

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

| | | | |
|-----------------|-------------------------------------|------|------------|
| Course Title | ADMINISTRATIVE ASSISTANT INTERNSHIP | | |
| SDPTE Course ID | BE 0640 | IBED | IBED 12998 |

A course designed to allow a student the opportunity to serve as an intern to the local school district or school building office. The student will demonstrate competencies and skills acquired while working through an approved sequence of courses in the business/management program.

| | | | |
|------|--------------------|------|---------------------|
| Term | Semester/Trimester | Preq | Instructor Approval |
|------|--------------------|------|---------------------|

Notes:

Career Development CDev_1: Demonstrate Knowledge of Self-Awareness

CDev_1.1 Assess personal skills, abilities, and aptitudes as they relate to career exploration and development.

- Learning Indicator: CDev_1.1.1 List positive characteristics about yourself
- Learning Indicator: CDev_1.1.2 Identify personal likes and dislikes
- Learning Indicator: CDev_1.1.3 Identify individual talents and interests
- Learning Indicator: CDev_1.1.4 Identify personal, physical, and mental characteristics
- Learning Indicator: CDev_1.1.5 Complete a series of standardized interest and career identification tests
- Learning Indicator: CDev_1.1.6 Compare personal skills and aptitudes with various career options
- Learning Indicator: CDev_1.1.7 Assess and analyze personal talents and interests as they may relate to a future career
- Learning Indicator: CDev_1.1.8 Correlate personal, physical, and mental characteristics with the requirements of various career opportunities
- Learning Indicator: CDev_1.1.9 Demonstrate a realistic understanding of self
- Learning Indicator: CDev_1.1.10 Determine attitudes needed for career success
- Learning Indicator: CDev_1.1.11 Model the concepts of honesty and dependability
- Learning Indicator: CDev_1.1.12 Provide examples of how feelings and actions of oneself are influenced by other's behaviors
- Learning Indicator: CDev_1.1.13 Demonstrate and practice the steps involved in resolving a conflict/stress situation
- Learning Indicator: CDev_1.1.14 Demonstrate the ability to use mediation techniques based on peer feedback
- Learning Indicator: CDev_1.1.15 Demonstrate ability to adapt to change

CDev_1.2 Assess personal strengths and weaknesses as they relate to career exploration and development.

- Learning Indicator: CDev_1.2.1 Identify personal strengths and weaknesses
- Learning Indicator: CDev_1.2.2 Assess and analyze strengths and weaknesses relative to a variety of career options
- Learning Indicator: CDev_1.2.3 Formulate and implement a plan to address identified weaknesses
- Learning Indicator: CDev_1.2.4 Enhance identified strengths related to selected career options
- Learning Indicator: CDev_1.2.5 Monitor progress and restructure the plan as needed to manage identified weaknesses
- Learning Indicator: CDev_1.2.6 Reassess personal strengths and weaknesses in relationship to career development

Career Development CDev_2: Demonstrate Knowledge of Career Research

CDev_2.1 Utilize career resources to develop a knowledge base of career information.

- Learning Indicator: CDev_2.1.1 Identify and learn about careers of family members and/or friends
- Learning Indicator: CDev_2.1.2 Define and give examples of career clusters
- Learning Indicator: CDev_2.1.3 List and describe various types of occupations in the community (e.g., banker, realtor, etc.)
- Learning Indicator: CDev_2.1.4 Identify community business people and learn about career opportunities

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

| | | | |
|-----------------|-------------------------------------|------|------------|
| Course Title | ADMINISTRATIVE ASSISTANT INTERNSHIP | | |
| SDPTE Course ID | BE 0640 | IBED | IBED 12998 |

- Learning Indicator: CDev_2.1.5 Use a variety of research tools in the career exploration process (e.g., computer assisted programs, newspapers, books)
- Learning Indicator: CDev_2.1.6 Research several occupational interests
- Learning Indicator: CDev_2.1.7 Explain advantages of early career planning
- Learning Indicator: CDev_2.1.8 Select and use resources available for projecting career opportunities and trends
- Learning Indicator: CDev_2.1.9 Investigate educational opportunities (e.g., resources for training/retraining, career transition)
- Learning Indicator: CDev_2.1.10 Design a questionnaire to be used for career exploration interview (e.g., educational requirements, starting salaries, career ladder opportunities)

CDev_2.2 Utilize a Career Information Database to prepare a career portfolio.

- Learning Indicator: CDev_2.2.1 Prepare pictorial and/or written documents related to career exploration using a variety of technological resources such as the computer and the Internet
- Learning Indicator: CDev_2.2.2 Develop pictorial and/or written documents based on selected career information
- Learning Indicator: CDev_2.2.3 Prepare a career portfolio that includes career research materials and work samples
- Learning Indicator: CDev_2.2.4 Identify a network of business people to assist in securing a job

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
- 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

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

| | | | |
|-----------------|-------------------------------------|------|------------|
| Course Title | ADMINISTRATIVE ASSISTANT INTERNSHIP | | |
| SDPTE Course ID | BE 0640 | IBED | IBED 12998 |

- 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

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

Career Development CDev_4: Demonstrate Knowledge of Career Strategy

CDev_4.1 Apply knowledge gained from individual assessment to a comprehensive set of goals and an individual career plan.

- Learning Indicator: CDev_4.1.1 Identify likes and dislikes of home and school responsibilities

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

| | | | |
|-----------------|-------------------------------------|------|------------|
| Course Title | ADMINISTRATIVE ASSISTANT INTERNSHIP | | |
| SDPTE Course ID | BE 0640 | IBED | IBED 12998 |

| | |
|---------------------------------|---|
| Learning Indicator: CDev_4.1.2 | Relate information derived from self-assessment to career areas involving data, people, and/or things |
| Learning Indicator: CDev_4.1.3 | Relate the importance of career, family, and leisure activities to social and economic well-being |
| Learning Indicator: CDev_4.1.4 | Describe the relationship of assessed interests, aptitudes, and abilities to academic and occupational skills |
| Learning Indicator: CDev_4.1.5 | Apply career goals, skills, and interests to selection of high school courses |
| Learning Indicator: CDev_4.1.6 | Explain how decisions regarding education and work impact major life decisions |
| Learning Indicator: CDev_4.1.7 | Identify considerations for making responsible educational and occupational choices |
| Learning Indicator: CDev_4.1.8 | Identify sources of financial assistance |
| Learning Indicator: CDev_4.1.9 | Complete the steps required to apply for financial assistance |
| Learning Indicator: CDev_4.1.10 | Develop an action plan to transition from postsecondary education to work |

CDev_4.2 Demonstrate an understanding of the goal setting process through setting short- and long-term career goals.

| | |
|---------------------------------|---|
| Learning Indicator: CDev_4.2.1 | Identify problems that interfere with obtaining career goals |
| Learning Indicator: CDev_4.2.2 | Apply steps in the decision-making process; evaluate consequences of decisions |
| Learning Indicator: CDev_4.2.3 | Describe how career development is a continuous process with a series of choices |
| Learning Indicator: CDev_4.2.4 | Determine how the expectations of others affect career goals |
| Learning Indicator: CDev_4.2.5 | Identify personal goals that may be satisfied through a combination of work, community, social, and family roles |
| Learning Indicator: CDev_4.2.6 | Analyze personal leisure choices in relation to lifestyle and the attainment of career goals |
| Learning Indicator: CDev_4.2.7 | Compare advantages and disadvantages of various secondary and post secondary programs to the attainment of career goals |
| Learning Indicator: CDev_4.2.8 | Relate skills developed in academic and technical programs to career goals |
| Learning Indicator: CDev_4.2.9 | Determine how educational achievement impacts one's choice of a college major, further training, and/or entry into the job market |
| Learning Indicator: CDev_4.2.10 | Relate the necessity of lifelong learning to one's ability to achieve goals |

CDev_4.3 Develop an individual career plan.

| | |
|--------------------------------|--|
| Learning Indicator: CDev_4.3.1 | Explain the importance of planning |
| Learning Indicator: CDev_4.3.2 | Develop a career plan that includes the investigation of career clusters |
| Learning Indicator: CDev_4.3.3 | Design a career plan that includes self-assessment, research, career alternatives, and high school course options |
| Learning Indicator: CDev_4.3.4 | Create and implement a career plan that includes the required steps to transition from high school to post secondary education/training or the workplace |
| Learning Indicator: CDev_4.3.5 | Explore appropriate employment opportunities and further education |
| Learning Indicator: CDev_4.3.6 | Continue to revise and update one's career plan |

Career Development CDev_5: Demonstrate Knowledge of School-to-Work Transition

CDev_5.1 Utilize different workplace experiences to make an effective transition from school to work.

| | |
|--------------------------------|---|
| Learning Indicator: CDev_5.1.1 | Develop an awareness of occupational opportunities (e.g., speakers and field trips) |
|--------------------------------|---|

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

| | | | |
|-----------------|-------------------------------------|------|------------|
| Course Title | ADMINISTRATIVE ASSISTANT INTERNSHIP | | |
| SDPTE Course ID | BE 0640 | IBED | IBED 12998 |

Learning Indicator: CDev_5.1.2 Research a variety of career clusters (e.g. field trips, speakers, case studies, shadowing, or community service)

Learning Indicator: CDev_5.1.3 Experience paid/unpaid work opportunities in one or more career clusters (e.g., shadowing, mentoring, cooperative work experiences, or community service)

CDev_5.2 Develop an employment portfolio.

Learning Indicator: CDev_5.2.1 Maintain a journal of career-oriented experiences (e.g., speakers and field trips)

Learning Indicator: CDev_5.2.2 Identify examples of work to be included in a portfolio

Learning Indicator: CDev_5.2.3 Prepare resumes and cover letters

Learning Indicator: CDev_5.2.4 Develop a portfolio (e.g. resume, sample cover letter, awards, extracurricular activities, and community service)

Learning Indicator: CDev_5.2.5 Demonstrate portfolio presentation skills

Learning Indicator: CDev_5.2.6 Enhance a portfolio through revisions (e.g., resume, sample cover letter, sample applications, career plan, examples of work and technical skills, awards, community service, and career information database)

Learning Indicator: CDev_5.2.7 Present a career portfolio

Learning Indicator: CDev_5.2.8 Use portfolio in job search process

CDev_5.3 Develop strategies to search for jobs of interest.

Learning Indicator: CDev_5.3.1 Demonstrate proper etiquette for greeting and meeting people

Learning Indicator: CDev_5.3.2 Demonstrate appropriate interviewing techniques (e.g., portfolio presentation, questioning, dress, and etiquette)

Learning Indicator: CDev_5.3.3 Explain the importance of interview follow-up

Learning Indicator: CDev_5.3.4 List tasks to be completed following interview

Learning Indicator: CDev_5.3.5 Identify steps to prepare for an interview

Learning Indicator: CDev_5.3.6 Model behavior that contributes to a successful interview

Learning Indicator: CDev_5.3.7 Develop criteria for selecting prospective employers

Learning Indicator: CDev_5.3.8 Conduct a job search

CDev_5.4 Demonstrate an understanding of all elements involved in the job application process.

Learning Indicator: CDev_5.4.1 Locate a job opening

Learning Indicator: CDev_5.4.2 Complete a resume

Learning Indicator: CDev_5.4.3 Prepare for an interview

Learning Indicator: CDev_5.4.4 Participate in an interview

Learning Indicator: CDev_5.4.5 Complete tests required

Learning Indicator: CDev_5.4.6 Complete forms required

Learning Indicator: CDev_5.4.7 Complete an application letter

Learning Indicator: CDev_5.4.8 Complete a follow-up letter

Learning Indicator: CDev_5.4.9 Complete an acceptance letter

Learning Indicator: CDev_5.4.10 Evaluate a job offer

Learning Indicator: CDev_5.4.11 Evaluate a job rejection

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

| | | | |
|-----------------|-------------------------------------|------|------------|
| Course Title | ADMINISTRATIVE ASSISTANT INTERNSHIP | | |
| SDPTE Course ID | BE 0640 | IBED | IBED 12998 |

Career Development *CDev_6: Demonstrate Knowledge of Lifelong Learning*

CDev_6.1 Relate the importance of lifelong learning to personal growth.

| | |
|---------------------------------|--|
| Learning Indicator: CDev_6.1.1 | Relate various levels of education to careers |
| Learning Indicator: CDev_6.1.2 | Demonstrate the importance of effective study habits, test-taking skills, and learning skills |
| Learning Indicator: CDev_6.1.3 | Develop good health, nutrition, motivation and physical fitness habits; discuss how they enhance performance |
| Learning Indicator: CDev_6.1.4 | Analyze school/work evaluations to assess strengths, weaknesses, and areas for improvement |
| Learning Indicator: CDev_6.1.5 | Relate the importance of education to meeting identified goals |
| Learning Indicator: CDev_6.1.6 | Describe the benefits of participating in school and community activities |
| Learning Indicator: CDev_6.1.7 | Identify skills and knowledge required to upgrade and improve performance |
| Learning Indicator: CDev_6.1.8 | Analyze employment performance evaluations to assess strengths, weaknesses, and areas for improvement |
| Learning Indicator: CDev_6.1.9 | Discuss the social and ethical standards of the workplace |
| Learning Indicator: CDev_6.1.10 | Demonstrate flexibility; adjust goals and plans when necessary |

CDev_6.2 Relate the importance of lifelong learning to career growth.

| | |
|--------------------------------|--|
| Learning Indicator: CDev_6.2.1 | Develop an awareness of how the workplace has changed |
| Learning Indicator: CDev_6.2.2 | Identify trends in the changing workplace |
| Learning Indicator: CDev_6.2.3 | Discuss the need for flexible career planning |
| Learning Indicator: CDev_6.2.4 | Seek challenge in the workplace |
| Learning Indicator: CDev_6.2.5 | Identify career opportunities resulting from new and emerging technologies |
| Learning Indicator: CDev_6.2.6 | Demonstrate appropriate techniques for resigning from a position |
| Learning Indicator: CDev_6.2.7 | Identify strategies for coping with loss of employment |
| Learning Indicator: CDev_6.2.8 | Describe career pathways in career development (upward and cross mobile) |
| Learning Indicator: CDev_6.2.9 | Develop strategies to accommodate impending changes in the workplace |

Communications *Comm_1: Demonstrate Knowledge of Foundations of Communications*

Comm_1.1 Through vocal expression, communicate in a clear, courteous, concise, and correct manner on personal and professional levels.

| | |
|---------------------------------|--|
| Learning Indicator: Comm_1.1.1 | Express wants, needs and feelings |
| Learning Indicator: Comm_1.1.2 | Differentiate between and practice correct pronunciation and enunciation |
| Learning Indicator: Comm_1.1.3 | Select language appropriate to the situation |
| Learning Indicator: Comm_1.1.4 | Ask questions with confidence to elicit general and/or specific |
| Learning Indicator: Comm_1.1.5 | Use proper telephone techniques and etiquette |
| Learning Indicator: Comm_1.1.6 | Organize thoughts to reflect logical thinking before speaking |
| Learning Indicator: Comm_1.1.7 | Express opinions and discuss issues positively and tactfully |
| Learning Indicator: Comm_1.1.8 | Use appropriate techniques to organize impromptu speeches and deliver one |
| Learning Indicator: Comm_1.1.9 | Identify regional and cultural differences in spoken communications |
| Learning Indicator: Comm_1.1.10 | Plan and present short presentations, individually or as a member of a group |

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

| | | | |
|-----------------|-------------------------------------|------|------------|
| Course Title | ADMINISTRATIVE ASSISTANT INTERNSHIP | | |
| SDPTE Course ID | BE 0640 | IBED | IBED 12998 |

- Learning Indicator: Comm_1.1.11 Prepare, outline, and deliver a short oral presentation with attention to audience, suitable topic, and scope, with preparation including practicing speech on tape
- Learning Indicator: Comm_1.1.12 Prepare visual material to support an oral presentation with attention to audience, site, appropriateness to topic, and necessary equipment to be used
- Learning Indicator: Comm_1.1.13 Demonstrate an awareness and acceptance of international, regional, and multicultural speech
- Learning Indicator: Comm_1.1.14 Exchange ideas in a formal/informal setting
- Learning Indicator: Comm_1.1.15 Participate in group discussion and role playing
- Learning Indicator: Comm_1.1.16 Participate in group discussions for problem resolution
- Learning Indicator: Comm_1.1.17 Identify various roles within the group and practice listening, synthesizing, and restating information
- Learning Indicator: Comm_1.1.18 Organize and lead discussions
- Learning Indicator: Comm_1.1.19 Preside at meetings
- Learning Indicator: Comm_1.1.20 Answer questions in formal and informal situations
- Learning Indicator: Comm_1.1.21 Dictate using recording equipment

Comm_1.2 Obtain and interpret information through reading.

- Learning Indicator: Comm_1.2.1 Establish a vocabulary
- Learning Indicator: Comm_1.2.2 Read for enjoyment and appreciation
- Learning Indicator: Comm_1.2.3 Read textbooks for information
- Learning Indicator: Comm_1.2.4 Express reading comprehension by restating, annotating, or summarizing
- Learning Indicator: Comm_1.2.5 Retain and interpret information gained through reading
- Learning Indicator: Comm_1.2.6 Apply reading skills to gather information from casual print media
- Learning Indicator: Comm_1.2.7 Obtain appropriate information from graphics, maps, or signs
- Learning Indicator: Comm_1.2.8 Locate and record information from written resources, including current business periodicals
- Learning Indicator: Comm_1.2.9 Analyze the integrity of printed materials
- Learning Indicator: Comm_1.2.10 Read and follow simple directions; evaluate results
- Learning Indicator: Comm_1.2.11 Determine if clarification is necessary in written instructions
- Learning Indicator: Comm_1.2.12 Distinguish between fact and opinion in written materials; identify propaganda and its impact on decision-making
- Learning Indicator: Comm_1.2.13 Expand scope of reading materials to include simple business terms
- Learning Indicator: Comm_1.2.14 Use corporate vocabulary appropriate for entry-level jobs
- Learning Indicator: Comm_1.2.15 Expand scope of reading materials to include business-related publications
- Learning Indicator: Comm_1.2.16 Use contextual clues to recognize word meaning
- Learning Indicator: Comm_1.2.17 Determine when printed media may have been used out of context to distort reality
- Learning Indicator: Comm_1.2.18 Use basic research techniques
- Learning Indicator: Comm_1.2.19 Interpret business correspondence, professional articles, and supporting graphic materials.
- Learning Indicator: Comm_1.2.20 Interpret information from manuals, computer printouts, and electronic sources
- Learning Indicator: Comm_1.2.21 Select an appropriate reading method for a particular situation (e.g., skimming, scanning, speed reading, and in-depth reading)
- Learning Indicator: Comm_1.2.22 Distinguish between literal and inferential statements

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

| | | | |
|-----------------|-------------------------------------|------|------------|
| Course Title | ADMINISTRATIVE ASSISTANT INTERNSHIP | | |
| SDPTE Course ID | BE 0640 | IBED | IBED 12998 |

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

Comm_1.4 Students will demonstrate active listening skills.

- Learning Indicator: Comm_1.4.1 Follow oral directions
- Learning Indicator: Comm_1.4.2 Demonstrate courtesy and respect for the speaker through attentive listening
- Learning Indicator: Comm_1.4.3 Listen for meaning
- Learning Indicator: Comm_1.4.4 Record complete and accurate telephone messages
- Learning Indicator: Comm_1.4.5 Determine when more information is needed and ask appropriate questions
- Learning Indicator: Comm_1.4.6 Identify relevant information in oral messages
- Learning Indicator: Comm_1.4.7 Listen attentively for the purpose of taking accurate notes or completing forms

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

| | | | |
|-----------------|-------------------------------------|------|------------|
| Course Title | ADMINISTRATIVE ASSISTANT INTERNSHIP | | |
| SDPTE Course ID | BE 0640 | IBED | IBED 12998 |

| | |
|---------------------------------|---|
| Learning Indicator: Comm_1.4.8 | Include nonverbal cues in message interpretation |
| Learning Indicator: Comm_1.4.9 | Use active listening techniques |
| Learning Indicator: Comm_1.4.10 | Listen discriminately to separate fact from opinion |
| Learning Indicator: Comm_1.4.11 | Evaluate media and oral presentations analytically and critically |
| Learning Indicator: Comm_1.4.12 | Assess and respond to a speaker's nonverbal messages |
| Learning Indicator: Comm_1.4.13 | Identify and overcome major barriers to listening |
| Learning Indicator: Comm_1.4.14 | Discuss the value of silence in communication as a nonverbal cue |
| Learning Indicator: Comm_1.4.15 | Direct courteous attention to multiple speakers within a group to obtain key facts |
| Learning Indicator: Comm_1.4.16 | Give examples of how nonverbal messages have different meanings in different cultures |

Communications *Comm_2: Demonstrate Knowledge of Social Communications*

Comm_2.1 Demonstrate the development of a positive self-concept through personal appearance and interaction with others.

| | |
|---------------------------------|--|
| Learning Indicator: Comm_2.1.1 | Analyze personal self-concept and design a program for improvement |
| Learning Indicator: Comm_2.1.2 | Use courtesy, basic etiquette, and tact when dealing with others |
| Learning Indicator: Comm_2.1.3 | Discuss personal hygiene and grooming |
| Learning Indicator: Comm_2.1.4 | Identify characteristics of both negative and positive role models |
| Learning Indicator: Comm_2.1.5 | List characteristics inherent in a positive attitude |
| Learning Indicator: Comm_2.1.6 | Demonstrate respect for differences of others |
| Learning Indicator: Comm_2.1.7 | Apply principles of manners and etiquette in a variety of situations |
| Learning Indicator: Comm_2.1.8 | Practice simple introductions in a variety of situations |
| Learning Indicator: Comm_2.1.9 | Initiate conversations with people outside one's inner circle |
| Learning Indicator: Comm_2.1.10 | Demonstrate confidence through participation in group activities |
| Learning Indicator: Comm_2.1.11 | Explain the role that self-concept plays in one's personal and professional life |
| Learning Indicator: Comm_2.1.12 | Exhibit professional behavior in the work environment |
| Learning Indicator: Comm_2.1.13 | Discuss the impact of careless performance on professional image and job retention |
| Learning Indicator: Comm_2.1.14 | Discuss the impact of time management practices on one's personal and professional image |
| Learning Indicator: Comm_2.1.15 | Demonstrate an understanding of and respect for diverse international business manners and etiquette |
| Learning Indicator: Comm_2.1.16 | Respect and adapt to the perspectives and opinions of the establishment and mature workers in the business environment |
| Learning Indicator: Comm_2.1.17 | Participate in a shadowing or mentoring program with a positive, professional role model |
| Learning Indicator: Comm_2.1.18 | Display a positive attitude in personal and professional settings |
| Learning Indicator: Comm_2.1.19 | Participate in school, community, and/or volunteer activities |
| Learning Indicator: Comm_2.1.20 | Demonstrate appropriate work ethic in a business environment |
| Learning Indicator: Comm_2.1.21 | Apply team skills in a business environment |
| Learning Indicator: Comm_2.1.22 | Use leadership abilities in a business setting |
| Learning Indicator: Comm_2.1.23 | Establish a work-related network through social contacts |

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

| | | | |
|-----------------|-------------------------------------|------|------------|
| Course Title | ADMINISTRATIVE ASSISTANT INTERNSHIP | | |
| SDPTE Course ID | BE 0640 | IBED | IBED 12998 |

Learning Indicator: Comm_2.1.24 Differentiate among appropriate business attire (e.g., casual, business-casual, professional business, and formal attire)

Comm_2.2 Apply basic social communication skills in personal and professional situations.

Learning Indicator: Comm_2.2.1 Define interpersonal communications and human relations skills

Learning Indicator: Comm_2.2.2 Respect the rights and feelings of others

Learning Indicator: Comm_2.2.3 Demonstrate proper respect for authority

Learning Indicator: Comm_2.2.4 Work cooperatively with one's peers and authority figures

Learning Indicator: Comm_2.2.5 Develop a sensitivity for and awareness of cultural diversity

Learning Indicator: Comm_2.2.6 Practice tact and courtesy in relationships with peers and authority figures

Learning Indicator: Comm_2.2.7 Explain the value of interpersonal communications in personal/social relationships

Learning Indicator: Comm_2.2.8 Model the process for conflict resolution

Learning Indicator: Comm_2.2.9 Address cultural conflicts and identify appropriate solutions

Learning Indicator: Comm_2.2.10 Explain the basic principles of group dynamics

Learning Indicator: Comm_2.2.11 Discuss the types of discrimination and their impact on interpersonal relationships

Learning Indicator: Comm_2.2.12 Explain the purpose of authority

Learning Indicator: Comm_2.2.13 Differentiate among passive, assertive, and aggressive behaviors

Learning Indicator: Comm_2.2.14 Demonstrate appropriate responses to passive, assertive, and aggressive behaviors

Learning Indicator: Comm_2.2.15 Explain the value and impact of interpersonal relationships in the business environment

Learning Indicator: Comm_2.2.16 Practice conflict resolution in academic, social, and business environments

Learning Indicator: Comm_2.2.17 Discuss the negative impact of different types of discrimination

Learning Indicator: Comm_2.2.18 Apply the principles of group dynamics in structured activities

Learning Indicator: Comm_2.2.19 Explain the importance of following chains of command

Learning Indicator: Comm_2.2.20 Discuss discrimination cases and legal precedents

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

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

| | | | |
|-----------------|-------------------------------------|------|------------|
| Course Title | ADMINISTRATIVE ASSISTANT INTERNSHIP | | |
| SDPTE Course ID | BE 0640 | IBED | IBED 12998 |

| | |
|---------------------------------|--|
| 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_4: Demonstrate Knowledge of Employment Communications*

Comm_4.1 Integrate all forms of communication in the successful pursuit of a career.

| | |
|---------------------------------|---|
| Learning Indicator: Comm_4.1.1 | Write a simple application letter and resume for simulated job opportunities |
| Learning Indicator: Comm_4.1.2 | Role-play interview situations for simulated job opportunities |
| Learning Indicator: Comm_4.1.3 | Discuss the importance of an informal personal network in job search strategy |
| Learning Indicator: Comm_4.1.4 | Use a personal network in the job search situation |
| Learning Indicator: Comm_4.1.5 | Write a formal application letter, resume, and follow-up letter for job opportunities |
| Learning Indicator: Comm_4.1.6 | Participate in and analyze mock interviews, emphasizing critical times at the beginning and the end of an interview |
| Learning Indicator: Comm_4.1.7 | Discuss and demonstrate the importance of appropriate dress in an interview situation |
| Learning Indicator: Comm_4.1.8 | Respond to mock interview questions |
| Learning Indicator: Comm_4.1.9 | Complete job application forms |
| Learning Indicator: Comm_4.1.10 | List and discuss qualities that employers expect in potential employees |
| Learning Indicator: Comm_4.1.11 | Use correct strategies for accepting or rejecting an offer |
| Learning Indicator: Comm_4.1.12 | Discuss alternative sources for job placement (e.g., career centers, employment agencies, headhunters, etc.) |
| Learning Indicator: Comm_4.1.13 | Discuss potential problems with signing employment contracts |
| Learning Indicator: Comm_4.1.14 | Use established network of professionals to assist in the job search |
| Learning Indicator: Comm_4.1.15 | Discuss the significance of nonverbal communications in the interviewing process |
| Learning Indicator: Comm_4.1.16 | Prepare a list of questions to ask interviewer |
| Learning Indicator: Comm_4.1.17 | Research the job market and specific potential employers |
| Learning Indicator: Comm_4.1.18 | Discuss appropriate oral and written steps in leaving a job (resignation, down-sizing, exit interview) |
| Learning Indicator: Comm_4.1.19 | Discuss expectations of an exit interview |

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

| | | | |
|-----------------|-------------------------------------|------|------------|
| Course Title | ADMINISTRATIVE ASSISTANT INTERNSHIP | | |
| SDPTE Course ID | BE 0640 | IBED | IBED 12998 |

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 |
| 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_5.5 Incorporate standards of personal ethics to communicate effectively with various business constituencies.

| | |
|--------------------------------|---|
| Learning Indicator: Comm_5.5.1 | Discuss common types of unethical behavior in the workplace |
|--------------------------------|---|

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

| | | | |
|-----------------|-------------------------------------|------|------------|
| Course Title | ADMINISTRATIVE ASSISTANT INTERNSHIP | | |
| SDPTE Course ID | BE 0640 | IBED | IBED 12998 |

| | |
|--------------------------------|---|
| Learning Indicator: Comm_5.5.2 | Define ethics and identify the process by which individuals develop the foundation for making ethical decisions |
| Learning Indicator: Comm_5.5.3 | Discuss the importance of taking moral responsibility for all oral and written communications and actions taken |
| Learning Indicator: Comm_5.5.4 | Solve problems using techniques which include considerations of personal and ethical values |

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 |
| 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 |

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

| | | | |
|-----------------|-------------------------------------|------|------------|
| Course Title | ADMINISTRATIVE ASSISTANT INTERNSHIP | | |
| SDPTE Course ID | BE 0640 | IBED | IBED 12998 |

Management Mgmt_1: Demonstrate Knowledge of Functions of Management

Mgmt_1.1 Illustrate how the planning function is implemented and explain why it is important.

| | |
|--------------------------------|---|
| Learning Indicator: Mgmt_1.1.1 | Explain what planning is and why it is done |
| Learning Indicator: Mgmt_1.1.2 | Demonstrate the ability to set priorities |
| Learning Indicator: Mgmt_1.1.3 | Apply the decision-making process to a business application |
| Learning Indicator: Mgmt_1.1.4 | List the steps in problem solving |
| Learning Indicator: Mgmt_1.1.5 | Define the role of strategic planning in a business |
| Learning Indicator: Mgmt_1.1.6 | Identify factors involved with a strategic plan |
| Learning Indicator: Mgmt_1.1.7 | Describe the process involved in developing a budget |
| Learning Indicator: Mgmt_1.1.8 | Identify tools used in project planning (e.g., PERT, GANTT) |

Mgmt_1.2 Illustrate how the organizing function is implemented and explain why it is important.

| | |
|--------------------------------|--|
| Learning Indicator: Mgmt_1.2.1 | Explain the importance of organizing for the business |
| Learning Indicator: Mgmt_1.2.2 | Explain how the organizing function relates to using various resources to accomplish strategic goals |
| Learning Indicator: Mgmt_1.2.3 | Explain the advantages and disadvantages of centralization and decentralization |
| Learning Indicator: Mgmt_1.2.4 | Describe how the organization provides for accountability through authority and responsibility |
| Learning Indicator: Mgmt_1.2.5 | Demonstrate ability to delegate responsibilities |
| Learning Indicator: Mgmt_1.2.6 | Develop procedures for efficient workflow |
| Learning Indicator: Mgmt_1.2.7 | Prepare an agenda and conduct an orderly meeting |

Mgmt_1.3 Illustrate how the directing function is implemented and explain why it is important.

| | |
|--------------------------------|--|
| Learning Indicator: Mgmt_1.3.1 | Identify the need for leadership |
| Learning Indicator: Mgmt_1.3.2 | Identify leaders |
| Learning Indicator: Mgmt_1.3.3 | Describe leadership qualities (e.g., personality traits) of effective leaders |
| Learning Indicator: Mgmt_1.3.4 | Compare and contrast alternative leadership styles and the appropriate style for a given situation |
| Learning Indicator: Mgmt_1.3.5 | Compare and contrast the leading/directing function to other management functions |
| Learning Indicator: Mgmt_1.3.6 | Describe management's role in stimulating innovation and creativity |

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 |

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

Course Title ADMINISTRATIVE ASSISTANT INTERNSHIP

SDPTE Course ID BE 0640

IBED IBED 12998

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

Management Mgmt_9: Demonstrate Knowledge of Government Regulations and Social Responsibility

Mgmt_9.2 Identify, describe, and analyze the impact and relationship of community involvement to business management decisions.

Learning Indicator: Mgmt_9.2.1 Discuss why the definition of “community” (e.g., local area, regional area, national, international) differs among businesses

Learning Indicator: Mgmt_9.2.2 Identify specific ways in which a company can help its community (e.g., jobs, taxes, contributions to special community projects)

Learning Indicator: Mgmt_9.2.3 Explain the pros and cons of various levels of community involvement by a business
