

# Office Education Cooperative: Grades 11, 12

Adopted 2004

## OEC Expectations & Responsibilities

### 1.1 Define terminology

1. Prepare a list of terms with definitions [1.1.1](#)
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### 1.2 List the responsibilities of OEC students

### 1.3 Explain the responsibilities of OEC students

1. Sign terms of student-parent agreement [1.3.1](#)
  2. Choose job objective, and complete student training plan based on career objective [1.3.2](#)
  3. Complete wage and hour form with documentation [1.3.3](#)
  4. Review employer evaluation and attendance forms [1.3.4](#)
  5. Become a member, and participate in a business student organization [1.3.5](#)
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## Technology

### 2.1 Define terminology

1. Prepare a list of terms with definitions [2.1.1](#)
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### 2.2 List software applications used in processing business information

1. Evaluate the need for using different software [2.2.1](#)
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### 2.3 Describe and list the word processing, database, spreadsheet, and desktop publishing activities performed in an office

1. Create business documents (i.e., memos, letters, reports, tables) [2.3.1](#)
  2. Create spreadsheet and database, and perform desktop publishing activities (i.e., fliers, presentations, brochures) [2.3.2](#)
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### 2.4 Explain the use of a 10-key pad

1. Apply the use of a 10-key pad to business math problems [2.4.1](#)
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### 2.5 Model proper hand position using the touch system

1. Demonstrate 10-key proficiency [2.5.1](#)

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## **2.6 Discuss ergonomics, and list factors affecting office ergonomics**

1. Evaluate classroom ergonomics [2.6.1](#)
  2. Generate plans to improve classroom ergonomics [2.6.2](#)
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## **2.7 List the basic records management systems**

1. Analyze the advantages of both the manual and electronic records management systems [2.7.1](#)
  2. Analyze the disadvantages of both the manual and electronic records management systems [2.7.2](#)
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## **2.8 Identify equipment used in the automated office**

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### **Human Relations**

#### **3.1 Define terminology**

1. Prepare a list of terms with definitions [3.1.1](#)
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#### **3.2 Discuss the office environment**

1. List the different types of offices (i.e., mobile, traditional, home, virtual) [3.2.1](#)
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#### **3.3 Identify an acceptable social environment**

1. Compose a list of acceptable social behaviors (i.e., office politics, attitude) [3.3.1](#)
  2. Compose a list of unacceptable social behaviors (i.e., harassment, piracy) [3.3.2](#)
  3. Analyze social behavior situations [3.3.3](#)
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#### **3.4 Identify an acceptable ethical work environment**

1. Compose a list of acceptable ethical behaviors [3.4.1](#)
  2. Compose a list of unacceptable ethical behaviors [3.4.2](#)
  3. Analyze ethical behavior situations [3.4.3](#)
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#### **3.5 Identify concepts relating to teamwork**

1. Develop a project using teamwork concepts [3.5.1](#)
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#### **3.6 Explain the importance of setting career goals (i.e., short-and long-term)**

1. Design short-and long-term career goals [3.6.1](#)
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#### **3.7 Describe the value of self-assessment**

1. Prepare a self-assessment [3.7.1](#)
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#### **3.8 Identify skills and knowledge required to upgrade and improve performance**

1. Prepare a plan of action for career advancement [3.8.1](#)
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#### **3.9 Explain the importance of life-long learning to a successful career**

1. Develop strategies to accommodate impending changes in the workplace [3.9.1](#)

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### **3.10 Define the management process**

1. List the management functions [3.10.1](#)
  2. List specific examples of an activity in each of the management functions [3.10.2](#)
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### **3.11 Discuss the levels of hierarchy in a business**

1. List the levels of hierarchy in a business [3.11.1](#)
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### **3.12 Discuss the duties of supervisors and managers**

1. List reasons some supervisors and managers fail [3.12.1](#)
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## **Communications**

### **4.1 Define terminology**

1. Prepare a list of terms with definitions [4.1.1](#)
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### **4.2 Discuss communication skills**

1. Apply communication skills to job performance [4.2.1](#)
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### **4.3 Describe the communication process (verbal & nonverbal)**

1. List the essentials of the communications process [4.3.1](#)
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### **4.4 Describe the barriers to communication**

1. List situations with communication barriers [4.4.1](#)
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### **4.5 Identify the five C's of communication**

1. Apply the five C's of communication (i.e., write a letter/memo, send an e-mail) [4.5.1](#)
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### **4.6 Discuss writing as a business skill**

### **4.7 Identify the different types of written communication**

1. Select the appropriate written communications for the appropriate situations [4.7.1](#)
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### **4.8 Discuss listening as a business skill**

1. List the techniques of effective listening [4.8.1](#)
  2. Apply listening techniques to listening situations [4.8.2](#)
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### **4.9 Identify barriers to effective listening**

1. Access listening situations through role-playing, group activities, etc. [4.9.1](#)

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#### **4.10 Discuss speaking as a business skill**

1. Evaluate a speech presentation for communication skills 4.10.1
  2. Prepare a speech 4.10.2
  3. Present a speech 4.10.3
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#### **4.11 Identify two types of speaking skills**

1. Classify speeches according to formal or informal communication 4.11.1
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#### **4.12 Identify documents used in applying for a job**

1. Prepare documents needed for the job application process (i.e., job application resume, cover letter, letter of application, follow-up letter) 4.12.1
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#### **4.13 Discuss interview techniques**

1. Demonstrate interview techniques 4.13.1
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### **Financial Information**

#### **5.1 Define terminology**

1. Prepare a list of terms with definitions 5.1.1
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#### **5.2 Explain the procedure for opening a checking account**

1. Prepare a signature card 5.2.1
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#### **5.3 Describe the types of endorsements**

1. Prepare various types of endorsements (i.e., restrictive, special, blank) 5.3.1
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#### **5.4 Describe various types of banking transactions**

1. Prepare a deposit slip 5.4.1
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#### **5.5 Explain the process of preparing a check**

1. Prepare a check 5.5.1
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#### **5.6 Demonstrate the procedure of reconciling a bank statement**

1. Reconcile a bank statement 5.6.1
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#### **5.7 Discuss electronic banking (i.e., EFT, ATM)**

1. Analyze various electronic banking situations (transferring of funds, night deposits) 5.7.1
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#### **5.8 Explain the steps in preparing petty cash transactions**

1. Record transactions in a petty cash record 5.8.1
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#### **5.9 Describe the types of compensation plans**

1. Analyze and apply the types of compensation plans to various situations (i.e., salary, hourly, commissions, etc.) 5.9.1

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**5.10 Discuss time cards and regular and overtime rate of pay**

1. Prepare a time card [5.10.1](#)

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**5.11 Explain the various types of voluntary and required deductions relating to payroll**

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**5.12 Discuss payroll register and gross and net pay**

1. Prepare a payroll register [5.12.1](#)

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**5.13 Describe an employee earnings record**

1. Prepare an employee earnings record [5.13.1](#)
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**Records Management**

**6.1 Define terminology**

1. Prepare a list of terms with definitions [6.1.1](#)

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**6.2 Identify manual records management systems**

1. Solve records management problems (i.e., alphabetic filing, numeric filing, geographic filing, chronological filing, etc.) [6.2.1](#)

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**6.3 List the advantages and disadvantages of both the manual and electronic records management systems**

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**Employment Skills**

**7.1 Define terminology**

1. Prepare a list of terms with definitions [7.1.1](#)

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**7.2 Describe the different sources to learn about job openings (i.e., newspaper, personal inquiry, agencies, ads, and networking)**

1. Search job vacancies using sources such as the World Wide Web, newspapers, agencies, etc. [7.2.1](#)

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**7.3 Discuss credentials, resume, letter of application, and employment application**

1. Prepare a resume, letter of application, and employment application [7.3.1](#)

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**7.4 Describe an interview**

1. Participate in a mock interview [7.4.1](#)

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**7.5 Discuss follow-up letters**

1. Prepare a follow-up letter [7.5.1](#)

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**7.6 Identify items covered in a job orientation (i.e., fringe benefits, personal leave, sick leave, and job termination)**

1. List various fringe benefits, reasons for personal and sick leave, and reasons for job termination [7.6.1](#)

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## **7.7 Identify ways that employees are evaluated**

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### **Child Labor Laws**

#### **8.1 Define terminology**

1. Prepare a list of terms with definitions **8.1.1**
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#### **8.2 Identify the agencies governing child labor laws**

1. List the governing agencies **8.2.1**
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#### **8.3 Identify child labor restrictions**

1. List hourly restrictions **8.3.1**
  2. List wage restrictions **8.3.2**
  3. List types of jobs (hazardous, nonhazardous) **8.3.3**
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#### **8.4 Identify exceptions to child labor laws**

1. List exceptions to child labor laws **8.4.1**