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| **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. |

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| **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. |

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| **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. |

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| **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. |

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| **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. |

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| **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. |

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| **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. |

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| **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. |

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| **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.  2.1.7. Identify symptoms of exposure to health-threatening environments (e.g., temperature; chemical; biological; noise, vibrations, harshness [NVH] hazards).  2.1.8. Identify procedures for handling, storage, and disposal of hazardous materials.  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. |

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| **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.  2.2.4. Identify workplace risk factors associated with repetitive motion and lifting, operating, and moving heavy objects.  2.2.5. Demonstrate appropriate body mechanics in lifting and moving heavy objects. |

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| **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.  2.3.5. Clean, lubricate, and adjust power tools and stationary equipment. |

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| **Outcome** | 6.2. Nonstructural: Analyze and repair damage to nonstructural components. |
| **Competencies** | 6.2.1. Determine the extent of the direct and indirect damage and the direction of impact.  6.2.2. Inspect, remove, label, store, and replace exterior and interior trim, moldings, nonstructural body panels, door panels, and components.  6.2.3. Inspect, remove, store, and replace damaged vehicle mechanical and electrical components.  6.2.4. Protect panels, glass, and parts adjacent to the repair area.  6.2.5. Remove corrosion protection, undercoatings, sealers, and other protective coatings necessary to perform repairs.  6.2.6. Inspect, adjust, and repair or replace window regulators, run channels, glass, power mechanisms, and related controls.  6.2.7. Remove and reinstall or replace fixed glass (heated and nonheated) and modular glass.  6.2.8. Inspect and repair water leaks, dust leaks, and wind noises and inspect, repair, and replace weather stripping.  6.2.9. Inspect, adjust, and repair or replace removable, manual or power-operated roof panel and hinges, latches, guides, handles, and sunroof retainer and controls.  6.2.10. Inspect, remove, reinstall, and align convertible top and related mechanisms. |

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| **Outcome** | 6.4. Plastics and Adhesives: Replace or repair plastic components and adhesives. |
| **Competencies** | 6.4.1. Identify types of plastics, determine their repairability, and identify repair procedures.  6.4.2. Clean and prepare the surface of plastic parts.  6.4.3. Replace rigid, semirigid, and flexible plastic panels.  6.4.4. Replace bonded and nonbonded rigid exterior composite body panels and straighten or align panel supports.  6.4.5. Inspect, remove, and replace repairable plastics and other components that are recommended for off-vehicle repair. |