and records*

Competency 2.9: Manage work flow and operations*Competency Builders:*

- 2.9.1 Plan physical layout and work flow
- 2.9.2 Illustrate business or job procedures/operations using flowcharts
- 2.9.3 Prioritize work
- 2.9.4 Establish/maintain operating policies and procedures
- 2.9.5 Establish/maintain production standards
- 2.9.6 Establish/maintain linkages with other departments*
- 2.9.7 Systematize work
- 2.9.8 Communicate operating policies and procedures, priorities, linkages, and standards*
- 2.9.9 Provide work assignments and instructions
- 2.9.10 Monitor progress
- 2.9.11 Solve work flow/operations problems using problem-solving, decision-making, and critical thinking skills
- 2.9.12 Prepare productivity reports*
- 2.9.13 Communicate contents of productivity reports to others in accordance with company procedures*

Competency 2.10: Maintain company security (facilities, equipment, products, information)*Competency Builders:*

- 2.10.1 Access needed information using company references (e.g., procedural manuals, documentation, standards, work flowcharts)
- 2.10.2 Plan security procedures in accordance with business ethics*
- 2.10.3 Communicate security procedures internally
- 2.10.4 Comply with security procedures (i.e., established rules, regulations, and codes)
- 2.10.5 Document security procedures
- 2.10.6 Perform security checks
- 2.10.7 Correct security problems using problem-solving, decision-making, and critical thinking skills

Competency 2.11: Support the company's social and community involvement*Competency Builders:*

- 2.11.1 Propose environmental, education, and community needs and social issues on which to focus company support
- 2.11.2 Select issues on which to focus company support*
- 2.11.3 Participate in social and/or community activities
- 2.11.4 Encourage staff involvement
- 2.11.5 Recognize the importance of the company's social and community relationships and their effects on the company

Unit 3: Accounting and Financial Functions

Competency 3.1: Apply mathematical skills

Competency Builders:

- 3.1.1 Solve addition, subtraction, multiplication, and division problems manually
- 3.1.2 Solve addition, subtraction, multiplication, and division problems using a calculator
- 3.1.3 Convert/reduce fractions
- 3.1.4 Compute percentages and ratios
- 3.1.5 Solve business-related problems using algebraic formulas
- 3.1.6 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem
- 3.1.7 Solve finance charge and annual percentage rate problems using a calculator
- 3.1.8 Solve compound interest problems
- 3.1.9 Construct tables or graphs using computer software
- 3.1.10 Interpret tables and graphs (line, circle, and bar)
- 3.1.11 Apply business statistics
- 3.1.12 Compute business and financial data
- 3.1.13 Perform data analysis and probability*

Competency 3.2: Perform general accounting functions

Competency Builders:

- 3.2.1 Access needed information using company and manufacturers' references (e.g., procedural manuals, documentation, standards, work flowcharts)
- 3.2.2 Apply generally accepted accounting principles and procedures in various business environments
- 3.2.3 Apply basic managerial accounting concepts
- 3.2.4 Select computer software appropriate for the function to be performed
- 3.2.5 Select mathematical skills appropriate for the function to be performed
- 3.2.6 Process receivables
- 3.2.7 Process payables
- 3.2.8 Process purchases
- 3.2.9 Monitor expense accounts
- 3.2.10 Prepare budgets
- 3.2.11 Make financial decisions using problem-solving, decision-making, and critical thinking skills

Competency 3.3: Perform payroll functions*Competency Builders:*

- 3.3.1 Access needed information using manufacturers' manuals, documentation, terminology, and other reference materials
- 3.3.2 Comply with company policies and procedures related to payroll
- 3.3.3 Apply generally accepted accounting principles and procedures
- 3.3.4 Select mathematical skills appropriate for the function to be performed
- 3.3.5 Select computer software appropriate for the function to be performed
- 3.3.6 Process payroll documents
- 3.3.7 Calculate employee earnings and deductions
- 3.3.8 Prepare payroll checks
- 3.3.9 Complete payroll records
- 3.3.10 Monitor personnel costs
- 3.3.11 Prepare payroll tax reports

Competency 3.4: Perform financial analyses**Competency Builders:*

- 3.4.1 Interpret data on financial statements (e.g., income statement, balance sheet, cash flow statement, net worth statement)*
- 3.4.2 Analyze financial reports*
- 3.4.3 Prepare comparative (actual vs. budgeted) income statements*
- 3.4.4 Prepare cost and revenue analyses*
- 3.4.5 Prepare financial statement analyses*
- 3.4.6 Interpret sales forecasts*
- 3.4.7 Explain how dynamic foreign exchange rates affect profit*
- 3.4.8 Compare/contrast traditional and nontraditional sources of financing*

Unit 4: Information Technology**Competency 4.1: Demonstrate knowledge of computerized information processing***Competency Builders:*

- 4.1.1 Identify applications of computers in business
- 4.1.2 Explain data processing concepts
- 4.1.3 Interpret information processing terminology
- 4.1.4 Interpret software licensing agreements
- 4.1.5 Identify computer hardware components and software
- 4.1.6 Identify current operating systems
- 4.1.7 Locate needed information on computer printouts
- 4.1.8 Interpret information on computer printouts
- 4.1.9 Locate errors on computer printouts
- 4.1.10 Identify the procedures for installing equipment and software

Competency 4.2: Perform basic word processing functions

Competency Builders:

- 4.2.1 Access needed information using company and manufacturers' references (e.g., procedural manuals, documentation, standards, work flowcharts)
- 4.2.2 Follow written and/or oral specifications
- 4.2.3 Apply basic communication skills
- 4.2.4 Apply basic computer skills
- 4.2.5 Create files using word processing functions
- 4.2.6 Input data using word processing functions
- 4.2.7 Process data using word processing functions
- 4.2.8 Output data using word processing functions
- 4.2.9 Verify accuracy of output
- 4.2.10 Integrate word processing files with other application software
- 4.2.11 Perform desktop publishing functions

Competency 4.3: Perform basic spreadsheet functions

Competency Builders:

- 4.3.1 Access needed information using company and manufacturers' references (e.g., procedural manuals, documentation, standards, work flowcharts)
- 4.3.2 Follow written and/or oral specifications
- 4.3.3 Apply mathematical skills (e.g., algebraic, statistical)
- 4.3.4 Apply basic computer skills
- 4.3.5 Create files using spreadsheet functions
- 4.3.6 Input data using spreadsheet functions
- 4.3.7 Process data using spreadsheet functions
- 4.3.8 Output data using spreadsheet functions
- 4.3.9 Verify accuracy of output
- 4.3.10 Integrate spreadsheet files with other application software

Competency 4.4: Perform basic database functions

Competency Builders:

- 4.4.1 Access needed information using company and manufacturers' references (e.g., procedural manuals, documentation, standards, work flowcharts)
- 4.4.2 Follow written and/or oral specifications
- 4.4.3 Apply basic computer skills
- 4.4.4 Create files using database functions
- 4.4.5 Input data using database functions
- 4.4.6 Process data using database functions
- 4.4.7 Output data using database functions
- 4.4.8 Verify accuracy of output
- 4.4.9 Integrate database files with other application software

Competency 4.5: Perform basic graphics functions*Competency Builders:*

- 4.5.1 Access needed information using company and manufacturers' references (e.g., procedural manuals, documentation, standards, work flowcharts)
- 4.5.2 Follow written and/or oral specifications
- 4.5.3 Apply basic communication skills
- 4.5.4 Apply basic computer skills
- 4.5.5 Create files using graphics functions
- 4.5.6 Input data using graphics functions
- 4.5.7 Process data using graphics functions
- 4.5.8 Output data using graphics functions
- 4.5.9 Verify accuracy of output
- 4.5.10 Integrate graphics files with other application software

Competency 4.6: Perform basic electronic communications functions*Competency Builders:*

- 4.6.1 Comply with copyright and privacy laws
- 4.6.2 Access needed information using company and manufacturers' references (e.g., procedural manuals, documentation, standards, work flowcharts)
- 4.6.3 Follow written and/or oral specifications
- 4.6.4 Employ applications and features of electronic communication systems (e.g., bulletin boards, information services, electronic library retrieval services, worldwide networks, electronic banking, computer conferencing, video technology)
- 4.6.5 Compare/contrast network architectures (i.e., star, ethernet, ring, bus configuration)*
- 4.6.6 Send/receive messages/documents via electronic mail
- 4.6.7 Send/receive messages/documents via electronic data interchange (EDI)
- 4.6.8 Send/receive messages/documents via personal communications network (PCN)
- 4.6.9 Send/receive messages/documents via facsimile machine

Competency 4.7: Perform multimedia communication functions*Competency Builders:*

- 4.7.1 Access needed information using company and manufacturers' references (e.g., procedural manuals, documentation, standards, work flowcharts)
- 4.7.2 Follow written and/or oral specifications
- 4.7.3 Apply basic communication skills
- 4.7.4 Apply basic computer skills
- 4.7.5 Create presentations using more than one medium (e.g., computer display, video equipment, audio equipment)
- 4.7.6 Create files using presentation software
- 4.7.7 Input data using presentation software
- 4.7.8 Process data using presentation software
- 4.7.9 Determine method of output (e.g., slides, overheads, printed material, monitors, LCD panels)
- 4.7.10 Identify outside or inside sources for producing output
- 4.7.11 Output data using presentation software
- 4.7.12 Verify accuracy of output
- 4.7.13 Integrate presentation files with other application software

Competency 4.8: Select equipment and software

Competency Builders:

- 4.8.1 Apply problem-solving, decision-making, and critical thinking skills in recommending and selecting equipment and software
- 4.8.2 Access needed information using company and manufacturers' references (e.g., procedural manuals, documentation, standards, work flowcharts)
- 4.8.3 Evaluate equipment and software
- 4.8.4 Recommend equipment and software for lease or purchase
- 4.8.5 Make final equipment and software selections*
- 4.8.6 Order equipment and software
- 4.8.7 Install equipment and software

Competency 4.9: Maintain equipment and software

Competency Builders:

- 4.9.1 Schedule routine maintenance
- 4.9.2 Maintain software
- 4.9.3 Update software
- 4.9.4 Troubleshoot malfunctions using problem-solving skills
- 4.9.5 Correct minor malfunctions
- 4.9.6 Report major malfunctions
- 4.9.7 Inventory equipment and software
- 4.9.8 Maintain inventory records
- 4.9.9 Prepare inventory reports

Unit 5: General Office Functions

Competency 5.1: Perform telephone operations

Competency Builders:

- 5.1.1 Access needed information using company and manufacturers' references (e.g., procedural manuals, documentation, standards, work flowcharts)
- 5.1.2 Employ telephone etiquette
- 5.1.3 Place local calls
- 5.1.4 Place national and international calls using direct dial, telephone credit card, or operator assistance
- 5.1.5 Verify information provided by other party
- 5.1.6 Take phone messages
- 5.1.7 Send/receive messages via mobile communications
- 5.1.8 Send/receive messages via voice messaging
- 5.1.9 Send/receive messages via teleconferencing
- 5.1.10 Maintain lists of needed numbers (e.g., phone, fax, e-mail)

Competency 5.2: Maintain files*Competency Builders:*

- 5.2.1 Access needed information using company and manufacturers' references (e.g., procedural manuals, documentation, standards, work flowcharts)
- 5.2.2 Select filing/storage system appropriate for materials to be filed (e.g., manual, automated, microfilm)
- 5.2.3 Organize files (e.g., alphabetic, numeric, alpha-numeric, geographic, or subject filing system)
- 5.2.4 Index files
- 5.2.5 File documents and integrated media (e.g., electronic resumes, videos, disks)
- 5.2.6 Secure files for legality and confidentiality
- 5.2.7 Retrieve documents and integrated media
- 5.2.8 Update files
- 5.2.9 Identify legal and other considerations related to records retention
- 5.2.10 Determine retention schedule
- 5.2.11 Purge files according to retention schedule
- 5.2.12 Streamline files (e.g., consolidate, archive, destroy)

Competency 5.3: Maintain supplies and forms*Competency Builders:*

- 5.3.1 Prepare budget for supplies and forms
- 5.3.2 Prepare cost justification for the purchasing of supplies and forms
- 5.3.3 Prioritize requests
- 5.3.4 Order supplies and forms
- 5.3.5 Verify supplies and forms received
- 5.3.6 Store supplies and forms in a secure location
- 5.3.7 Issue supplies and forms
- 5.3.8 Inventory supplies and forms
- 5.3.9 Purge supplies and forms
- 5.3.10 Prepare inventory reports

Competency 5.4: Duplicate materials*Competency Builders:*

- 5.4.1 Comply with copyright laws
- 5.4.2 Differentiate between types of duplication resources and methods available and their features
- 5.4.3 Identify factors to consider in determining most appropriate duplication resource and method to use
- 5.4.4 Recommend vendors based on specified criteria (e.g., features, support and maintenance services)
- 5.4.5 Follow established equipment maintenance procedures
- 5.4.6 Troubleshoot equipment problems using problem-solving and decision-making skills

Competency 5.5: Arrange domestic and international travel

Competency Builders:

- 5.5.1 Determine most appropriate method of travel
- 5.5.2 Plan trips (e.g., work with travel agent, arrange car rentals, make hotel reservations)
- 5.5.3 Gather information needed for international travel (e.g., health policies, driving regulations, customs procedures and restrictions, passport and visa requirements, monetary exchange procedures, time differences, weather, embassy locations, ground transportation, cultural differences, government travel alerts)
- 5.5.4 Develop travel itinerary
- 5.5.5 Complete expense reports

Unit 6: Communications

Competency 6.1: Apply communication skills

Competency Builders:

- 6.1.1 Guide communication activities using problem-solving, decision-making, and critical thinking skills
- 6.1.2 Guide communication activities using established rules for grammar, spelling, and sentence construction
- 6.1.3 Evaluate audience
- 6.1.4 Determine means of communication appropriate to audience and situation (e.g., telephone, meeting, electronic mail, written communications)
- 6.1.5 Determine timing of communications
- 6.1.6 Follow written and/or oral instructions
- 6.1.7 Apply creativity in oral and written communications
- 6.1.8 Proofread documents
- 6.1.9 Edit documents using proofreading symbols
- 6.1.10 Correct documents
- 6.1.11 Interpret oral, written, and nonverbal communication
- 6.1.12 Interpret charts, graphs, schematics, illustrations, tables, and other visual aids
- 6.1.13 Use nonverbal communication to reinforce intended message
- 6.1.14 Present messages in a form that assists recipient's understanding (e.g., write and speak concisely, write legibly)
- 6.1.15 Demonstrate active listening skills
- 6.1.16 Secure needed information using questioning techniques
- 6.1.17 Participate in group discussions and meetings
- 6.1.18 Support communication using charts, graphs, schematics, illustrations, tables, and other visual aids
- 6.1.19 Assess communication skills (verbal, nonverbal, written, oral)
- 6.1.20 Refine communication skills

Competency 6.2: Maintain open communications

Competency Builders:

- 6.2.1 Employ active listening skills
- 6.2.2 Evaluate audience
- 6.2.3 Build personal communications
- 6.2.4 Develop communications with superiors
- 6.2.5 Develop communications with subordinates
- 6.2.6 Develop communications with peers
- 6.2.7 Develop communications with other departments
- 6.2.8 Develop communications with customers
- 6.2.9 Build trust through communications
- 6.2.10 Employ negotiation skills
- 6.2.11 Employ conflict resolution skills
- 6.2.12 Determine sensitivity of subject
- 6.2.13 Determine timing of communications
- 6.2.14 Develop an approachable atmosphere

Competency 6.3: Gather information needed for international business communications

Competency Builders:

- 6.3.1 Access needed information using internal and external resources
- 6.3.2 Identify greetings and simple phrases in the language of each country in which business is conducted
- 6.3.3 Develop proficiency in the language of each country in which business is frequently conducted*
- 6.3.4 Identify social customs specific to each country before visits (e.g., acceptable and potentially offensive behaviors)
- 6.3.5 Identify business protocol specific to each country in which business is conducted
- 6.3.6 Identify behaviors specific to the U.S. that could cause offense when business is conducted with another country
- 6.3.7 Solve cultural dilemmas using problem-solving, decision-making, and critical thinking skills

Competency 6.4: Compose documents

Competency Builders:

- 6.4.1 Evaluate audience
- 6.4.2 Gather information
- 6.4.3 Organize information
- 6.4.4 Develop outline
- 6.4.5 Draft document
- 6.4.6 Credit outside sources used
- 6.4.7 Solicit input from others
- 6.4.8 Dictate document
- 6.4.9 Prepare final document
- 6.4.10 Annotate letters, reports, and/or news articles
- 6.4.11 Compose various types of business communications (e.g., memos, letters, reports)

Competency 6.5: Deliver oral presentations

Competency Builders:

- 6.5.1 Evaluate audience
- 6.5.2 Gather information
- 6.5.3 Compose presentation outline
- 6.5.4 Prepare presentation materials
- 6.5.5 Supplement oral presentations with the use of audiovisuals
- 6.5.6 Practice presentation
- 6.5.7 Revise presentation based on feedback from practice session
- 6.5.8 Deliver presentation incorporating both verbal and nonverbal communication skills
- 6.5.9 Obtain feedback on the effectiveness of presentation .

Competency 6.6: Conduct meetings

Competency Builders:

- 6.6.1 Plan meetings
- 6.6.2 Select type of meeting and strategies appropriate for the tasks to be accomplished
- 6.6.3 Set agendas
- 6.6.4 Schedule meeting
- 6.6.5 Invite appropriate personnel
- 6.6.6 Determine need for outside speakers
- 6.6.7 Assign responsibility for tasks associated with the planned meeting (e.g., room arrangement, refreshments, staff presentations, materials duplication, audiovisual setup, taking of minutes)
- 6.6.8 Make introductions
- 6.6.9 Establish ground rules
- 6.6.10 Encourage questions and comments, and group participation
- 6.6.11 Adhere to set agenda items
- 6.6.12 Adhere to established meeting time line
- 6.6.13 Establish procedure for handling nonagenda items (e.g., recording such items on an issues list)
- 6.6.14 Determine appropriate action, time frame, and accountability for tasks
- 6.6.15 Distribute minutes in timely manner to appropriate persons
- 6.6.16 Employ parliamentary procedure*

**Occupational Competency
Analysis Profile:
Employability**

Unit 1: Career Development

Competency 1.1: Investigate career options

Competency Builders:

- 1.1.1 Determine interests and aptitudes
- 1.1.2 Identify career options
- 1.1.3 Research interests, knowledge, abilities, and skills needed in an occupation
- 1.1.4 Select careers that best match interests and aptitudes
- 1.1.5 Identify advantages and disadvantages of career options, including self-employment and nontraditional careers

Competency 1.2: Utilize career information

Competency Builders:

- 1.2.1 Identify a range of career information resources
- 1.2.2 Use a range of resources to obtain career information (e.g., handbooks, career materials, labor market information, and computerized career-information delivery systems)
- 1.2.3 Demonstrate knowledge of various classification systems that categorize occupations and industries (e.g., *Dictionary of Occupational Titles*)
- 1.2.4 Describe the educational requirements of various occupations
- 1.2.5 Identify individuals in selected occupations as possible information resources, role models, or mentors
- 1.2.6 Describe the impact of factors such as population, climate, employment trends, and geographic location on occupational opportunities
- 1.2.7 Assess differences in the wages, benefits, annual incomes, cost of living, and job opportunities associated with selected career options
- 1.2.8 Determine labor market projections for selected career options

Competency 1.3: Participate in a career exploration activity

Competency Builders:

- 1.3.1 Identify career exploration activities (e.g., job shadowing, mentoring, volunteer experiences, part-time employment, and cooperative education)
- 1.3.2 Compare traits, skills, and characteristics required for specific career choices with individual's traits, skills, and characteristics
- 1.3.3 Recognize potential conflicts between personal characteristics and career choice areas
- 1.3.4 Describe the impact of exploration activities on current career choices

Competency 1.4: Assess the relationship between educational achievement and career planning

Competency Builders:

- 1.4.1 Describe how skills developed in academic and vocational programs relate to career goals
- 1.4.2 Describe how education relates to the selection of a college major, further training, and/or entry into the job market
- 1.4.3 Identify skills that can apply to a variety of occupational requirements
- 1.4.4 Explain the importance of possessing learning skills in the workplace

Competency 1.5: Develop an individual career plan*Competency Builders:*

- 1.5.1 Identify career goal(s)
- 1.5.2 Identify worker conditions, education, training, and employment opportunities related to selected career goal(s)
- 1.5.3 Describe school and community resources available to help achieve career goal(s)
- 1.5.4 Identify career ladders possible within selected career goal(s)*
- 1.5.5 Identify additional experiences needed to move up identified career ladders*
- 1.5.6 Recognize that changes may require retraining and upgrading of employees' skills

Competency 1.6: Annually review/revise the individual career plan*Competency Builders:*

- 1.6.1 Identify experiences that have reinforced selection of the specific career goal(s) listed on the individual career plan
- 1.6.2 Identify experiences that have changed the specific career goal(s) listed on the individual career plan
- 1.6.3 Modify the career goals(s) and educational plans on the individual career plan
- 1.6.4 Ensure that parents or guardians provide input into the individual career plan process
- 1.6.5 Identify the correlation between the individual career plan and the actual courses to be taken in high school
- 1.6.6 Identify the correlation between the individual career plan and postsecondary training, adult education, or employment

Unit 2: Decision Making and Problem Solving**Competency 2.1: Apply decision-making techniques in the workplace***Competency Builders:*

- 2.1.1 Identify the decision to be made
- 2.1.2 Compare alternatives
- 2.1.3 Determine the consequences of each alternative
- 2.1.4 Make decisions based on values and goals
- 2.1.5 Evaluate the decision made

Competency 2.2: Apply problem-solving techniques in the workplace*Competency Builders:*

- 2.2.1 Diagnose the problem, its urgency, and its causes
- 2.2.2 Identify alternatives and their consequences in relation to the problem
- 2.2.3 Recognize multicultural and nonsexist dimensions of problem solving
- 2.2.4 Explore possible solutions to the problem using a variety of resources
- 2.2.5 Compare/contrast the advantages and disadvantages of each solution
- 2.2.6 Determine appropriate action
- 2.2.7 Implement action
- 2.2.8 Evaluate results of action implemented

Unit 3: Work Ethic

Competency 3.1: Evaluate the relationship of self-esteem to work ethic

Competency Builders:

- 3.1.1 Identify special characteristics and abilities in self and others
- 3.1.2 Identify internal and external factors that affect self-esteem
- 3.1.3 Identify how individual characteristics relate to achieving personal, social, educational, and career goals
- 3.1.4 Identify the relationship between personal behavior and self-concept

Competency 3.2: Analyze the relationship of personal values and goals to work ethic both in and out of the workplace

Competency Builders:

- 3.2.1 Distinguish between values and goals
- 3.2.2 Determine the importance of values and goals
- 3.2.3 Evaluate how one's values affect one's goals
- 3.2.4 Identify own short- and long-term goals
- 3.2.5 Prioritize own short- and long-term goals
- 3.2.6 Identify how one's values are reflected in one's work ethic
- 3.2.7 Identify how interactions in the workplace affect one's work ethic
- 3.2.8 Identify how life changes affect one's work ethic

Competency 3.3: Demonstrate work ethic

Competency Builders:

- 3.3.1 Examine factors that influence work ethic
- 3.3.2 Display initiative
- 3.3.3 Demonstrate dependable attendance and punctuality
- 3.3.4 Demonstrate organizational skills
- 3.3.5 Adhere to schedules and deadlines
- 3.3.6 Demonstrate a willingness to learn
- 3.3.7 Demonstrate a willingness to accept feedback and evaluation
- 3.3.8 Demonstrate interpersonal skills required for working with and for others
- 3.3.9 Describe appropriate employer-employee interactions for various situations
- 3.3.10 Express feelings and ideas in an appropriate manner for the workplace

Competency 3.4: Demonstrate safety skills

Competency Builders:

- 3.4.1 Practice safe work habits
- 3.4.2 Identify safety hazards
- 3.4.3 Employ preventative safety measures
- 3.4.4 Demonstrate appropriate care and use of equipment and facilities to ensure safety
- 3.4.5 Comply with safety and emergency procedures

Unit 4: Job-Seeking Skills

Competency 4.1: Prepare for employment

Competency Builders:

- 4.1.1 Identify traditional and nontraditional employment sources
- 4.1.2 Utilize employment sources
- 4.1.3 Research job opportunities, including nontraditional careers
- 4.1.4 Interpret equal employment opportunity laws
- 4.1.5 Explain the critical importance of personal appearance, hygiene, and demeanor throughout the employment process
- 4.1.6 Prepare for generic employment tests and those specific to an occupation/organization

Competency 4.2: Develop a résumé

Competency Builders:

- 4.2.1 Identify personal strengths and weaknesses
- 4.2.2 List skills and/or abilities, career objective(s), accomplishments/achievements, educational background, work experience, volunteer/community contributions, and organizational memberships
- 4.2.3 Select an acceptable résumé format
- 4.2.4 Use correct grammar and spelling and concise wording
- 4.2.5 Secure references
- 4.2.6 Complete the résumé

Competency 4.3: Complete the job application process

Competency Builders:

- 4.3.1 Explain the importance of an application form
- 4.3.2 Obtain job application forms
- 4.3.3 Demonstrate appropriate behaviors (e.g., personal appearance, hygiene, and demeanor) for obtaining job application forms in person
- 4.3.4 Describe methods for handling illegal questions on job application forms
- 4.3.5 Demonstrate legible written communication skills using correct grammar and spelling and concise wording
- 4.3.6 Return application to appropriate person
- 4.3.7 Request interview
- 4.3.8 Follow up on application status

Competency 4.4: Demonstrate interviewing skills

Competency Builders:

- 4.4.1 Investigate interview procedures
- 4.4.2 Demonstrate appropriate behaviors (e.g. appearance, hygiene, and demeanor) for the interview
- 4.4.3 Demonstrate question-and-answer techniques
- 4.4.4 Demonstrate methods for handling difficult and/or illegal interview questions
- 4.4.5 Use correct grammar and concise wording

Competency 4.5: Secure employment

Competency Builders:

- 4.5.1 Identify present and future employment opportunities within an occupation/organization
- 4.5.2 Research the organization/company
- 4.5.3 Use follow-up techniques to enhance employment potential
- 4.5.4 Evaluate job offer(s)
- 4.5.5 Respond to job offer(s)

Unit 5: Job Retention and Career Advancement Skills

Competency 5.1: Analyze the organizational structure of the workplace

Competency Builders:

- 5.1.1 Identify employer expectations regarding job performance, work habits, attitudes, personal appearance, and hygiene
- 5.1.2 Comply with company policies and procedures
- 5.1.3 Examine the role/relationship between employee and employer
- 5.1.4 Recognize opportunities for advancement and reasons for termination
- 5.1.5 Recognize the organization's ethics.

Competency 5.2: Maintain positive relations with others

Competency Builders:

- 5.2.1 Exhibit appropriate work habits and attitudes
- 5.2.2 Identify behaviors for establishing successful working relationships
- 5.2.3 Cooperate through teamwork and group participation
- 5.2.4 Demonstrate a willingness to compromise
- 5.2.5 Identify methods for dealing with harassment, bias, and discrimination based on race, color, national origin, gender, religion, disability, or age
- 5.2.6 Cooperate with authority
- 5.2.7 Accept supervision

Competency 5.3: Demonstrate accepted social and work behaviors

Competency Builders

- 5.3.1 Demonstrate a positive attitude
- 5.3.2 Demonstrate accepted conversation skills
- 5.3.3 Use good manners
- 5.3.4 Accept responsibility for assigned tasks
- 5.3.5 Demonstrate personal hygiene
- 5.3.6 Demonstrate knowledge of a position
- 5.3.7 Perform quality work

Competency 5.4: Analyze opportunities for personal and career growth**Competency Builders:*

- 5.4.1 Determine opportunities within chosen occupation/organization*
- 5.4.2 Determine other career opportunities outside chosen occupation/ organization*
- 5.4.3 Evaluate the factors involved in considering a new position within or outside an occupation/ organization*
- 5.4.4 Exhibit characteristics needed for advancement*

Unit 6: Technology in the Workplace**Competency 6.1: Demonstrate knowledge of technology issues***Competency Builders:*

- 6.1.1 Demonstrate knowledge of the characteristics of technology
- 6.1.2 Demonstrate knowledge of how technology systems are applied
- 6.1.3 Assess the impact of technology on the individual, society, and environment
- 6.1.4 Demonstrate knowledge of the evolution of technology
- 6.1.5 Identify how people, information, tools and machines, energy, capital, physical space, and time influence the selection and use of technology
- 6.1.6 Identify legal and ethical issues related to technology (e.g., confidentiality, information sharing, copyright protection)

Competency 6.2: Demonstrate skills related to technology issues*Competency Builders:*

- 6.2.1 Exhibit willingness to adapt to technological change
- 6.2.2 Utilize technological systems
- 6.2.3 Utilize a variety of resources and processes to solve technological problems
- 6.2.4 Employ higher-order thinking skills for solving technological problems
- 6.2.5 Work as a team member in solving technological problems
- 6.2.6 Use technology in a safe and responsible manner
- 6.2.7 Apply science, mathematics, communication, and social studies concepts to solve technological problems
- 6.2.8 Demonstrate ingenuity and creativity in the use of technology*
- 6.2.9 Utilize a formal method (systems approach) in solving technological problems*

Unit 7: Lifelong Learning

Competency 7.1: Apply lifelong learning practices to individual situations

Competency Builders:

- 7.1.1 Define lifelong learning
- 7.1.2 Identify factors that cause the need for lifelong learning
- 7.1.3 Identify changes that may require the retraining and upgrading of employee's skills
- 7.1.4 Identify avenues for lifelong learning
- 7.1.5 Participate in lifelong learning activities

Competency 7.2: Adapt to change

Competency Builders:

- 7.2.1 Analyze the causes and effects of change
- 7.2.2 Identify the effect of change on goals
- 7.2.3 Identify the importance of flexibility when reevaluating goals
- 7.2.4 Evaluate the need for lifelong learning experiences in adapting to change

Unit 8: Economic Education

Competency 8.1: Analyze how an economy functions as a whole

Competency Builders:

- 8.1.1 Describe how individuals and societies make choices to satisfy needs and wants with limited resources
- 8.1.2 Identify how production factors (land, labor, capital, and entrepreneurship) are used to produce goods and services
- 8.1.3 Illustrate how individuals and households exchange their resources for the income they use to buy goods and services
- 8.1.4 Explain how individuals and business firms use resources to produce goods and services to generate income
- 8.1.5 Identify characteristics of command, market, and traditional economies*
- 8.1.6 Describe how all levels of government assess taxes in order to provide services

Competency 8.2: Analyze how an economic system is a framework within which decisions are made by individuals and groups

Competency Builders:

- 8.2.1 List several individuals and groups that make economic decisions at the local, state, and national levels
- 8.2.2 Identify the important roles that local, state, and national governments play in a market economy

Continued

Competency 8.2: *Analyze how an economic system is a framework within which decisions are made by individuals and groups—Continued*

- 8.2.3 List examples of how government decisions affect individuals
- 8.2.4 Identify how geographic locations affect the political and economic systems of the world
- 8.2.5 Evaluate how markets allocate goods and services
- 8.2.6 Explain how resources, goods, and services are exchanged in markets
- 8.2.7 Explain competition and its effect on the market

Competency 8.3: **Analyze the importance of making informed personal financial decisions**

Competency Builders:

- 8.3.1 Describe the need for personal management records
- 8.3.2 Create a personal budget
- 8.3.3 Create a budget for a family of four for one month
- 8.3.4 Explain how credit affects personal/family finances
- 8.3.5 Identify steps to avoid credit problems
- 8.3.6 Make informed consumer choices in response to personal needs and wants
- 8.3.7 Identify factors that influence consumer decisions (e.g., advertisements, peer groups, price, and location)
- 8.3.8 Explain the costs and benefits for individuals of various types of taxation at the local, state, and federal levels

Unit 9: Balancing Work and Family

Competency 9.1: **Analyze the effects of family on work**

Competency Builders:

- 9.1.1 Recognize how family values, goals, and priorities are reflected in the workplace
- 9.1.2 Identify present and future family structures and responsibilities
- 9.1.3 Describe personal and family roles
- 9.1.4 Analyze concerns of working parent(s)
- 9.1.5 Examine how family responsibilities can conflict with work
- 9.1.6 Identify ways to resolve family-related conflicts
- 9.1.7 Explain how to use support systems/community resources to help resolve family-related conflicts

Competency 9.2: **Analyze the effects of work on family**

Competency Builders:

- 9.2.1 Identify responsibilities associated with paid and nonpaid work
- 9.2.2 Compare the advantages and disadvantages of multiple incomes
- 9.2.3 Explain how work can conflict with family responsibilities
- 9.2.4 Explain how work-related stress can affect families
- 9.2.5 Identify family support systems and resources

Unit 10: Citizenship in the Workplace

Competency 10.1: Exercise the rights and responsibilities of citizenship in the workplace

Competency Builders:

- 10.1.1 Identify the basic rights and responsibilities of citizenship in the workplace
- 10.1.2 Identify situations in which compromise is necessary
- 10.1.3 Examine how individuals from various backgrounds contribute to the workplace
- 10.1.4 Demonstrate initiative to facilitate cooperation
- 10.1.5 Give/receive constructive criticism to enhance cooperation

Competency 10.2: Prepare to work in a multicultural society

Competency Builders:

- 10.2.1 Identify ways to live in a multicultural society with mutual respect and appreciation for others
- 10.2.2 Examine how culture and experience create differences in people
- 10.2.3 Demonstrate respect for the contributions made by all people
- 10.2.4 Investigate personal cultural background as a means of developing self-respect
- 10.2.5 Make personal choices that reduce discrimination, isolation, and prejudice
- 10.2.6 Work effectively with people irrespective of their race, gender, religion, ethnicity, disability, age, or cultural background

Unit 11: Leadership

Competency 11.1: Evaluate leadership styles appropriate for the workplace

Competency Builders:

- 11.1.1 Identify characteristics of effective leaders
- 11.1.2 Compare leadership styles
- 11.1.3 Demonstrate effective delegation skills
- 11.1.4 Investigate empowerment concepts
- 11.1.5 Identify opportunities to lead in the workplace

Competency 11.2: Demonstrate effective teamwork skills

Competency Builders:

- 11.2.1 Identify the characteristics of a valuable team member
- 11.2.2 Identify methods of involving each team member
- 11.2.3 Contribute to team efficiency and success
- 11.2.4 Determine ways to motivate team members

Competency 11.3: Utilize effective communication skills*Competency Builders:*

- 11.3.1 Identify the importance of listening
- 11.3.2 Demonstrate effective listening skills
- 11.3.3 Demonstrate assertive communication techniques
- 11.3.4 Recognize the importance of verbal and nonverbal cues and messages
- 11.3.5 Prepare written material
- 11.3.6 Analyze written material
- 11.3.7 Give/receive feedback
- 11.3.8 Communicate thoughts
- 11.3.9 Use appropriate language
- 11.3.10 Follow oral and written instructions
- 11.3.11 Demonstrate effective telephone techniques
- 11.3.12 Identify technology in communications

Unit 12: Entrepreneurship**Competency 12.1: Evaluate the role of small business***Competency Builders:*

- 12.1.1 Identify the impact of small business on the local economy
- 12.1.2 Examine the relationship of small business to a national (USA) and global economy
- 12.1.3 Identify factors that contribute to the success of small business
- 12.1.4 Identify factors that contribute to the failure of small business
- 12.1.5 Identify the components of a business plan

Competency 12.2: Examine entrepreneurship as a personal career option*Competency Builders:*

- 12.2.1 Evaluate personal interests and skills
- 12.2.2 Compare personal interests and skills with those necessary for entrepreneurship
- 12.2.3 Determine motives for becoming an entrepreneur
- 12.2.4 Identify the advantages and disadvantages of owning a small business
- 12.2.5 Compare business ownership to working for others

Notes

Academic Job Profile

The Purpose of Job Profiling

Developed by American College Testing (ACT), the purpose of the Job Profiling process is to identify the **level** of applied academic skills that, according to business and industry, students must master to qualify for and be successful in their occupation of choice. The results of Job Profile “leveling” can help teachers to better target instruction toward their students’ needs.

As part of the Ohio Vocational Competency Assessment (OVCA) program, the Vocational Instructional Materials Laboratory (VIML) at The Ohio State University has conducted Job Profiling workshops in which representatives of business, industry, labor, and community organizations identified the academic skill levels needed by entry-level workers in the occupational areas covered by the OCAPs. The Job Profiling, which was carried out in fall 1994 and spring 1995, was sponsored by the Ohio Department of Education, Division of Vocational and Adult Education.

OVCA—What Is It?

The Ohio Vocational Competency Assessment (or OVCA) package consists of two assessment components: OCAP and Work Keys. Together they measure entry-level occupational, academic, and employability skills. All OVCA items are criterion-referenced, use a multiple-choice format, and are administered using a traditional paper-and-pencil method. The OVCA is designed to do the following:

- Provide one dimension of a multi-assessment strategy for career passport credentialing
- Evaluate learner readiness for jobs requiring specific occupational, academic, and employability skills
- Assist educators in curriculum development
- Provide state-aggregated learning gain scores to comply with regulations in the Carl D. Perkins Vocational and Applied Technology Act of 1992

OCAP. The OCAP component of OVCA assesses students in occupational skills—employment requirements—in a particular occupational area. Assessment is based on the core competencies identified through the OCAP process, and each multiple-choice assessment item is correlated to those essential competencies.

Work Keys. The Work Keys component, developed by ACT, measures students’ applied academic skills. All OVCA packages contain two Work Keys assessments:

- *Applied Mathematics* measures students’ ability to analyze, set up, and solve math problems typically found in the workplace.
- *Locating Information* measures students’ ability to use graphic documents to insert, extract, and apply information.

In addition, certain taxonomies will use the following Work Keys assessments:

- *Reading for Information* will be used by Business, Marketing, Home Economics, Health Education, and Cosmetology taxonomies.
- *Applied Technology* will be used by Trade and Industrial and Agricultural Education taxonomies.

Other optional Work Keys assessments, not included in the basic OVCA package, are *Teamwork*, *Listening*, and *Writing*.

Each Work Keys assessment is further broken down into four to five levels of achievement, with higher numbers indicating higher achievement in the assessed skill (descriptions of the levels for each Work Keys assessment are provided on pp. 35-41). For each academic skill, the Job Profiling process identifies the level required for successful entry into an occupational area.

Job Profiling—How It Works

VIML's Job Profiling process was initiated by mailing surveys to current workers in OCAP occupations all across Ohio. The survey's purpose: to have actual workers in specific occupations rate job tasks according to each task's frequency and criticality—that is, the amount of time spent performing each task relative to other tasks and the importance of each task to overall job performance.

To complete the survey, participants examined OCAP competencies for their occupation. Based on the survey's results, VIML staff produced a list of the most critical competencies in each occupation.

The next stage of Job Profiling was to convene committees of subject-matter experts to perform "leveling," which involved the following tasks:

- Examining the frequency and criticality competency lists for an occupation
- Reviewing the levels associated with each of the seven Work Keys academic skills: *Locating Information*, *Reading for Information*, *Applied Mathematics*, *Applied Technology*, *Listening*, *Writing*, and *Teamwork*
- Identifying the level of skill students must master relative to each Work Keys academic skill in order to successfully perform the occupational competencies

Finally, in 1995, the initial leveling of Work Keys academic skills for the occupational area covered by this OCAP was revalidated by the new employer panel convened to update the OCAP (see inside back cover).

Example of Job Profiling

For every occupational area, there are shaded graphs to represent each of the seven Work Keys academic skills. Each graph shows the range of levels for that particular skill; the shading represents the academic skill level required by an entry-level worker in that occupation, as determined by the Job Profiling committee. For example:

Applied Mathematics



In the example shown, Applied Mathematics has a skill range of 3–7. The required skill level, determined by Job Profiling and shown by the highlighting, is 6.

Academic Job Profile: Business Administration and Management

Applied Mathematics

7
6
5
4
3

Locating Information

6
5
4
3

Reading for Information

7
6
5
4
3

Applied Technology

6
5
4
3

Teamwork

6
5
4
3

Listening

5
4
3
2
1

Writing

5
4
3
2
1

NOTE: Definitions of each level in each of the seven academic skill areas are provided on the pages that follow.

Levels of Work Keys Defined

The skills needed to achieve each level for each of the seven Work Keys* academic skills are as follows.

Applied Mathematics

Applied Mathematics measures skill in applying mathematical reasoning to work-related problems. There are five levels of complexity, 3 through 7, with Level 3 being the least complex and Level 7 the most complex. The levels build on each other, each incorporating the skills at the preceding levels.

Level 3

- Perform basic mathematical operations (addition, subtraction, multiplication, and division) and conversions from one form to another, using whole numbers, fractions, decimals, or percentages.
- Translate simple verbal problems into mathematical equations.
- Directly apply logical information provided to solve problems, including those with measurements and dollars and cents.

Level 4

- Perform one or two mathematical operations (such as addition, subtraction, or multiplication) on several positive or negative numbers. (Division of negative numbers is not covered until Level 5.)
- Add commonly known fractions, decimals, or percentages (e.g., $\frac{1}{2}$, .75, 25%) or add three fractions that share a common denominator.
- Calculate averages, simple ratios, proportions, and rates, using whole numbers and decimals.
- Reorder verbal information before performing calculations.
- Read simple charts or graphs to obtain information needed to solve a problem.

Level 5

- Look up and calculate single-step conversions within English or non-English measurement systems (e.g., converting ounces to pounds or centimeters to meters) or between measurement systems (e.g., converting centimeters to inches).
- Make calculations using mixed units (e.g., hours and minutes).
- Determine what information, calculations, and unit conversions are needed to find a solution.

Level 6

- Calculate using negative numbers, fractions, ratios, percentages, mixed numbers, and formulas.
- Identify and correct errors in calculations.
- Translate complex verbal problems into mathematical expressions, using considerable setup and multiple-step calculations or conversions.

Level 7

- Solve problems requiring multiple steps of logic and calculation.
- Solve problems involving more than one unknown, nonlinear functions (e.g., rate of change), and applications of basic statistical concepts (e.g., error of measurement).
- Locate errors in multiple-step calculations.
- Solve problems with unusual content or format, or with incomplete or implicit information.

Locating Information

Locating Information measures skill in using information taken from workplace graphics such as diagrams, blueprints, floor plans, tables, forms, graphs, charts, and instrument gauges. There are four levels of complexity, 3 through 6, with Level 3 being the least complex and Level 6 the most complex. The levels build on each other, each incorporating the skills at the preceding levels.

Level 3

- Find one or two pieces of information in elementary workplace graphics, such as simple order forms, bar graphs, tables, flowcharts, and floor plans.
- Fill in one or two pieces of information that are missing from elementary workplace graphics.

Level 4

- Find several pieces of information in straightforward workplace graphics, such as basic order forms, line graphs, tables, instrument gauges, maps, flowcharts, and diagrams.
- Summarize and/or compare information and trends in a single straightforward graphic.
- Summarize and/or compare information and trends among more than one straightforward workplace graphic, such as a bar chart and a data table showing related information.

Level 5

- Summarize and/or compare information and trends in single complicated workplace graphics, such as detailed forms, tables, graphs, maps, instrument gauges, and diagrams.
- Summarize and/or compare information and trends among more than one complicated workplace graphic, such as a bar chart and a data table showing related information.

Level 6

- Make decisions, draw conclusions, and/or apply information to new situations using several related and complex workplace graphics that contain a great amount of information or have challenging presentations (e.g., very detailed graphs, charts, tables, forms, maps, blueprints, diagrams).

Reading for Information

Reading for Information measures skill in reading and understanding work-related reading materials. There are five levels of complexity, 3 through 7, with Level 3 being the least complex and Level 7 the most complex. Although Level 3 is the least complex, it still represents a level of reading skill well above “no skill at all.” The levels build on each other, each incorporating the skills at the preceding levels.

Level 3

- Identify uncomplicated key concepts and simple details.
- Recognize the proper placement of a step in a sequence of events, or the proper time to perform a task.
- Identify the meaning of words that are defined within a passage.
- Identify the meaning of simple words that are not defined within a passage.
- Recognize the application of instructions from a passage to situations that are described in the passage.

Level 4

- Identify details that are more subtle than those in Level 3.
- Recognize the application of more complex instructions, some of which involve several steps, to described situations.
- Recognize cause-effect relationships.

Level 5

- Identify the paraphrased definition of jargon or technical terms that are defined in a passage and recognize the application of jargon or technical terms to stated situations.
- Recognize the definition of acronyms that are defined in a passage.
- Identify the appropriate definition of words with multiple meanings.
- Recognize the application of instructions from a passage to new situations that are similar to the situations described in the reading materials.
- Recognize the applications of more complex instructions to described situations, including conditionals and procedures with multiple steps.

Level 6

- Recognize the application of jargon or technical terms to new situations.
- Recognize the application of complex instructions to new situations.
- Recognize the less-common meaning of a word with multiple meanings from context.
- Generalize from a passage to situations not described in the passage.
- Identify implied details.
- Explain the rationale behind a procedure, policy, or communication.
- Generalize from a passage to a somewhat similar situation.

Level 7

- Recognize the definitions of difficult, uncommon jargon or technical terms from context.
- Generalize from a passage to situations neither described in nor completely similar to those in a passage.

Applied Technology

Applied Technology measures skill in solving problems of a technological nature, involving the basic principles of mechanics, electricity, fluid dynamics, and thermodynamics as they apply to machines and equipment found in the workplace. There are four levels of complexity, 3 through 6, with Level 3 being the least complex and Level 6 the most complex. Although Level 3 is the least complex, it still represents a level of applied technology skill well above “no skill at all.” The levels build on each other, each incorporating the skills at the preceding levels.

Level 3

- Apply the elementary physical principles underlying the operation of uncomplicated systems or tools.
- Recognize and identify relevant aspects of simple problems that involve one uncomplicated system or tool.
- Select appropriate methods or materials needed to solve problems.

Level 4

- Recognize, identify, and order relevant aspects of one moderately complex system or more than one uncomplicated system.
- Evaluate alternative solutions to determine the most appropriate one for the situation presented.

Level 5

- Solve problems based on one complex system, or one or more uncomplicated tools or systems.
- Understand and apply moderately difficult principles of mechanics, electricity, thermodynamics, and fluid dynamics, in addition to understanding complex machines and systems.
- Recognize, identify, and order relevant aspects of a problem before reaching an appropriate solution.

Level 6

- Solve problems that do not contain all the information needed to solve them, and/or in which the information provided may be out of logical order.
- Solve problems that contain extraneous information.
- Solve problems involving one or more tools or systems having a wide range of complexity.
- Apply difficult physical principles.
- Understand and correctly interpret the interaction of several complex systems.

Listening

Listening measures skill in listening to and understanding work-related messages; receiving information from customers, coworkers, or suppliers; and then writing down the information to communicate it to someone else. Students demonstrate their ability to distinguish and communicate critical information and noncritical information.

Critical information consists of those details that the recipient of the message must have in order to understand the message and act upon it (e.g., names, phone numbers, addresses, times). **Non-critical information** can improve a message by providing details that further explain the message or its tone, but the absence of this noncritical information does not interfere with the recipient's ability to understand and accurately act upon the message. Each *Listening* level describes the **content and quality** of messages students write to describe an audio message.

Level 0

- No meaningful information, or totally inaccurate information.

Level 1

- Minimal pertinent information; enough context to provide clues as to gist of situation or source of further information.

Level 2

- Some pertinent information; may have incorrect critical information, but sketch of the situation is correct.

Level 3

- All the critical information that is present is correct; may be missing a few pieces of critical information.

Level 4

- All critical information is given and is correct; may be missing subtle details or tone; may have incorrect noncritical information that does not interfere with central meaning.

Level 5

- All critical information is present and correct; response conveys insight into situation through tone and/or subtle details.

Writing

Writing measures skill at writing work-related messages; receiving information from customers, co-workers, or suppliers; and then writing down the information to communicate it to someone else. Each *Writing* level rates the **writing mechanics** (such as sentence structure and grammar) and **writing style** of messages students write to describe an audio message.

Level 0

- An attempt is made at the message, but the message is completely garbled with no recognizable sentence structure.

Level 1

- Message conveyed inadequately; overall lack of proper sentence structure.

Level 2

- Message conveyed inadequately; weak sentence structure; large number of mechanical errors.

Level 3

- Message conveyed clearly; most sentences complete; some mechanical errors.

Level 4

- Message conveyed clearly; all sentences are complete; may have a few minor mechanical errors; may have a choppy style.

Level 5

- Message conveyed clearly; good sentence structure; no mechanical errors; highly appropriate for business setting and situation; smooth, logical style.

Teamwork

Teamwork measures skill in choosing behaviors and/or actions that simultaneously support team interrelationships and lead toward the accomplishment of work tasks. There are four levels of complexity, 3 through 6, with Level 3 being the least complex and Level 6 the most complex. Although Level 3 is the least complex, it still represents a level of teamwork skill well above “no skill at all.” The levels build on each other, each incorporating the skills at the preceding levels.

Level 3

- Identify team goals and ways to work with other team members to accomplish those goals.
- Choose actions that support the ideas of other team members to accomplish team goals.
- Recognize that a team is having problems finishing a task and identify the cause of those problems.

Level 4

- Identify the organization of tasks and the time schedule that would help accomplish team goals efficiently and effectively.
- Select approaches that accept direction from other team members in order to accomplish tasks and to build and keep up good team relations.
- Identify behaviors that show appreciation for the personal and professional qualities of other team members and respect for their diversity.

Level 5

- Identify courses of action that give direction to other team members effectively.
- Choose approaches that encourage and support the efforts of other team members to further team relationships and/or task accomplishment.
- Consider the possible effects of alternative behaviors on both team relationships and team accomplishments and select the one that would best help the team meet its goals.

Level 6

- Identify the focus of team activity and select a new focus if that would help the team meet its goals more effectively.
- Select approaches that show the willingness to give and take direction as needed to further team goals (e.g., recognize the organization of team members’ tasks that would best serve the larger goals of the team).
- Choose approaches that encourage a team to act as a unit and reach agreement when discussing specific issues.
- Identify actions that would help manage differences of opinion among team members, moving the team toward its goals while valuing and supporting individual diversity.

Notes

Academic Competencies

Total List of Academic Competencies

Three products of the Ohio Department of Education, Division of Curriculum, Instruction, and Professional Development, describe the academic skills that should be possessed by each student at the end of each grade level:

- *Model Competency-Based Language Arts Program*
- *Model Competency-Based Mathematics Program*
- *Model Competency-Based Science Program*

The following lists were derived from the academic competencies delineated for Grades 9-12 in these documents. Although the competencies are listed separately by grade level in the original documents, the levels were combined—and in some cases refined—for OCAP purposes, any overlap was eliminated, and a numbering system was imposed for ease of reference.

During the course of the OCAP workshops, each of the representatives from business, industry, labor, and community-based organizations was given a copy of these lists of academic competencies and instructed to circle the competencies that an entry-level employee should possess. The results from each panel were tallied to identify those required academic competencies most crucial to entry level in each specific occupational area. The results for this OCAP are presented on pp. 59-70.

Unit: Communications Skills

Subunit: Reading—Structure

Competencies:

- RS1 Exhibit knowledge of language structure
- RS2 Recognize that there may be more than one interpretation of reading selections
- RS3 Recognize various literary devices (e.g., metaphor, simile, personification, hyperbole, pun, alliteration)
- RS4 Recognize and discuss literary elements (e.g., plot, dialogue, theme, setting, characterization)
- RS5 Develop and use an increasingly sophisticated vocabulary gained through context
- RS6 Apply knowledge of language structure to reading
- RS7 Explain why there may be more than one interpretation of reading selections
- RS8 Recognize effect of literary devices on meaning
- RS9 Analyze author's use of literary elements
- RS10 Recognize relationship of structure to meaning
- RS11 Describe various interpretations and levels of meaning in reading selections (e.g., symbolism, nuance)
- RS12 Characterize author's use of literary devices
- RS13 Characterize use of literary techniques (e.g., irony, satire, allegory, onomatopoeia)
- RS14 Critique a variety of literature with regard to plot, dialogue, theme, setting, and characterization
- RS15 Apply an expanding vocabulary gained through reading
- RS16 Explain various interpretations and levels of meaning in reading selections (e.g., symbolism, nuance)
- RS17 Analyze use of literary devices (e.g., extended metaphor, simile, personification, hyperbole, pun, alliteration)
- RS18 Understand use of literary techniques (e.g., irony, satire, allegory, onomatopoeia)
- RS19 Analyze and synthesize pieces of literature with regard to plot, dialogue, theme, setting, and characterization

Subunit: Reading—Meaning Construction

Competencies:

- RM1 Demonstrate ability to recognize appropriate pre-reading strategies
- RM2 Describe effectiveness of a reading selection
- RM3 Read to clarify personal thinking and knowledge
- RM4 Support interpretation of text by locating and citing specific information
- RM5 Develop personal response to a variety of literary works
- RM6 Recognize diverse literary interpretations
- RM7 Engage in self-selected reading activities
- RM8 Confirm and extend meaning in reading by researching new concepts and facts
- RM9 Self-monitor and apply corrective strategies when communication has been interrupted or lost
- RM10 Use features of literary genres to extend meaning
- RM11 Assess effectiveness of a selection read
- RM12 Use reading as a possible problem-solving strategy to clarify personal thinking and knowledge
- RM13 Use knowledge of semantic elements (e.g., figurative language, denotation, connotation, dialect) to clarify meaning when reading
- RM14 Predict, recognize, interpret, and analyze themes based on familiarity with author's work
- RM15 Compare and contrast literary genres
- RM16 Assess validity and quality of selection read (e.g., predict, summarize, analyze, infer)
- RM17 Clarify meaning when reading, using knowledge of literary devices, stylistic diction, and other semantic elements
- RM18 Compare personal reaction to critical assessment of a literary selection
- RM19 Assess validity of diverse literary interpretations
- RM20 Use reference books to find, evaluate, and synthesize information
- RM21 Identify tone of a literary work (e.g., ironic, serious, conversational, humorous)
- RM22 Critique validity of diverse literary interpretations
- RM23 Integrate personal reaction to and critical assessment of a literary selection

Subunit: Reading—Application

Competencies:

- RA1 Select and read material for personal enjoyment and information
- RA2 Read a variety of complete, unabridged works (e.g., self-selected or assigned stories, essays, nonfiction, plays, novels, poetry)
- RA3 Employ various reading strategies (e.g., scanning, skimming, reviewing, questioning, testing, retaining) according to purpose
- RA4 Participate in selection of books, materials, and topics for literature study groups
- RA5 Develop and apply knowledge of the interrelationship of concepts (e.g., construction of webs, graphs, timelines)
- RA6 Read selections from a variety of styles and formats, recognizing that style and format influence meaning
- RA7 Extend value of reading, writing, speaking, viewing, and listening by pursuing, through reading, new concepts and interests developed as a result of these activities
- RA8 Read extensively from the works of a particular author, and explain elements of author's style

Subunit: Reading—Multidisciplinary

Competencies:

- RM1 Connect themes and ideas across disciplines through literature
- RM2 Read to facilitate learning across curriculum
- RM3 Read to develop awareness of human rights and freedom
- RM4 Participate actively in a community of learners

- RM5 Recognize and explain interaction between literature and various cultural domains (e.g., social, technological, political, economic)
- RM6 Explore and analyze a variety of cultural elements, attitudes, beliefs, and value structures by reading and experiencing our diverse literary tradition, including works by men and women of many racial, ethnic, and cultural groups
- RM7 Value thinking and language of others
- RM8 Relate literature to historical period about which or in which it was written
- RM9 Read to facilitate content learning

Subunit: Writing—Structure

Competencies:

- WS1 Develop and expand a repertoire of organizational strategies (e.g., narration, comparison/contrast, and description) through practice and discussion
- WS2 Clarify word choice according to audience, topic, and purpose
- WS3 Locate and correct errors in usage, spelling, and mechanics (e.g., subject-verb agreement, parallel construction, pronoun reference, punctuation, capitalization, sentence structure) using a variety of resources
- WS4 Recognize information gained from primary and secondary sources
- WS5 Develop writing that contains ordered, related, well-developed paragraphs with sentences of varied lengths and patterns
- WS6 Use information from a variety of sources to develop an integrated piece of writing
- WS7 Evaluate and revise writing to focus on such things as audience, tone, and purpose
- WS8 Recognize differences between documentation and reference list styles
- WS9 Develop extended pieces of writing that contain ordered, related, well-developed paragraphs with sentences of varied lengths and patterns
- WS10 Select from a repertoire of organization strategies a pattern appropriate to a topic (e.g., narration, example, detail, comparison/contrast, classification)
- WS11 Synthesize information from a variety of sources to construct meaning
- WS12 Refine word choice and tone according to audience, situation, and purpose
- WS13 Appropriately cite information gained from primary and secondary sources
- WS14 Use style manuals or software to prepare documentation and reference lists
- WS15 Develop effectively organized pieces of expository writing containing strong voice, clear thesis, and well-developed ideas
- WS16 Identify organization patterns appropriate to writing topic
- WS17 Respond to others' suggested revisions to a writing piece

Subunit: Writing—Meaning Construction

Competencies:

- WM1 Demonstrate knowledge of the recursive nature of the writing process by applying it appropriately to various topics, situations, and audiences (e.g., making connections between prior knowledge and new information, consulting other sources)
- WM2 Develop criteria for writing evaluation using scoring guides (e.g., rubric/holistic scale, primary trait scoring) and peer/teacher assistance to clarify meaning
- WM3 Respond to others' suggested revisions to a piece of writing (e.g., self-question, re-read, revise)
- WM4 Use word processing, graphics, and publishing as aids for constructing meaning in writing
- WM5 Engage in self-initiated writing activities
- WM6 Incorporate personal criteria with generally accepted standards for writing evaluation
- WM7 Evaluate, analyze, and synthesize information for writing
- WM8 Evaluate own writing using personal and established scoring criteria
- WM9 Assess personal/peer revisions to a writing piece
- WM10 Recognize and refine personal writing styles

Subunit: Writing—Application

Competencies:

- WA1 Apply appropriate writing techniques (e.g., prewriting, drafting, revising, editing, presenting) suitable for varied writing tasks
- WA2 Use sentence-combining techniques to improve syntactic fluency and maturity
- WA3 Write in response to prompted and self-selected topics in practical, persuasive, descriptive, narrative, and expository domains
- WA4 Develop personal voice in writing
- WA5 Consider audience and purpose for writing
- WA6 Develop criteria for selection and potential development of topic
- WA7 Write in a journal or learning log to clarify personal thinking and knowledge
- WA8 Apply an expanding vocabulary gained through writing
- WA9 Make judicious use of reference sources (e.g., dictionary, thesaurus, online database, encyclopedia)
- WA10 Demonstrate an appreciation for aesthetically pleasing language through word choice and style
- WA11 Apply revising and editing strategies needed for writing task
- WA12 Vary sentence lengths and patterns
- WA13 Refine personal voice in writing
- WA14 Vary styles and formats for intended purpose and audience
- WA15 Apply criteria for selection and development of topic
- WA16 Participate in peer review of writing in progress
- WA17 Use transitions between sentences, ideas, and paragraphs in writing
- WA18 Revise and edit papers extensively in preparation for presentation/publication
- WA19 Develop a variety of genres (e.g, fantasy, science fiction, short stories, poetry)
- WA20 Focus writing and tone on such elements as audience, situation, and purpose
- WA21 Develop topic fully and appropriately
- WA22 Use writing process to clarify personal thinking and knowledge
- WA23 Apply appropriate recursive writing process as suggested by writing task and writer's process
- WA24 Develop an extended piece of writing (e.g., story, narrative poem, autobiography, novel, research paper)
- WA25 Revise writing and tone to assure focus on such elements as audience, situation, and purpose
- WA26 Use writing process to write reflectively

Subunit: Writing—Multidisciplinary

Competencies:

- WM1 Use writing process for learning across curriculum
- WM2 Use writing process to demonstrate knowledge of need for human rights and freedom
- WM3 Value and apply collaborative skills in the writing process
- WM4 Write in response to reading, speaking, viewing, and listening
- WM5 Use multidisciplinary resources in writing projects
- WM6 Use writing process to facilitate learning across curriculum
- WM7 Recognize value of and engage in collaboration in the writing process
- WM8 Use communication processes to develop a published writing piece in collaboration with others
- WM9 Record experiences and observations related to content learning
- WM10 Apply collaborative skills in the writing process
- WM11 Write collaboratively with peers
- WM12 Use cross-disciplinary resources in writing projects

Subunit: Listening/Visual Literacy—Structure

Competencies:

- LS1 Listen to and view a wide variety of genres (e.g, mystery, drama, poetry)
- LS2 Become aware of an author's style through listening to and viewing a variety of works

- LS3 Recognize correct and appropriate grammar, diction, and syntax
- LS4 Expand vocabulary through listening to and viewing varied media (e.g., recordings, films, music, news broadcasts)
- LS5 Recognize beauty of language
- LS6 Enhance recognition of an author's style through listening to and viewing a variety of works
- LS7 Recognize use and misuse of language in media
- LS8 Refine knowledge of style through listening to and viewing multiple works by the same author
- LS9 Expand and refine grammar, diction, and syntax through listening
- LS10 Compare authors' styles through viewing and listening to their works
- LS11 Expand knowledge of complex grammar, diction, and syntax issues

Subunit: Listening/Visual Literacy—Meaning Construction

Competencies:

- LM1 Develop critical thinking skills necessary to evaluate media and assess oral presentations
- LM2 Compare new oral texts to past experiences and knowledge in order to enhance comprehension
- LM3 Recognize how rhythmic patterns, silence, and cadences enhance quality of speech and literature
- LM4 Focus listening and viewing on themes and/or plots
- LM5 Gather information from listening and viewing experiences to enhance research
- LM6 Use critical thinking skills to evaluate media and oral presentations
- LM7 Use prior knowledge and experiences to facilitate comprehension of new oral texts
- LM8 Identify rhythmic and time patterns in speech and literature
- LM9 Identify and analyze themes and/or plots when listening and viewing
- LM10 Use information gathered from listening and viewing experiences to expand research
- LM11 Enhance use of critical thinking skills to evaluate media and oral presentations
- LM12 Consider prior knowledge and experiences when attempting to understand the meaning of new texts
- LM13 Appreciate rhythmic and time patterns of speech and literature
- LM14 Select viewing and listening materials to support written text
- LM15 Evaluate media and oral presentations analytically and critically
- LM16 Organize prior knowledge and experiences to comprehend new texts
- LM17 Organize and use viewing and listening materials to support written text

Subunit: Listening/Visual Literacy—Application

Competencies:

- LA1 Listen attentively during oral reading
- LA2 Use media as stimuli for learning and thinking
- LA3 Develop knowledge of structure through art, music, and literature
- LA4 Use electronic media to enhance and highlight language learning
- LA5 Listen and view for entertainment and enjoyment
- LA6 Use technology and other media (e.g., videos, posters, maps, graphs, t-shirts) as means of expressing ideas

Subunit: Listening/Visual Literacy—Multidisciplinary

Competencies:

- LM1 Facilitate learning across curriculum through critical listening and viewing
- LM2 Engage in individual, small-group, and whole-group listening and viewing activities
- LM3 Develop language arts (e.g., viewing, listening) projects collaboratively
- LM4 Investigate language and cultural differences through listening and viewing activities
- LM5 Participate in a community of learners through productive listening

Subunit: Oral Communication—Structure

Competencies:

- OS1 Refine oral communication skills (e.g., voice modulation, eye contact, body language)
- OS2 Demonstrate knowledge of grammar, usage, and syntax when presenting
- OS3 Select topics and vocabulary suitable to audience
- OS4 Organize notes and ideas for speaking (e.g., cause-effect, chronological, exemplification)
- OS5 Use language imaginatively (e.g., word games, puns, limericks)
- OS6 Modulate voice to enhance meaning when interpreting literature orally
- OS7 Organize notes and ideas for formal, semiformal, and informal presentations of information
- OS8 Refine speaking techniques for formal, semiformal, and informal settings
- OS9 Develop repertoire of organizational strategies for presenting information orally
- OS10 Expand vocabulary to fit topic
- OS11 Select topics suitable to audience, situation, and purpose
- OS12 Select appropriate strategies when organizing notes and ideas for speaking

Subunit: Oral Communications—Meaning Construction

Competencies:

- OM1 Make connections between prior knowledge and new information for oral presentations
- OM2 Participate in informal speaking activities (e.g., offering opinions, supporting statements, questions, clarification, entertainment)
- OM3 Use interviewing techniques to gather information
- OM4 Communicate orally to entertain and to inform
- OM5 Participate in group communication activities (e.g., debates, panel discussions, negotiations, book-sharing, roundtables, cooperative/collaborative groups)
- OM6 Take and organize notes when preparing speech/presentation
- OM7 Interpret texts orally to illustrate meaning
- OM8 Respond to needs of various audiences
- OM9 Gather and assess information for speaking
- OM10 Communicate orally to inform and persuade
- OM11 Prepare and deliver formal speech/presentation
- OM12 Participate in a variety of oral interpretations
- OM13 Assess needs of audience, and adjust language and presentation according to their knowledge
- OM14 Analyze and synthesize information for speaking
- OM15 Describe effectiveness of a literary selection
- OM16 Describe topic or idea in order to clarify personal/audience thinking
- OM17 Analyze and synthesize information gathered from a variety of sources (e.g., interviews, hypermedia, reference works) for speaking
- OM18 Describe validity and/or quality of a literary selection and justify selection
- OM19 Interpret orally a variety of literature
- OM20 Describe topic or idea to clarify meaning for others

Subunit: Oral Communication—Application

Competencies:

- OA1 Become proficient at using interviewing techniques
- OA2 Give an oral interpretation for a specific audience
- OA3 Develop and apply oral communication skills for cooperative/collaborative learning
- OA4 Use oral communication for a variety of purposes and audiences (e.g., negotiations, book reviews, rationales)
- OA5 Develop and apply decision-making strategies
- OA6 Practice interviewing techniques
- OA7 Apply interviewing techniques to purposeful interviews
- OA8 Focus oral interpretation on a specific audience

Subunit: Oral Communications—Multidisciplinary

Competencies:

- OM1 Value thinking and language of others
- OM2 Develop oral projects collaboratively
- OM3 Be involved in individual, small-group, and whole-group language activities
- OM4 Participate actively in a community of learners
- OM5 Investigate language and cultural differences through oral language activities

Unit: Mathematics Skills

Subunit: Numbers and Number Relations

Competencies:

- NR1 Compare, order, and determine equivalence of real numbers
- NR2 Estimate answers, compute, and solve problems involving real numbers
- NR3 Compare and contrast real number system, rational number system, and whole number system
- NR4 Extend knowledge to complex number system, and develop facility with its operation

Subunit: Measurement

Competencies:

- M1 Estimate and use measurements
- M2 Understand the need for measurement and the probability that any measurement is accurate to some designated specification
- M3 Understand and apply measurements related to power and work
- M4 Understand and apply measurement concepts of distance-rate-time problems and acceleration problems with real-world experiments
- M5 Use real experiments to investigate elasticity, heat, sound, electricity, magnetism, light, acceleration, velocity, energy, and gravity
- M6 Use real-world problem situations involving mass and weight
- M7 Use real-world problem situations involving simple harmonic motion
- M8 Establish ratios with and without common units
- M9 Construct and interpret maps, tables, charts, and graphs as they relate to real-world mathematics
- M10 Understand and solve rate-change problems
- M11 Understand and solve right triangle relationships as they relate to measurement—specifically those that deal with the Pythagorean theorem
- M12 Graph and interpret ordered pairs
- M13 Compute total sales from a variety of items
- M14 Comprehend and compute rates of growth or decay
- M15 Comprehend, compute, and interpret real problems involving annuities
- M16 Develop an ability to identify real problems and provide possible solutions
- M17 Express and apply different types of measurement scales
- M18 Determine area and volume

NOTE: The math subunit on problem solving was not included on this list since it should be a continuing thread throughout all instruction rather than a separate set of competencies.

Subunit: Estimation and Mental Computation

Competencies:

- E1 Use estimation to eliminate choices in multiple-choice tests
- E2 Use estimation to determine reasonableness of problem situations in a wide variety of applications
- E3 Estimate shape of graphs of various functions and algebraic expressions
- E4 Use mental computation when computer and calculator are inappropriate

Subunit: Data Analysis and Probability

Competencies:

- D1 Organize data into tables, charts, and graphs
- D2 Understand and apply measures of central tendency, variability, and correlation
- D3 Use curve fitting to predict from data
- D4 Use experimental or theoretical probability, as appropriate, to represent and solve problems involving uncertainty
- D5 Use computer simulations and random number generators to estimate probabilities
- D6 Test hypotheses using appropriate statistics
- D7 Read, interpret, and use tables, charts, and graphs to identify patterns, note trends, draw conclusions, and make predictions
- D8 Identify probabilities of events involving unbiased objects
- D9 Use sampling and recognize its role in statistical claims
- D10 Design a statistical experiment to study problem, conduct experiment, and interpret and communicate outcomes
- D11 Describe normal curve in general terms, and use its properties
- D12 Create and interpret discrete probability distributions
- D13 Understand concept of random variable
- D14 Apply concept of random variable to generate and interpret probability distributions, including binomial, uniform, normal, and chi square

Subunit: Algebra

Competencies:

- A1 Describe problem situations by using and relating numerical, symbolic, and graphical representations
- A2 Use language and notation of functions in symbolic and graphing settings
- A3 Recognize, relate, and use the equivalent ideas of zeros of a function, roots of an equation, and solution of an equation in terms of graphical and symbolic representations
- A4 Describe and use logic of equivalence in working with equations, inequalities, and functions
- A5 Develop graphical techniques of solution for problem situations involving functions
- A6 Explore and describe characterizing features of functions
- A7 Make arguments and proofs in algebraic settings
- A8 Factor difference of two squares
- A9 Determine slope, midpoint, and distance
- A10 Explore and combine rational functions
- A11 Explore factoring techniques
- A12 Solve quadratic equations by factoring and formula
- A13 Set up and solve linear equations
- A14 Solve systems of linear equations with two variables
- A15 Describe geometric situations and phenomena using variables, equations, and functions
- A16 Describe measures of central tendency, mean, median, mode, and variance algebraically and graphically
- A17 Represent inequalities on the number line and in the coordinate plane
- A18 Use coordinate arguments in making geometric proofs

- A19 Symbolize transformations of figures and graphs
- A20 Explore geometric basis for functions of trigonometry
- A21 Graph linear functions
- A22 Develop and use vectors to represent direction and magnitude, including operations
- A23 Use polar and parametric equations to describe, graph, and solve problem situations
- A24 Represent sequences and series as functions both algebraically and graphically
- A25 Explore recursive functions and procedures using spreadsheets, other computer utilities, and notions appropriate to these problem situations
- A26 Describe and solve algebraic situations with matrices
- A27 Describe and use inverse relationship between functions, including exponential and logarithmic
- A28 Analyze and describe errors (and their sources) that can be made when using computers and calculators to solve problems
- A29 Decide whether problem situation is best solved using computer, calculator, paper and pencil, or mental arithmetic/estimation techniques
- A30 Explore relationships between complex numbers and vectors
- A31 Make arguments concerning limits, convergence and divergence in contexts involving sequences, series, and other types of functions
- A32 Represent transformations in the plane with matrices
- A33 Contrast and compare algebras of rational, real, and complex numbers with characteristics of a matrix algebra system
- A34 Construct polynomial approximations of a function over specified intervals of convergence
- A35 Examine complex numbers as zeros of functions
- A36 Translate verbal statements into symbolic language
- A37 Simplify algebraic expressions
- A38 Use laws and exponents (including scientific notation)
- A39 Expand and extend idea of vectors and linear algebra to higher dimensional situations
- A40 Use the idea of independent basis elements for a vector space and associated fundamental concepts of finite dimensional linear algebra
- A41 Develop and communicate arguments about limit situations
- A42 Use matrices to describe and apply transformations
- A43 Develop and use polar and parametric equations to represent problem situations
- A44 Explore proofs by mathematical induction

Subunit: Geometry

Competencies:

- G1 Create and interpret drawings of three-dimensional objects
- G2 Represent problem situations with geometric models and apply properties of figures
- G3 Apply Pythagorean theorem
- G4 Demonstrate knowledge of angles and parallel and perpendicular lines
- G5 Explore inductive and deductive reasoning through applications to various subject areas
- G6 Translate between synthetic and coordinate representations
- G7 Identify congruent and similar figures using transformation with computer programs
- G8 Deduce properties of figures using transformations and coordinates
- G9 Use deductive reasoning
- G10 Explore compass and straightedge constructions in context of geometric theorems
- G11 Demonstrate knowledge of and ability to use proof
- G12 Use variety of proof techniques (e.g., synthetic, transformational, and coordinate)
- G13 Use variety of proof formats, including T-proof (i.e., two-column) and paragraph proof
- G14 Explore different proof strategies
- G15 Investigate different proofs of theorems
- G16 Develop knowledge of an axiomatic system
- G17 Apply transformations and coordinates in problem solving
- G18 Represent problem situations with geometric models, and apply properties of figures

- G19 Deduce properties of figures using vectors
- G20 Analyze properties of Euclidean transformations, and relate translations to vectors
- G21 Apply vectors in problem solving
- G22 Develop further knowledge of axiomatic systems by investigating and comparing various geometries

Subunit: Patterns, Relations, and Functions

Competencies:

- P1 Model real-world phenomena with polynomial and exponential functions
- P2 Explore relationship between zeros and intercepts of functions
- P3 Translate among tables, algebraic expressions, and graphs of functions
- P4 Use graphing calculator or computer to generate graph of a function
- P5 Explore relationship between a linear function and its inverse
- P6 Describe and use characteristics of polynomial functions in problem-solving situations
- P7 Explore conic sections, and graph using graphing calculator or computer
- P8 Apply trigonometric functions to problem situations involving triangles
- P9 Discover general relationships between algebraic description of conic, kind of conic, and special properties of that conic
- P10 Explore periodic real-world phenomena using sine and cosine functions
- P11 Analyze effects of parameter changes on graphs
- P12 Use graphing calculator or computer to graph functions
- P13 Develop a knowledge of rational and transcendental functions
- P14 Understand connections between trigonometric and circular functions
- P15 Use circular functions to model periodic real-world functions
- P16 Solve trigonometric equations, and verify trigonometric identities
- P17 Understand connections between trigonometric functions and polar coordinates, exponential functions, logarithmic functions, complex numbers, and series
- P18 Model real-world phenomena with a variety of functions
- P19 Graph using polar coordinates
- P20 Explore graphs in three dimensions
- P21 Explore functions of several variables
- P22 Explore recursive functions using spreadsheets and/or programming languages

Unit: Science Skills

Subunit: Scientific Inquiry

Competencies:

- Q1 Check the appropriateness and accuracy of measures and computations using various strategies (e.g., estimations, unit analysis, determination of significant figures)
- Q2 Use ratios, proportions, and probabilities in appropriate problem situations
- Q3 Translate information from and represent information in various forms with equal ease (e.g., tables, charts, graphs, diagrams, geometric figures)
- Q4 Use existing algebraic formulas and create new ones in appropriate problem-solving situations
- Q5 Estimate and justify probabilities of outcomes of familiar situations based on experimentation and other strategies
- Q6 Invent apparatus and mechanical tools needed to perform unique tasks in various situations
- Q7 Identify, compare, and contrast different modes of inquiry, habits of mind, and attitudes and dispositions
- Q8 Design investigations that are safe and ethical (i.e., obtain consent and inform others of potential outcomes, risks, and benefits; and show evidence of concern for the health and safety of humans and non-human species)

- Q9 Make and read scale drawings, maps, models, and other representations to aid planning and understanding
- Q10 Seek elaboration and justification of data and ideas, and reflect on alternative interpretations of the information
- Q11 Use appropriate units for counts and measures
- Q12 Create and use databases (electronic and other) to collect, organize, and verify data and observations
- Q13 Design and conduct investigations with multiple variables
- Q14 Communicate the results of investigations clearly in a variety of situations
- Q15 Examine relationships in nature, offer alternative explanations for the observations, and collect evidence that can be used to help judge among explanations
- Q16 Trace the development (e.g., history, controversy, and ramifications) of various theories, focusing on supporting evidence and modification with new evidence
- Q17 Select, invent, and use tools, including analog and digital instruments, to make and record direct measurements
- Q18 Observe and document events and characteristics of complex systems
- Q19 Explain the influence of perspective (e.g., spatial, temporal, and social) on observation and subsequent interpretations
- Q20 Create multiple representations of the same data using a variety of symbols, descriptive languages, mathematical concepts, and graphic techniques
- Q21 Generate testable hypotheses for observations of complex systems and interactions
- Q22 Document potentially hazardous conditions and associated risks in selected homes and public areas
- Q23 Participate in public debates, relying on documented and verified data to construct and represent a position on scientific issues
- Q24 Construct and test models of physical, biological, social, and geological systems
- Q25 Read, verify, debate, and, where necessary, refute research published in popular or technical journals of science (e.g., *Discover*, *Omni*, *Popular Mechanics*)
- Q26 Explore discrepant events and develop and test explanations of what was observed
- Q27 Conduct theory-based research using surveys, observational instruments, and other methods
- Q28 Modify personal opinions, interpretations, explanations, and conclusions based on new information
- Q29 Analyze error and develop explanations in various domains
- Q30 Formulate taxonomic schemes based upon multivariate models that help to explain similarities and differences in form, distribution, behavior, survival, and origin of objects and organisms
- Q31 Demonstrate various logical connections between related concepts (e.g., entropy, conservation of energy)
- Q32 Account for discrepancies between theories and observations
- Q33 Analyze the changes within a system when inputs, outputs, and interactions are altered
- Q34 Create, standardize, and document procedures
- Q35 Determine the sources of significant disparities between the predicted and recorded results, and change research procedures to minimize disparities
- Q36 Research, locate, and propose applications for abstract patterns (e.g., fractals, Fibonacci sequences, string theory, orbitals)
- Q37 Recognize and utilize classification systems for particles, elements, compounds, phenomena, organisms, and others for exploring and predicting properties and behaviors
- Q38 Suggest and defend alternative experimental designs and data explanations (e.g., sampling, controls, safeguards)
- Q39 Recognize and communicate differences between questions that can be investigated in a scientific way and those that rely on other ways of knowing
- Q40 Draw conclusions based on the relationships among data analysis, experimental design, and possible models and theories
- Q41 Suggest new questions as a result of reflection on and discussions about own scientific investigations
- Q42 Investigate, assess, and comment on strengths and weakness of the descriptive and predictive powers of science
- Q43 Create new information from representations of data in a variety of forms (e.g., symbols, descriptive languages, graphic formats) utilizing a variety of techniques (e.g., interpolations, extrapolations, linear regressions, central tendencies, correlations)

Subunit: Scientific Knowledge

Competencies:

- K1 Investigate various types of dynamic equilibrium (e.g., biological, geological, mechanical, chemical)
- K2 Investigate the relationship between the rates of energy exchange and the relative energy level of components within systems (e.g., trophic levels of ecosystems, osmosis, rate of heating and cooling, storms)
- K3 Investigate patterns in the natural world (e.g., heredity, crystalline structures, population and resource distributions, diffraction, dispersion, polarization)
- K4 Investigate models and theories that help to explain the interactions of components in systems (e.g., conservation of mass, energy, and momentum; foodwebs; natural selection; entropy; plate tectonics; chaos; relativity; social-psychology)
- K5 Investigate degrees of kinship among organisms and groups of organisms
- K6 Investigate the limits of the definition of life, and investigate organisms and physical systems that exist at or near these limits (e.g. viruses, quarks, black holes)
- K7 Investigate estimates and measurements of a wide range of distances and rates of change
- K8 Investigate the historical development of theories of change over time (e.g., natural selection, continental drift, the big bang, geologic change)
- K9 Investigate physical and chemical changes in living and nonliving systems (e.g., photosynthesis, weathering processes, glaciation, thermal effects of materials, energy cells)
- K10 Investigate simulations of nuclear change (e.g., radioactivity, half life, carbon dating)
- K11 Investigate conservation principles associated with physical, chemical, and nuclear changes
- K12 Formulate descriptions of the impacts of various forms of mechanical and electromagnetic waves on various organisms and objects
- K13 Formulate models and hypotheses for patterns in the natural world (e.g., earth structures, transportation systems, migrations, communications, constellations)
- K14 Formulate explanations for the influences of objects and organisms on each other over time
- K15 Formulate and interpret explanations for change phenomena (e.g., mass extinctions, stellar evolution, punctuated equilibrium, molecular synthesis)
- K16 Formulate and interpret explanations for the magnitudes of diversity at different periods of geologic time (e.g., mutation, global cataclysms, continental drift, competition, mass extinctions)
- K17 Formulate interpretations of the structure, function, and diversity in a variety of organisms and physical systems (e.g., DNA and RNA variants, nucleons, interaction particles)
- K18 Formulate understandings of geologic time (e.g., millennia, periods, epochs)
- K19 Formulate an understanding of the historical development of the model of the universe (e.g., Aristotle, Ptolemy, Copernicus, Brahe, Kepler, Galileo, Newton, Einstein)
- K20 Formulate explanations and representations of the production, transmission, and conservation of energy in biological and physical systems (e.g., weather, volcanism, earthquakes, electricity, magnetism, cellular respiration)
- K21 Formulate models and hypotheses about patterns in the natural world (e.g., social behavior, molecular structure, energy transformation, entropy, randomness, aging, chaos, hormonal cycles)
- K22 Formulate interpretations of the relationship between energy exchange and the interfaces between components within systems
- K23a Formulate estimations for the range of energies within and between various phenomena (e.g., thermal, electromagnetic, thermonuclear, chemical, electrical)
- K23b Formulate explanations for the historical development of descriptions of motions interactions and transformations of matter and energy (e.g., classical Newtonian mechanics, special and general relativity, chaos)
- K24 Formulate models that can be used to describe fundamental molecular interactions in living and non-living systems (e.g., cell membranes, semiconductors).
- K25 Formulate an understanding of the degree of relationship among organisms and objects based on molecular structure (e.g., proteins, nucleic acids)
- K26 Formulate hypotheses and models that may account for observable events (e.g., electricity and magnetism, gravitation, atoms, bonding, chemical reactions, quantum effects, energy flow on biological systems, predator-prey relationships)

- K27 Formulate models and hypotheses about change over time (e.g., natural selection, speciation, punctuated equilibrium, phyletic gradualism, stellar evolution, plate tectonics, radioactive decay, quantum mechanical theory)
- K28 Formulate lists of limitations, and propose refinements of standard classification systems (e.g., periodic table, IUPAC, Linnean, standard model)
- K29 Formulate specific cases of limitations and possible exceptions of theories and principles regarding the interactions of moving objects and organisms (e.g., fluid flow in vessels, motion near the speed of light, Heisenberg uncertainty principle, meteorological prediction, local variation and diversity, earthquake prediction, energy transport in cellular respiration)
- K30 Formulate plans and contingencies that can be used to accommodate for changes to and stresses on systems (e.g., wildlife and habitat management, corrosion prevention, noise abatement, structure design)
- K31 Formulate models of molecular, atomic, ionic, and subatomic structures and the physical and biological implications of these structures (e.g., genes, nucleons, quarks)
- K32 Formulate estimates for a wide range of measurements and scales (e.g., angstroms to light years)
- K33 Formulate and interpret representations of time from origin to present accounting for phenomena of scale (e.g., smoothness, punctuations, chaos)
- K34 Formulate interpretations of the historical development of various theories of possible causes of diversity among physical and biological phenomena (e.g., the works of Aristotle, Mendel, Darwin, McClintock)
- K35 Formulate models and hypotheses that can be used to explain the interactions of components within technological and ecological systems

Subunit: Conditions for Learning Science

Competencies:

- C1 Participate actively in dialogue about and resolution of community issues
- C2 Assess information from various countries in the original language or translated form to ascertain the perspectives of many cultures
- C3 Analyze the scientific ideas presented in science fiction stories and films
- C4 Perform and repeat investigations to verify data, determine regularity, and reduce the impact of experimental error
- C5 Present the results of investigations in a variety of forums
- C6 Contribute to the decisions regarding topics for investigation
- C7 Use various creative means to communicate interpretations of scientific ideas, concepts, phenomena, and events
- C8 Consider the scientific thinking and language of others
- C9 Individually and collaboratively produce clearly written representations of investigative results
- C10 Fulfill responsibilities as part of a research group
- C11 Select and utilize resources by various criteria (e.g., efficiency, effectiveness, health, safety) that are appropriate to the investigations being conducted by groups
- C12 Present persuasive argument based on the scientific aspects of controversial issues
- C13 Collect, store, retrieve, and manipulate information with available technologies that may range from hand processes up through computer applications
- C14 Investigate social issues with a scientific perspective (e.g., human rights, wellness, economics, futurism, environmental ethics)
- C15 Keep journals of observations and inferences made over an extended period of time, and reflect upon the impact of these recorded ideas on own thinking and actions
- C16 Examine the intellect, perspectives, and ethics of notable scientists
- C17 Collect and analyze observations made over extended periods of time and compare these to scientific theories
- C18 Create presentations of scientific understandings using diverse modes of expressions
- C19 Conduct formal scientific debates in the classroom

- C20 Wonder about the likelihood of events that may occur by chance or coincidence
- C21 Plan and conduct field trips and experiences for small and large groups
- C22 Analyze the historical context that leads to and has led to scientific theories
- C23 Seek information on topics of personal scientific interest from a variety of sources
- C24 Conduct learner-developed investigations independently and collaboratively over periods of weeks and months
- C25 Listen attentively and critically to presentations of scientific information made by others
- C26 Conduct analyses of propaganda related to scientific issues
- C27 Perform investigations that require observations over varying periods of time
- C28 Experience scientific concepts as interpreted by other cultures through multimedia and local and global specialists
- C29 Access appropriate technology to perform complicated, time-consuming tasks
- C30 Relate historical accounts of science to the cultural context in which they were written
- C31 Work as a contributing member of a collaborative research group
- C32 Examine the influences of social and political structures and realities that contribute to inquiry about scientific issues
- C33 Use technology (e.g., desktop publishing, teleconferencing, networking) to communicate scientific ideas
- C34 Explore and analyze a variety of perspectives on science (e.g., works by men and women of many racial, ethnic, and cultural groups)
- C35 Lead groups of learners of various ages in designing, planning, and conducting science activities
- C36 Respect the scientific thinking of others and self
- C37 Recognize and contrast different epistemologies
- C38 Develop possible courses of action in response to scientific issues of local and global concern
- C39 Determine the validity of research conclusions in relation to the design, performance, and results
- C40 Develop multimedia presentations of group and individual research projects and investigations appropriate for a variety of audiences and forums
- C41 Produce interesting and scientifically correct stories and present them using various modes of expression
- C42 Reflect on the ideas and content found in own journal records
- C43 Examine ambiguous results and formulate explanations
- C44 Recognize and synthesize the contributions to scientific thought of individuals from many cultures
- C45 Construct models and simulations of the component structures and functions of living and nonliving entities
- C46 Lead multi-age groups in the examination of and planned resolution for scientific issues
- C47 Recognize and choose members of research teams based upon the merit of their ideas and skills
- C48 Construct a portfolio of products, documentation, and self-evaluations of own abilities, skills, and experiences
- C49 Synthesize scientific information from a variety of sources
- C50 Evaluate and prioritize scientific issues based upon risk-benefit analyses
- C51 Refine scientific skills from a variety of experiences

Subunit: Applications for Science Learning

Competencies:

- A1 Answer student-determined questions by designing databases and drawing inferences from the analyses of the information in these databases
- A2 Make personal behavior decisions by interpreting information that has a scientific basis
- A3 Propose courses of action that will validate and demonstrate personal understandings of scientific principles
- A4 Guide other learners in their understanding of the interactions of technologies and society at various periods in time
- A5 Promote and carry out practices that contribute to a sustainable environment

- A6 Study and propose improvements in public services and systems in own community
- A7 Choose consumer materials utilizing personal and environmental risk and benefit information
- A8 Make inferences and draw conclusions using databases, spreadsheets, and other technologies
- A9 Do simple troubleshooting on common electrical and mechanical systems, identifying and eliminating possible causes of malfunctions
- A10 Construct devices that perform simple, repetitive actions
- A11 Investigate the functionality of various geometric shapes in the natural world and the designed world (e.g., translations from spherical to plane representations cause distortions; triangular shapes contribute to rigidity and stability in structures; round shapes minimize boundary for a given capacity)
- A12 Make decisions regarding personal and public health
- A13 Evaluate the social and ecological risks and benefits resulting from the use of various consumer products
- A14 Analyze the contributions of advances in technology through history to own everyday life
- A15 Identify and reduce risks and threats to a sustainable environment
- A16 Extend the limits of human capabilities using technological enhancements
- A17 Use and recognize various propaganda techniques
- A18 Solve unique problems using the results of systematic analyses
- A19 Choose everyday consumer products that utilize recent innovation and pass appropriate performance criteria
- A20 Refine personal career interests through investigations of the diversity of manufacturing, research, service, and invention processes
- A21 Predict and investigate the working of toys and tools while controlling and manipulating variables (e.g., friction, gravity, forces)
- A22 Write, follow, modify, and extend instructions (e.g., equations, algorithms, formulas, flow diagrams, illustrations)
- A23 Create products, make inferences, and draw conclusions using databases, spreadsheets, and other technologies
- A24 Predict various scenarios and propose solutions to community issues using scientific information (e.g., actuarial tables, census data, topographic maps, incidence data, climatic data)
- A25 Use scientific evidence to consider options and formulate positions about the health and safety of others and self
- A26 Search for, use, create, and store objects and information using various strategies and methods of organization and access
- A27 Research and write environmental impact statements of own design
- A28 Compare school-based science perspectives with those gained through cutting-edge technological applications
- A29 Design management plans for natural and human-altered environments (e.g., woodlots, patios, lots, lawns, farmlands, forests)
- A30 Refine personal career interests
- A31 Promote public awareness of the interaction of technology with social issues
- A32 Advocate and propose courses of action for local and global scientific issues using global networks
- A33 Use appropriate technologies to prepare and present the findings of investigations incorporating tables, graphs, diagrams, and text
- A34 Make informed consumer choices by evaluating and prioritizing information, evidence, and strategies
- A35 Develop an informed point of view that allows for validation or refutation of the scientific statements and claims of advocates before pursuing courses of action (e.g., contributing support, signing petitions, casting votes)
- A36 Differentiate between observations and inferences in the exploration of evidence related to personal, scientific, and community issues
- A37 Develop and write environmental impact, and safety and hygiene management plans
- A38 Use technology to collect, analyze, and communicate information (e.g., electronic networks, desktop publishing, remote sensing, graphing calculators, satellite telemetry, and others)
- A39 Design, construct, and market inventions

Academic Competencies: Business Administration and Management

The Business Administration and Management OCAP panel of expert workers (see member list on the inside back cover) identified the following academic competencies (from the total list, pp. 44-58) as most crucial to the entry-level success of an employee in the area of business administration and management. It is recommended that these competencies be taught in an applied manner for students enrolled in business administration and management programs.

Unit: Communications Skills

Subunit: Reading—Structure

Competencies:

RS1	Exhibit knowledge of language structure
RS2	Recognize that there may be more than one interpretation of reading selections
RS5	Develop and use an increasingly sophisticated vocabulary gained through context
RS6	Apply knowledge of language structure to reading
RS7	Explain why there may be more than one interpretation of reading selections
RS8	Recognize effect of literary devices on meaning
RS10	Recognize relationship of structure to meaning
RS11	Describe various interpretations and levels of meaning in reading selections (e.g., symbolism, nuance)
RS15	Apply an expanding vocabulary gained through reading
RS16	Explain various interpretations and levels of meaning in reading selections (e.g., symbolism, nuance)
RS17	Analyze use of literary devices (e.g., extended metaphor, simile, personification, hyperbole, pun, alliteration)
RS18	Understand use of literary techniques (e.g., irony, satire, allegory, onomatopoeia)

Subunit: Reading—Meaning Construction

Competencies:

RM1	Demonstrate ability to recognize appropriate pre-reading strategies
RM2	Describe effectiveness of a reading selection
RM3	Read to clarify personal thinking and knowledge
RM4	Support interpretation of text by locating and citing specific information
RM7	Engage in self-selected reading activities
RM8	Confirm and extend meaning in reading by researching new concepts and facts
RM9	Self-monitor and apply corrective strategies when communication has been interrupted or lost
RM11	Assess effectiveness of a selection read
RM12	Use reading as a possible problem-solving strategy to clarify personal thinking and knowledge
RM16	Assess validity and quality of selection read (e.g., predict, summarize, analyze, infer)

Continued



Subunit: Reading—Meaning Construction—Continued

RM17	Clarify meaning when reading, using knowledge of literary devices, stylistic diction, and other semantic elements
RM18	Compare personal reaction to critical assessment of a literary selection
RM19	Assess validity of diverse literary interpretations
RM20	Use reference books to find, evaluate, and synthesize information

Subunit: Reading—Application

Competencies:

RA1	Select and read material for personal enjoyment and information
RA2	Read a variety of complete, unabridged works (e.g., self-selected or assigned stories, essays, nonfiction, plays, novels, poetry)
RA5	Develop and apply knowledge of the interrelationship of concepts (e.g., construction of webs, graphs, timelines)
RA6	Read selections from a variety of styles and formats, recognizing that style and format influence meaning
RA7	Extend value of reading, writing, speaking, viewing, and listening by pursuing, through reading, new concepts and interests developed as a result of these activities

Subunit: Reading—Multidisciplinary

Competencies:

RM1	Connect themes and ideas across disciplines through literature
RM2	Read to facilitate learning across curriculum
RM3	Read to develop awareness of human rights and freedom
RM4	Participate actively in a community of learners
RM5	Recognize and explain interaction between literature and various cultural domains (e.g., social, technological, political, economic)
RM6	Explore and analyze a variety of cultural elements, attitudes, beliefs, and value structures by reading and experiencing our diverse literary tradition, including works by men and women of many racial, ethnic, and cultural groups
RM7	Value thinking and language of others
RM9	Read to facilitate content learning

Subunit: Writing—Structure

Competencies:

WS1	Develop and expand a repertoire of organizational strategies (e.g., narration, comparison/contrast, and description) through practice and discussion
WS2	Clarify word choice according to audience, topic, and purpose
WS3	Locate and correct errors in usage, spelling, and mechanics (e.g., subject-verb agreement, parallel construction, pronoun reference, punctuation, capitalization, sentence structure) using a variety of resources
WS4	Recognize information gained from primary and secondary sources
WS5	Develop writing that contains ordered, related, well-developed paragraphs with sentences of varied lengths and patterns
WS6	Use information from a variety of sources to develop an integrated piece of writing
WS7	Evaluate and revise writing to focus on such things as audience, tone, and purpose
WS9	Develop extended pieces of writing that contain ordered, related, well-developed paragraphs with sentences of varied lengths and patterns
WS11	Synthesize information from a variety of sources to construct meaning
WS12	Refine word choice and tone according to audience, situation, and purpose
WS13	Appropriately cite information gained from primary and secondary sources
WS14	Use style manuals or software to prepare documentation and reference lists
WS15	Develop effectively organized pieces of expository writing containing strong voice, clear thesis, and well-developed ideas
WS16	Identify organization patterns appropriate to writing topic
WS17	Respond to others' suggested revisions to a writing piece

Subunit: Writing—Meaning Construction

Competencies:

WM2	Develop criteria for writing evaluation using scoring guides (e.g., rubric/holistic scale, primary trait scoring) and peer/teacher assistance to clarify meaning
WM3	Respond to others' suggested revisions to a piece of writing (e.g., self-question, re-read, revise)
WM4	Use word processing, graphics, and publishing as aids for constructing meaning in writing
WM5	Engage in self-initiated writing activities
WM6	Incorporate personal criteria with generally accepted standards for writing evaluation
WM7	Evaluate, analyze, and synthesize information for writing
WM8	Evaluate own writing using personal and established scoring criteria
WM9	Assess personal/peer revisions to a writing piece
WM10	Recognize and refine personal writing styles

Subunit: Writing—Application

Competencies:

WA1	Apply appropriate writing techniques (e.g., prewriting, drafting, revising, editing, presenting) suitable for varied writing tasks
WA2	Use sentence-combining techniques to improve syntactic fluency and maturity
WA3	Write in response to prompted and self-selected topics in practical, persuasive, descriptive, narrative, and expository domains
WA4	Develop personal voice in writing
WA5	Consider audience and purpose for writing
WA6	Develop criteria for selection and potential development of topic
WA8	Apply an expanding vocabulary gained through writing
WA9	Make judicious use of reference sources (e.g., dictionary, thesaurus, online database, encyclopedia)
WA10	Demonstrate an appreciation for aesthetically pleasing language through word choice and style
WA11	Apply revising and editing strategies needed for writing task
WA12	Vary sentence lengths and patterns
WA13	Refine personal voice in writing
WA14	Vary styles and formats for intended purpose and audience
WA15	Apply criteria for selection and development of topic
WA16	Participate in peer review of writing in progress
WA17	Use transitions between sentences, ideas, and paragraphs in writing
WA18	Revise and edit papers extensively in preparation for presentation/publication
WA20	Focus writing and tone on such elements as audience, situation, and purpose
WA21	Develop topic fully and appropriately
WA22	Use writing process to clarify personal thinking and knowledge
WA24	Develop an extended piece of writing (e.g., story, narrative poem, autobiography, novel, research paper)
WA25	Revise writing and tone to assure focus on such elements as audience, situation, and purpose
WA26	Use writing process to write reflectively

Subunit: Writing—Multidisciplinary

Competencies:

WM1	Use writing process for learning across curriculum
WM3	Value and apply collaborative skills in the writing process
WM4	Write in response to reading, speaking, viewing, and listening
WM6	Use writing process to facilitate learning across curriculum
WM7	Recognize value of and engage in collaboration in the writing process
WM9	Record experiences and observations related to content learning
WM10	Apply collaborative skills in the writing process
WM11	Write collaboratively with peers
WM12	Use cross-disciplinary resources in writing projects

Subunit: Listening/Visual Literacy—Structure

Competencies:

LS3	Recognize correct and appropriate grammar, diction, and syntax
LS4	Expand vocabulary through listening to and viewing varied media (e.g., recordings, films, music, news broadcasts)
LS7	Recognize use and misuse of language in media
LS9	Expand and refine grammar, diction, and syntax through listening
LS11	Expand knowledge of complex grammar, diction, and syntax issues

Subunit: Listening/Visual Literacy—Meaning Construction

Competencies:

LM1	Develop critical thinking skills necessary to evaluate media and assess oral presentations
LM2	Compare new oral texts to past experiences and knowledge in order to enhance comprehension
LM4	Focus listening and viewing on themes and/or plots
LM5	Gather information from listening and viewing experiences to enhance research
LM6	Use critical thinking skills to evaluate media and oral presentations
LM7	Use prior knowledge and experiences to facilitate comprehension of new oral texts
LM10	Use information gathered from listening and viewing experiences to expand research
LM11	Enhance use of critical thinking skills to evaluate media and oral presentations
LM12	Consider prior knowledge and experiences when attempting to understand the meaning of new texts
LM14	Select viewing and listening materials to support written text
LM15	Evaluate media and oral presentations analytically and critically

Subunit: Listening/Visual Literacy—Application

Competencies:

LA1	Listen attentively during oral reading
LA2	Use media as stimuli for learning and thinking
LA4	Use electronic media to enhance and highlight language learning
LA6	Use technology and other media (e.g., videos, posters, maps, graphs, t-shirts) as means of expressing ideas

Subunit: Listening/Visual Literacy—Multidisciplinary

Competencies:

LM1	Facilitate learning across curriculum through critical listening and viewing
LM2	Engage in individual, small-group, and whole-group listening and viewing activities
LM4	Investigate language and cultural differences through listening and viewing activities
LM5	Participate in a community of learners through productive listening

Subunit: Oral Communication—Structure

Competencies:

OS1	Refine oral communication skills (e.g., voice modulation, eye contact, body language)
OS2	Demonstrate knowledge of grammar, usage, and syntax when presenting
OS3	Select topics and vocabulary suitable to audience
OS4	Organize notes and ideas for speaking (e.g., cause-effect, chronological, exemplification)
OS5	Use language imaginatively (e.g., word games, puns, limericks)
OS6	Modulate voice to enhance meaning when interpreting literature orally
OS7	Organize notes and ideas for formal, semiformal, and informal presentations of information
OS8	Refine speaking techniques for formal, semiformal, and informal settings
OS9	Develop repertoire of organizational strategies for presenting information orally
OS10	Expand vocabulary to fit topic
OS11	Select topics suitable to audience, situation, and purpose
OS12	Select appropriate strategies when organizing notes and ideas for speaking

Subunit: Oral Communications—Meaning Construction

Competencies:

OM1	Make connections between prior knowledge and new information for oral presentations
OM2	Participate in informal speaking activities (e.g., offering opinions, supporting statements, questions, clarification, entertainment)
OM3	Use interviewing techniques to gather information
OM4	Communicate orally to entertain and to inform
OM5	Participate in group communication activities (e.g., debates, panel discussions, negotiations, book-sharing, roundtables, cooperative/collaborative groups)
OM6	Take and organize notes when preparing speech/presentation
OM7	Interpret texts orally to illustrate meaning
OM8	Respond to needs of various audiences
OM9	Gather and assess information for speaking
OM10	Communicate orally to inform and persuade
OM11	Prepare and deliver formal speech/presentation
OM12	Participate in a variety of oral interpretations
OM13	Assess needs of audience, and adjust language and presentation according to their knowledge
OM14	Analyze and synthesize information for speaking
OM16	Describe topic or idea in order to clarify personal/audience thinking
OM17	Analyze and synthesize information gathered from a variety of sources (e.g., interviews, hypermedia, reference works) for speaking
OM19	Interpret orally a variety of literature
OM20	Describe topic or idea to clarify meaning for others

Subunit: Oral Communication—Application

Competencies:

OA1	Become proficient at using interviewing techniques
OA2	Give an oral interpretation for a specific audience
OA3	Develop and apply oral communication skills for cooperative/collaborative learning
OA4	Use oral communication for a variety of purposes and audiences (e.g., negotiations, book reviews, rationales)
OA5	Develop and apply decision-making strategies
OA6	Practice interviewing techniques
OA7	Apply interviewing techniques to purposeful interviews
OA8	Focus oral interpretation on a specific audience

Subunit: Oral Communications—Multidisciplinary

Competencies:

OM1	Value thinking and language of others
OM2	Develop oral projects collaboratively
OM3	Be involved in individual, small-group, and whole-group language activities
OM4	Participate actively in a community of learners
OM5	Investigate language and cultural differences through oral language activities

Unit: Mathematics Skills***Subunit: Numbers and Number Relations***

Competencies:

NR1	Compare, order, and determine equivalence of real numbers
NR2	Estimate answers, compute, and solve problems involving real numbers
NR3	Compare and contrast real number system, rational number system, and whole number system
NR4	Extend knowledge to complex number system, and develop facility with its operation

Subunit: Measurement

Competencies:

M1	Estimate and use measurements
M2	Understand the need for measurement and the probability that any measurement is accurate to some designated specification
M3	Understand and apply measurements related to power and work
M4	Understand and apply measurement concepts of distance-rate-time problems and acceleration problems with real-world experiments
M5	Use real experiments to investigate elasticity, heat, sound, electricity, magnetism, light, acceleration, velocity, energy, and gravity
M6	Use real-world problem situations involving mass and weight
M7	Use real-world problem situations involving simple harmonic motion

Continued

Subunit: Measurement—Continued

M8	Establish ratios with and without common units
M9	Construct and interpret maps, tables, charts, and graphs as they relate to real-world mathematics
M10	Understand and solve rate-change problems
M11	Understand and solve right triangle relationships as they relate to measurement—specifically those that deal with the Pythagorean theorem
M12	Graph and interpret ordered pairs
M13	Compute total sales from a variety of items
M14	Comprehend and compute rates of growth or decay
M15	Comprehend, compute, and interpret real problems involving annuities
M16	Develop an ability to identify real problems and provide possible solutions
M17	Express and apply different types of measurement scales
M18	Determine area and volume

Subunit: Estimation and Mental Computation

Competencies:

E1	Use estimation to eliminate choices in multiple-choice tests
E2	Use estimation to determine reasonableness of problem situations in a wide variety of applications
E4	Use mental computation when computer and calculator are inappropriate

Subunit: Data Analysis and Probability

Competencies:

D1	Organize data into tables, charts, and graphs
D2	Understand and apply measures of central tendency, variability, and correlation
D3	Use curve fitting to predict from data
D4	Use experimental or theoretical probability, as appropriate, to represent and solve problems involving uncertainty
D5	Use computer simulations and random number generators to estimate probabilities
D6	Test hypotheses using appropriate statistics
D7	Read, interpret, and use tables, charts, and graphs to identify patterns, note trends, draw conclusions, and make predictions
D8	Identify probabilities of events involving unbiased objects
D9	Use sampling and recognize its role in statistical claims
D10	Design a statistical experiment to study problem, conduct experiment, and interpret and communicate outcomes
D11	Describe normal curve in general terms, and use its properties
D12	Create and interpret discrete probability distributions
D13	Understand concept of random variable
D14	Apply concept of random variable to generate and interpret probability distributions, including binomial, uniform, normal, and chi square

Subunit: Algebra

Competencies:

A1	Describe problem situations by using and relating numerical, symbolic, and graphical representations
A2	Use language and notation of functions in symbolic and graphing settings
A16	Describe measures of central tendency, mean, median, mode, and variance algebraically and graphically
A28	Analyze and describe errors (and their sources) that can be made when using computers and calculators to solve problems
A29	Decide whether problem situation is best solved using computer, calculator, paper and pencil, or mental arithmetic/estimation techniques
A36	Translate verbal statements into symbolic language
A37	Simplify algebraic expressions

Subunit: Geometry

Competencies:

G1	Create and interpret drawings of three-dimensional objects
G2	Represent problem situations with geometric models and apply properties of figures
G3	Apply Pythagorean theorem
G4	Demonstrate knowledge of angles and parallel and perpendicular lines
G5	Explore inductive and deductive reasoning through applications to various subject areas
G9	Use deductive reasoning

Subunit: Patterns, Relations, and Functions

Competencies:

P3	Translate among tables, algebraic expressions, and graphs of functions
P12	Use graphing calculator or computer to graph functions
P20	Explore graphs in three dimensions

Unit: Science Skills***Subunit: Scientific Inquiry***

Competencies:

Q1	Check the appropriateness and accuracy of measures and computations using various strategies (e.g., estimations, unit analysis, determination of significant figures)
Q2	Use ratios, proportions, and probabilities in appropriate problem situations
Q3	Translate information from and represent information in various forms with equal ease (e.g., tables, charts, graphs, diagrams, geometric figures)
Q4	Use existing algebraic formulas and create new ones in appropriate problem-solving situations
Q5	Estimate and justify probabilities of outcomes of familiar situations based on experimentation and other strategies

Continued

Subunit: Scientific Inquiry—Continued

Q6	Invent apparatus and mechanical tools needed to perform unique tasks in various situations
Q7	Identify, compare, and contrast different modes of inquiry, habits of mind, and attitudes and dispositions
Q8	Design investigations that are safe and ethical (i.e., obtain consent and inform others of potential outcomes, risks, and benefits; and show evidence of concern for the health and safety of humans and nonhuman species)
Q9	Make and read scale drawings, maps, models, and other representations to aid planning and understanding
Q10	Seek elaboration and justification of data and ideas, and reflect on alternative interpretations of the information
Q11	Use appropriate units for counts and measures
Q12	Create and use databases (electronic and other) to collect, organize, and verify data and observations
Q13	Design and conduct investigations with multiple variables
Q14	Communicate the results of investigations clearly in a variety of situations
Q16	Trace the development (e.g., history, controversy, and ramifications) of various theories, focusing on supporting evidence and modification with new evidence
Q17	Select, invent, and use tools, including analog and digital instruments, to make and record direct measurements
Q18	Observe and document events and characteristics of complex systems
Q20	Create multiple representations of the same data using a variety of symbols, descriptive languages, mathematical concepts, and graphic techniques
Q21	Generate testable hypotheses for observations of complex systems and interactions
Q22	Document potentially hazardous conditions and associated risks in selected homes and public areas
Q23	Participate in public debates, relying on documented and verified data to construct and represent a position on scientific issues
Q25	Read, verify, debate, and, where necessary, refute research published in popular or technical journals of science (e.g., <i>Discover</i> , <i>Omni</i> , <i>Popular Mechanics</i>)
Q27	Conduct theory-based research using surveys, observational instruments, and other methods
Q28	Modify personal opinions, interpretations, explanations, and conclusions based on new information
Q29	Analyze error and develop explanations in various domains
Q31	Demonstrate various logical connections between related concepts (e.g., entropy, conservation of energy)
Q32	Account for discrepancies between theories and observations
Q33	Analyze the changes within a system when inputs, outputs, and interactions are altered
Q34	Create, standardize, and document procedures
Q38	Suggest and defend alternative experimental designs and data explanations (e.g., sampling, controls, safeguards)
Q39	Recognize and communicate differences between questions that can be investigated in a scientific way and those that rely on other ways of knowing
Q40	Draw conclusions based on the relationships among data analysis, experimental design, and possible models and theories
Q42	Investigate, assess, and comment on strengths and weakness of the descriptive and predictive powers of science

Subunit: Scientific Knowledge

Competencies:

K7	Investigate estimates and measurements of a wide range of distances and rates of change
K30	Formulate plans and contingencies that can be used to accommodate for changes to and stresses on systems (e.g., wildlife and habitat management, corrosion prevention, noise abatement, structure design)
K35	Formulate models and hypotheses that can be used to explain the interactions of components within technological and ecological systems

Subunit: Conditions for Learning Science

Competencies:

C1	Participate actively in dialogue about and resolution of community issues
C2	Assess information from various countries in the original language or translated form to ascertain the perspectives of many cultures
C5	Present the results of investigations in a variety of forums
C7	Use various creative means to communicate interpretations of scientific ideas, concepts, phenomena, and events
C8	Consider the scientific thinking and language of others
C10	Fulfill responsibilities as part of a research group
C12	Present persuasive argument based on the scientific aspects of controversial issues
C13	Collect, store, retrieve, and manipulate information with available technologies that may range from hand processes up through computer applications
C14	Investigate social issues with a scientific perspective (e.g., human rights, wellness, economics, futurism, environmental ethics)
C17	Collect and analyze observations made over extended periods of time and compare these to scientific theories
C19	Conduct formal scientific debates in the classroom
C25	Listen attentively and critically to presentations of scientific information made by others
C26	Conduct analyses of propaganda related to scientific issues
C29	Access appropriate technology to perform complicated, time-consuming tasks
C31	Work as a contributing member of a collaborative research group
C33	Use technology (e.g., desktop publishing, teleconferencing, networking) to communicate scientific ideas
C34	Explore and analyze a variety of perspectives on science (e.g., works by men and women of many racial, ethnic, and cultural groups)
C36	Respect the scientific thinking of others and self
C44	Recognize and synthesize the contributions to scientific thought of individuals from many cultures

Subunit: Applications for Science Learning

Competencies:

A2	Make personal behavior decisions by interpreting information that has a scientific basis
A3	Propose courses of action that will validate and demonstrate personal understandings of scientific principles
A5	Promote and carry out practices that contribute to a sustainable environment
A6	Study and propose improvements in public services and systems in own community
A7	Choose consumer materials utilizing personal and environmental risk and benefit information
A8	Make inferences and draw conclusions using databases, spreadsheets, and other technologies
A9	Do simple troubleshooting on common electrical and mechanical systems, identifying and eliminating possible causes of malfunctions
A12	Make decisions regarding personal and public health
A13	Evaluate the social and ecological risks and benefits resulting from the use of various consumer products
A14	Analyze the contributions of advances in technology through history to own everyday life
A16	Extend the limits of human capabilities using technological enhancements
A17	Use and recognize various propaganda techniques
A19	Choose everyday consumer products that utilize recent innovation and pass appropriate performance criteria
A20	Refine personal career interests through investigations of the diversity of manufacturing, research, service, and invention processes
A22	Write, follow, modify, and extend instructions (e.g., equations, algorithms, formulas, flow diagrams, illustrations)
A23	Create products, make inferences, and draw conclusions using databases, spreadsheets, and other technologies
A24	Predict various scenarios and propose solutions to community issues using scientific information (e.g., actuarial tables, census data, topographic maps, incidence data, climatic data)
A25	Use scientific evidence to consider options and formulate positions about the health and safety of others and self
A30	Refine personal career interests
A31	Promote public awareness of the interaction of technology with social issues
A33	Use appropriate technologies to prepare and present the findings of investigations incorporating tables, graphs, diagrams, and text
A34	Make informed consumer choices by evaluating and prioritizing information, evidence, and strategies
A35	Develop an informed point of view that allows for validation or refutation of the scientific statements and claims of advocates before pursuing courses of action (e.g., contributing support, signing petitions, casting votes)
A37	Develop and write environmental impact, and safety and hygiene management plans
A38	Use technology to collect, analyze, and communicate information (e.g., electronic networks, desktop publishing, remote sensing, graphing calculators, satellite telemetry, and others)

Notes

Verification Panels

The Vocational Instructional Materials Laboratory wishes to extend thanks and appreciation to the many representatives of business, industry, labor, and community organizations who donated their time and expertise to the identification and revalidation of competencies.

The following panel was responsible for verifying the occupational competencies on the Business Administration and Management OCAP, identifying those academic competencies that an entry-level employee should possess, and determining the Work Keys academic skill levels required for successful entry into the occupation:

Terrie Huston, CPS, *Secretarial Consultant*, Columbus, Ohio
Chuck Johnson, *National City Bank, Northwest*, Toledo, Ohio
Christina Lombardo, *Checkfree Corporation*, Columbus, Ohio
Jerry Reeder, *G.T.E. North Telephone Operations*, Marion, Ohio
Michael L. Schlecht, *Whirlpool Corporation*, Marion, Ohio
Thomas G. Schneider, *Investors Asset Management*, Medina, Ohio
Chris Spengler, CPS/CAM, *The University of Toledo*, Toledo, Ohio
Walter G. Williams, *Organizational Training and Outplacement Consultant*, Cincinnati, Ohio

The following panel was responsible for verifying the competencies on the Employability OCAP:

Barbara J. Forster, *Nationwide Insurance*, Columbus, Ohio
Joan L. Hall, *Health Management Nursing*, Chesapeake, Ohio
Jane Highland, *Southern Ohio Staffing, Inc.*, Chillicothe, Ohio
Chuck Jackson, *Butech, Inc.*, Salem, Ohio
Garry Kessel, *Medina Auto Parts, Inc.*, Medina, Ohio
Joyce A. McMickens, *Ernst & Young*, Cleveland, Ohio
Julie C. Payeff, *The Andersons Management Corp.*, Maumee, Ohio
Patricia Piper, *Edison Industrial Systems Center*, Toledo, Ohio
Gary F. Rybak, *Red Roof Inns, Inc.*, Hilliard, Ohio



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