

New or Revised Course Proposal

1. General descriptive title:

Administrative Services Pathway, Canyon Ridge High School Business Education Pathway

2. Department or grade level:

Business Education, grades 9, 10, 11, & 12

3. Course Description:

The Administrative Services Pathway is designed to provide students essential business and marketing competencies. The Pathway will have students demonstrate proficiency in the following areas: leadership, accounting principles, technology, salesmanship, marketing/entrepreneurship, general business principles, business law, human relations skills, public speaking, business communications, keyboarding skill development, computer applications, career awareness, and job seeking skills.

The Pathway offers four different introductory classes: Personal Business Finance, Business Computer Applications I, Business Computer Applications II, and Introduction of Interactive Media. The five intermediate classes offered are: Business Law/Ethics Applications, Accounting 1, Business Communications (if speech credit will be offered), Business Essentials, and Publishing 1. The capstone and final class will be Business Administration. Please see Exhibit A and B.

4. Rationale:

- The Idaho State Department of Education requires all teachers holding a CTE-OS certificate teach in a designated career pathway. One teacher at Canyon Ridge, Jeri Henley, holds a CTE-OS 4015 and 1010 certification. Teachers holding the CTE-OS 4015 and 1010 certifications can teach the Administrative Services Pathway.
- This pathway will allow graduates to obtain and function in any entry-level job position. The type of entry-level positions include but are not limited to, receptionist, secretary, assistant, bookkeeping, shipping/receiving, telemarketing, hotel front desk, customer service, etc.
- The courses in this Pathway will provide students with the essential skills and competencies to pass the Workplace Readiness Assessment.
- Only eight school districts in Idaho offer this pathway and the closest one is over 50 miles away. See Exhibit C.
- Twin Falls High does not offer this pathway.

5. Course Standards/Benchmark/Objectives:

Content Standard 1.0: Use Standard Office Software Applications
Content Standard 2.0: Understand Accounting Functions
Content Standard 3.0: Understand Legal and Ethical Issues that Impact Business
Content Standard 4.0: Understand the Importance of Positive Customer Relations
Content Standard 5.0: Understand Business Communication
Content Standard 6.0: Understand Business and Office Operations

Please see Exhibit D for entire Administrative Services Content Standards.

6. Evaluation:

During the final course of Business Administration the completers students will take the Technical Standards Assessment for the Administration Services Pathway.

7. List of Textbooks or Instructional Materials:

At this time, the required textbooks and supplemental materials to start this Pathway are already purchased and used in the current business education cluster courses at Canyon Ridge High School.


8. Cost Analysis:

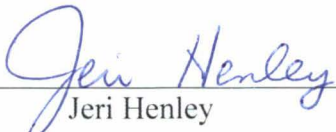
At this time, there will be no additional costs for implementing this Pathway. The cost should remain close to the current costs to provide the business education cluster courses at Canyon Ridge High School.

9. Formal Course Approval Page:

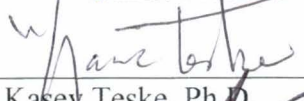
Administrative Services Pathway			
	Name of Course	Course Code	Taught at CRHS now
Introductory Courses:	Personal Business Finance	121013	Yes
	Business Computer Applications I	100050	Yes
	Business Computer Applications II	100051	Yes
	Intro to Interactive Media	102030	Yes
Intermediate Courses:	Accounting I	121040	Yes
	Publishing I	111040	Yes as Interactive Media-Video 110550
	Business Law/Ethics	120540	
	Business Communications, (if Speech credit is offered)	120090	
	Business Essentials	120010	
Capstone Course:	Business Administration (Required)	120030	

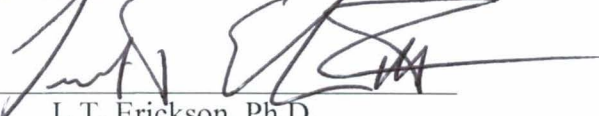
Teachers: 
Consuelo Garcia, M.Ed., NBCT


Craig Lavin, M.Ed.


Jeri Henley

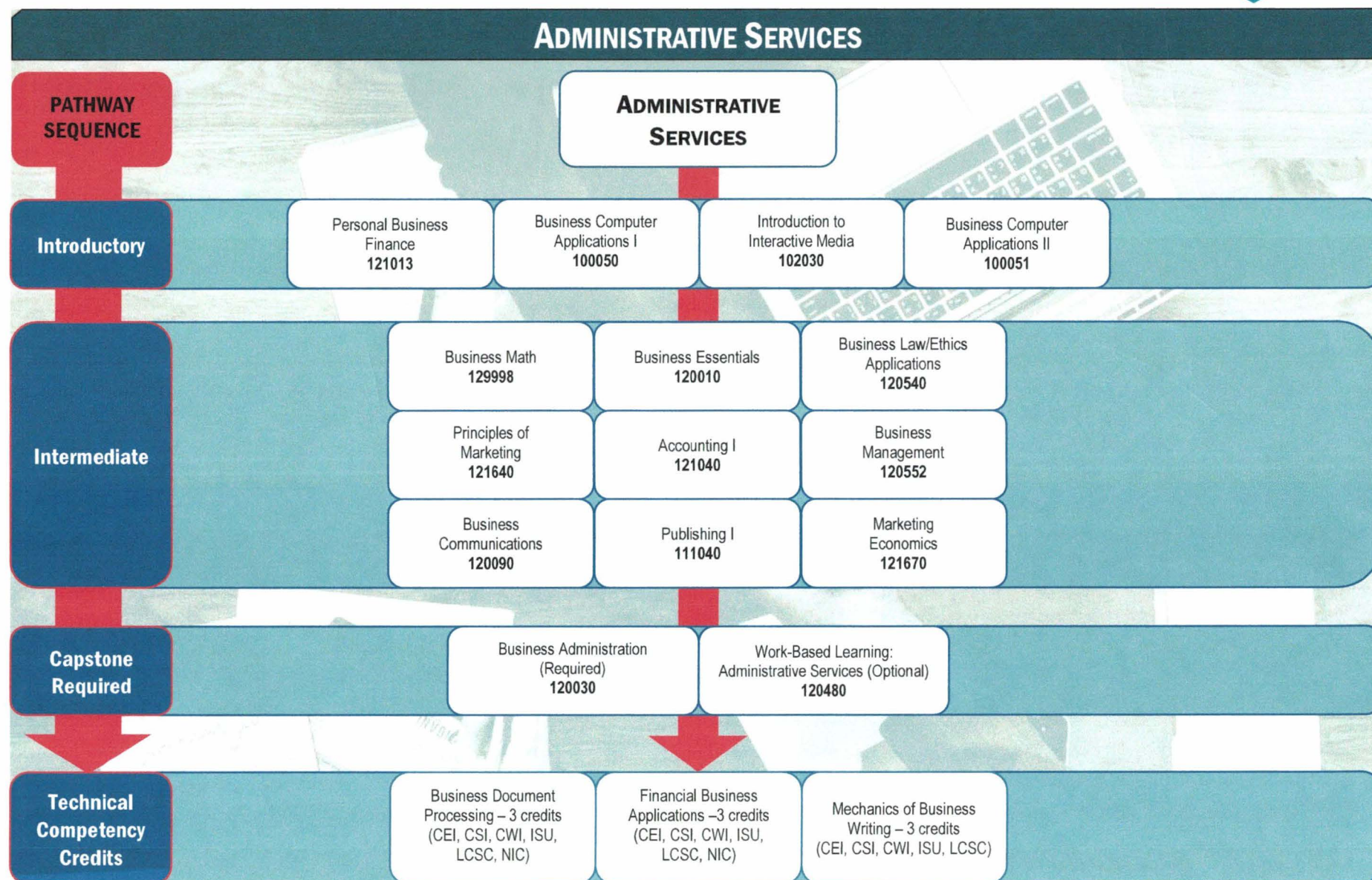
Department Leader: 
Jamie Franklin

School Principal: 
Kasey Teske, Ph.D.

Secondary Programs Director: 
L.T. Erickson, Ph.D.

Idaho Business & Marketing

Administrative Services Secondary Pathway Sequence



PATHWAY RESOURCES — BUSINESS MANAGEMENT & ADMINISTRATION

Program Requirements

Approved Assessments

Administrative Services
CTECS-Admin Services

Program Standards

Administrative Services

Endorsements (all under Administrative Services)

1010 Marketing (6-12)
1080 Sales (6-12)
1085 Hospitality (6-12)
4015 Business Management/Finance (6-12)
4075 Accounting (6-12)
4080 Paralegal/Legal Assisting (6-12)
7092 Marketing Technology Education (6-12)
7093 Business Technology Education (6-12)

Advanced Opportunities (if not in Imagine Academy)

Microsoft Office Specialist

- Access
- Excel
- OneNote
- Outlook
- PowerPoint
- Word
- SharePoint



SkillStack Badges

Administrative Services

TCC-Business Document Processing Course: 3 Credits

Keyboarding
Word Processing Skills Formatting & Creating Business Documents
Manage Electronic File Storage Systems



TCC-Financial Business Applications Course: 3 Credits

Ten-Key
Banking Concepts
Payroll & Payroll Taxes
Retail Computations
Time Value of Money



Career and Technical Student Organizations

Business Professionals of America (BPA)

Website <http://www.bpa.org/c/idaho>



Mission To contribute to the preparation of global professionals through the advancement of leadership, citizenship, academic, and technological skills.

CTSO State Advisor Shauna Williams 208.429.5506

CTSO Manager Jessie Friedberg 208.429.5526

DECA

Website <https://www.deca.org/>

Mission DECA prepares emerging leaders and entrepreneurs in marketing, finance, hospitality and management in high schools and colleges around the globe.

CTSO State Advisor Shauna Williams 208.429.5506

CTSO Manager Lisa Costa 208.429.5525

BUSINESS & MARKETING

Administrative Services

<p>100050 Business Computer Applications I A course designed to introduce students to the use of industry standard computer applications used for solving business problems. Career awareness, employment skills, and contextualized business problems represent the theme of the course. Topics include an introduction to operating systems and file management; the use of word processing software for purposes of creating basic business documents; the use of spreadsheet software for storing data and solving mathematically based problems; and the use of presentation software to support the delivery of effective presentations.</p>	<p>1087 CTE OS - Hospitality Management (6-12) 4015 CTE OS - Business Management/Finance (6-12) 4020 CTE OS - Microcomputer Applications (6-12) 4024 CTE OS - Information/Communication Tech (6-12) 4026 CTE OS - Network Support Technician (6-12) 4075 CTE OS - Accounting (6-12) 9093 CTE - Business Technology Education (6-12)</p>
<p>100051 Business Computer Applications II A course designed to build on the skills and knowledge established in Business Computer Applications I. Information and data management, retrieval, merging, and presentation represent the framework of the course. Topics include an introduction to database applications, the use of word processing software for creating complex business documents and reports, and the use of spreadsheet software for solving mathematically based problems involving business finance.</p>	<p>4015 CTE OS - Business Management/Finance (6-12) 4020 CTE OS - Microcomputer Applications (6-12) 4024 CTE OS - Information/Communication Tech (6-12) 4075 CTE OS - Accounting (6-12) 9093 CTE - Business Technology Education (6-12)</p>
<p>102030 Introduction to Interactive Media A course designed to introduce students to interactive technologies. Topics include designing, editing, and producing video, audio and graphical elements using digitally-generated or computer-enhanced media.</p>	<p>1087 CTE OS - Hospitality Management (6-12) 4021 CTE OS - Computer Graphic Communication (6-12) 4024 CTE OS - Information/Communication Tech (6-12) 6180 CTE OS - Graphic Arts/Journalism (6-12) 6190 CTE OS - Graphic/Printing Communication (6-12) 6195 CTE OS - Television Production/Broadcasting (6-12) 9093 CTE - Business Technology Education (6-12)</p>
<p>111040 Publishing I A course designed to provide in-depth knowledge of audio-visual production equipment and processes. Students will be introduced to video editing skills and techniques for planning, designing and developing video. Skills to be obtained are file management, audio and video capturing, adding events to timelines, editing multiple video tracks, transitions, voice over production, and key framing.</p>	<p>4024 CTE OS - Information/Communication Tech (6-12) 9092 CTE - Marketing Technology Education (6-12) 9093 CTE - Business Technology Education (6-12)</p>

<p>120010 Business Essentials A course designed to introduce students to career exploration strategies with a focus on foundational skills and knowledge necessary for occupations in business. Establishment of employability traits will occur through the study and development of interpersonal, communication and leadership skills and knowledge. The course includes integration of skills and knowledge in reading, writing, mathematics, and economics as they relate to business occupations.</p>	<p>1010 CTE OS - Marketing (6-12) 1080 CTE OS - Sales (6-12) 1087 CTE OS - Hospitality Management (6-12) 4015 CTE OS - Business Management/Finance (6-12) 4020 CTE OS - Microcomputer Applications (6-12) 4075 CTE OS - Accounting (6-12) 9092 CTE - Marketing Technology Education (6-12) 9093 CTE - Business Technology Education (6-12)</p>
<p>120030 CAPSTONE: Business Administration A course designed to provide students project-based application of essential business and marketing competencies. The course demonstrates proficiency in the following areas: leadership, accounting principles, technology, salesmanship, marketing/entrepreneurship, general business principles, business law, human relations skills, public speaking, business communications, keyboarding skill development, computer applications, career awareness, and job seeking skills.</p>	<p>4015 CTE OS - Business Management/Finance (6-12) 4075 CTE OS - Accounting (6-12) 9093 CTE - Business Technology Education (6-12)</p>
<p>120090 Business Communications A course designed to provide essential skills and knowledge required in workplace and business settings. The course content addresses written and oral communication and competencies that include writing, speaking, listening, and interpreting. Technology is applied as an integral aspect of business communication.</p>	<p>1010 CTE OS - Marketing (6-12) 1080 CTE OS - Sales (6-12) 1087 CTE OS - Hospitality Management (6-12) 4015 CTE OS - Business Management/Finance (6-12) 4075 CTE OS - Accounting (6-12) 9092 CTE - Marketing Technology Education (6-12) 9093 CTE - Business Technology Education (6-12)</p>
<p>120480 Work-Based Learning - Administrative Services This course is OPTIONAL and, if offered, must occur IN A GRADING PERIOD SIMULTANEOUS TO OR FOLLOWING THE CAPSTONE COURSE . This industry-based work experience opportunity is organized and planned to assist the student in developing advanced skills necessary to gain and maintain employment. The work-based learning (WBL) placement must specifically align to the Administrative Services pathway. The WBL experience must be supervised and monitored by a properly endorsed educator.</p>	<p>0099 CTE OS - Work Based Learning Coordinator (6-12) 4015 CTE OS - Business Management/Finance (6-12) 7016 CTE - Career Counselor (6-12) 9092 CTE - Marketing Technology Education (6-12) 9093 CTE - Business Technology Education (6-12) 9099 CTE - Work-Based Learning Coordinator (6-12)</p>
<p>120540 Business Law/Ethics Applications A course designed to provide students with an overview of civil and criminal law, as it relates to business principles and practices. Topics include ethics, an overview of the legal system, court procedures, criminal/civil justice systems, oral and written contracts, and consumer protection.</p>	<p>1087 CTE OS - Hospitality Management (6-12) 4015 CTE OS - Business Management/Finance (6-12) 4080 CTE OS - Paralegal/Legal Assisting (6-12) 9093 CTE - Business Technology Education (6-12)</p>

<p>120552 Business Management A course designed to introduce students to essential business and marketing competencies required for business operations. Units of instruction include general business and management principles, leadership, salesmanship, marketing/entrepreneurship, public speaking, and the use of accounting information for making business decisions.</p>	<p>1010 CTE OS - Marketing (6-12) 1080 CTE OS - Sales (6-12) 1087 CTE OS - Hospitality Management (6-12) 4015 CTE OS - Business Management/Finance (6-12) 4075 CTE OS - Accounting (6-12) 9092 CTE - Marketing Technology Education (6-12) 9093 CTE - Business Technology Education (6-12)</p>
<p>121013 Personal Business Finance A course designed to provide students personal finance skills and knowledge; to include goal setting, budgeting, saving, investing, borrowing, insuring, identity protection and retirement planning.</p>	<p>4015 CTE OS - Business Management/Finance (6-12) 4075 CTE OS - Accounting (6-12) 9092 CTE - Marketing Technology Education (6-12) 9093 CTE - Business Technology Education (6-12)</p>
<p>121040 Accounting I A course designed to emphasize accounting principles as they relate to the basic understanding and skills required in keeping manual and computerized financial records for a business. Emphasis is on providing basic skills for the accounting profession and/or preparation for further study in accounting. Accounting I may include software applications.</p>	<p>1087 CTE OS - Hospitality Management (6-12) 4015 CTE OS - Business Management/Finance (6-12) 4075 CTE OS - Accounting (6-12) 9093 CTE - Business Technology Education (6-12)</p>
<p>121640 Principles of Marketing A course designed to focus on the fundamentals and functions of marketing as they relate to the competitive enterprise system. Marketing theory is presented and applied to business problems, practices, and the business environment and management systems. (This class must be taught by a Marketing endorsed instructor to be part of the Marketing Program sequence).</p>	<p>1010 CTE OS - Marketing (6-12) 1080 CTE OS - Sales (6-12) 1087 CTE OS - Hospitality Management (6-12) 4015 CTE OS - Business Management/Finance (6-12) 9092 CTE - Marketing Technology Education (6-12) 9093 CTE - Business Technology Education (6-12)</p>
<p>121670 Marketing Economics (Applied Economics) A course designed to provide students an understanding of economic theory and principles. Theories of the economic free enterprise system, with a focus on decision-making and its relationship to how people produce, distribute, and consumer goods and services are examined.</p>	<p>4015 CTE OS - Business Management/Finance (6-12) 9092 CTE - Marketing Technology Education (6-12) 9093 CTE - Business Technology Education (6-12)</p>
<p>129998 Business Math A course designed to provide students with an understanding of essential business mathematical concepts. Basic math and algebraic operations as well as statistical procedures are used to analyze and solve realistic business and money management problems.</p>	<p>4075 CTE OS - Accounting (6-12) 9092 CTE - Marketing Technology Education (6-12) 9093 CTE - Business Technology Education (6-12)</p>

Standard of Mastery (Cut Score): 70%

	2016 - 2017			2017 - 2018			2018 - 2019		
District	Exams	Passed	Rate(%)	Exams	Passed	Rate(%)	Exams	Passed	Rate(%)
Aberdeen District	<5	<5	<5	13	12	92	5	5	100
IDAHO CENTER OF ADV TECHNOLOGY	13	7	54	<5	<5	<5	--	--	--
Idaho Falls District	--	--	--	48	37	77	<5	<5	<5
Lake Pend Oreille School District	--	--	--	--	--	--	11	6	55
Minidoka County Joint District	--	--	--	5	<5	<5	6	<5	<5
RIDGEVUE HIGH SCHOOL	--	--	--	6	<5	<5	<5	<5	<5
SHELLEY SENIOR HIGH SCHOOL	--	--	--	<5	<5	<5	<5	<5	<5
West Bonner County District	<5	<5	<5	<5	<5	<5	--	--	--
Statewide	16	9	56	74	54	73	22	13	59

Red = Rate less than prior year
<5 = Suppressed Data

Values have been rounded to the nearest whole

CONTENT STANDARD 1.0: USE STANDARD OFFICE SOFTWARE APPLICATIONS**Performance Standard 1.1: Demonstrate Proficiency in Word Processing**

- 1.1.1 Use a template to create a business document.
- 1.1.2 Create tables, charts, and graphs to depict information.
- 1.1.3 Demonstrate appropriate formatting and design to create business documents (i.e., letters, emails, memos, reports, and proposals).
- 1.1.4 Demonstrate competency in keyboarding and 10-key.
- 1.1.5 Draft, edit, and revise written work.
- 1.1.6 Create various desktop publications (e.g., newsletters, certificates, brochures, and flyers).
- 1.1.7 Use data to create mail merging with other software applications.

Performance Standard 1.2: Demonstrate Proficiency in Spreadsheet Applications

- 1.2.1 Generate formulas and use functions to solve a problem.
- 1.2.2 Use formatting and editing to create a spreadsheet.
- 1.2.3 Create tables, charts, and graphs to depict information.
- 1.2.4 Demonstrate sorting and filtering data.
- 1.2.5 Export data to other software applications.
- 1.2.6 Import data to create spreadsheets.
- 1.2.7 Implement security measures for spreadsheet protection.

Performance Standard 1.3: Demonstrate Proficiency in Database Applications

- 1.3.1 Use data to create tables.
- 1.3.2 Create forms to collect and enter data.
- 1.3.3 Formulate reports utilizing data queries to convey meaningful information.
- 1.3.4 Use filters to answer inquiries and create final reports.
- 1.3.5 Edit and revise collected data.

Performance Standard 1.4: Demonstrate Proficiency in Presentation Software

- 1.4.1 Use a template to create a presentation.
- 1.4.2 Demonstrate appropriate formatting and design of business presentations.
- 1.4.3 Edit and revise presentation content consistent with professional standards.
- 1.4.4 Customize presentations (e.g., animations, transitions, hidden slides, sound files).
- 1.4.5 Capture and insert graphics, audio, and video appropriate to the presentation.
- 1.4.6 Manage presentations (e.g., use rehearsed timings, screen navigation tools, pen, highlighter).

Performance Standard 1.5: Demonstrate Proficiency in Technology Media

- 1.5.1 Evaluate Internet research sites for credibility and reliability.
- 1.5.2 Manage an electronic file storage system.
- 1.5.3 Recognize the potential risks associated with information management.
- 1.5.4 Identify and apply information security practices (e.g., password security, login, logout).
- 1.5.5 Practice safe, legal, and responsible use of technology in the workplace.
- 1.5.6 Demonstrate effective and appropriate use of social media.

CONTENT STANDARD 2.0: UNDERSTAND ACCOUNTING FUNCTIONS**Performance Standard 2.1: Perform Accounting Procedures**

- 2.1.1 Balance cash and receipts.
- 2.1.2 Balance bank statements with checkbook.
- 2.1.3 Maintain accounting records (e.g., AP, AR, payroll, cost, tax).

IDAHO ADMINISTRATIVE SERVICE STANDARDS

2014

- 2.1.4 Process invoices for payment.
- 2.1.5 Prepare bank deposits.
- 2.1.6 Prepare purchase requisitions.
- 2.1.7 Complete travel vouchers.
- 2.1.8 Document and process receipt of payment.
- 2.1.9 Explain the nature of accounts payable and accounts receivable.
- 2.1.10 Manage budget allocation.

CONTENT STANDARD 3.0: UNDERSTAND LEGAL AND ETHICAL ISSUES THAT IMPACT BUSINESS

Performance Standard 3.1: Understand Legal Issues in Business

- 3.1.1 Describe various fraudulent business activities.
- 3.1.2 Explain legal issues associated with information management.
- 3.1.3 Describe methods used to protect copyrights, intellectual property, and corporate property.
- 3.1.4 Research local, state, and federal regulations impacting business operations.
- 3.1.5 Discuss the importance of maintaining records for software licenses.
- 3.1.6 Describe employee rights in the workplace.

Performance Standard 3.2: Understand Ethics in Business

- 3.2.1 Explain ethical characteristics and traits.
- 3.2.2 Discuss business ethics in the office environment.
- 3.2.3 Describe the importance of workplace confidentiality.
- 3.2.4 Discuss and examine ethical usage of media content.

CONTENT STANDARD 4.0: UNDERSTAND THE IMPORTANCE OF POSTIVE CUSTOMER RELATIONS

Performance Standard 4.1: Foster Positive Relationships with Customers

- 4.1.1 Recognize the importance of and demonstrate how to properly acknowledge customers/clients.
- 4.1.2 Identify and address needs of customers/clients.
- 4.1.3 Provide helpful, courteous, and knowledgeable service.
- 4.1.4 Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, email, Web, social media, technology).
- 4.1.5 Identify techniques to seek and use customer/client feedback to improve company services.
- 4.1.6 Recognize the relationship between customer/client satisfaction and company success.

Performance Standard 4.2: Resolve Conflicts with/for Customers

- 4.2.1 Identify conflict resolution skills to enhance productivity and improve workplace relationships.
- 4.2.2 Implement conflict resolution strategies and problem-solving skills.
- 4.2.3 Explain the role of documentation as a component in conflict resolution.

CONTENT STANDARD 5.0: UNDERSTAND BUSINESS COMMUNICATION

Performance Standard 5.1: Demonstrate Written and Oral Communication

- 5.1.1 Prepare correspondence (e.g., memo, business letter, electronic mail).
- 5.1.2 Proofread for all content, format, and keying errors.
- 5.1.3 Transcribe notes from written, verbal, and/or recorded formats.
- 5.1.4 Prepare agendas and compile materials for meetings.
- 5.1.5 Communicate with liaisons outside the company.

IDAHO ADMINISTRATIVE SERVICE STANDARDS

2014

- 5.1.6 Prepare and deliver oral presentations.

CONTENT STANDARD 6.0: UNDERSTAND BUSINESS AND OFFICE OPERATIONS**Performance Standard 6.1: Manage Office Functions for a Business**

- 6.1.1 Demonstrate management of office projects and meeting deadlines.
- 6.1.2 Explain purchasing, shipping, and receiving procedures.
- 6.1.3 Make travel arrangements for business purposes.
- 6.1.4 Plan and organize a meeting.
- 6.1.5 Describe the function of facilities management.
- 6.1.6 Plan organization/departments activities.
- 6.1.7 Create and maintain electronic office calendars, tasks, appointments, resources.

Performance Standard 6.2: Understand Mail/Shipping Processes

- 6.2.1 Process incoming and outgoing mail.
- 6.2.2 Identify special mail services through USPS (e.g., certified, registered, return receipt).
- 6.2.3 Identify mail/shipping couriers (e.g., FEDEX, UPS, DHL).

Performance Standard 6.3: Understand Telephone Techniques and Etiquette

- 6.3.1 Identify techniques for answering, screening, and placing calls.
- 6.3.2 Identify techniques for placing callers on hold, transferring calls, and taking/leaving messages.
- 6.3.3 Locate telephone numbers and contact information.

Performance Standard 6.4: Understand File/Records Management

- 6.4.1 Identify types of filing supplies, procedures, and systems.
- 6.4.2 File office information manually and electronically.
- 6.4.3 Retrieve information from files.
- 6.4.4 List the phases of a record life cycle.

Performance Standard 6.5: Understand How Businesses are Organized

- 6.5.1 Describe the differences between the various types of business ownership.
- 6.5.2 Describe the hierarchy of a business organization and the roles of key officers.
- 6.5.3 Compare and contrast various types of management styles.

Performance Standard 6.6: Understand Proper Use of Office Tools and Equipment

- 6.6.1 Identify when to use facsimile versus scanned documents.
- 6.6.2 Discuss copy machine usage and maintenance.
- 6.6.3 Operate 10-Key calculator.
- 6.6.4 Set up and use audio visual equipment.
- 6.6.5 Explain the use of multi-line phones and conference calls.
- 6.6.6 Describe web-based and video conferencing.
- 6.6.7 Discuss technology device trends as applied to business environments.

Performance Standards 6.7: Investigate Careers in Administrative Services

- 6.7.1 Research various careers related to administrative services and office management.
- 6.7.2 Compare personal traits, likes, and dislikes with characteristics typical in administrative services careers.
- 6.7.3 Explain the role and responsibilities of administrative assistants.