|  |  |
| --- | --- |
| **Outcome** | 1.1. REQUIRED Employability Skills: Develop career awareness and employability skills (e.g., face-to-face, online) needed for gaining and maintaining employment in diverse business settings. |
| **Competencies** | 1.1.1. Identify the knowledge, skills, and abilities necessary to succeed in careers.1.1.2. Identify the scope of career opportunities and the requirements for education, training, certification, licensure, and experience.1.1.3. Develop a career plan that reflects career interests, pathways, and secondary and postsecondary options.1.1.4. Describe the role and function of professional organizations, industry associations, and organized labor and use networking techniques to develop and maintain professional relationships.1.1.5. Develop strategies for self-promotion in the hiring process (e.g., filling out job applications, résumé writing, interviewing skills, portfolio development).1.1.6. Explain the importance of work ethic, accountability, and responsibility and demonstrate associated behaviors in fulfilling personal, community, and workplace roles.1.1.7. Apply problem-solving and critical-thinking skills to work-related issues when making decisions and formulating solutions.1.1.8. Identify the correlation between emotions, behavior, and appearance and manage those to establish and maintain professionalism.1.1.9. Give and receive constructive feedback to improve work habits.1.1.10. Adapt personal coping skills to adjust to taxing workplace demands.1.1.11. Recognize different cultural beliefs and practices in the workplace and demonstrate respect for them.1.1.12. Identify healthy lifestyles that reduce the risk of chronic disease, unsafe habits, and abusive behavior. |

|  |  |
| --- | --- |
| **Outcome** | 1.2. REQUIRED Leadership and Communications: Process, maintain, evaluate, and disseminate information in a business. Develop leadership and team building to promote collaboration. |
| **Competencies** | 1.2.1. Extract relevant, valid information from materials and cite sources of information.1.2.2. Deliver formal and informal presentations.1.2.3. Identify and use verbal, nonverbal, and active listening skills to communicate effectively.1.2.4. Use negotiation and conflict-resolution skills to reach solutions.1.2.5. Communicate information (e.g., directions, ideas, vision, workplace expectations) for an intended audience and purpose.1.2.6. Use proper grammar and expression in all aspects of communication.1.2.7. Use problem-solving and consensus-building techniques to draw conclusions and determine next steps.1.2.8. Identify the strengths, weaknesses, and characteristics of leadership styles that influence internal and external workplace relationships.1.2.9. Identify advantages and disadvantages involving digital and/or electronic communications (e.g., common content for large audience, control of tone, speed, cost, lack of non-verbal cues, potential for forwarding information, longevity).1.2.10. Use interpersonal skills to provide group leadership, promote collaboration, and work in a team.1.2.11. Write professional correspondence, documents, job applications, and résumés.1.2.12. Use technical writing skills to complete forms and create reports.1.2.13. Identify stakeholders and solicit their opinions.1.2.14. Use motivational strategies to accomplish goals. |

|  |  |
| --- | --- |
| **Outcome** | 1.3. REQUIRED Business Ethics and Law: Analyze how professional, ethical, and legal behavior contributes to continuous improvement in organizational performance and regulatory compliance. |
| **Competencies** | 1.3.1. Analyze how regulatory compliance affects business operations and organizational performance.1.3.2. Follow protocols and practices necessary to maintain a clean, safe, and healthy work environment.1.3.3. Use ethical character traits consistent with workplace standards (e.g., honesty, personal integrity, compassion, justice).1.3.4. Identify how federal and state consumer protection laws affect products and services.1.3.5. Access and implement safety compliance measures (e.g., quality assurance information, safety data sheets [SDSs], product safety data sheets [PSDSs], U.S. Environmental Protection Agency [EPA], United States Occupational Safety and Health Administration [OSHA]) that contribute to the continuous improvement of the organization.1.3.6. Identify deceptive practices (e.g., bait and switch, identity theft, unlawful door-to-door sales, deceptive service estimates, fraudulent misrepresentations) and their overall impact on organizational performance.1.3.7. Identify the labor laws that affect employment and the consequences of noncompliance for both employee and employer (e.g., harassment, labor, employment, employment interview, testing, minor labor laws, Americans with Disabilities Act, Fair Labor Standards Acts, Equal Employment Opportunity Commission).1.3.9. Identify potential conflicts of interest (e.g., personal gain, project bidding) between personal, organizational, and professional ethical standards. |

|  |  |
| --- | --- |
| **Outcome** | 1.4. REQUIRED Knowledge Management and Information Technology: Demonstrate current and emerging strategies and technologies used to collect, analyze, record, and share information in business operations. |
| **Competencies** | 1.4.1. Use office equipment to communicate (e.g., phone, radio equipment, fax machine, scanner, public address systems).1.4.2. Select and use software applications to locate, record, analyze, and present information (e.g., word processing, electronic mail, spreadsheet, databases, presentation, Internet search engines).1.4.3. Verify compliance with security rules, regulations, and codes (e.g., property, privacy, access, accuracy issues, client and patient record confidentiality) pertaining to technology specific to industry pathway.1.4.4. Use system hardware to support software applications.1.4.5. Use information technology tools to maintain, secure, and monitor business records.1.4.6. Use electronic database to access and create business and technical information.1.4.7. Use personal information management and productivity applications to optimize assigned tasks (e.g., lists, calendars, address books).1.4.8. Use electronic media to communicate and follow network etiquette guidelines. |

|  |  |
| --- | --- |
| **Outcome** | 1.5. REQUIRED Global Environment: Evaluate how beliefs, values, attitudes, and behaviors influence organizational strategies and goals. |
| **Competencies** | 1.5.3. Use cultural intelligence to interact with individuals from diverse cultural settings.1.5.4. Recognize barriers in cross-cultural relationships and implement behavioral adjustments.1.5.5. Recognize the ways in which bias and discrimination may influence productivity and profitability.1.5.7. Use intercultural communication skills to exchange ideas and create meaning. |

|  |  |
| --- | --- |
| **Outcome** | 1.6. REQUIRED Business Literacy: Develop foundational skills and knowledge in entrepreneurship, financial literacy, and business operations. |
| **Competencies** | 1.6.1. Identify business opportunities.1.6.5. Describe organizational structure, chain of command, the roles and responsibilities of the organizational departments, and interdepartmental interactions.1.6.8. Identify the features and benefits that make an organization’s product or service competitive.1.6.9. Explain how the performance of an employee, a department, and an organization is assessed.1.6.12. Describe classifications of employee benefits, rights, deductions, and compensations. |

|  |  |
| --- | --- |
| **Outcome** | 1.8. OPTIONAL Operations Management: Plan, organize, and monitor an organization or department to maximize contribution to organizational goals and objectives. |
| **Competencies** | 1.8.8. Identify routine activities for maintaining business facilities and equipment.1.8.10. Analyze how business management and environmental management systems (e.g., health, safety) contribute to continuous improvement and sustainability. |

|  |  |
| --- | --- |
| **Outcome** | 1.10. OPTIONAL Sales and Marketing: Manage pricing, place, promotion, packaging, positioning, and public relations to improve quality customer service. |
| **Competencies** | 1.10.2. Determine the customer's needs and identify solutions.1.10.3. Communicate features, benefits, and warranties of a product or service to the customer.1.10.4. Identify the company policies and procedures for initiating product and service improvements.1.10.10. Demonstrate sales techniques. |

|  |  |
| --- | --- |
| **Outcome** | 2.1. Facility Safety: Handle materials, prevent accidents, and mitigate hazards. |
| **Competencies** | 2.1.1. Use Occupational Safety and Health Administration (OSHA)-defined procedures for identifying employer and employee responsibilities, situations that require working in confined spaces, and safety labeling.2.1.2. Identify and communicate hazards associated with slippery surfaces and lighting.2.1.6. Identify and eliminate workplace clutter and maintain clearance and boundaries.2.1.9. Identify the locations of emergency flush showers, eyewash fountains, Material Safety Data Sheets (MSDSs), fire alarms, and exits.2.1.11. Select and operate fire extinguishers based on the class of fire.2.1.12. Conduct safety inspection of workspace.2.1.13. Identify the types of ergonomic workflow and the need for them. |

|  |  |
| --- | --- |
| **Outcome** | 2.2. Personal Safety: Practice personal safety. |
| **Competencies** | 2.2.1. Interpret personal safety rights according to the employee Right to Know plan.2.2.2. Describe the risk factors associated with working under the influence of drugs and alcohol and how it increases the risk of accident, lowers productivity, raises insurance costs, and reduces profits.2.2.3. Select, use, maintain, and dispose of Personal Protective Equipment (PPE) appropriate to job tasks, conditions, and materials. |

|  |  |
| --- | --- |
| **Outcome** | 2.3. Tool and Equipment Preventive Maintenance: Identify, use, clean, maintain, and perform planned preventive maintenance on tools and equipment. |
| **Competencies** | 2.3.1. Identify the types of hand tools, power tools, and stationary equipment and describe their function.2.3.2. Identify potential hazards and limitations related to the use of hand tools, power tools, and stationary equipment.2.3.3. Operate power tools and stationary equipment in accordance with established procedures and safety standards. |

|  |  |
| --- | --- |
| **Outcome** | 2.4. General Maintenance: Provide general maintenance to mechanical systems. |
| **Competencies** | 2.4.15. Inspect and service battery and battery cables, connectors, clamps, and hold downs. 2.4.16. Inspect interior and exterior lamps and sockets.2.4.17. Verify operation of instrument panel gauges and warning/indicator lights and reset maintenance indicators. |
| **Outcome** | 4.5. Electrical and Electronic Systems: Diagnose the electrical and electronic integrity of series, parallel, and series-parallel circuits using principles of electricity (e.g., Ohm’s Law, Watt’s Law). |
| **Competencies** | 4.5.1. Interpret wiring diagrams of electrical circuits.4.5.2. Measure source voltage and perform voltage drop tests in electrical and electronic circuits.4.5.3. Measure current, continuity, and resistance.4.5.4. Identify capacitance and inductance.4.5.5. Inspect and test switches, connectors, relays, solenoid, solid state devices, and wires of electrical and electronic circuits. 4.5.6. Remove and repair or replace terminal connectors.4.5.7. Perform solder repair of electrical wiring.4.5.8. Locate shorts, grounds, opens, and resistance problems in electrical and electronic circuits.4.5.9. Measure and diagnose the causes of excessive key-off battery drain (parasitic draw).4.5.10. Inspect, test, and replace or reset fusible links, circuit breakers, and fuses. |

|  |  |
| --- | --- |
| **Outcome** | 4.6. Batteries: Diagnosis and service batteries. |
| **Competencies** | 4.6.1. Identify battery construction and principles of operation.4.6.2. Test battery performance using state-of-charge and conductance tests and record test results.4.6.3. Confirm proper battery capacity for vehicle application and perform battery capacity test.4.6.4. Maintain or restore electronic memory functions.4.6.5. Perform a battery charge.4.6.6. Start a vehicle using jumper cables and a battery or auxiliary power supply using manufacturer’s jumping techniques and precautions. 4.6.7. Remove and replace battery. |

|  |  |
| --- | --- |
| **Outcome** | 4.7. Starting and Charging Systems: Identify, inspect, and replace starting and charging system components. |
| **Competencies** | 4.7.1. Differentiate between electrical and engine mechanical problems that cause a slow crank or no crank condition.4.7.2. Inspect, test, and replace low and high current side components.4.7.3. Perform charging system output tests to identify causes of undercharge, no charge, and overcharge conditions.4.7.4. Inspect and adjust or replace alternator drive belts, pulleys, and tensioners and check pulley and belt alignment. 4.7.5. Remove, inspect, and install alternator and starter.4.7.6. Identify the high voltage circuit of electric or hybrid electric vehicles and related safety precautions. |

|  |  |
| --- | --- |
| **Outcome** | 4.8. Lighting and Accessories: Identify, inspect, and replace electrical and electronic components of lighting systems and accessories. |
| **Competencies** | 4.8.1. Identify the cause of brighter than normal, intermittent, dim, or no light operation.4.8.2. Inspect, replace, and aim headlights and bulbs.4.8.3. Inspect and inspect incorrect turn signal or hazard light operation.4.8.4. Identify and inspect brake light circuit switches, wiring, and connectors.4.8.5. Identify system voltage and safety precautions associated with high-intensity discharge headlights. 4.8.6. Inspect and test gauges and gauge sending units for causes of abnormal gauge readings.4.8.7. Identify incorrect horn operation.4.8.8. Identify incorrect wiper and washer operation and replace.4.8.9. Identify incorrect operation of motor-driven accessories.4.8.10. Identify incorrect heated glass, mirror, or seat operation and repair.4.8.11. Identify incorrect electric lock operation and repair.4.8.12. Identify airbag system (SRS) concerns. 4.8.13. Identify safety concerns for disarming and enabling the airbag system for vehicle service. |