

Administrative Assistant and Secretarial Science, General, Classification of Instructional Program (CIP) 52.0401

Units of Instruction and Task Grid Linked to Pennsylvania Core Standards

100 Orientation

Secondary Competency Task Grid with Unit and Task Numbers	Common Career Technical Core Standards	Pennsylvania Core Standards for Reading for Technical Subjects Standard 3.5	Pennsylvania Core Standards for Writing for Technical Subjects Standard 3.6	Pennsylvania Core Standards for Mathematics Standard 2.1
<p>101 Follow school rules and policies. 102 Follow classroom rules and regulations. 103 Describe safety concerns in an office environment.</p>	<p>CLUSTER Business Management and Administration (Choose Standards) 1-2-3-4-5-6</p> <p>PATHWAY(S) A. Administrative Support Career Pathway (Choose Standards) 1-2-3</p> <p>B. Business Information Management Career Pathway (Choose Standards) 1-2-3-4-5</p> <p>C. General Management Career Pathway 1-2-3-4-5-6-7-8</p> <p>NOTE: Please refer to the Common Career Technical Core Standards Booklet if you wish to add more Pathways for your local</p>	<p>KEY IDEAS/DETAILS GRADES 9-10-11-12 Standard CC.3.5.9-10. A Standard CC.3.5.11-12 A Cite specific textual evidence, etc. Standard CC.3.5.9-10 B Standard CC.3.5.11-12. B Determine the central ideas or conclusions of a text; etc. Standard CC.3.5.9-10.C Standard CC.3.5.11-12.C Follow precisely a complex multistep procedure, etc.</p> <p>CRAFT & STRUCTURE GRADES 9-10-11-12 Standard CC.3.5.9-10. D Standard CC.3.5.11-12.D Determine the meaning of symbols, key terms, and other domain specific words. Standard CC.3.5.9-10.E Standard CC.3.5.11-12.E Analyze the structure of the relationships among concepts in a text, etc. Standard CC.3.5.9-10.F Standard CC.3.5.11-12.F Analyze the author's purpose in</p>	<p>TEXT TYPES AND PURPOSE GRADES 9-10-11-12 Standard CC.3.6.9-10.A Standard CC.3.6.11-12.A Write arguments focused on discipline specific content. Standard CC.3.6.9-10.B Standard CC.3.6.11-12.B Write informative or explanatory texts, including the narration of technical processes, etc.</p> <p>PRODUCTION & DISTRIBUTION OF WRITING GRADES 9-10-11-12 Standard CC.3.6.9-10.C Standard CC.3.6.11-12 C Produce clear and coherent writing, appropriate to task, purpose, and audience. Standard CC.3.6.9-10 D Standard CC.3.6.11-12.D Develop and strengthen writing as needed by planning, revising, editing, rewriting, or trying a new approach, focusing on addressing what is most significant for a specific purpose and audience. Standard CC.3.6.9-10.E</p>	

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	<p>geographic area.</p>	<p>providing an explanation, describing a procedure... Analyze the structure of the relationships among concepts in a text.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 9-10 Standard CC.3.5.9-10.G Translate quantitative or technical information expressed in a text into visual form (e.g. a table or chart). Standard CC.3.5.9-10. H Assess the reasoning in a text to support the author's claim for solving a technical problem. Standard CC.3.5.9-10. I Compare and contrast findings presented in a text to those from other sources, etc.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 11-12 Standard CC.3.5.11-12. G Integrate and evaluate multiple sources of information presented in diverse formats... to solve a problem. Standard CC.3.5.11-12. H Evaluate the hypotheses, data, analysis, and conclusions in a technical text, verifying the data when possible. Standard CC.3.5.11-12. I Synthesize information from a range of sources into a coherent understanding.</p> <p>RANGE OF READING GRADES 9-10-11-12 Standard CC.3.5.9-10.J Standard CC.3.5.11-12.J</p>	<p>Standard CC.3.6.11-12.E. Use technology, including the Internet, to produce, publish, and update individual or shared writing products. RESEARCH GRADES 9-10-11-12 Standard CC.3.6.9-10.F Standard CC.3.6.11-12.F Conduct short and more sustained research to answer a question or solve a problem. Standard CC.3.6.9-10.G. Standard CC.3.6.11-12.G Gather relevant information from multiple authoritative print and digital sources, following a standard format for citation. Standard CC.3.6.9-10.H. Standard CC.3.6.11-12.H. Draw evidence from informational texts to support analysis, reflection, and research.</p> <p>RANGE OF WRITING GRADES 9-10-11-12 Standard CC.3.5.9-10.I & Standard CC.3.5.11-12.I. Write routinely over extended time frames and shorter time frames for a range of tasks, purposes and audiences...etc.</p>	

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		By the end of grades 9- 10, AND 11- 12, read and comprehend technical texts independently and proficiently.		

200 Computer and Internet

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<p>201 Identify different types of computers, and how individual computers relate to networks.</p> <p>202 Differentiate between operating systems and applications software.</p> <p>203 Identify the functions of computer hardware, software, and peripheral devices in the Information Processing Cycle.</p> <p>204 Utilize the Internet and network resources safely, legally, and ethically.</p> <p>205 Assess, interpret, and manipulate Internet research.</p>	<p>CLUSTER Business Management and Administration (Choose Standards) 1-2-3-4-5-6</p> <p>PATHWAY(S) A. Administrative Support Career Pathway (Choose Standards) 1-2-3</p> <p>B. Business Information Management Career Pathway (Choose Standards) 1-2-3-4-5</p> <p>C. General Management Career Pathway 1-2-3-4-5-6-7-8</p> <p>NOTE: Please refer to the Common Career Technical Core Standards Booklet if you wish to add more Pathways for your local geographic area.</p>	<p>KEY IDEAS/DETAILS GRADES 9-10-11-12 Standard CC.3.5.9-10. A Standard CC.3.5.11-12 A Cite specific textual evidence, etc. Standard CC.3.5.9-10 B Standard CC.3.5.11-12. B Determine the central ideas or conclusions of a text; etc. Standard CC.3.5.9-10.C Standard CC.3.5.11-12.C Follow precisely a complex multistep procedure, etc.</p> <p>CRAFT & STRUCTURE GRADES 9-10-11-12 Standard CC.3.5.9-10. D Standard CC.3.5.11-12.D Determine the meaning of symbols, key terms, and other domain specific words. Standard CC.3.5.9-10.E Standard CC.3.5.11-12.E Analyze the structure of the relationships among concepts in a text, etc. Standard CC.3.5.9-10.F Standard CC.3.5.11-12.F Analyze the author's purpose in providing an explanation, describing a procedure... Analyze the structure of the relationships among concepts in a text.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 9-10 Standard CC.3.5.9-10.G Translate quantitative or technical information expressed in a text into</p>	<p>TEXT TYPES AND PURPOSE GRADES 9-10-11-12 Standard CC.3.6.9-10.A Standard CC.3.6.11-12.A Write arguments focused on discipline specific content. Standard CC.3.6.9-10.B Standard CC.3.6.11-12.B Write informative or explanatory texts, including the narration of technical processes, etc.</p> <p>PRODUCTION & DISTRIBUTION OF WRITING GRADES 9-10-11-12 Standard CC.3.6.9-10.C Standard CC.3.6.11-12 C Produce clear and coherent writing, appropriate to task, purpose, and audience. Standard CC.3.6.9-10 D Standard CC.3.6.11-12.D Develop and strengthen writing as needed by planning, revising, editing, rewriting, or trying a new approach, focusing on addressing what is most significant for a specific purpose and audience. Standard CC.3.6.9-10.E Standard CC.3.6.11-12.E. Use technology, including the Internet, to produce, publish, and update individual or shared writing products.</p> <p>RESEARCH GRADES 9-10-11-12 Standard CC.3.6.9-10.F Standard CC.3.6.11-12.F Conduct short and more sustained research to answer a question or solve a problem.</p>	

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300 Document Processing Software

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<p>301 Utilize templates to prepare business documents (e.g., invoices, fax cover sheets, time sheets).</p> <p>302 Create, edit, and format business correspondences and technical documents efficiently (e.g. letters, memos, agendas, minutes, press release reports, and itineraries).</p> <p>303 Enhance documents with graphics.</p> <p>304 Create and format tables.</p> <p>305 Create and format forms.</p> <p>306 Generate form letters, mailing labels, and envelopes using mail merge.</p> <p>307 Import and export data into other applications.</p>	<p>CLUSTER Business Management and Administration (Choose Standards) 1-2-3-4-5-6</p> <p>PATHWAY(S) A. Administrative Support Career Pathway (Choose Standards) 1-2-3</p> <p>B. Business Information Management Career Pathway (Choose Standards) 1-2-3-4-5</p> <p>C. General Management Career Pathway 1-2-3-4-5-6-7-8</p> <p>NOTE: Please refer to the Common Career Technical Core Standards Booklet if you wish to add more Pathways for your local geographic area.</p>	<p>KEY IDEAS/DETAILS GRADES 9-10-11-12 Standard CC.3.5.9-10. A Standard CC.3.5.11-12 A Cite specific textual evidence, etc. Standard CC.3.5.9-10 B Standard CC.3.5.11-12. B Determine the central ideas or conclusions of a text; etc. Standard CC.3.5.9-10.C Standard CC.3.5.11-12.C Follow precisely a complex multistep procedure, etc.</p> <p>CRAFT & STRUCTURE GRADES 9-10-11-12 Standard CC.3.5.9-10. D Standard CC.3.5.11-12.D Determine the meaning of symbols, key terms, and other domain specific words. Standard CC.3.5.9-10.E Standard CC.3.5.11-12.E Analyze the structure of the relationships among concepts in a text, etc. Standard CC.3.5.9-10.F Standard CC.3.5.11-12.F Analyze the author's purpose in providing an explanation, describing a procedure... Analyze the structure of the relationships among concepts in a text.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 9-10 Standard CC.3.5.9-10.G Translate quantitative or technical information expressed in a text into visual form (e.g. a table or chart).</p>	<p>TEXT TYPES AND PURPOSE GRADES 9-10-11-12 Standard CC.3.6.9-10.A Standard CC.3.6.11-12.A Write arguments focused on discipline specific content. Standard CC.3.6.9-10.B Standard CC.3.6.11-12.B Write informative or explanatory texts, including the narration of technical processes, etc.</p> <p>PRODUCTION & DISTRIBUTION OF WRITING GRADES 9-10-11-12 Standard CC.3.6.9-10.C Standard CC.3.6.11-12 C Produce clear and coherent writing, appropriate to task, purpose, and audience. Standard CC.3.6.9-10 D Standard CC.3.6.11-12.D Develop and strengthen writing as needed by planning, revising, editing, rewriting, or trying a new approach, focusing on addressing what is most significant for a specific purpose and audience. Standard CC.3.6.9-10.E Standard CC.3.6.11-12.E. Use technology, including the Internet, to produce, publish, and update individual or shared writing products.</p> <p>RESEARCH GRADES 9-10-11-12 Standard CC.3.6.9-10.F Standard CC.3.6.11-12.F Conduct short and more sustained research to answer a question or solve a problem.</p>	

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400 Spreadsheet Software

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<p>401 Create, edit, and format spreadsheets.</p> <p>402 Enhance spreadsheets with graphics.</p> <p>403 Define and demonstrate the integration of worksheet applications through pasting, linking, and embedding.</p> <p>404 Create, format, and modify charts.</p> <p>405 Create formulas and use standard functions.</p> <p>406 Create spreadsheets using range names, worksheet protection, and look up tables.</p> <p>407 Manipulate multiple worksheets and workbooks.</p> <p>408 Import and export data into other applications.</p>	<p>CLUSTER Business Management and Administration (Choose Standards) 1-2-3-4-5-6</p> <p>PATHWAY(S)</p> <p>A. Administrative Support Career Pathway (Choose Standards) 1-2-3</p> <p>B. Business Information Management Career Pathway (Choose Standards) 1-2-3-4-5</p> <p>C. General Management Career Pathway 1-2-3-4-5-6-7-8</p> <p>NOTE: Please refer to the Common Career Technical Core Standards Booklet if you wish to add more Pathways for your local geographic area.</p>	<p>KEY IDEAS/DETAILS GRADES 9-10-11-12 Standard CC.3.5.9-10. A Standard CC.3.5.11-12 A Cite specific textual evidence, etc. Standard CC.3.5.9-10 B Standard CC.3.5.11-12. B Determine the central ideas or conclusions of a text; etc. Standard CC.3.5.9-10.C Standard CC.3.5.11-12.C Follow precisely a complex multistep procedure, etc.</p> <p>CRAFT & STRUCTURE GRADES 9-10-11-12 Standard CC.3.5.9-10. D Standard CC.3.5.11-12.D Determine the meaning of symbols, key terms, and other domain specific words. Standard CC.3.5.9-10.E Standard CC.3.5.11-12.E Analyze the structure of the relationships among concepts in a text, etc. Standard CC.3.5.9-10.F Standard CC.3.5.11-12.F Analyze the author’s purpose in providing an explanation, describing a procedure... Analyze the structure of the relationships among concepts in a text.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 9-10 Standard CC.3.5.9-10.G Translate quantitative or technical information expressed in a text into</p>	<p>TEXT TYPES AND PURPOSE GRADES 9-10-11-12 Standard CC.3.6.9-10.A Standard CC.3.6.11-12.A Write arguments focused on discipline specific content. Standard CC.3.6.9-10.B Standard CC.3.6.11-12.B Write informative or explanatory texts, including the narration of technical processes, etc.</p> <p>PRODUCTION & DISTRIBUTION OF WRITING GRADES 9-10-11-12 Standard CC.3.6.9-10.C Standard CC.3.6.11-12 C Produce clear and coherent writing, appropriate to task, purpose, and audience. Standard CC.3.6.9-10 D Standard CC.3.6.11-12.D Develop and strengthen writing as needed by planning, revising, editing, rewriting, or trying a new approach, focusing on addressing what is most significant for a specific purpose and audience. Standard CC.3.6.9-10.E Standard CC.3.6.11-12.E. Use technology, including the Internet, to produce, publish, and update individual or shared writing products.</p> <p>RESEARCH GRADES 9-10-11-12 Standard CC.3.6.9-10.F Standard CC.3.6.11-12.F Conduct short and more sustained research to answer a question or solve a problem.</p>	

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500 Databases

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<p>501 Enter data and update databases.</p> <p>502 Create databases.</p> <p>503 Query databases.</p> <p>504 Understand and develop relationships to create queries.</p> <p>505 Create reports, forms and combo boxes.</p> <p>506 Import and export data into other applications.</p>	<p>CLUSTER Business Management and Administration (Choose Standards) 1-2-3-4-5-6</p> <p>PATHWAY(S)</p> <p>A. Administrative Support Career Pathway (Choose Standards) 1-2-3</p> <p>B. Business Information Management Career Pathway (Choose Standards) 1-2-3-4-5</p> <p>C. General Management Career Pathway 1-2-3-4-5-6-7-8</p> <p>NOTE: Please refer to the Common Career Technical Core Standards Booklet if you wish to add more Pathways for your local geographic area.</p>	<p>KEY IDEAS/DETAILS GRADES 9-10-11-12 Standard CC.3.5.9-10. A Standard CC.3.5.11-12 A Cite specific textual evidence, etc. Standard CC.3.5.9-10 B Standard CC.3.5.11-12. B Determine the central ideas or conclusions of a text; etc. Standard CC.3.5.9-10.C Standard CC.3.5.11-12.C Follow precisely a complex multistep procedure, etc.</p> <p>CRAFT & STRUCTURE GRADES 9-10-11-12 Standard CC.3.5.9-10. D Standard CC.3.5.11-12.D Determine the meaning of symbols, key terms, and other domain specific words. Standard CC.3.5.9-10.E Standard CC.3.5.11-12.E Analyze the structure of the relationships among concepts in a text, etc. Standard CC.3.5.9-10.F Standard CC.3.5.11-12.F Analyze the author's purpose in providing an explanation, describing a procedure... Analyze the structure of the relationships among concepts in a text.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 9-10 Standard CC.3.5.9-10.G Translate quantitative or technical information expressed in a text into</p>	<p>TEXT TYPES AND PURPOSE GRADES 9-10-11-12 Standard CC.3.6.9-10.A Standard CC.3.6.11-12.A Write arguments focused on discipline specific content. Standard CC.3.6.9-10.B Standard CC.3.6.11-12.B Write informative or explanatory texts, including the narration of technical processes, etc.</p> <p>PRODUCTION & DISTRIBUTION OF WRITING GRADES 9-10-11-12 Standard CC.3.6.9-10.C Standard CC.3.6.11-12 C Produce clear and coherent writing, appropriate to task, purpose, and audience. Standard CC.3.6.9-10 D Standard CC.3.6.11-12.D Develop and strengthen writing as needed by planning, revising, editing, rewriting, or trying a new approach, focusing on addressing what is most significant for a specific purpose and audience. Standard CC.3.6.9-10.E Standard CC.3.6.11-12.E. Use technology, including the Internet, to produce, publish, and update individual or shared writing products.</p> <p>RESEARCH GRADES 9-10-11-12 Standard CC.3.6.9-10.F Standard CC.3.6.11-12.F Conduct short and more sustained research to answer a question or solve a problem.</p>	

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600 Presentations

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<p>601 Create, edit, and format presentations.</p> <p>602 Enhance a presentation with advanced features.</p> <p>603 Deliver a well-planned professional business presentation.</p>	<p>CLUSTER Business Management and Administration (Choose Standards) 1-2-3-4-5-6</p> <p>PATHWAY(S)</p> <p>A. Administrative Support Career Pathway (Choose Standards) 1-2-3</p> <p>B. Business Information Management Career Pathway (Choose Standards) 1-2-3-4-5</p> <p>C. General Management Career Pathway 1-2-3-4-5-6-7-8</p> <p>NOTE: Please refer to the Common Career Technical Core Standards Booklet if you wish to add more Pathways for your local geographic area.</p>	<p>KEY IDEAS/DETAILS GRADES 9-10-11-12 Standard CC.3.5.9-10. A Standard CC.3.5.11-12 A Cite specific textual evidence, etc. Standard CC.3.5.9-10 B Standard CC.3.5.11-12. B Determine the central ideas or conclusions of a text; etc. Standard CC.3.5.9-10.C Standard CC.3.5.11-12.C Follow precisely a complex multistep procedure, etc.</p> <p>CRAFT & STRUCTURE GRADES 9-10-11-12 Standard CC.3.5.9-10. D Standard CC.3.5.11-12.D Determine the meaning of symbols, key terms, and other domain specific words. Standard CC.3.5.9-10.E Standard CC.3.5.11-12.E Analyze the structure of the relationships among concepts in a text, etc. Standard CC.3.5.9-10.F Standard CC.3.5.11-12.F Analyze the author's purpose in providing an explanation, describing a procedure... Analyze the structure of the relationships among concepts in a text.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 9-10 Standard CC.3.5.9-10.G Translate quantitative or technical information expressed in a text into</p>	<p>TEXT TYPES AND PURPOSE GRADES 9-10-11-12 Standard CC.3.6.9-10.A Standard CC.3.6.11-12.A Write arguments focused on discipline specific content. Standard CC.3.6.9-10.B Standard CC.3.6.11-12.B Write informative or explanatory texts, including the narration of technical processes, etc.</p> <p>PRODUCTION & DISTRIBUTION OF WRITING GRADES 9-10-11-12 Standard CC.3.6.9-10.C Standard CC.3.6.11-12 C Produce clear and coherent writing, appropriate to task, purpose, and audience. Standard CC.3.6.9-10 D Standard CC.3.6.11-12.D Develop and strengthen writing as needed by planning, revising, editing, rewriting, or trying a new approach, focusing on addressing what is most significant for a specific purpose and audience. Standard CC.3.6.9-10.E Standard CC.3.6.11-12.E. Use technology, including the Internet, to produce, publish, and update individual or shared writing products.</p> <p>RESEARCH GRADES 9-10-11-12 Standard CC.3.6.9-10.F Standard CC.3.6.11-12.F Conduct short and more sustained research to answer a question or solve a problem.</p>	

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		<p>visual form (e.g. a table or chart).</p> <p>Standard CC.3.5.9-10. H Assess the reasoning in a text to support the author's claim for solving a technical problem.</p> <p>Standard CC.3.5.9-10. I Compare and contrast findings presented in a text to those from other sources, etc.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 11-12</p> <p>Standard CC.3.5.11-12. G Integrate and evaluate multiple sources of information presented in diverse formats... to solve a problem.</p> <p>Standard CC.3.5.11-12. H Evaluate the hypotheses, data, analysis, and conclusions in a technical text, verifying the data when possible.</p> <p>Standard CC.3.5.11-12. I Synthesize information from a range of sources into a coherent understanding.</p> <p>RANGE OF READING GRADES 9-10-11-12</p> <p>Standard CC.3.5.9-10.J Standard CC.3.5.11-12.J By the end of grades 9- 10, AND 11-12, read and comprehend technical texts independently and proficiently.</p>	<p>Standard CC.3.6.9-10.G. Standard CC.3.6.11-12.G Gather relevant information from multiple authoritative print and digital sources, following a standard format for citation.</p> <p>Standard CC.3.6.9-10.H. Standard CC.3.6.11-12.H. Draw evidence from informational texts to support analysis, reflection, and research.</p> <p>RANGE OF WRITING GRADES 9-10-11-12</p> <p>Standard CC.3.5.9-10.I & Standard CC.3.5.11-12.I. Write routinely over extended time frames and shorter time frames for a range of tasks, purposes and audiences...etc.</p>	

700 Desktop Publishing

Secondary Competency Task Grid with Unit and Task Numbers	Common Career Technical Core Standards	Pennsylvania Core Standards for Reading for Technical Subjects Standard 3.5	Pennsylvania Core Standards for Writing for Technical Subjects Standard 3.6	Pennsylvania Core Standards for Mathematics Standard 2.1
<p>701 Enhance a publication with advanced features.</p> <p>702 Understand design principles related to page layout.</p>	<p>CLUSTER Business Management and Administration (Choose Standards) 1-2-3-4-5-6</p> <p>PATHWAY(S)</p> <p>A. Administrative Support Career Pathway (Choose Standards) 1-2-3</p> <p>B. Business Information Management Career Pathway (Choose Standards) 1-2-3-4-5</p> <p>C. General Management Career Pathway 1-2-3-4-5-6-7-8</p> <p>NOTE: Please refer to the Common Career Technical Core Standards Booklet if you wish to add more Pathways for your local geographic area.</p>	<p>KEY IDEAS/DETAILS GRADES 9-10-11-12 Standard CC.3.5.9-10. A Standard CC.3.5.11-12 A Cite specific textual evidence, etc. Standard CC.3.5.9-10 B Standard CC.3.5.11-12. B Determine the central ideas or conclusions of a text; etc. Standard CC.3.5.9-10.C Standard CC.3.5.11-12.C Follow precisely a complex multistep procedure, etc.</p> <p>CRAFT & STRUCTURE GRADES 9-10-11-12 Standard CC.3.5.9-10. D Standard CC.3.5.11-12.D Determine the meaning of symbols, key terms, and other domain specific words. Standard CC.3.5.9-10.E Standard CC.3.5.11-12.E Analyze the structure of the relationships among concepts in a text, etc. Standard CC.3.5.9-10.F Standard CC.3.5.11-12.F Analyze the author's purpose in providing an explanation, describing a procedure... Analyze the structure of the relationships among concepts in a text.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 9-10 Standard CC.3.5.9-10.G Translate quantitative or technical information expressed in a text into visual form (e.g. a table or chart).</p>	<p>TEXT TYPES AND PURPOSE GRADES 9-10-11-12 Standard CC.3.6.9-10.A Standard CC.3.6.11-12.A Write arguments focused on discipline specific content. Standard CC.3.6.9-10.B Standard CC.3.6.11-12.B Write informative or explanatory texts, including the narration of technical processes, etc.</p> <p>PRODUCTION & DISTRIBUTION OF WRITING GRADES 9-10-11-12 Standard CC.3.6.9-10.C Standard CC.3.6.11-12 C Produce clear and coherent writing, appropriate to task, purpose, and audience. Standard CC.3.6.9-10 D Standard CC.3.6.11-12.D Develop and strengthen writing as needed by planning, revising, editing, rewriting, or trying a new approach, focusing on addressing what is most significant for a specific purpose and audience. Standard CC.3.6.9-10.E Standard CC.3.6.11-12.E. Use technology, including the Internet, to produce, publish, and update individual or shared writing products.</p> <p>RESEARCH GRADES 9-10-11-12 Standard CC.3.6.9-10.F Standard CC.3.6.11-12.F Conduct short and more sustained research to answer a question or solve a problem.</p>	

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800 Communications Software

Secondary Competency Task Grid with Unit and Task Numbers	Common Career Technical Core Standards	Pennsylvania Core Standards for Reading for Technical Subjects Standard 3.5	Pennsylvania Core Standards for Writing for Technical Subjects Standard 3.6	Pennsylvania Core Standards for Mathematics Standard 2.1
<p>801 Utilize electronics communications software.</p> <p>802 Apply proper electronics communications etiquette.</p> <p>803 Use scheduling and contact management software.</p>	<p>CLUSTER Business Management and Administration (Choose Standards) 1-2-3-4-5-6</p> <p>PATHWAY(S)</p> <p>A. Administrative Support Career Pathway (Choose Standards) 1-2-3</p> <p>B. Business Information Management Career Pathway (Choose Standards) 1-2-3-4-5</p> <p>C. General Management Career Pathway 1-2-3-4-5-6-7-8</p> <p>NOTE: Please refer to the Common Career Technical Core Standards Booklet if you wish to add more Pathways for your local geographic area.</p>	<p>KEY IDEAS/DETAILS GRADES 9-10-11-12 Standard CC.3.5.9-10. A Standard CC.3.5.11-12 A Cite specific textual evidence, etc. Standard CC.3.5.9-10 B Standard CC.3.5.11-12. B Determine the central ideas or conclusions of a text; etc. Standard CC.3.5.9-10.C Standard CC.3.5.11-12.C Follow precisely a complex multistep procedure, etc.</p> <p>CRAFT & STRUCTURE GRADES 9-10-11-12 Standard CC.3.5.9-10. D Standard CC.3.5.11-12.D Determine the meaning of symbols, key terms, and other domain specific words. Standard CC.3.5.9-10.E Standard CC.3.5.11-12.E Analyze the structure of the relationships among concepts in a text, etc. Standard CC.3.5.9-10.F Standard CC.3.5.11-12.F Analyze the author's purpose in providing an explanation, describing a procedure... Analyze the structure of the relationships among concepts in a text.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 9-10 Standard CC.3.5.9-10.G Translate quantitative or technical information expressed in a text into visual form (e.g. a table or chart).</p>	<p>TEXT TYPES AND PURPOSE GRADES 9-10-11-12 Standard CC.3.6.9-10.A Standard CC.3.6.11-12.A Write arguments focused on discipline specific content. Standard CC.3.6.9-10.B Standard CC.3.6.11-12.B Write informative or explanatory texts, including the narration of technical processes, etc.</p> <p>PRODUCTION & DISTRIBUTION OF WRITING GRADES 9-10-11-12 Standard CC.3.6.9-10.C Standard CC.3.6.11-12 C Produce clear and coherent writing, appropriate to task, purpose, and audience. Standard CC.3.6.9-10 D Standard CC.3.6.11-12.D Develop and strengthen writing as needed by planning, revising, editing, rewriting, or trying a new approach, focusing on addressing what is most significant for a specific purpose and audience. Standard CC.3.6.9-10.E Standard CC.3.6.11-12.E. Use technology, including the Internet, to produce, publish, and update individual or shared writing products.</p> <p>RESEARCH GRADES 9-10-11-12 Standard CC.3.6.9-10.F Standard CC.3.6.11-12.F Conduct short and more sustained research to answer a question or solve a problem.</p>	

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900 Office Skills

Secondary Competency Task Grid with Unit and Task Numbers	Common Career Technical Core Standards	Pennsylvania Core Standards for Reading for Technical Subjects Standard 3.5	Pennsylvania Core Standards for Writing for Technical Subjects Standard 3.6	Pennsylvania Core Standards for Mathematics Standard 2.1
<p>901 Build keyboarding speed and accuracy.</p> <p>902 Use copier, fax, projectors and scanners.</p> <p>903 File and manage records and materials.</p> <p>904 Demonstrate the proper procedures to process incoming and outgoing mail.</p> <p>905 Demonstrate proper interpersonal communication skills in a diverse work environment.</p> <p>906 Demonstrate the proper procedures to package and ship materials and verify and receive shipments.</p> <p>907 Compile data and compose documents.</p> <p>908 Assist with travel arrangements and event planning.</p> <p>909 Create and maintain a budget.</p> <p>910 Apply proofreader's marks and revise text utilizing correct grammar, punctuation, and spelling in all business communications.</p>	<p>CLUSTER Business Management and Administration (Choose Standards) 1-2-3-4-5-6</p> <p>PATHWAY(S) A. Administrative Support Career Pathway (Choose Standards) 1-2-3</p> <p>B. Business Information Management Career Pathway (Choose Standards) 1-2-3-4-5</p> <p>C. General Management Career Pathway 1-2-3-4-5-6-7-8</p> <p>NOTE: Please refer to the Common Career Technical Core Standards Booklet if you wish to add more Pathways for your local geographic area.</p>	<p>KEY IDEAS/DETAILS GRADES 9-10-11-12 Standard CC.3.5.9-10. A Standard CC.3.5.11-12 A Cite specific textual evidence, etc. Standard CC.3.5.9-10 B Standard CC.3.5.11-12. B Determine the central ideas or conclusions of a text; etc. Standard CC.3.5.9-10.C Standard CC.3.5.11-12.C Follow precisely a complex multistep procedure, etc.</p> <p>CRAFT & STRUCTURE GRADES 9-10-11-12 Standard CC.3.5.9-10. D Standard CC.3.5.11-12.D Determine the meaning of symbols, key terms, and other domain specific words. Standard CC.3.5.9-10.E Standard CC.3.5.11-12.E Analyze the structure of the relationships among concepts in a text, etc. Standard CC.3.5.9-10.F Standard CC.3.5.11-12.F Analyze the author's purpose in providing an explanation, describing a procedure... Analyze the structure of the relationships among concepts in a text.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 9-10 Standard CC.3.5.9-10.G Translate quantitative or technical information expressed in a text into</p>	<p>TEXT TYPES AND PURPOSE GRADES 9-10-11-12 Standard CC.3.6.9-10.A Standard CC.3.6.11-12.A Write arguments focused on discipline specific content. Standard CC.3.6.9-10.B Standard CC.3.6.11-12.B Write informative or explanatory texts, including the narration of technical processes, etc.</p> <p>PRODUCTION & DISTRIBUTION OF WRITING GRADES 9-10-11-12 Standard CC.3.6.9-10.C Standard CC.3.6.11-12 C Produce clear and coherent writing, appropriate to task, purpose, and audience. Standard CC.3.6.9-10 D Standard CC.3.6.11-12.D Develop and strengthen writing as needed by planning, revising, editing, rewriting, or trying a new approach, focusing on addressing what is most significant for a specific purpose and audience. Standard CC.3.6.9-10.E Standard CC.3.6.11-12.E. Use technology, including the Internet, to produce, publish, and update individual or shared writing products.</p> <p>RESEARCH GRADES 9-10-11-12 Standard CC.3.6.9-10.F Standard CC.3.6.11-12.F Conduct short and more sustained research to answer a question or solve a problem.</p>	

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1000 Office Management

Secondary Competency Task Grid with Unit and Task Numbers	Common Career Technical Core Standards	Pennsylvania Core Standards for Reading for Technical Subjects Standard 3.5	Pennsylvania Core Standards for Writing for Technical Subjects Standard 3.6	Pennsylvania Core Standards for Mathematics Standard 2.1
<p>1001 Plan and manage office activities (e.g., meetings, workshops, travel arrangements).</p> <p>1002 Describe the roles and responsibilities of an office manager.</p> <p>1003 Demonstrate proper workplace ergonomics.</p> <p>1004 Develop time management skills by settling priorities and performing multiple tasks.</p>	<p>CLUSTER Business Management and Administration (Choose Standards) 1-2-3-4-5-6</p> <p>PATHWAY(S)</p> <p>A. Administrative Support Career Pathway (Choose Standards) 1-2-3</p> <p>B. Business Information Management Career Pathway (Choose Standards) 1-2-3-4-5</p> <p>C. General Management Career Pathway 1-2-3-4-5-6-7-8</p> <p>NOTE: Please refer to the Common Career Technical Core Standards Booklet if you wish to add more Pathways for your local geographic area.</p>	<p>KEY IDEAS/DETAILS GRADES 9-10-11-12 Standard CC.3.5.9-10. A Standard CC.3.5.11-12 A Cite specific textual evidence, etc. Standard CC.3.5.9-10 B Standard CC.3.5.11-12. B Determine the central ideas or conclusions of a text; etc. Standard CC.3.5.9-10.C Standard CC.3.5.11-12.C Follow precisely a complex multistep procedure, etc.</p> <p>CRAFT & STRUCTURE GRADES 9-10-11-12 Standard CC.3.5.9-10. D Standard CC.3.5.11-12.D Determine the meaning of symbols, key terms, and other domain specific words. Standard CC.3.5.9-10.E Standard CC.3.5.11-12.E Analyze the structure of the relationships among concepts in a text, etc. Standard CC.3.5.9-10.F Standard CC.3.5.11-12.F Analyze the author’s purpose in providing an explanation, describing a procedure... Analyze the structure of the relationships among concepts in a text.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 9-10 Standard CC.3.5.9-10.G Translate quantitative or technical information expressed in a text into</p>	<p>TEXT TYPES AND PURPOSE GRADES 9-10-11-12 Standard CC.3.6.9-10.A Standard CC.3.6.11-12.A Write arguments focused on discipline specific content. Standard CC.3.6.9-10.B Standard CC.3.6.11-12.B Write informative or explanatory texts, including the narration of technical processes, etc.</p> <p>PRODUCTION & DISTRIBUTION OF WRITING GRADES 9-10-11-12 Standard CC.3.6.9-10.C Standard CC.3.6.11-12 C Produce clear and coherent writing ... appropriate to task, purpose, and audience. Standard CC.3.6.9-10 D Standard CC.3.6.11-12.D Develop and strengthen writing as needed by planning, revising, editing, rewriting, or trying a new approach, focusing on addressing what is most significant for a specific purpose and audience. Standard CC.3.6.9-10.E Standard CC.3.6.11-12.E. Use technology, including the Internet, to produce, publish, and update individual or shared writing products.</p> <p>RESEARCH GRADES 9-10-11-12 Standard CC.3.6.9-10.F Standard CC.3.6.11-12.F Conduct short and more sustained research to answer a question or solve a problem.</p>	

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1100 Business Math

Secondary Competency Task Grid with Unit and Task Numbers	Common Career Technical Core Standards	Pennsylvania Core Standards for Reading for Technical Subjects Standard 3.5	Pennsylvania Core Standards for Writing for Technical Subjects Standard 3.6	Pennsylvania Core Standards for Mathematics Standard 2.1
<p>1101 Perform calculations using addition, subtraction, multiplication, and division.</p> <p>1102 Convert decimals, per cents and fractions to their equivalent parts.</p> <p>1103 Properly maintain business checking and savings accounts.</p> <p>1104 Calculate discounts and sales tax.</p>	<p>CLUSTER Business Management and Administration (Choose Standards) 1-2-3-4-5-6</p> <p>PATHWAY(S)</p> <p>A. Administrative Support Career Pathway (Choose Standards) 1-2-3</p> <p>B. Business Information Management Career Pathway (Choose Standards) 1-2-3-4-5</p> <p>C. General Management Career Pathway 1-2-3-4-5-6-7-8</p> <p>NOTE: Please refer to the Common Career Technical Core Standards Booklet if you wish to add more Pathways for your local geographic area.</p>	<p>KEY IDEAS/DETAILS GRADES 9-10-11-12 Standard CC.3.5.9-10. A Standard CC.3.5.11-12 A Cite specific textual evidence, etc. Standard CC.3.5.9-10 B Standard CC.3.5.11-12. B Determine the central ideas or conclusions of a text; etc. Standard CC.3.5.9-10.C Standard CC.3.5.11-12.C Follow precisely a complex multistep procedure, etc.</p> <p>CRAFT & STRUCTURE GRADES 9-10-11-12 Standard CC.3.5.9-10. D Standard CC.3.5.11-12.D Determine the meaning of symbols, key terms, and other domain specific words. Standard CC.3.5.9-10.E Standard CC.3.5.11-12.E Analyze the structure of the relationships among concepts in a text, etc. Standard CC.3.5.9-10.F Standard CC.3.5.11-12.F Analyze the author's purpose in providing an explanation, describing a procedure... Analyze the structure of the relationships among concepts in a text.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 9-10 Standard CC.3.5.9-10.G Translate quantitative or technical information expressed in a text into visual form (e.g. a table or chart).</p>	<p>TEXT TYPES AND PURPOSE GRADES 9-10-11-12 Standard CC.3.6.9-10.A Standard CC.3.6.11-12.A Write arguments focused on discipline specific content. Standard CC.3.6.9-10.B Standard CC.3.6.11-12.B Write informative or explanatory texts, including the narration of technical processes, etc.</p> <p>PRODUCTION & DISTRIBUTION OF WRITING GRADES 9-10-11-12 Standard CC.3.6.9-10.C Standard CC.3.6.11-12 C Produce clear and coherent writing, appropriate to task, purpose, and audience. Standard CC.3.6.9-10 D Standard CC.3.6.11-12.D Develop and strengthen writing as needed by planning, revising, editing, rewriting, or trying a new approach, focusing on addressing what is most significant for a specific purpose and audience. Standard CC.3.6.9-10.E Standard CC.3.6.11-12.E. Use technology, including the Internet, to produce, publish, and update individual or shared writing products.</p> <p>RESEARCH GRADES 9-10-11-12 Standard CC.3.6.9-10.F Standard CC.3.6.11-12.F Conduct short and more sustained research to answer a question or solve a problem.</p>	

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		<p>Standard CC.3.5.9-10. H Assess the reasoning in a text to support the author's claim for solving a technical problem.</p> <p>Standard CC.3.5.9-10. I Compare and contrast findings presented in a text to those from other sources, etc.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 11-12</p> <p>Standard CC.3.5.11-12. G Integrate and evaluate multiple sources of information presented in diverse formats... to solve a problem.</p> <p>Standard CC.3.5.11-12. H Evaluate the hypotheses, data, analysis, and conclusions in a technical text, verifying the data when possible.</p> <p>Standard CC.3.5.11-12. I Synthesize information from a range of sources into a coherent understanding.</p> <p>RANGE OF READING GRADES 9-10-11-12</p> <p>Standard CC.3.5.9-10.J Standard CC.3.5.11-12.J By the end of grades 9- 10, AND 11-12, read and comprehend technical texts independently and proficiently.</p>	<p>Standard CC.3.6.9-10.G. Standard CC.3.6.11-12.G Gather relevant information from multiple authoritative print and digital sources, following a standard format for citation.</p> <p>Standard CC.3.6.9-10.H. Standard CC.3.6.11-12.H. Draw evidence from informational texts to support analysis, reflection, and research.</p> <p>RANGE OF WRITING GRADES 9-10-11-12</p> <p>Standard CC.3.5.9-10.I & Standard CC.3.5.11-12.I. Write routinely over extended time frames and shorter time frames for a range of tasks, purposes and audiences...etc.</p>	

1200 Accounting

Secondary Competency Task Grid with Unit and Task Numbers	Common Career Technical Core Standards	Pennsylvania Core Standards for Reading for Technical Subjects Standard 3.5	Pennsylvania Core Standards for Writing for Technical Subjects Standard 3.6	Pennsylvania Core Standards for Mathematics Standard 2.1
<p>1201 Understand the accounting equation and classify accounts.</p> <p>1202 Analyze transactions effecting assets, liabilities and owner's equity.</p> <p>1203 Analyze transactions into debit and credit parts.</p> <p>1204 Post to general ledger.</p> <p>1205 Reconcile bank statements and establish and replenish petty cash fund.</p> <p>1206 Prepare worksheet and adjusting entries.</p> <p>1207 Prepare balance sheet and income statement.</p> <p>1208 Record adjusting and closing entries.</p> <p>1209 Prepare payroll records.</p> <p>1210 Prepare payroll accounting taxes and reports.</p>	<p>CLUSTER Business Management and Administration (Choose Standards) 1-2-3-4-5-6</p> <p>PATHWAY(S) A. Administrative Support Career Pathway (Choose Standards) 1-2-3 B. Business Information Management Career Pathway (Choose Standards) 1-2-3-4-5 C. General Management Career Pathway 1-2-3-4-5-6-7-8</p> <p>NOTE: Please refer to the Common Career Technical Core Standards Booklet if you wish to add more Pathways for your local geographic area.</p>	<p>KEY IDEAS/DETAILS GRADES 9-10-11-12 Standard CC.3.5.9-10. A Standard CC.3.5.11-12. A Cite specific textual evidence, etc. Standard CC.3.5.9-10. B Standard CC.3.5.11-12. B Determine the central ideas or conclusions of a text; etc. Standard CC.3.5.9-10.C Standard CC.3.5.11-12.C Follow precisely a complex multistep procedure, etc.</p> <p>CRAFT & STRUCTURE GRADES 9-10-11-12 Standard CC.3.5.9-10. D Standard CC.3.5.11-12.D Determine the meaning of symbols, key terms, and other domain specific words. Standard CC.3.5.9-10.E Standard CC.3.5.11-12.E Analyze the structure of the relationships among concepts in a text, etc. Standard CC.3.5.9-10.F Standard CC.3.5.11-12.F Analyze the author's purpose in providing an explanation, describing a procedure... Analyze the structure of the relationships among concepts in a text.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 9-10 Standard CC.3.5.9-10.G Translate quantitative or technical information expressed in a text into</p>	<p>TEXT TYPES AND PURPOSE GRADES 9-10-11-12 Standard CC.3.6.9-10.A Standard CC.3.6.11-12.A Write arguments focused on discipline specific content. Standard CC.3.6.9-10.B Standard CC.3.6.11-12.B Write informative or explanatory texts, including the narration of technical processes, etc.</p> <p>PRODUCTION & DISTRIBUTION OF WRITING GRADES 9-10-11-12 Standard CC.3.6.9-10.C Standard CC.3.6.11-12. C Produce clear and coherent writing, appropriate to task, purpose, and audience. Standard CC.3.6.9-10. D Standard CC.3.6.11-12.D Develop and strengthen writing as needed by planning, revising, editing, rewriting, or trying a new approach, focusing on addressing what is most significant for a specific purpose and audience. Standard CC.3.6.9-10.E Standard CC.3.6.11-12.E. Use technology, including the Internet, to produce, publish, and update individual or shared writing products.</p> <p>RESEARCH GRADES 9-10-11-12 Standard CC.3.6.9-10.F Standard CC.3.6.11-12.F Conduct short and more sustained research to answer a question or solve a problem.</p>	<p>Standard CC.2.1.HS.F.2 Apply properties of rational and irrational numbers to solve real world or mathematical problems. Standard CC.2.1.HS.F.4 Use units as a way to understand problems and to guide the solution of multistep problems. Standard CC.2.1.HS.F.5 Choose a level of accuracy appropriate to limitations on measurement when reporting quantities. Standard CC.2.1.HS.F.6 Extend the knowledge of arithmetic operations and apply to complex numbers.</p> <p>Standard CC.2.1.HS.F.2 Apply properties of rational and irrational numbers to solve real world or mathematical problems. Standard CC.2.1.HS.F.4 Use units as a way to understand problems and to guide the solution of multistep problems. Standard CC.2.1.HS.F.5 Choose a level of accuracy appropriate to limitations on measurement when reporting quantities. Standard CC.2.1.HS.F.6 Extend the knowledge of arithmetic operations and apply to complex numbers. Standard CC.2.4.HS.B.5</p>

Secondary Competency Task Grid with Unit and Task Numbers	Common Career Technical Core Standards	Pennsylvania Core Standards for Reading for Technical Subjects Standard 3.5	Pennsylvania Core Standards for Writing for Technical Subjects Standard 3.6	Pennsylvania Core Standards for Mathematics Standard 2.1
		<p>visual form (e.g. a table or chart). Standard CC.3.5.9-10. H Assess the reasoning in a text to support the author's claim for solving a technical problem. Standard CC.3.5.9-10. I Compare and contrast findings presented in a text to those from other sources, etc.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 11-12 Standard CC.3.5.11-12. G Integrate and evaluate multiple sources of information presented in diverse formats... to solve a problem. Standard CC.3.5.11-12. H Evaluate the hypotheses, data, analysis, and conclusions in a technical text, verifying the data when possible. Standard CC.3.5.11-12. I Synthesize information from a range of sources into a coherent understanding.</p> <p>RANGE OF READING GRADES 9-10-11-12 Standard CC.3.5.9-10.J Standard CC.3.5.11-12.J By the end of grades 9- 10, AND 11-12, read and comprehend technical texts independently and proficiently.</p>	<p>Standard CC.3.6.9-10.G. Standard CC.3.6.11-12.G Gather relevant information from multiple authoritative print and digital sources, following a standard format for citation. Standard CC.3.6.9-10.H. Standard CC.3.6.11-12.H. Draw evidence from informational texts to support analysis, reflection, and research.</p> <p>RANGE OF WRITING GRADES 9-10-11-12 Standard CC.3.5.9-10.I & Standard CC.3.5.11-12.I. Write routinely over extended time frames and shorter time frames for a range of tasks, purposes and audiences...etc.</p>	<p>Make inferences and justify conclusions based on sample surveys, experiments, and observational studies. Standard CC.2.2.HS.D.3 Extend the knowledge of arithmetic operations and apply to polynomials. Standard CC.2.2.HS.D.8 Apply inverse operations to solve equations or formulas for a given variable. Standard CC.2.2.HS.D.9 Use reasoning to solve equations and justify the solution method. Standard CC.2.1.HS.F.3 - Apply quantitative reasoning to choose and interpret units and scales in formulas, graphs and data displays.</p>

1300 Business Law and Ethics

Secondary Competency Task Grid with Unit and Task Numbers	Common Career Technical Core Standards	Pennsylvania Core Standards for Reading for Technical Subjects Standard 3.5	Pennsylvania Core Standards for Writing for Technical Subjects Standard 3.6	Pennsylvania Core Standards for Mathematics Standard 2.1
<p>1301 Learn business law and business ethics vocabulary.</p> <p>1302 Explain crimes often associated with business and organizations (e.g., embezzlement, extortion, computer crimes).</p> <p>1303 Identify improper use of business technology and property (e.g., computers, personal digital assistants, cell phones, telephones).</p> <p>1304 Explain the importance of confidentiality in the workplace.</p> <p>1305 Compare types of contracts, including related accountability.</p>	<p>CLUSTER Business Management and Administration (Choose Standards) 1-2-3-4-5-6</p> <p>PATHWAY(S) A. Administrative Support Career Pathway (Choose Standards) 1-2-3</p> <p>B. Business Information Management Career Pathway (Choose Standards) 1-2-3-4-5</p> <p>C. General Management Career Pathway 1-2-3-4-5-6-7-8</p> <p>NOTE: Please refer to the Common Career Technical Core Standards Booklet if you wish to add more Pathways for your local geographic area.</p>	<p>KEY IDEAS/DETAILS GRADES 9-10-11-12 Standard CC.3.5.9-10. A Standard CC.3.5.11-12 A Cite specific textual evidence, etc. Standard CC.3.5.9-10 B Standard CC.3.5.11-12. B Determine the central ideas or conclusions of a text; etc. Standard CC.3.5.9-10.C Standard CC.3.5.11-12.C Follow precisely a complex multistep procedure, etc.</p> <p>CRAFT & STRUCTURE GRADES 9-10-11-12 Standard CC.3.5.9-10. D Standard CC.3.5.11-12.D Determine the meaning of symbols, key terms, and other domain specific words. Standard CC.3.5.9-10.E Standard CC.3.5.11-12.E Analyze the structure of the relationships among concepts in a text, etc. Standard CC.3.5.9-10.F Standard CC.3.5.11-12.F Analyze the author's purpose in providing an explanation, describing a procedure... Analyze the structure of the relationships among concepts in a text.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 9-10 Standard CC.3.5.9-10.G Translate quantitative or technical information expressed in a text into visual form (e.g. a table or chart).</p>	<p>TEXT TYPES AND PURPOSE GRADES 9-10-11-12 Standard CC.3.6.9-10.A Standard CC.3.6.11-12.A Write arguments focused on discipline specific content. Standard CC.3.6.9-10.B Standard CC.3.6.11-12.B Write informative or explanatory texts, including the narration of technical processes, etc.</p> <p>PRODUCTION & DISTRIBUTION OF WRITING GRADES 9-10-11-12 Standard CC.3.6.9-10.C Standard CC.3.6.11-12 C Produce clear and coherent writing, appropriate to task, purpose, and audience. Standard CC.3.6.9-10 D Standard CC.3.6.11-12.D Develop and strengthen writing as needed by planning, revising, editing, rewriting, or trying a new approach, focusing on addressing what is most significant for a specific purpose and audience. Standard CC.3.6.9-10.E Standard CC.3.6.11-12.E. Use technology, including the Internet, to produce, publish, and update individual or shared writing products.</p> <p>RESEARCH GRADES 9-10-11-12 Standard CC.3.6.9-10.F Standard CC.3.6.11-12.F Conduct short and more sustained research to answer a question or solve a problem.</p>	

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1400 Office Procedures and Customer Service Communications

Secondary Competency Task Grid with Unit and Task Numbers	Common Career Technical Core Standards	Pennsylvania Core Standards for Reading for Technical Subjects Standard 3.5	Pennsylvania Core Standards for Writing for Technical Subjects Standard 3.6	Pennsylvania Core Standards for Mathematics Standard 2.1
<p>1401 Demonstrate proper electronics and telephone communications etiquette and procedures.</p> <p>1402 Describe the advantages of customer service in building a loyal customer base.</p> <p>1403 Describe how data is collected to improve customer service.</p> <p>1404 Demonstrate the use of effective face to face communication with customers.</p> <p>1405 Identify the ways a customer service representative can develop a rapport with customers.</p>	<p>CLUSTER Business Management and Administration (Choose Standards) 1-2-3-4-5-6</p> <p>PATHWAY(S)</p> <p>A. Administrative Support Career Pathway (Choose Standards) 1-2-3</p> <p>B. Business Information Management Career Pathway (Choose Standards) 1-2-3-4-5</p> <p>C. General Management Career Pathway 1-2-3-4-5-6-7-8</p> <p>NOTE: Please refer to the Common Career Technical Core Standards Booklet if you wish to add more Pathways for your local geographic area.</p>	<p>KEY IDEAS/DETAILS GRADES 9-10-11-12 Standard CC.3.5.9-10. A Standard CC.3.5.11-12 A Cite specific textual evidence, etc. Standard CC.3.5.9-10 B Standard CC.3.5.11-12. B Determine the central ideas or conclusions of a text; etc. Standard CC.3.5.9-10.C Standard CC.3.5.11-12.C Follow precisely a complex multistep procedure, etc.</p> <p>CRAFT & STRUCTURE GRADES 9-10-11-12 Standard CC.3.5.9-10. D Standard CC.3.5.11-12.D Determine the meaning of symbols, key terms, and other domain specific words. Standard CC.3.5.9-10.E Standard CC.3.5.11-12.E Analyze the structure of the relationships among concepts in a text, etc. Standard CC.3.5.9-10.F Standard CC.3.5.11-12.F Analyze the author’s purpose in providing an explanation, describing a procedure... Analyze the structure of the relationships among concepts in a text.</p> <p>INTEGRATE KNOWLEDGE & IDEAS GRADES 9-10 Standard CC.3.5.9-10.G Translate quantitative or technical information expressed in a text into visual form (e.g. a table or chart).</p>	<p>TEXT TYPES AND PURPOSE GRADES 9-10-11-12 Standard CC.3.6.9-10.A Standard CC.3.6.11-12.A Write arguments focused on discipline specific content. Standard CC.3.6.9-10.B Standard CC.3.6.11-12.B Write informative or explanatory texts, including the narration of technical processes, etc. PRODUCTION & DISTRIBUTION OF WRITING GRADES 9-10-11-12 Standard CC.3.6.9-10.C Standard CC.3.6.11-12 C Produce clear and coherent writing, appropriate to task, purpose, and audience. Standard CC.3.6.9-10 D Standard CC.3.6.11-12.D Develop and strengthen writing as needed by planning, revising, editing, rewriting, or trying a new approach, focusing on addressing what is most significant for a specific purpose and audience. Standard CC.3.6.9-10.E Standard CC.3.6.11-12.E. Use technology, including the Internet, to produce, publish, and update individual or shared writing products.</p> <p>RESEARCH GRADES 9-10-11-12 Standard CC.3.6.9-10.F Standard CC.3.6.11-12.F Conduct short and more sustained research to answer a question or solve a problem. Standard CC.3.6.9-10.G.</p>	

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