



# Regional Occupational Program

## Microsoft Office Specialist 2026-2027

### ICT Pathway

#### COURSE DESCRIPTION

Microsoft Office Specialist prepares students to use Microsoft 365 Apps effectively in school, college, and workplace settings. Students develop hands-on skills in Microsoft Word, Excel, PowerPoint, and related productivity tools to create, manage, analyze, present, and share information in professional formats. Through real-world scenarios, students produce documents, spreadsheets, charts, data reports, presentations, and collaborative digital projects while applying appropriate formatting, design, accessibility, file-management, and communication practices.

Students also strengthen customer service, workplace communication, digital citizenship, and office workflow skills. Communication practice includes professional email, chat, virtual meetings, file sharing, cloud collaboration, and appropriate workplace etiquette. The course prepares students for Microsoft Office Specialist certification while emphasizing responsible technology use, accuracy, productivity, and professional judgment.

#### Course Information:

Course Length: 1 – 2 Years  
 Prerequisite: Keyboarding (Rec)  
 Course Level: Capstone  
 UC: No  
 Articulated: No  
 Industry Cert.: Yes - Microsoft Office Specialist:  
 Associate, Microsoft 365 Apps  
 Industry Sector: Information and Communication  
 Technologies  
 Pathway: Information and Support Services  
 CALPADS: 8112

#### O\*Net SOC Codes:

43-9199 Office and Administrative Support  
 Workers, All Other  
 43-4171 Receptionists and Information Clerks  
 43-9061 Office Clerks, General

#### Legend:

CTE - PS CTE Pathway Standards  
 CRP Career Ready Practices  
 CTE - AS CTE Anchor Standards  
 CCSS Common Core State Standards  
 ISTE International Society for  
 Technology in Education

*Includes updates from 25/26 ICT Advisory  
[Advisory Minutes](#)*

## Microsoft Office Specialist

### Course Orientation

- a. Discuss objectives for this course, including competencies, teacher expectations, classroom policies, and procedures.
- b. Identify and discuss the acquisition of transferable skills (communication, collaboration, creativity, and critical thinking) and their importance to being college and career ready and for future personal and professional success.
- c. Review objectives, competencies, and course syllabus.
- d. Discuss student and teacher expectations, including behavior, class rules, appropriate dress, pre-course knowledge, and grading policies, including enrollment and attendance requirements and procedures, and classroom/school safety and disaster procedures.
- e. Discuss next steps in course sequence related to the career pathway, the need for reinforcement of basic skills, transferrable skills, and postsecondary and career options.
- f. Discuss the Big Six: Career Ready Essentials and the Standards for Career Ready Practice as they relate to this course, all aspects of the industry sector, and being college and career ready.

## Big Six: Career Ready Essentials

| 1. Effective Communication  | CTE – PS | CRP  | CTE - AS   | CCSS  | ISTE  |
|---|----------|--|--|---|---|
| <ol style="list-style-type: none"> <li>a. <b>Demonstrate effective verbal communication and conflict resolution skills.</b></li> <li>b. <b>Use the writing process to develop written communication with the appropriate tone, organization, and format for the identified audience.</b></li> <li>c. Explain the effect of interpersonal skills on one's ability to communicate effectively and develop relationships.</li> <li>d. Describe the impact of ineffective communication on business relationships.</li> <li>e. Analyze the impact of vocabulary, body language, and tone on verbal communication.</li> <li>f. Demonstrate active listening skills.</li> <li>g. Accurately interpret industry-specific written communication.</li> <li>h. Model responsible and effective use of various communication technologies.</li> <li>i. Identify valid and reliable digital reference and resource materials.</li> <li>j. Gather information from multiple digital sources to compare and contrast, synthesize, and summarize.</li> <li>k. Identify and use appropriate communication and collaboration technologies.</li> <li>l. Utilize technology to problem solve, accomplish tasks, and to produce or publish products.</li> </ol> |          | <u>1</u><br><u>2</u><br><u>11</u>                        | <u>2</u><br><u>3</u><br><u>4</u><br><u>5</u><br><u>7</u><br><u>8</u><br><u>9</u><br><u>10</u><br><u>11</u> | <u>LS</u><br><u>9-10</u><br><u>11-12.6</u><br><br><u>SLS</u><br><u>11-12.2</u><br><u>9-10</u><br><u>11-12.1</u><br><u>11-12.1d</u><br><br><u>WS</u><br><u>11-12.7</u><br><u>11-12.6</u> | <u>1b,c</u><br><u>2c</u><br><u>3b,c</u><br><br><u>5c</u><br><u>6b,c,d</u> |
| 2. Collaboration, Creativity, and Critical Thinking   | CTE - PS | CRP  | CTE - AS   | CCSS  | ISTE  |
| <ol style="list-style-type: none"> <li>a. <b>Demonstrate critical thinking skills for a variety of purposes and in different settings.</b></li> <li>b. <b>Collaborate to reach consensus on an identical objective through the sharing of knowledge, tasks, and learning.</b></li> <li>c. Discuss the importance of the critical thinking process to real-world applications.</li> </ol>  |          | <u>2</u><br><u>4</u><br><u>5</u><br><u>7</u><br><u>9</u> | <u>2</u><br><u>3</u><br><u>4</u><br><u>5</u><br><u>7</u>   | <u>LS</u><br><u>9-10</u><br><u>11- 12.6</u><br><br><u>SLS</u>   | <u>1c</u><br><u>3c,d</u><br><u>4a-d</u><br><br><u>5c,d</u><br><u>6c</u>   |

|  |                 |                                  |   |   |   |
|--|-----------------|----------------------------------|---|---|---|
| <ul style="list-style-type: none"> <li>d. Evaluate the impact of creative thinking on problem solving and innovation in real-world applications.</li> <li>e. Compile work that demonstrates the process used to (elaborate, refine, analyze) evaluate original ideas and maximize creative efforts.</li> <li>f. Apply divergent and convergent thinking to the development of an original idea or solution.</li> <li>g. Examine real-world limits to adopting ideas.</li> <li>h. Demonstrate creative thinking (preparation, insight, evaluation, elaboration, and communication) to create a new idea or concept.</li> <li>i. Assume shared responsibility for collaborative work, and value the individual contributions made by each team member.</li> <li>j. Evaluate evidence, arguments, claims, and beliefs to identify connections.</li> <li>k. Identify bias, prejudice, propaganda, self-deception, distortion, and misinformation.</li> <li>l. Produce intellectual, informational, or material products that serve an authentic purpose.</li> <li>m. Work effectively and respectfully with those from diverse backgrounds or cultures.</li> <li>n. Demonstrate respect, trust, commitment, and the ability to compromise in collaborative projects.</li> </ul>                                  |                 | <u>10</u><br><u>11</u>           | <u>8</u><br><u>9</u><br><u>11</u>                         | <u>9-10</u><br><u>11-12.1</u><br><u>11-12.1d</u><br><u>11-12.2</u><br><br><u>WS</u><br><u>11-12.7</u><br><u>11-12.6</u> | <u>7b,c,d</u>                           |
| <b>3. Leaders and Teams: Roles and Responsibilities</b>  | <b>CTE – PS</b> | <b>CRP</b>                       | <b>CTE - AS</b>   | <b>CCSS</b>   | <b>ISTE</b>                             |
| <ul style="list-style-type: none"> <li>a. <b>Determine the individual and team members' roles and responsibilities.</b></li> <li>b. <b>Demonstrate leadership skills and qualities (i.e., reliability, negotiation skills, initiative, positive reinforcement, recognition of others' efforts, problem-solving skills, conflict resolution, and delegation).</b></li> <li>c. Explain the importance of technical, social, and communication skills to team success.</li> <li>d. Compare and contrast leadership styles and their effectiveness in various situations.</li> <li>e. Organize and delegate responsibilities in a team setting to encourage ideas, perspectives, and contributions from all team members.</li> <li>f. Develop a strong sense of team identity by brainstorming solutions, volunteering, assisting others, practicing respect and courtesy, and taking initiative.</li> <li>g. Examine situations in which a follower becomes the leader.</li> <li>h. Describe twenty-first-century skills required across all occupations.</li> <li>i. Identify and discuss the characteristics of a successful team (i.e., leadership, cooperation, and effective decision-making).</li> <li>j. Leverage social and cultural differences to increase innovation and quality of work.</li> </ul> |                 | <u>7</u><br><u>8</u><br><u>9</u> | <u>3</u><br><u>7</u><br><u>8</u><br><u>9</u><br><u>11</u> | <u>SLS</u><br><u>11-12.2</u><br><u>9-10</u><br><u>11-12.1</u><br><u>11-12.1d</u><br><br><u>WS</u><br><u>11-12.6</u>     | <u>7a,c</u>                             |
| <b>4. Legal, Ethical, and Environmental Considerations</b>   | <b>CTE - PS</b> | <b>CRP</b>                       | <b>CTE - AS</b>   | <b>CCSS</b>   | <b>ISTE</b>                             |
| <ul style="list-style-type: none"> <li>a. <b>Demonstrate industry specific ethical and legal practices.</b></li> <li>b. <b>Identify eco-friendly industry specific practices and resources.</b></li> <li>c. Identify local, state, and federal regulatory agencies, entities, laws, and regulations.</li> </ul>  |                 | <u>5</u><br><u>7</u><br><u>8</u> | <u>3</u><br><u>5</u><br><u>7</u>                          | <u>WS</u><br><u>11-12.6</u><br><u>11-12.7</u>   | <u>2a,b</u><br><u>3a,b</u><br><u>5c</u> |

|   |                 |   |  |   |   |
|---|-----------------|---|--|---|---|
| <ul style="list-style-type: none"> <li>d. Identify discrimination based on race, nationality, religion, gender, age, disability, or sexual orientation.</li> <li>e. Summarize the ethical and legal implications of workplace discrimination and harassment.</li> <li>f. Explain the concept of corporate citizenship.</li> <li>g. Examine an employer's role in protecting the health and welfare of employees, the community, and the environment.</li> <li>h. Analyze current environmental laws and regulations and their impact on industry.</li> <li>i. Compare and contrast both society's and industry's impact on the environment.</li> </ul>  |                 | <u>12</u>   | <u>8</u><br><u>9</u><br><u>11</u>  | <u>SLS</u><br><u>9-10</u><br><u>11-12.1</u><br><u>11-12.1d</u><br><u>11-12.2</u>  | <u>6c</u>   |
| <b>5. Personal Growth and Career Planning</b>   | <b>CTE - PS</b> | <b>CRP</b>  | <b>CTE - AS</b>  | <b>CCSS</b>   | <b>ISTE</b>   |
| <ul style="list-style-type: none"> <li>a. <b>Demonstrate continued personal development and growth.</b></li> <li>b. <b>Develop and manage a personal growth and career plan.</b></li> <li>c. Explain the relationship between sound financial habits and financial security.</li> <li>d. Create and manage a personal financial plan.</li> <li>e. Demonstrate initiative in achieving personal and professional goals.</li> <li>f. Apply time management strategies to meet deadlines.</li> <li>g. Demonstrate a growth mindset through flexibility and a positive attitude.</li> <li>h. Select and demonstrate appropriate job-search and retention techniques.</li> <li>i. Demonstrate strategies to prepare for employment.</li> <li>j. Demonstrate interpersonal skills appropriate for the workplace.</li> <li>k. Elaborate on the importance of perseverance to personal and professional success.</li> <li>l. Discover personal career interests, aptitudes, and skills.</li> </ul>  |                 | <u>1</u><br><u>2</u><br><u>3</u><br><u>4</u><br><u>6</u>  | <u>2</u><br><u>3</u><br><u>4</u><br><u>7</u><br><u>8</u><br><u>11</u>              | <u>LS</u><br><u>9-10</u><br><u>11-12.6</u><br><br><u>SLS</u><br><u>9-10</u><br><u>11-12.1</u><br><u>11-12.1d</u><br><u>11-12.2</u><br><br><u>WS</u><br><u>11-12.6</u> | <u>1a</u><br><u>3a,c</u><br><u>4d</u><br><u>6a,d</u><br><u>7b</u> |
| <b>6. Workplace Safety and Personal Wellness</b>  | <b>CTE - PS</b> | <b>CRP</b>  | <b>CTE - AS</b>  | <b>CCSS</b>   | <b>ISTE</b>   |
| <ul style="list-style-type: none"> <li>a. <b>Demonstrate proper industry specific safe work practices to prevent injury or illness.</b></li> <li>b. <b>Assess the potential impact of goal setting on personal and professional success.</b></li> <li>c. Describe the role of security and emergency procedures in workplace safety.</li> <li>d. Describe the effect of preventative measures on emergencies in the workplace.</li> <li>e. Identify and describe the causes, prevention, and treatment of common accidents.</li> <li>f. Identify local, state, and federal agencies that regulate workplace safety.</li> <li>g. Explain the role of the California Occupational Safety and Health Administration (Cal-OSHA) and the Environmental Protection Agency (EPA).</li> <li>h. Discuss the basics of system operations.</li> <li>i. Demonstrate the proper use of personal protective equipment (PPE).</li> <li>j. Explain the purpose of and accurately interpret a Safety Data Sheet (SDS).</li> <li>k. Identify hazardous materials and chemicals.</li> <li>l. Demonstrate proper procedures to respond to work-related accidents and injuries.</li> <li>m. Describe how ergonomics, housekeeping, and maintenance are related to accidents and injuries.</li> </ul> |                 | <u>2</u><br><u>5</u><br><u>6</u><br><u>8</u><br><u>12</u> | <u>2</u><br><u>5</u><br><u>6</u><br><u>7</u><br><u>8</u><br><u>10</u><br><u>11</u> | <u>LS</u><br><u>9-10</u><br><u>11-12.6</u><br><br><u>WS</u><br><u>11-12.7</u><br><u>11-12.6</u><br><br><u>SLS</u><br><u>9-10</u><br><u>11-12.1</u><br><u>11-12.1d</u> | <u>1a,d</u><br><u>2a,d</u><br><u>5b</u>                           |

|   |  |  |  |  |  |
|---|--|--|--|--|--|
| n. Demonstrate cyber ethics, cyber safety, and cybersecurity.   |  |  |  |  |  |
| o. Assess the potential impact of preventative physical and mental health measures on workplace safety. |  |  |  |  |  |

### Microsoft Office Specialist Units of Instruction

| 7. Microsoft Office Word  | CTE-PS   | CRP  | CTE- AS   | CCSS  | ISTE |
|---|--|--|---|---|------|
| <p><b>a. Demonstrate knowledge of the proper procedures and skills necessary to produce accurate and professional word-processed documents for a variety of purposes and situations.</b></p> <p>b. Create, navigate, and format a document using customized options and views that include modifying page setup, changing document themes and styles, and the creation of customized options and views using the Quick Access toolbar.</p> <p>c. Create and modify a table, using styles, different fonts, cell margins, formulas, and cell merge.</p> <p>d. Create and modify a list using standard and customized numbering and bullets, line spacing, list levels, and indentation.</p> <p>e. Create endnotes, footnotes, and citations typically used in reference materials, e.g., managing footnotes, inserting citations and a bibliography, changing citation styles, and the creation of captions.</p> <p>f. Create and modify format and images by adding artistic effects, modifying image properties, e.g., color, size, and shape, and adding Quick Styles to images.</p> <p>g. Manage document collaboration and review workflows, including sharing documents, using comments, reviewing feedback, and preparing final versions of professional documents.</p> | <a href="#">A1.3</a><br><a href="#">A3.0</a><br><a href="#">A3.1</a><br><a href="#">A3.2</a><br><a href="#">A3.5</a><br><a href="#">A7.3</a>                         | <u>1</u><br><u>2</u><br><u>4</u><br><u>5</u><br><u>10</u><br><u>11</u> | <u>1</u><br><u>2</u><br><u>4</u><br><u>5</u><br><u>11</u> | <a href="#">LS</a><br><a href="#">9-10</a><br><a href="#">11-12.6</a><br><br><a href="#">WS</a><br><a href="#">11-12.6</a><br><a href="#">11-12.7</a> |      |
| 8. Excel and Spreadsheets   | CTE - PS   | CRP  | CTE - AS  | CCSS  | ISTE |
| <p><b>a. Demonstrate knowledge of the proper procedures and skills necessary to produce accurate and professional-looking spreadsheets for a variety of purposes and situations.</b></p> <p>b. Create, navigate, and format a workbook document including entering and editing text, working with cells, and including headers and footers.</p> <p>c. Apply functions and formulas to workbooks documents, including IF, NOW, and text functions, and using conditional formatting features.</p> <p>d. Create, navigate, and modify standard and special purpose charts and modify chart formatting, compare and analyze data, and the use of charts in other documents.</p> <p>e. Apply special and advanced functions to workbooks documents e.g., working with hyperlinks, filtering, data analysis, and pivot tables and charts.</p> <p>f. Create, format, manage, sort, and filter Excel tables and table data to organize information and support decision-making.</p>  | <a href="#">A1.3</a><br><a href="#">A3.0</a><br><a href="#">A3.1</a><br><a href="#">A3.2</a><br><a href="#">A3.5</a><br><a href="#">A4.3</a><br><a href="#">A7.3</a> | <u>1</u><br><u>2</u><br><u>4</u><br><u>5</u><br><u>10</u><br><u>11</u> | <u>1</u><br><u>2</u><br><u>4</u><br><u>5</u><br><u>11</u> | <a href="#">LS</a><br><a href="#">9-10</a><br><a href="#">11-12.6</a><br><br><a href="#">WS</a><br><a href="#">11-12.6</a><br><a href="#">11-12.7</a> |      |

| 9. Database Concepts and Data Management  | CTE - PS   | CRP  | CTE - AS  | CCSS  | ISTE |
|---|--|--|---|---|------|
| <ul style="list-style-type: none"> <li>a. Demonstrate knowledge of basic database concepts and data-management procedures used to organize, retrieve, analyze, and report information for a variety of school, workplace, and ICT support purposes.</li> <li>b. Discuss basic database concepts, including records, fields, tables, relationships, queries, and reports, and explain how structured data supports decision-making.</li> <li>c. Create, navigate, organize, and modify structured data, including creating fields, adding and editing records, using appropriate data types, and applying basic data-validation practices.</li> <li>d. Import, export, sort, filter, and manage data across productivity applications while maintaining accuracy, privacy, and appropriate file-management practices.</li> <li>e. Use relationships, queries, filters, and reports to retrieve, analyze, summarize, and present information.</li> <li>f. Understand data analysis, and apply data mining tools, techniques, and ethics.</li> <li>g. Create and modify basic data displays, summaries, and reports to communicate information clearly for school, workplace, and ICT support purposes.</li> </ul> | <a href="#">A2.4</a><br><a href="#">A3.0</a><br><a href="#">A3.1</a><br><a href="#">A5.1</a><br><a href="#">A7.3</a><br><a href="#">A8.2</a> | <a href="#">1</a><br><a href="#">2</a><br><a href="#">4</a><br><a href="#">5</a><br><a href="#">10</a><br><a href="#">11</a> | <a href="#">1</a><br><a href="#">2</a><br><a href="#">4</a><br><a href="#">5</a><br><a href="#">11</a>                      | <a href="#">LS</a><br><a href="#">9-10</a><br><a href="#">11-12.6</a><br><br><a href="#">WS</a><br><a href="#">11-12.6</a><br><a href="#">11-12.7</a> |      |
| 10. PowerPoint and Presentation Tools   | CTE - PS   | CRP  | CTE - AS  | CCSS  | ISTE |
| <ul style="list-style-type: none"> <li>a. <b>Demonstrate knowledge of the proper procedures and skills necessary to produce accurate and professional-looking presentations for a variety of purposes and situations.</b></li> <li>b. Create, navigate, and modify presentations, e.g., including working with headers, footers, and speaker notes.</li> <li>c. Apply special and advanced features, e.g., text formatting, using auto-fit options, and inserting graphics and other media.</li> <li>d. Evaluate and select appropriate sources of information, use transitions, and draw and format shapes.</li> <li>e. Create, navigate, and modify a Smart Art diagram, e.g., changing the diagram type, color and size, creating a picture-based SmartArt.</li> <li>f. Discuss important elements that enhance presentations, e.g., themes, effects and animation, and multimedia.</li> <li>g. Manage presentations and slides by organizing sections, reusing or importing slide content, preserving presentation content, and exporting presentations in appropriate formats.</li> </ul>  | <a href="#">A1.3</a><br><a href="#">A3.0</a><br><a href="#">A3.1</a><br><a href="#">A3.2</a><br><a href="#">A3.5</a><br><a href="#">A7.3</a> | <a href="#">1</a><br><a href="#">2</a><br><a href="#">4</a><br><a href="#">5</a><br><a href="#">10</a><br><a href="#">11</a> | <a href="#">1</a><br><a href="#">2</a><br><a href="#">4</a><br><a href="#">5</a><br><a href="#">11</a>                      | <a href="#">LS</a><br><a href="#">9-10</a><br><a href="#">11-12.6</a><br><br><a href="#">WS</a><br><a href="#">11-12.6</a><br><a href="#">11-12.7</a> |      |
| 11. Digital Citizenship, Internet Research, and Cloud Collaboration   | CTE - PS   | CRP  | CTE - AS  | CCSS  | ISTE |
| <ul style="list-style-type: none"> <li>a. Demonstrate knowledge of the procedures and skills necessary to use the internet, cloud-based tools, and digital resources for a variety of school, workplace, and ICT support purposes.</li> <li>b. Evaluate digital sources for accuracy, credibility, bias, currency, and relevance while using information legally and ethically.</li> </ul>  | <a href="#">A3.5</a><br><a href="#">A3.6</a><br><a href="#">A5.0</a><br><a href="#">A5.1</a><br><a href="#">A5.2</a><br><a href="#">A5.3</a> | <a href="#">1</a><br><a href="#">2</a><br><a href="#">4</a><br><a href="#">5</a><br><a href="#">8</a><br><a href="#">11</a>  | <a href="#">1</a><br><a href="#">2</a><br><a href="#">4</a><br><a href="#">5</a><br><a href="#">8</a><br><a href="#">11</a> | <a href="#">LS</a><br><a href="#">9-10</a><br><a href="#">11-12.6</a><br><br><a href="#">WS</a><br><a href="#">11-12.6</a>                            |      |

|   |  |  |  |  |             |
|---|--|--|--|--|-------------|
| <ul style="list-style-type: none"> <li>c. Identify cybersecurity and online safety practices, including virus and malware protection, phishing awareness, firewalls, password security, privacy, and responsible data sharing.</li> <li>d. Demonstrate appropriate digital citizenship and netiquette when communicating, collaborating, sharing files, and participating in online or cloud-based workplace environments.</li> </ul>   | <a href="#">A5.4</a>   | <a href="#">12</a>   |  | <a href="#">11-12.7</a><br><br><a href="#">SLS</a><br><a href="#">9-10</a><br><a href="#">11-12.1</a>  |             |
| <b>12. Telephone and Digital Workplace Communication</b>  | <b>CTE - PS</b>  | <b>CRP</b>   | <b>CTE - AS</b>  | <b>CCSS</b>  | <b>ISTE</b> |
| <ul style="list-style-type: none"> <li>a. <b>Demonstrate professional telephone communication, including answering calls, placing calls, using appropriate greetings, and closing calls courteously.</b></li> <li>b. Take, document, and route phone messages accurately using appropriate workplace procedures.</li> <li>c. Use professional email and chat practices, including appropriate subject lines, tone, message clarity, response expectations, and workplace etiquette.</li> <li>d. Participate appropriately in virtual meetings, including preparation, attendance, microphone/camera etiquette, chat use, note-taking, and follow-up communication.</li> <li>e. Share files and collaborate digitally using appropriate permissions, comments, version control, and privacy practices.</li> <li>f. Apply appropriate procedures for handling difficult calls, digital messages, customer concerns, and miscommunication in a respectful and solution-focused manner.</li> </ul>  | <a href="#">A6.2</a><br><a href="#">A6.3</a>   | <a href="#">1</a><br><a href="#">2</a><br><a href="#">5</a><br><a href="#">7</a><br><a href="#">8</a><br><a href="#">9</a> | <a href="#">1</a><br><a href="#">2</a><br><a href="#">5</a><br><a href="#">7</a><br><a href="#">8</a><br><a href="#">9</a><br><a href="#">11</a> | <a href="#">LS</a><br><a href="#">9-10</a><br><a href="#">11-12.6</a><br><br><a href="#">WS</a><br><a href="#">11-12.7</a><br><br><a href="#">SLS</a><br><a href="#">9-10</a><br><a href="#">11-12.1</a><br><a href="#">11-12.1d</a><br><a href="#">11-12.1b</a> |             |
| <b>13. Customer Service</b>   | <b>CTE - PS</b>  | <b>CRP</b>   | <b>CTE - AS</b>  | <b>CCSS</b>  | <b>ISTE</b> |
| <ul style="list-style-type: none"> <li>a. <b>Demonstrate customer service techniques that create memorable service experiences resulting in customer loyalty.</b></li> <li>b. Explain what a service-oriented attitude looks like.</li> <li>c. Understand and anticipate customer needs.</li> <li>d. Demonstrate a positive attitude when serving a difficult customer.</li> <li>e. Practice empathy and patience to provide a consistent high level of service.</li> <li>f. Manage time to fulfill customers' requests and needs in a timely manner.</li> <li>g. Clearly communicate to ensure you convey to customers exactly what you mean.</li> <li>h. Apply active listening skills focusing on what the customer is saying.</li> <li>i. Explain how to resolve customer complaints as soon as possible.</li> <li>j. Present a professional appearance and pleasant demeanor.</li> <li>k. Document customer needs, requests, complaints, and resolutions accurately using appropriate workplace tools and procedures.</li> </ul> | <a href="#">A6.2</a><br><a href="#">A6.3</a><br><a href="#">A7.3</a><br><a href="#">A7.5</a><br><a href="#">A8.2</a> | <a href="#">1</a><br><a href="#">2</a><br><a href="#">5</a><br><a href="#">7</a><br><a href="#">8</a><br><a href="#">9</a> | <a href="#">1</a><br><a href="#">2</a><br><a href="#">5</a><br><a href="#">7</a><br><a href="#">8</a><br><a href="#">9</a><br><a href="#">11</a> | <a href="#">LS</a><br><a href="#">9-10</a><br><a href="#">11-12.6</a><br><br><a href="#">WS</a><br><a href="#">11-12.7</a><br><br><a href="#">SLS</a><br><a href="#">9-10</a><br><a href="#">11-12.1</a><br><a href="#">11-12.1d</a><br><a href="#">11-12.1b</a> |             |
| <b>14. Office Workflow and Administrative Productivity</b>  | <b>CTE - PS</b>  | <b>CRP</b>   | <b>CTE - AS</b>  | <b>CCSS</b>  | <b>ISTE</b> |
| <ul style="list-style-type: none"> <li>a. <b>Demonstrate skills and procedures necessary to complete routine, clerical, and administrative tasks accurately and efficiently.</b></li> <li>b. Organize digital and physical files using alphabetic, numeric, subject, and electronic filing systems.</li> </ul>  | <a href="#">A2.4</a><br><a href="#">A3.1</a><br><a href="#">A7.3</a><br><a href="#">A8.2</a>                         | <a href="#">1</a><br><a href="#">2</a><br><a href="#">5</a>  | <a href="#">1</a><br><a href="#">2</a><br><a href="#">5</a><br><a href="#">11</a>  | <a href="#">LS</a><br><a href="#">9-10</a><br><a href="#">11-12.6</a>  |             |

|   |  |  |  |  |  |
|---|--|--|--|--|--|
| <p>c. Prepare, scan, copy, convert, name, save, retrieve, and distribute documents using appropriate office equipment, software, and workplace procedures.</p> <p>d. Apply proofreading, editing, formatting, and quality-control techniques to workplace documents.</p> <p>e. Manage calendars, schedules, task lists, shared files, and basic office workflow using available productivity tools.</p> |  |  |  |  |  |
|---|--|--|--|--|--|

## **Standards Alignment**

The curricula have been aligned with the CTE Model Curriculum Standards released in 2013. Each industry sector was updated to meet the increased rigor and relevancy requirements of the Common Core State Standards. The curriculum also includes the new Standards for Career Ready Practices.

### Standards for Career Ready Practice

1. *Apply appropriate technical skills and academic knowledge.*
2. *Communicate clearly, effectively, and with reason.*
3. *Develop an education and career plan aligned with personal goals.*
4. *Apply technology to enhance productivity.*
5. *Utilize critical thinking to make sense of problems and persevere in solving them.*
6. *Practice personal health and understand financial literacy.*
7. *Act as a responsible citizen in the workplace and the community.*
8. *Model integrity, ethical leadership, and effective management.*
9. *Work productively in teams while integrating cultural and global competence.*
10. *Demonstrate creativity and innovation.*
11. *Employ valid and reliable research strategies.*
12. *Understand the environmental, social, and economic impacts of decisions.*

## CTE Anchor Standards—Common Core English Language Arts Alignment

### *Anchor Standard 1: Academics*

Analyze and apply appropriate academic standards required for successful industry sector pathway completion leading to postsecondary education and employment. Refer to the industry sector alignment matrix for identification of standards. Note: alignment listed within each sector.

### *Anchor Standard 2: Communications*

Language Standard: Acquire and accurately use general academic and domain-specific words and phrases sufficient for reading, writing, speaking, and listening at the (career and college) readiness level; demonstrate independence in gathering vocabulary knowledge when considering a word or phrase important to comprehension or expression. LS 9-10, 11-12.6

### *Anchor Standard 3: Career Planning and Management*

Speaking and Listening Standard: Integrate multiple sources of information presented in diverse formats and media (e.g., visually, quantitatively, orally) in order to make informed decisions and solve problems, evaluating the credibility and accuracy of each source and noting any discrepancies among the data. SLS 11-12.2

### *Anchor Standard 4: Technology*

Writing Standard: Use technology, including the Internet, to produce, publish, and update individual or shared writing products in response to ongoing feedback, including new arguments and information.

### *Anchor Standard 5: Problem Solving and Critical Thinking*

Writing Standard: Conduct short as well as more sustained research projects to answer a question (including a self-generated question) or solve a problem, narrow or broaden the inquiry when appropriate, and synthesize multiple sources on the subject, demonstrating understanding of the subject under investigation. WS 11-12.7

### *Anchor Standard 6: Health and Safety*

Reading Standards for Science and Technical Subjects: Determine the meaning of symbols, keywords, and other domain-specific words and phrases as they are used in a specific scientific or technical context. RSTS 9-10, 11-12.4

### *Anchor Standard 7: Responsibility and Flexibility*

Speaking and Listening Standard: Initiate and participate effectively in a range of collaborative discussions (one-on-one, in groups, and teacher-led) with diverse partners, building on others' ideas and expressing their own clearly and persuasively. SLS 9-10, 11-12.1

### *Anchor Standard 8: Ethics and Legal Responsibilities*

Speaking and Listening Standard: Respond thoughtfully to diverse perspectives; synthesize comments, claims, and evidence made on all sides of an issue; resolve contradictions when possible; and determine what additional information or research is required to deepen the investigation or complete the work. SLS 11-12.1d

### *Anchor Standard 9: Leadership and Teamwork*

Speaking and Listening Standard: Work with peers to promote civil, democratic discussions and decision making; set clear goals and deadlines; and establish individual roles as needed. SLS 11-12.1b

### *Anchor Standard 10: Technical Knowledge and Skills*

Writing Standard: Use technology, including the Internet, to produce, publish, and update individual or shared writing products in response to ongoing feedback, including new arguments or information. WS 11-12.6

### *Anchor Standard 11: Demonstration and Application*

Demonstrate and apply the knowledge and skills contained in the industry-sector anchor standards, pathway standards, and performance indicators in the classroom, laboratory, and workplace settings, and the career technical student organization. Note: no alignment evident for this standard. WS 11-12.6

## CTE Model Curriculum Standards—Industry Sectors and Pathways

### *Information and Communication Technologies*

#### *Information and Support Services*

- A1.3 *Model business processes using tools such as organization charts, flowcharts, and timelines.*
- A2.4 *Define and use appropriate naming conventions and file management strategies.*
- A3.0 *Access and transmit information in a networked environment.*
- A3.1 *Identify and apply multiple ways to transfer information and resources (e.g., text, data, audio, video, still images) between software programs and systems.*
- A3.2 *Validate and cite Internet resources.*
- A3.5 *Use multiple online search techniques and resources to acquire information.*
- A3.6 *Describe and contrast the differences between various Internet protocols: hypertext transfer protocol (http), hypertext transfer protocol secure (https), file transfer protocol (ftp), simple mail transfer protocol (smtp).*
- A4.3 *Automate common tasks using macros or scripting.*
- A5.0 *Identify requirements for maintaining secure network systems.*
- A5.1 *Follow laws, regulatory guidelines, policies, and procedures to ensure the security and integrity of information systems.*
- A5.2 *Identify potential attack vectors and security threats.*
- A5.3 *Take preventative measures to reduce security risks (e.g., strong passwords, avoid social engineering ploys, limit account permissions).*
- A5.4 *Use security software and hardware to protect systems from attack and alert of potential threats, anti-malware software, and firewalls.*
- A6.2 *Use a logical and structured approach to isolate and identify the source of problems and to resolve problems.*
- A6.3 *Use specific problem-solving strategies appropriate to troubleshooting, eliminating possibilities, or guess and check.*
- A7.3 *Use technical writing and communication skills to work effectively with diverse groups of people, including users with less technical abilities.*
- A7.5 *Train users to assist them in being self-supporting: formal classes, one-on-one interactions, and process and how-to guides.*
- A8.2 *Acquire, use, and manage necessary internal and external resources when supporting various organizational systems.*

## ISTE Standards for Students

**1. Empowered Learner-** Students leverage technology to take an active role in choosing, achieving, and demonstrating competency in their learning goals, informed by the learning sciences.

- a) Students articulate and set personal learning goals, develop strategies leveraging technology to achieve them, and reflect on the learning process itself to improve learning outcomes.
- b) Students build networks and customize their learning environments in ways that support the learning process.
- c) Students use technology to seek feedback that informs and improves their practice and to demonstrate their learning in a variety of ways
- d) Students understand the fundamental concepts of technology operations, demonstrate the ability to choose, use and troubleshoot current technologies and are able to transfer their knowledge to explore emerging technologies.

**2. Digital Citizen-** Students recognize the rights, responsibilities, and opportunities of living, learning, and working in an interconnected digital world, and they act and model in ways that are safe, legal, and ethical.

- a) Students cultivate and manage their digital identity and reputation and are aware of the permanence of their actions in the digital world.
- b) Students engage in positive, safe, legal, and ethical behavior when using technology, including social interactions online or when using networked devices.
- c) Students demonstrate an understanding of and respect for the rights and obligations of using and sharing intellectual property.
- d) Students manage their personal data to maintain digital privacy and security and are aware of data-collection technology used to track their navigation online.

**3. Knowledge Constructor-** Students critically curate a variety of resources using digital tools to construct knowledge, produce creative artifacts, and make meaningful learning experiences for themselves and others.

- a) Students plan and employ effective research strategies to locate information and other resources for their intellectual or creative pursuits.
- b) Students evaluate the accuracy, perspective, credibility, and relevance of information, media, data, or other resources.
- c) Students curate information from digital resources using a variety of tools and methods to create collections of artifacts that demonstrate meaningful connections or conclusions.
- d) Students build knowledge by actively exploring real-world issues and problems, developing ideas and theories, and pursuing answers and solutions.

**4. Innovative Designer-** Students use a variety of technologies within a design process to identify and solve problems creating new, useful, or imaginative solutions.

- a) Students know and use a deliberate design process for generating ideas, testing theories, creating innovative artifacts, or solving authentic problems.
- b) Students select and use digital tools to plan and manage a design process that considers design constraints and calculated risks.
- c) Students develop, test, and refine prototypes as part of a cyclical design process.
- d) Students exhibit a tolerance for ambiguity, perseverance, and the capacity to work with open-ended problems.

**5. Computational Thinker-** Students develop and employ strategies for understanding and solving problems in ways that leverage the power of technological methods to develop and test solutions.

- a) Students formulate problem definitions suited for technology-assisted methods such as data analysis, abstract models, and algorithmic thinking in exploring and finding solutions.
- b) Students collect data or identify relevant data sets, use digital tools to analyze them, and represent data in various ways to facilitate problem-solving and decision-making.
- c) Students break problems into component parts, extract key information, and develop descriptive models to understand complex systems or facilitate problem-solving.
- d) Students understand how automation works and use algorithmic thinking to develop a sequence of steps to create and test automated solutions.

**6. Creative Communicator-** Students communicate clearly and express themselves creatively for a variety of purposes using platforms, tools, styles, formats, and digital media appropriate for their goals.

a) Students choose the appropriate platforms and tools for meeting the desired objectives of their creation or communication.

b) Students create original works or responsibly repurpose or remix digital resources into new creations.

c) Students communicate complex ideas clearly and effectively by creating or using a variety of digital objects such as visualizations, models, or simulations.

d) Students publish or present content that customizes the message and medium for their intended audiences.

**7. Global Collaborator-** Students use digital tools to broaden their perspectives and enrich their learning by collaborating with others and working effectively in teams locally and globally.

a) Students use digital tools to connect with learners from a variety of backgrounds and cultures, engaging with them in ways that broaden mutual understanding and learning.

b) Students use collaborative technologies to work with others, including peers, experts, or community members, to examine issues and problems from multiple viewpoints.

c) Students contribute constructively to project teams, assuming various roles and responsibilities to work effectively toward a common goal.

d) Students explore local and global issues and use collaborative technologies to work with others to investigate solutions.