

Idaho PTE Business Education Course with Essential Learning Outcomes and Learning Indicators

Course Title	OFFICE TECHNOLOGY		
SDPTE Course ID	BE 0610	IBED	IBED 12002

A course designed to provide students with the procedures and skills necessary for the operation of a modern business office. The course includes integration of concepts into realistic simulations and incorporation of computers as they relate to the typical tasks in a modern business. Students study emerging technologies and concepts that will allow them to function effectively in a high-tech environment. NOTE: This class may serve as a “Capstone” course.

Term	Semester/Trimester/Year	Preq	BE 0022 / BE 0110
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Notes:

Accounting Acct_3: Financial Analysis

Acct_3.1 Interpret financial statements to make informed business decisions.

Learning Indicator: Acct_3.1.1	Discuss the information that can be obtained from analyzing financial statements
Learning Indicator: Acct_3.1.2	Interpret the need for the primary areas of analysis (trend analysis, profitability, liquidity, capital structure)
Learning Indicator: Acct_3.1.3	Perform a horizontal and vertical analysis of the income statement and balance sheet
Learning Indicator: Acct_3.1.4	Assess profitability by calculating a balance sheet
Learning Indicator: Acct_3.1.5	Assess liquidity and solvency by calculating financial ratios
Learning Indicator: Acct_3.1.6	Compare and contrast debt and equity financing and explain the impact on the financial ratios
Learning Indicator: Acct_3.1.7	Assess capital structure by calculating and interpreting financial ratios
Learning Indicator: Acct_3.1.8	Research industry averages and explain their use in assessing the financial condition, operating results, profitability, liquidity, and capital structure
Learning Indicator: Acct_3.1.9	Apply information technology to conduct financial analysis
Learning Indicator: Acct_3.1.10	Identify and explain common methods for manipulating financial statements and financial ratios
Learning Indicator: Acct_3.1.11	Describe the ethical and legal implications resulting from the manipulation of financial statements and financial ratios
Learning Indicator: Acct_3.1.12	Use the statement of cash flow to analyze business activities (operating, investing, financing)
Learning Indicator: Acct_3.1.13	Analyze cash flow from operating activities to assess profitability and liquidity

Accounting Acct_4: Demonstrate Knowledge of the Accounting Process

Acct_4.4 Complete the various steps of the accounting cycle and explain the purpose of each step.

Learning Indicator: Acct_4.4.1	Demonstrate a knowledge of accounting terms, concepts, and processes as they relate to the accounting cycle
Learning Indicator: Acct_4.4.2	Demonstrate a knowledge of the order in which steps in the accounting process are to be performed
Learning Indicator: Acct_4.4.3	Demonstrate an awareness of the content and chronological relationship between each step in the accounting cycle
Learning Indicator: Acct_4.4.4	Describe and prepare a variety of source documents
Learning Indicator: Acct_4.4.5	Analyze business transactions using source documents and describe their effect on the accounting equation
Learning Indicator: Acct_4.4.6	Explain the double-entry system of accounting and apply debit and credit rules when analyzing business transactions

Idaho PTE Business Education Course with Essential Learning Outcomes and Learning Indicators

Course Title	OFFICE TECHNOLOGY		
SDPTE Course ID	BE 0610	IBED	IBED 12002

Learning Indicator: Acct_4.4.7	Demonstrate knowledge of recording transactions in the general journal
Learning Indicator: Acct_4.4.8	Analyze and record transactions in the appropriate journals
Learning Indicator: Acct_4.4.9	Explain the purpose of a journal and its relationship to the ledger
Learning Indicator: Acct_4.4.10	Post entries from the journal to the ledger
Learning Indicator: Acct_4.4.11	Identify data needed for calculating adjustments (ending merchandise inventory, end-of-period balance of prepaid insurance, ending supplies inventory, bad debts expense, and depreciation expense)
Learning Indicator: Acct_4.4.12	Calculate adjustments and complete the worksheet
Learning Indicator: Acct_4.4.13	Prepare a trial balance and explain its uses and limitations
Learning Indicator: Acct_4.4.14	Prepare an income statement
Learning Indicator: Acct_4.4.15	Prepare a capital statement
Learning Indicator: Acct_4.4.16	Prepare a balance sheet for the end of the fiscal period
Learning Indicator: Acct_4.4.17	Record in a general journal the required adjusting entries and post the entries to the general ledger
Learning Indicator: Acct_4.4.18	Post closing entries to the general ledger
Learning Indicator: Acct_4.4.19	Prepare a post-closing trial balance

Accounting Acct_6: Demonstrate Knowledge in the Interpretation and Use of Data

Acct_6.1 Use planning and control principles to evaluate the performance of an organization.

Learning Indicator: Acct_6.1.1	Identify and apply internal control procedures used to safeguard assets and ensure the integrity of the accounting information system
Learning Indicator: Acct_6.1.2	Explain and compare the behavior of fixed, variable, and mixed costs
Learning Indicator: Acct_6.1.3	Prepare master and flexible budgets and use them to evaluate performance
Learning Indicator: Acct_6.1.4	Determine cost of goods sold and gross profit for a merchandising business
Learning Indicator: Acct_6.1.5	Explain how to use activity-based costing and why it is used
Learning Indicator: Acct_6.1.6	Evaluate company performance by applying standard costing and variance analysis
Learning Indicator: Acct_6.1.7	Use spreadsheet and/or accounting software to evaluate the impact of changes in operating procedures, accounting methods, and estimates on the financial statements
Learning Indicator: Acct_6.1.8	Use spreadsheet and/or accounting software to prepare charts and graphs useful in analyzing the financial conditions of the business

Acct_6.2 Apply differential analysis and present value concepts to make decisions.

Learning Indicator: Acct_6.2.1	Describe how accounting information facilitates management decision-making
Learning Indicator: Acct_6.2.2	Apply differential analysis to make the following types of decisions: make or buy a product; lease or buy and assess; discontinue a department, plant, or product; offer discounted prices on special orders; replace or repair equipment
Learning Indicator: Acct_6.2.3	Apply present-value concepts to evaluate capital investment opportunities

Accounting Acct_7: Accounting Information Systems

Acct_7.1 Demonstrate the ability to use an automated accounting system.

Learning Indicator: Acct_7.1.1	Demonstrate a knowledge of terms and concepts related to an automated accounting system
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Course Title	OFFICE TECHNOLOGY		
SDPTE Course ID	BE 0610	IBED	IBED 12002

Learning Indicator: Acct_7.1.2	Demonstrate a knowledge of the special keys and commands in the accounting program
Learning Indicator: Acct_7.1.3	Demonstrate the ability to set up a company's books on an automated accounting program
Learning Indicator: Acct_7.1.4	Key enter company information, prepare input sheets for a chart of accounts and key in account numbers in the integration and classification of accounts tables
Learning Indicator: Acct_7.1.5	Set up the general ledger module: key enter the account numbers and their opening balances in the appropriate debit or credit columns, reference them, and display/print
Learning Indicator: Acct_7.1.6	Set up the accounts receivable module: create customer codes, key enter the customer list and customer opening balances, and display/print customer list and opening balances
Learning Indicator: Acct_7.1.7	Set up the accounts payable module: create vendor codes, key enter the vendor list, vendor opening balances, and display/print a vendor list and vendor opening balances
Learning Indicator: Acct_7.1.8	Set up the inventory module: create inventory codes, prepare an inventory list and key enter the list and opening balances, showing the cost, sale price of each item, and the quantity on hand; display/print the inventory list and opening balance report
Learning Indicator: Acct_7.1.9	Demonstrate the ability to update files by adding new files, making appropriate changes to current files, and deleting obsolete files
Learning Indicator: Acct_7.1.10	Demonstrate the ability to perform daily transaction activities, determining the appropriate module for each type of transaction and sorting the source documents by module as well as by date
Learning Indicator: Acct_7.1.11	Analyze each transaction as to accounts involved and by debits and credits
Learning Indicator: Acct_7.1.12	Prepare input forms using source documents
Learning Indicator: Acct_7.1.13	Key enter each module using the input sheets and check for accuracy
Learning Indicator: Acct_7.1.14	Display/print the reports for accounts payable type transactions: new vouchers report, purchase orders/merchandise received report, payments and debit memos report, check register and checks
Learning Indicator: Acct_7.1.15	Display/print the reports for accounts receivable type transactions: sales report, invoices report, cash receipts report, and credit memos report
Learning Indicator: Acct_7.1.16	Display/print the general journal entries report
Learning Indicator: Acct_7.1.17	Check all the print-out sheets for accuracy, then post the entries to the ledger
Learning Indicator: Acct_7.1.18	Print a posting summary for each module
Learning Indicator: Acct_7.1.19	Demonstrate the ability to do period-end adjustments and activities and prepare/print a post closing trial balance

Accounting Acct_8: Business Records

Acct_8.1 Prepare a bank reconciliation, finding and correcting all errors.

Learning Indicator: Acct_8.1.1	Demonstrate a knowledge of the terms and concepts related to preparing bank reconciliations
Learning Indicator: Acct_8.1.2	Compare the amount on each canceled check with the amount shown on the bank statement
Learning Indicator: Acct_8.1.3	Arrange canceled checks in order by check number
Learning Indicator: Acct_8.1.4	Compare canceled checks with checkbook stubs/register and check the recording balance, updating accuracy

Idaho PTE Business Education Course with Essential Learning Outcomes and Learning Indicators

Course Title	OFFICE TECHNOLOGY		
SDPTE Course ID	BE 0610	IBED	IBED 12002

Learning Indicator: Acct_8.1.5 Identify outstanding checks and deposits

Learning Indicator: Acct_8.1.6 Prepare a bank reconciliation form

Learning Indicator: Acct_8.1.7 Journalize necessary entries from or related to reconciliation.

Learning Indicator: Acct_8.1.8 Locate and correct all errors required to complete the reconciliation

Acct_8.2 Complete a petty cash voucher and record book, and prove and replenish the fund.

Learning Indicator: Acct_8.2.1 Demonstrate knowledge of all relevant procedures for maintaining petty cash funds

Learning Indicator: Acct_8.2.2 Properly prepare a petty cash voucher for each expenditure

Learning Indicator: Acct_8.2.3 Categorize and record each transaction in the petty cash record book

Learning Indicator: Acct_8.2.4 Prove and calculate the amount required to replenish the petty cash fund

Learning Indicator: Acct_8.2.5 Prepare a voucher or check to replenish the fund

Acct_8.3 Prepare checks and stubs in accordance with bank recommendations.

Learning Indicator: Acct_8.3.1 Demonstrate a knowledge of correct check writing techniques

Learning Indicator: Acct_8.3.2 Demonstrate a knowledge of terms related to preparing checks and stubs

Learning Indicator: Acct_8.3.3 Calculate a new balance after a check is written

Learning Indicator: Acct_8.3.4 Complete the check register(s) or stubs

Acct_8.4 Endorse each check as per the directives and in accordance with accepted bank recommendations.

Learning Indicator: Acct_8.4.1 Demonstrate a knowledge of terms related to the special endorsement of checks

Learning Indicator: Acct_8.4.2 Check that the endorsement is appropriate for the specific cashing/depositing instructions

Learning Indicator: Acct_8.4.3 Check to ensure proper agreement between payee of check and the endorsement

Acct_8.5 Prepare a deposit slip and compute the checkbook balance using appropriate mathematical procedures.

Learning Indicator: Acct_8.5.1 Demonstrate knowledge of terms related to deposit slips and check stub/register balances

Learning Indicator: Acct_8.5.2 Count cash and record total of coin and currency on deposit slip

Learning Indicator: Acct_8.5.3 Inspect checks for acceptability and proper endorsements and record on deposit slips

Learning Indicator: Acct_8.5.4 Complete deposit slips with necessary information and correct totals

Learning Indicator: Acct_8.5.5 Compute and record the updated check stub/register balance

Acct_8.6 Prepare a purchase requisition form requesting the item, and log and file the requisition.

Learning Indicator: Acct_8.6.1 Demonstrate knowledge of terms related to preparation of purchase requisitions

Learning Indicator: Acct_8.6.2 Separate items to be ordered from the list into groups according to supplier

Learning Indicator: Acct_8.6.3 Complete the requisition form for each supplier

Learning Indicator: Acct_8.6.4 Enter the name of the supplier(s) and requisition form number(s) in the log

Learning Indicator: Acct_8.6.5 Prepare the requisition for forwarding to purchasing department, retaining file copy

Acct_8.7 Prepare a purchase order for the requisitioned item(s).

Learning Indicator: Acct_8.7.1 Demonstrate a knowledge of all terms related to preparation of purchase orders

Learning Indicator: Acct_8.7.2 Check requisitioned items against authorized budget

Learning Indicator: Acct_8.7.3 Verify relevant supplier and product information

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Course Title	OFFICE TECHNOLOGY		
SDPTE Course ID	BE 0610	IBED	IBED 12002

Learning Indicator: Acct_8.7.4 Prepare a purchase order form, including all requested supplier, product, and authorization information, unit price, quantity extensions, and totals

Learning Indicator: Acct_8.7.5 Prepare original and necessary copies to be filed and sent to supplier and other internal departments

Acct_8.8 Prepare a sales slip with customer and product information including tax and price.

Learning Indicator: Acct_8.8.1 Demonstrate a knowledge of all terms related to preparation of sales slips and sales records

Learning Indicator: Acct_8.8.2 Locate the appropriate produce price(s)

Learning Indicator: Acct_8.8.3 Determine the appropriate customer information and any applicable discounts

Learning Indicator: Acct_8.8.4 Prepare and date a sales slip including all requested customer, product, tax, and discount information

Learning Indicator: Acct_8.8.5 Calculate product price extensions, discount and taxes required to determine the correct sales slip total

Learning Indicator: Acct_8.8.6 Verify descriptive and numerical information after recording and computing

Learning Indicator: Acct_8.8.7 Prepare original to be given to the customer and copies to be filed and/or sent to the appropriate internal departments

Acct_8.9 Prepare an invoice with customer and product information including tax and price .

Learning Indicator: Acct_8.9.1 Demonstrate a knowledge of all terms related to preparation and processing of invoices

Learning Indicator: Acct_8.9.2 Locate the appropriate product price(s)

Learning Indicator: Acct_8.9.3 Determine the appropriate customer trade discount and tax information

Learning Indicator: Acct_8.9.4 Properly prepare an invoice including all requested customer, product, tax, and discount information

Learning Indicator: Acct_8.9.5 Calculate product price extensions, discounts, and taxes required to determine the correct invoice total

Learning Indicator: Acct_8.9.6 Verify all descriptive and numerical information

Learning Indicator: Acct_8.9.7 Prepare original and copies to be filed and sent to customer and appropriate internal departments

Career Development CDev_3: Demonstrate Knowledge of Workplace Expectations

CDev_3.1 Relate work ethic to career development.

Learning Indicator: CDev_3.1.1 Demonstrate personal qualities related to employability (e.g., promptness, getting along with others, dependability)

Learning Indicator: CDev_3.1.2 Demonstrate responsible behavior related to personal property (e.g. homework, portfolio, school/home communications)

Learning Indicator: CDev_3.1.3 Discuss the importance of a job well done to an individual and a business

Learning Indicator: CDev_3.1.4 Describe how the following groups depend on one another, work together, and share responsibilities: family members, peers at school, co-workers

Learning Indicator: CDev_3.1.5 State ways in which honesty and integrity affect relationships with others

Learning Indicator: CDev_3.1.6 Describe how honesty and integrity of co-workers affect work performance

Learning Indicator: CDev_3.1.7 Illustrate how personal qualities transfer from school to the workplace

Idaho PTE Business Education Course with Essential Learning Outcomes and Learning Indicators

Course Title	OFFICE TECHNOLOGY		
SDPTE Course ID	BE 0610	IBED	IBED 12002

Learning Indicator: CDev_3.1.8 Discuss and/or role-play the effects of a well-developed work ethic on worker and workplace productivity

Learning Indicator: CDev_3.1.9 Model positive workplace behaviors

CDev_3.2 Relate workplace relationships to career development.

Learning Indicator: CDev_3.2.1 Demonstrate the importance of cooperation among people to accomplish a task

Learning Indicator: CDev_3.2.2 Describe work-related activities in the home, community, and school

Learning Indicator: CDev_3.2.3 Explain the importance of dress code, attendance, and other expectations in the workplace

Learning Indicator: CDev_3.2.4 Explain the importance of respect for the feelings and beliefs of others

Learning Indicator: CDev_3.2.5 Demonstrate appropriate social skills for the workplace

Learning Indicator: CDev_3.2.6 Demonstrate problem-solving skills

Learning Indicator: CDev_3.2.7 Describe how the workplace environment influences behavior

Learning Indicator: CDev_3.2.8 Show how behavior influences the actions of co-workers

Learning Indicator: CDev_3.2.9 Practice appropriate interpersonal skills for working with and for others

Learning Indicator: CDev_3.2.10 Role-play appropriate and inappropriate employer and employee interactions in workplace situations

Learning Indicator: CDev_3.2.11 Role-play teamwork and cooperation in business situations

Learning Indicator: CDev_3.2.12 Discuss the importance of positive attitudes in creating a positive working atmosphere

CDev_3.3 Relate workplace diversity to career development.

Learning Indicator: CDev_3.3.1 Discuss the importance of being able to work productively with people who are different from oneself

Learning Indicator: CDev_3.3.2 Describe ways in which work may be affected by social and economic problems

Learning Indicator: CDev_3.3.3 Provide an example of how personal beliefs and attitudes affect decision-making

Learning Indicator: CDev_3.3.4 Show how behavior towards diversity influences the actions of co-workers

Learning Indicator: CDev_3.3.5 Identify the changing roles of men and women in business and family

Learning Indicator: CDev_3.3.6 Describe different cultural behaviors and expectations

Learning Indicator: CDev_3.3.7 Discuss advantages and disadvantages of entering non-traditional occupations

Learning Indicator: CDev_3.3.8 Identify stereotypes, biases, and discriminatory behaviors that may impact opportunities for protected classes in certain occupations

Learning Indicator: CDev_3.3.9 Discuss social and economic factors that have resulted in changing career patterns for women and men

Learning Indicator: CDev_3.3.10 Specify techniques for eliminating gender bias and stereotyping

Learning Indicator: CDev_3.3.11 Formulate strategies for working effectively with co-workers of varying age groups

CDev_3.4 Relate workplace communication skills to career development.

Learning Indicator: CDev_3.4.1 Practice effective interpersonal skills in a work relationship

Learning Indicator: CDev_3.4.2 Express thoughts and ideas succinctly using various forms of communication (e.g., verbal, written, body language, etc.)

Learning Indicator: CDev_3.4.3 Explain the importance of tolerance and flexibility in interpersonal and group situations

Learning Indicator: CDev_3.4.4 Illustrate strategies for responding to and working with individuals under stress

Learning Indicator: CDev_3.4.5 Develop skills to give/receive constructive criticism

Learning Indicator: CDev_3.4.6 Demonstrate appropriate workplace communication skills and competencies

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Course Title	OFFICE TECHNOLOGY		
SDPTE Course ID	BE 0610	IBED	IBED 12002

CDev_3.5 Maintain safe and healthy environment.

Learning Indicator: CDev_3.5.1	Comply with safety and health rules
Learning Indicator: CDev_3.5.2	Select correct tools and equipment
Learning Indicator: CDev_3.5.3	Utilize equipment correctly
Learning Indicator: CDev_3.5.4	Check to make sure work area is ergonomically correct
Learning Indicator: CDev_3.5.5	Use appropriate action during emergencies
Learning Indicator: CDev_3.5.6	Maintain clean and orderly work area

Communications *Comm_1: Demonstrate Knowledge of Foundations of Communications*

Comm_1.3 Communicate in a written format in a clear, courteous, concise, and correct manner on personal and professional levels.

Learning Indicator: Comm_1.3.1	Discuss the importance of correct spelling, grammar, word usage, mechanics, and legible writing
Learning Indicator: Comm_1.3.2	Write logical, coherent phrases, sentences, and paragraphs incorporating correct grammar, mechanics, and word usage
Learning Indicator: Comm_1.3.3	Compose simple requests for information, reports, and summaries; edit and revise written work
Learning Indicator: Comm_1.3.4	Outline to facilitate logical and understandable written documents
Learning Indicator: Comm_1.3.5	Use acceptable standards for grammar, mechanics, and word usage
Learning Indicator: Comm_1.3.6	Write coherent business correspondence, instructions, descriptions, summaries, and reports using appropriate formats
Learning Indicator: Comm_1.3.7	Proofread documents to ensure correct grammar, spelling, and punctuation
Learning Indicator: Comm_1.3.8	Distinguish between paraphrasing, documentation, and plagiarism; use proper documentation procedures to avoid plagiarism
Learning Indicator: Comm_1.3.9	Demonstrate a sensitivity to language bias (e.g., sexist, gender, race, religious, physically challenged, etc.) and avoid use of language bias
Learning Indicator: Comm_1.3.10	Use note taking skills incorporating critical listening and reading techniques
Learning Indicator: Comm_1.3.11	Identify factors affecting the readability of text
Learning Indicator: Comm_1.3.12	Compare drafts to final documents and make editorial changes
Learning Indicator: Comm_1.3.13	Proofread business documents to ensure that they are clear, correct, concise, complete, consistent, and courteous
Learning Indicator: Comm_1.3.14	Compose messages that promote positive human behavior
Learning Indicator: Comm_1.3.15	Use a wide variety of references and resources (both electronic and printed) for the purpose of writing business documents
Learning Indicator: Comm_1.3.16	Write formal and informal reports using suitable format supported by appropriate graphic aids
Learning Indicator: Comm_1.3.17	Use the direct or indirect approach in appropriate correspondence situations
Learning Indicator: Comm_1.3.18	Analyze and respond in writing to routine business problems both individually and collaboratively
Learning Indicator: Comm_1.3.19	Write business communications that are sensitive to multicultural situations
Learning Indicator: Comm_1.3.20	Write appropriate messages for specific audiences, i.e., using empathy in a message, or addressing specific needed improvements

Idaho PTE Business Education Course with Essential Learning Outcomes and Learning Indicators

Course Title	OFFICE TECHNOLOGY		
SDPTE Course ID	BE 0610	IBED	IBED 12002

Learning Indicator: Comm_1.3.21 Write business communications that reflect international differences and address current practice and protocol

Communications *Comm_3: Demonstrate Knowledge of Technological Communications*

Comm_3.1 Use technology to enhance the effectiveness of communications.

- Learning Indicator: Comm_3.1.1 Demonstrate proper telephone etiquette, including cellular phones
- Learning Indicator: Comm_3.1.2 Demonstrate basic keyboarding and computer functions
- Learning Indicator: Comm_3.1.3 Use basic software applications (e.g., word processing, spreadsheets, etc.)
- Learning Indicator: Comm_3.1.4 Use CD-ROMs, laser disks, videos, and modems for knowledge acquisition
- Learning Indicator: Comm_3.1.5 Project a positive first impression on the telephone
- Learning Indicator: Comm_3.1.6 Use the telephone to gather personal and consumer information
- Learning Indicator: Comm_3.1.7 Use basic functions of databases, spreadsheets, and programming languages by formatting documents
- Learning Indicator: Comm_3.1.8 Refine documents using an electronic spell checker, a thesaurus and a grammar checker
- Learning Indicator: Comm_3.1.9 Use a wide variety of references and research resources such as electronic bulletin boards and information services
- Learning Indicator: Comm_3.1.10 Operate electronic message technologies to include voice mail, conference calls, pagers, and e-mail
- Learning Indicator: Comm_3.1.11 Use computer networks (e.g., communicating computers, Internet, or on-line databases) to facilitate collaborative or individual learning and communicating
- Learning Indicator: Comm_3.1.12 Discuss the use of the following communication systems: WATS lines, LAN systems, cellular technology, and voice recognition dictation
- Learning Indicator: Comm_3.1.13 Enhance documents through the use of advanced layout, design, and graphics production software and scanning hardware
- Learning Indicator: Comm_3.1.14 Address the ethical issues regarding ownership of information generated electronically
- Learning Indicator: Comm_3.1.15 Apply the rules of electronic messaging etiquette
- Learning Indicator: Comm_3.1.16 Evaluate the select messages which may be addressed best by electronic media
- Learning Indicator: Comm_3.1.17 Incorporate the use of international electronic resources such as the Internet to complete higher level projects
- Learning Indicator: Comm_3.1.18 Use techniques to protect confidential messages that are transmitted via technology to avoid identity theft

Communications *Comm_5: Demonstrate Knowledge of Organizational Communications*

Comm_5.1 Incorporate appropriate customer-service strategies to communicate effectively with various business constituencies.

- Learning Indicator: Comm_5.1.1 Differentiate between internal and external customers
- Learning Indicator: Comm_5.1.2 Discuss the use of customer profiles
- Learning Indicator: Comm_5.1.3 Discuss the importance of the telephone as a customer service tool
- Learning Indicator: Comm_5.1.4 Demonstrate how one might take personal responsibility for customer satisfaction by adopting an entrepreneurial spirit

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Course Title	OFFICE TECHNOLOGY		
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- Learning Indicator: Comm_5.1.5 Employ appropriate strategies for dealing with dissatisfied customers on the telephone, face-to-face, and in writing
- Learning Indicator: Comm_5.1.6 Establish reciprocal relationships with customers
- Learning Indicator: Comm_5.1.7 Discuss the concept of a comprehensive customer service philosophy
- Learning Indicator: Comm_5.1.8 Define corporate culture; compare and contrast corporate cultures of diverse organizations
- Learning Indicator: Comm_5.1.9 Analyze the impact of company policies and procedures on communications
- Learning Indicator: Comm_5.1.10 Demonstrate initiative to do more than the minimum required
- Learning Indicator: Comm_5.1.11 List reasons why customers leave the company
- Learning Indicator: Comm_5.1.12 Explain the long-term monetary impact of a lost customer
- Learning Indicator: Comm_5.1.13 Analyze situations in which technology can positively and negatively impact customer service

Comm_5.2 Incorporate appropriate standards of personal ethics to communicate effectively with various business constituencies.

- Learning Indicator: Comm_5.2.1 Discuss the fact that all organizations are political entities because they distribute the power, resources, and rewards
- Learning Indicator: Comm_5.2.2 Define and discuss office politics
- Learning Indicator: Comm_5.2.3 Express gratitude to colleagues when appropriate
- Learning Indicator: Comm_5.2.4 Discuss the pros and cons of romantic relationships in the workplace
- Learning Indicator: Comm_5.2.5 Discuss the career impact of decisions relating to family and friends
- Learning Indicator: Comm_5.2.6 Discuss sexual harassment and its implications
- Learning Indicator: Comm_5.2.7 Discuss the positive and negative aspects of the "grapevine"
- Learning Indicator: Comm_5.2.8 Promote and gain acceptance for one's ideas and retain credit for them
- Learning Indicator: Comm_5.2.9 Show interest in and support of the ideas of others
- Learning Indicator: Comm_5.2.10 Write personal notes to business colleagues in special circumstances (e.g., congratulations, sympathy, appreciation, etc.)
- Learning Indicator: Comm_5.2.11 Discuss the potential relationship between nonverbal cues and political posturing
- Learning Indicator: Comm_5.2.12 Use assertiveness to overcome feelings of intimidation
- Learning Indicator: Comm_5.2.13 Assess an audience in a social situation and select conversation and behavior accordingly
- Learning Indicator: Comm_5.2.14 Discuss the ramifications of social behavior on professional image

Comm_5.3 Incorporate appropriate leadership techniques to communicate effectively with various business constituencies.

- Learning Indicator: Comm_5.3.1 Identify effective leader characteristics
- Learning Indicator: Comm_5.3.2 Organize and lead informal groups
- Learning Indicator: Comm_5.3.3 Write short-term personal goals and professional goals
- Learning Indicator: Comm_5.3.4 Explain why each meeting should have a purpose
- Learning Indicator: Comm_5.3.5 Prepare and distribute an agenda prior to the meeting
- Learning Indicator: Comm_5.3.6 Assess the impact of physical environment on meeting success
- Learning Indicator: Comm_5.3.7 Plan, organize, and conduct meetings to achieve identified purpose
- Learning Indicator: Comm_5.3.8 Demonstrate proper parliamentary procedures
- Learning Indicator: Comm_5.3.9 Seek opportunities to practice leadership techniques

Idaho PTE Business Education Course with Essential Learning Outcomes and Learning Indicators

Course Title	OFFICE TECHNOLOGY		
SDPTE Course ID	BE 0610	IBED	IBED 12002

Learning Indicator: Comm_5.3.10	Demonstrate effective consensus building techniques
Learning Indicator: Comm_5.3.11	Identify and discuss different motivational theories
Learning Indicator: Comm_5.3.12	Determine the wants, needs, and motives of the audience to identify a motivational strategy
Learning Indicator: Comm_5.3.13	Use appropriate leadership language that includes optimism, encouragement, and action
Learning Indicator: Comm_5.3.14	Assume a leadership posture that incorporates confidence, assurance, and conviction
Learning Indicator: Comm_5.3.15	Lead a brainstorming session
Learning Indicator: Comm_5.3.16	Discuss behavior alteration techniques
Learning Indicator: Comm_5.3.17	Discuss reward and punishment theories as they relate to the business setting
Learning Indicator: Comm_5.3.18	Explain the concepts of employee empowerment

Comm_5.4 Incorporate appropriate supervision techniques to communicate effectively with various business constituencies.

Learning Indicator: Comm_5.4.1	Participate in group activities in a supervisor position
Learning Indicator: Comm_5.4.2	Supervise a group activity promoting team-building concepts
Learning Indicator: Comm_5.4.3	Use delegation techniques
Learning Indicator: Comm_5.4.4	Discuss supervision as a process for reaching goals through the use of human resources, technology, and material resources
Learning Indicator: Comm_5.4.5	Discuss the importance of listening to subordinates
Learning Indicator: Comm_5.4.6	Use techniques to provide appropriate feedback
Learning Indicator: Comm_5.4.7	Discuss the concept that power is a trust and a responsibility
Learning Indicator: Comm_5.4.8	Explain the types of power and identify appropriate uses of each
Learning Indicator: Comm_5.4.9	Discuss basic concepts of negotiations

Computation Comp_1: Demonstrate Knowledge of Mathematical Foundations for All Computational Skills and Concepts

Comp_1.1 Apply basic mathematical operations to solve problems.

Learning Indicator: Comp_1.1.1	Determine the correct mathematical process to use for various problem situations and use formulas when appropriate
Learning Indicator: Comp_1.1.2	Select and use appropriate tools when solving problems (e.g., paper, pencil, manipulatives, calculators, computer numerical keypad, and spreadsheets)
Learning Indicator: Comp_1.1.3	Define and use appropriate mathematical symbols for given problems
Learning Indicator: Comp_1.1.4	Round numbers for estimation and other purposes
Learning Indicator: Comp_1.1.5	Estimate and then calculate answers to problems using addition, subtraction, multiplication, and division
Learning Indicator: Comp_1.1.6	Compare computed result with estimated result to determine the reasonableness of the solution
Learning Indicator: Comp_1.1.7	Explain relationships between mathematical processes
Learning Indicator: Comp_1.1.8	Communicate understanding of problems through oral and written assessment

Idaho PTE Business Education Course with Essential Learning Outcomes and Learning Indicators

Course Title	OFFICE TECHNOLOGY		
SDPTE Course ID	BE 0610	IBED	IBED 12002

Entrepreneurship *Entr_5: Demonstrate Knowledge of Accounting*

Entr_5.2 Identify, describe, and compare various types of business records.

Learning Indicator: Entr_5.2.1	Identify types of financial records
Learning Indicator: Entr_5.2.2	Describe the type of data that is kept in each business record
Learning Indicator: Entr_5.2.3	Compare and contrast the various types of records
Learning Indicator: Entr_5.2.4	Describe the interrelationships of various records
Learning Indicator: Entr_5.2.5	Describe the effect that an inaccurate or missing record has on other records
Learning Indicator: Entr_5.2.6	Identify essential records needed for the day-to-day operation of a planned business
Learning Indicator: Entr_5.2.7	Identify the relationship of recordkeeping and tax reporting

Entr_5.3 Demonstrate and understanding of how to establish and use appropriate records based on the needs of a business.

Learning Indicator: Entr_5.3.1	Identify and complete basic records for a business (e.g., cash sales, credit card, checkbook, promissory notes)
Learning Indicator: Entr_5.3.2	Select and complete appropriate records for a business based on the needs of a given business
Learning Indicator: Entr_5.3.3	Identify the advantages and disadvantages of keeping records manually or electronically
Learning Indicator: Entr_5.3.4	Identify and use appropriate software to fulfill record keeping needs
Learning Indicator: Entr_5.3.5	Prepare an opening-day balance sheet for a planned business

Information Systems *IS_1: Demonstrate Knowledge of the Foundations of Information Systems*

IS_1.1 Identify and use various input technologies that include keyboarding, voice recognition, handwriting recognition, optical character recognition, and other forms of emerging input technologies.

Learning Indicator: IS_1.1.1	Develop proper input techniques for the keyboard and 10-key pad
Learning Indicator: IS_1.1.2	Build keyboarding skills, including speed and accuracy
Learning Indicator: IS_1.1.3	Master touch-keying for letter, punctuation, numeric, and symbol keys
Learning Indicator: IS_1.1.4	Apply proofreading skills
Learning Indicator: IS_1.1.5	Select and apply various appropriate input technologies such as image and text scanning, voice recognition, handwriting recognition, digital cameras, student response systems, touch screen mouse or stylus and tablet forms of input
Learning Indicator: IS_1.1.6	Develop proper input techniques for emerging technologies to optimize performance in composing documents
Learning Indicator: IS_1.1.7	Describe ergonomic issues and recognize how to prevent repetitive stress injuries related to input technologies
Learning Indicator: IS_1.1.8	Demonstrate proper safety techniques using input technologies (e.g., burning and copying media and DVD's)
Learning Indicator: IS_1.1.9	Organize and arrange workspace area

IS_1.2 Demonstrate a knowledge of computers and the ability to use them.

Learning Indicator: IS_1.2.1	Describe how to cold boot (start up) and warm boot (restart/reset) a computer. Explain the difference. Which should be attempted first?
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Learning Indicator: IS_1.2.2	Identify (list) the basic components of your computer system and peripherals
Learning Indicator: IS_1.2.3	Define, explain or demonstrate written knowledge of the following components: Ports Modem, RAM, CPU, Mouse, File Server, Network (LAN & WAN), Serial Ports, Parallel Ports, Operating Systems, Files, Folders, Subfolders, Hard Drive, Storage Disks, CD-ROM, Zip Drives, LCD Displays
Learning Indicator: IS_1.2.4	List and describe the different types of printers available and their main differences
IS_1.3	Identify the need for applications of technology in business, industry, society and on a global scale.
Learning Indicator: IS_1.3.1	Demonstrate the ability to access information regarding applications of computers and technology in business, industry, society and on a global scale
Learning Indicator: IS_1.3.2	Cite uses of computer and technology in business, industry, society and on a global scale
Learning Indicator: IS_1.3.3	Create a brief list of business, industry, society and global references and sources where information about applications of computers and technology can be found

Information Systems IS_2: Demonstrate Knowledge of Industry Standard Software Applications

IS_2.1	Select and apply word processing software.
Learning Indicator: IS_2.1.1	Explain the purposes, functions, and common features of word processing software
Learning Indicator: IS_2.1.2	Explain the meaning of common word processing terminology
Learning Indicator: IS_2.1.3	Sequence and define steps of an information processing cycle
Learning Indicator: IS_2.1.4	Use word processing software to demonstrate file functions including creating, modifying, storing, retrieving, printing, and merging documents
Learning Indicator: IS_2.1.5	Demonstrate editing functions including cutting, pasting, importing and exporting text and graphics
Learning Indicator: IS_2.1.6	Apply layout and insert functions including tabs, margins, hanging indents, word-wrap, columns, headers/footers, and tables
Learning Indicator: IS_2.1.7	Apply formatting functions including fonts, sizes, styles, and positioning
Learning Indicator: IS_2.1.8	Apply word processing functions including spell checking, thesaurus, grammar checking, and the help functions of the software
Learning Indicator: IS_2.1.9	Proofread and edit documents for accuracy and content, and for correct grammar, spelling, and punctuation
Learning Indicator: IS_2.1.10	Input, edit, store, and output letters, memorandums, tables, and reports
Learning Indicator: IS_2.1.11	Use an office operations manual
IS_2.2	Select and apply spreadsheet software.
Learning Indicator: IS_2.2.1	Explain the purposes, functions, and common features of spreadsheet software
Learning Indicator: IS_2.2.2	Explain the meaning of common spreadsheet terms
Learning Indicator: IS_2.2.3	Use spreadsheet software to demonstrate file functions including creating, saving, loading, printing, and merging documents
Learning Indicator: IS_2.2.4	Demonstrate editing functions including inserting, cutting, pasting, and importing of text into spreadsheets
Learning Indicator: IS_2.2.5	Apply formatting functions including fonts, styles, size, and formulas
Learning Indicator: IS_2.2.6	Apply layout functions including columns, rows, and sheets
Learning Indicator: IS_2.2.7	Demonstrate ability to apply tool functions including sorting, navigating, and searching

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Learning Indicator: IS_2.2.8	Apply tools including spell checking, thesaurus, grammar checking, and the help functions of the software
Learning Indicator: IS_2.2.9	Design and enter common formulas that permit users to analyze spreadsheet data
Learning Indicator: IS_2.2.10	Test spreadsheet formulas and design for accuracy

Information Systems IS_7: Demonstrate Knowledge of Information Systems Ethical Issues

IS_7.1 Establish and use a personal code of ethics for information systems use and management.

Learning Indicator: IS_7.1.1	Identify and explain property, privacy, access, and accuracy issues pertaining to information systems
Learning Indicator: IS_7.1.2	Analyze various information systems to distinguish ethical issues and problems
Learning Indicator: IS_7.1.3	Develop a code of ethics for information systems
Learning Indicator: IS_7.1.4	Apply ethical considerations to the operation and management of information systems common to organizations
Learning Indicator: IS_7.1.5	Demonstrate knowledge of laws and statutes relative to use of technology including copyright, equal access, fair use, educational opportunity, and least restrictive learning environment
Learning Indicator: IS_7.1.6	Discuss ethical and human issues relative to the use of technology in schools

Management Mgmt_5: Demonstrate Knowledge of Human Resource Management

Mgmt_5.1 Describe employee development and its importance to the successful operation of the organization.

Learning Indicator: Mgmt_5.1.1	Explain why orientation and ongoing training are needed for successful employee performance
Learning Indicator: Mgmt_5.1.2	State why professional development is a shared responsibility between the business and the individual
Learning Indicator: Mgmt_5.1.3	Identify different types of orientation and training needed
Learning Indicator: Mgmt_5.1.4	Explain the relationship of continuous training to professional development
Learning Indicator: Mgmt_5.1.5	Identify the benefits of other forms of employee development (e.g., workshops, conferences, course work, professional associations)
Learning Indicator: Mgmt_5.1.6	Determine preventive actions for office communication problems

Mgmt_5.5 Describe compensation, promotion, benefits, and incentives and their importance to the successful operation of the organization.

Learning Indicator: Mgmt_5.5.1	Identify benefits available to all employees
Learning Indicator: Mgmt_5.5.2	Explain the methods used to compensate employees (e.g., wages, salary, commission)
Learning Indicator: Mgmt_5.5.3	Identify various career paths available to employees
Learning Indicator: Mgmt_5.5.4	Calculate wages paid under various compensation methods
Learning Indicator: Mgmt_5.5.5	Describe policies and procedures used to manage compensation (e.g., company performance, benchmarking, profit sharing)
Learning Indicator: Mgmt_5.5.6	Establish criteria for promoting employees
Learning Indicator: Mgmt_5.5.7	Describe the relative merits and possible disadvantages of internal promotion vs. hiring from outside

Idaho PTE Business Education Course with Essential Learning Outcomes and Learning Indicators

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Management Mgmt_7: Demonstrate Knowledge of General Management skills

Mgmt_7.1 Develop and use time management skills.

Learning Indicator: Mgmt_7.1.1 Discuss the importance of time management, both professionally and personally, including the consequences of poor time management skills

Learning Indicator: Mgmt_7.1.2 Perform a personal time management analysis for a given period of time

Learning Indicator: Mgmt_7.1.3 Develop a time management plan using cases and simulations

Mgmt_7.2 Describe and use technology as it relates to the management process.

Learning Indicator: Mgmt_7.2.1 Describe the role of technology in the overall management process

Learning Indicator: Mgmt_7.2.2 Use current technology in various facets of the managerial process

Mgmt_7.4 Describe the entrepreneurial way of thinking and use it to solve problems.

Learning Indicator: Mgmt_7.4.1 Define the entrepreneurial way of thinking and describe why it is important (e.g., opportunity recognition)

Learning Indicator: Mgmt_7.4.2 Use the entrepreneurial way of thinking in one's own life

Learning Indicator: Mgmt_7.4.3 Apply the entrepreneurial way of thinking to solving managerial problems
