Business Technology
Instructional Framework

An instructional framework provides educators with a list of benchmark statements aligned to Common Core and national content area standards for a given course or program. The Missouri Business Technology Instructional Framework lists a sequence of content for Business Technology, organized into distinct units of instruction with component evidence of mastery statements.

Codes for the National Standards for Business Education are:

CD = Career Development	IT = Information Technology
COMM = Communication	M = Management
CP = Computation	BL = Business Law

Codes for Common Core English Language Arts and Literacy are:

L = Language	W = Writing
RI = Reading for Informational Text	WHST = Writing for Literacy in History/Social Studies, Science, and Technical Subjects
SL = Speaking and Listening	

Codes for Common Core Mathematics are:

G-CO = Geometry: Congruence	N-Q = Number and Quantity: Quantities

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A. Prepare for Employment	Common Core	NBEA Standards
1. Utilize career assessment tools (e.g., student interest survey, aptitude test)		CD.I.A3.1
2. Analyze various business careers by looking at salary, benefits, job requirements, educational requirements, employment outlook, etc.	RI 11-12.7	CD.I.A.3.1
3. Compare and contrast career choices		CD.I.A.3.3
4. Investigate a potential employer		CD.V.C.4.1
5. Prepare a resume		CD.V.B.3.3
6. Compose a letter of application	W 11-12.2	CD.V.B.3.3
7. Complete a job application)		CD.V.C.4.4
8. Assemble a work-sample portfolio		CD.V.B.3.3
9. Differentiate between legal and illegal pre-employment questions		CD.V.C.3.6
10. Participate in a job interview		CD.V.C.3.6
11. Compose a follow-up (i.e., thank you) letter	W 11-12.2	CD.V.C.3.7
12. Compose letters accepting and declining a job offer	W 11-12.2	CD.V.C.3.10

B. Develop Employability Skills		
1. Maintain good attendance record		CD.III.A.2.1
2. Interact effectively with others		CD.III.B.4.3
3. Respect beliefs, opinions, and rights of others		CD.III.C.3.5
4. Work effectively in teams		CD.III.B.4.3
5. Demonstrate positive behavior when given direction, criticism, and comment		CD.III.E.4.2
6. Understand the effects of stress on job performance		CD.III.G.1.3
7. Demonstrate proper professional appearance		COMM.11.A.4.4
8. Exhibit attributes of a consummate professional (i.e., initiative, punctuality, responsibility, dependability, honesty)		CD.III.A.1.1
9. Apply concepts of time management		CD.III.A.1.2
10. Demonstrate proper business etiquette		COMMII.A.13
C. Develop Career Management Strategies		
1. Compare and contrast ethical, unethical, legal, and illegal business practices		BL.I.A.4.1
2. Explain the importance of working within organizational structures (i.e., chain of command)		CD.III.B.3.3
3. Describe rights and responsibilities of employees and employers (including information related to OSHA, FMLA, FLSA, ADA, sexual harassment, discrimination, contracts)		BL.III.B.3.1 BL.III.B.3.3 BL.III.B.3.7 BL.III.B.3.8 BL.III.B.3.9 BL.III.B.3.11
4. Describe the importance of life-long learning through continuing education and membership in professional organizations		CD.VI.A.4.5
5. Exhibit leadership skills through a student organization (e.g., FBLA/PBL, DECA)		COMM.II.A.4.5
6. Utilize performance-based job evaluation instruments		COMM.II.A.4.3
7. Prepare for job separation (e.g., letter of resignation, extended leave)		COMM.III.F.3.19

D. Apply Effective Communication Skills		
1. Use correct grammar, spelling, and punctuation	L 11-12.2	COMM.I.D.2.2
2. Apply proofreading and editing skills		COMM.I.D.3.4
3. Select and use the appropriate communication tool for specific tasks (e.g., electronic, written, verbal)		COMM.II.B.4.2
4. Communicate appropriately with internal and external customers		COMM.III.A.3.1 COMM.III.A.3.7
5. Compose various business correspondence (i.e., e-mail, letter, memo)	W 11-12.2	COMM.I.D.1.6
6. Access information from professional, technical, and electronic resources		COMM.I.C.3.3 COMM.I.C.3.5
7. Deliver oral presentations using appropriate tools	SL AA-12.4	COMM.I.D.4.3 COMM.I.B.4.5
8. Demonstrate and interpret nonverbal communication		COMMI.A.3.3
9. Demonstrate effective listening skills		COMM.I.A.4.3
10. Demonstrate the ability to give and follow written and oral instructions		COMM.I.A.1.1 COMMI.C.1.8 COMM.I.D.2,5
11. Accurately receive and relay messages in a professional manner		CD.III.D.3.5
12. Identify factors affecting global communications (e.g., time, culture, exchange rates, human relations skills)		IB.II.A.2.2 IB.III.D.3.1
E. Apply Administrative Assistant Skills		
1. Effectively represent the organization to current and potential clients using appropriate customer service skills		CD.III.D.4.1 CD.III.D.4.1
2. Manage electronic and/or paper financial records		A.III.3.1
3. Establish and maintain records management systems		IT.III.1.2
4. Operate a 10-key calculator		CP.I.1.2 IT.IV.1.1
5. Prepare travel, meeting and events documents		IB.I.D.3.1 COMM.I.D.3.14
6. Maintain electronic calendaring		IT.V.1.1
7. Produce business documents from dictated material		COMM.IV.3.6
8. Apply critical-thinking and problem-solving skills to business decisions		MAN.I.A.2.1
9. Explore methods for economical and efficient inventory management		A.IV.B.3-4.3

F. Apply Technology to Business Applications		
1. Analyze and determine appropriate software applications for specific tasks		IT.V.1.1
2. Apply advanced word processing skills to design workplace documents (e.g., mail merge, envelopes and labels, tables, reports, macros)		COMM.IV.3.8 COMM.IV.2.5
3. Design and manage databases for workplace applications (e.g., query, filter, sort, merge, generate and format reports)		IT.IX.2.2 IT.IX.2.3 IT.IX.3.3 IT.IX.3.4
4. Design spreadsheets for workplace applications (e.g., formulas and functions, graphs and charts, links, macros)	F-IF.1	COMM.IV.2,5
5. Create and edit image, video, and audio files	G-CO.4	COMM.IV.2,10 COMM.IV.2.11 COMM.IV.2.12
6. Produce multimedia presentations for the workplace (e.g., sound bites, animation, transition, image download or import, video)	SL 11-12.4	IT.VI.1-2.1 IT.VI.1-2.2 IT.VI.1-2.3 IT.VI.3.2 IT.IV.3.3
7. Use desktop publishing software for workplace applications		IT.V.3.4 COMM.IV.3.8
8. Create a Web page for business applications		IT.VIII.3.11
9. Maintain electronic files and folders (e.g., server, workstation, shared files)		IT.III.1.2
10. Use input technology for document production (e.g., OCR software, voice and handwriting recognition technology)		IT.IV.2-4.4
11. Maintain and troubleshoot computer workstation (e.g., install software, scan for viruses, troubleshoot common problems)		IT.II.3.2
12. Use online resources as a business tool		COMM.IV.2.9
G. Understand Entrepreneurial Opportunities		
1. Describe characteristics of a free enterprise economic system (e.g., ownership of property, profit motive, risk taking, competition, supply and demand)		ECON.II.1.2 ECONII.2.3
2. Compare and contrast the various forms of business ownership (e.g., sole proprietorship, partnership, corporation, cooperative)		BL.IV.A.2.1 BL.IV.A.2.2 BL.IV.B.1.1 BL.IV.C.1.2
3. Analyze the risks and rewards of business ownership		ENTRE.I.A.3.2
4. Identify steps necessary to start a business (i.e., need evaluation, site selection, marketing plan, financial plan, management plan)		ENTRE.IX.2.3 ENTRE.IX.3.1 ENTRE.IX.3.2 ENTRE.IX.3.4
5. Explore the career implications of e-commerce for entrepreneurs and employees		ENTRE.VI.D.3.3 CD.III.F.3.1
6. Compare and contrast marketing strategies		MARK.I.4.4