

Community Office Occupations Course Outline – 540 Hours

Major Units of Instruction Foundation and Pathway Standards Aligned Information Technology Sector – Information Support and Services Pathway (A)	Key Assignments/Common Assessments	Standards (Anchor / Pathway)	Academic / Common Core Standards
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<p>1. ORIENTATION</p> <ul style="list-style-type: none"> a. Describe the course and program b. Review contractual agreement and documents <ul style="list-style-type: none"> 1. Training Agreement 2. Permission to Travel c. Review course rules and procedures 	<ul style="list-style-type: none"> -COO Course Description and Syllabus -IVROP Student Agreement for Training Document - Parental Permission to Travel to Workplace Document - Rules and procedures of COO Program 	<p>Information and Communication Technologies</p> <ul style="list-style-type: none"> 1.0 Academics 2.0 Communications <ul style="list-style-type: none"> 2.1 8.0 Ethics and Legal Responsibilities <ul style="list-style-type: none"> 2.2, 2.3 A1.1 	<p>LS 9 -10 11 – 12.6</p> <p>SLS 11 – 12.1d</p>
<p>2. ESSENTIAL EMPLOYABILITY SKILLS/CAREER PREPARATION STANDARDS</p> <ul style="list-style-type: none"> a. Understand how personal skill development affects employability (positive attitude, honesty, self-confidence, time management). b. Understand principles of effective interpersonal skills (group dynamics, conflict resolution, negotiations). c. Understand the importance of good academic skills, critical thinking and problem-solving in the workplace. d. Understand principles of effective communication. e. Understand occupational safety issues and observe all safety rules. f. Understand career awareness, paths and strategies for obtaining employment. g. Understand and adapt to changing technology. h. Understand and prepare for employment (resume, master application, job interview, portfolio development). 	<ul style="list-style-type: none"> - Lectures, Timesheets - Employability Portfolio - Job Skill Video -Honesty on the Job classroom packet - Conflict on the Job Video - Community placement - Mock Interviews - Simulated interviews - Role playing - Sample Master application - Internet Career Assessment - Computer and Internet Assignments - Employability Portfolio 	<p>3.0 Career Planning and Management</p> <ul style="list-style-type: none"> 3.1 3.2 2.2; 2.3 2.7 2.2; 2.3 3.4 3.1; 3.2; 3.3 	<p>SLS 11 - 12.2</p> <p>LS 9 – 10, 11 – 12.6</p>

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<p>3. Community Placement –Volunteer Workplace</p> <p>a. Information/Office Support and Services</p> <ol style="list-style-type: none"> 1. Computer Skills 2. Filing 3. Communications- Telephone 4. Office Equipment 5. Customer Service <p>b. Employment Skills</p> <ol style="list-style-type: none"> 1. Employability Portfolio 2. Interview 3. Business Attire <p>b. Soft Skills</p> <ol style="list-style-type: none"> 1. Time Management 2. Punctuality 3. Dependability 4. Initiative 5. Teamwork 6. Coping with conflict and obstacles <p>c. Business/Office Protocols</p> <ol style="list-style-type: none"> 1. Respecting authority 2. Proper attire 3. Type of organization 4. Responsibilities of good employees 	<p>-Microsoft Suite, Workplace - Alphabetic, Alphanumeric filing, and Workplace -Mock and workplace -Classroom and workplace -Different workplace experience</p> <p>-Cover letter, Resume, Personal References, Master Application, Autobiographical Sketch, Internet Career Assessments</p> <p>-Weekly timesheets -Student's Workplace Evaluation -Student's Workplace Evaluation - Student's Workplace Evaluation -Student's Workplace Evaluation - Student's Workplace Evaluation</p> <p>-Workplace experience -Dress-up Day Assessment -Workplace experience -ROP Contract, classroom instruction and videos</p>	<p>11.0 Demonstration and Application 11.1 A1.2, A5.3, A6.1, A7.1 A7.2</p> <p>11.5 11.2</p> <p>7.0 Responsibility and Flexibility 7.2 7.3 7.4</p> <p>7.7 A1.1</p> <p>8.0 Ethic and Legal Responsibilities 8.3;8.4</p>	<p>NO ALIGNMENT</p> <p>SLS 9 – 10' 11 – 12.1</p> <p>SLS 11 – 12.1d</p>
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<p>4. COMPUTER APPLICATIONS Digital Literacy, Acceptable Use Policy</p> <ul style="list-style-type: none"> a. Keyboarding skills b. Computer literacy <ul style="list-style-type: none"> i. Vocabulary ii. Open/save files iii. Editing c. Word processing <ul style="list-style-type: none"> i. Business letters ii. Report d. Spreadsheets e. Presentation f. Internet Mail g. Internet access h. Websites and search engines <p>5. OFFICE SKILLS AND PRACTICES</p> <ul style="list-style-type: none"> a. Filing <ul style="list-style-type: none"> i. Alphabetic ii. Numeric iii. Subject iv. Geographic b. Ten-key calculator <ul style="list-style-type: none"> i. Touch method ii. Mathematical procedures 	<ul style="list-style-type: none"> -Typingweb.com/ Assessments -Windows 7/Microsoft 2013 Microsoft Word -Microsoft Word 2013 Word processing Lessons1-8 -Community Placement Report -Microsoft Excel, Lessons 1-8 -Microsoft PowerPoint, Community Placement Report -Research/pictures/clipart -Internet Explorer, Google - Quiktronic Textbook System, ARMA Approved - Alphabetic Filing Rules 1-9 classwork and quizzes - Numeric, Subject and Geographical Filing Assignments - Business Math textbook <ul style="list-style-type: none"> - 10-key electronic calculator - -Drills - Worksheet Assignments 	<p>10.0 Technical Knowledge and Skills 10.1; 10.2, A5.1, A5.3 A1.1, A1.2</p> <p>10.3</p> <p>10.9</p> <p>A2.1, A3.1 A3.2 , A3.5, A7.3</p> <p>10.5; 10.6; 10.14</p> <p>10.10; 10.12</p> <p>7. 1</p>	<p>WS 11 – 12.6</p> <p>SLS 9 10 11 – 12.1</p>

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<ul style="list-style-type: none"> c. Other office equipment <ul style="list-style-type: none"> i. Photocopier (analog/digital) ii. Fax machines d. Work place etiquette (attire, attitude, protocol) e. Customer service skills <p>6. COMMUNICATIONS</p> <ul style="list-style-type: none"> a. Oral/speaking skills <ul style="list-style-type: none"> i. Meeting the public ii. Impromptu speeches iii. Telephone techniques b. Written skills <ul style="list-style-type: none"> i. Project - work place report ii. Composition iii. Grammar - iv. Spelling (Punctuation) 	<ul style="list-style-type: none"> - Videos - Business articles - Dress-up Day - Role playing <ul style="list-style-type: none"> -PowerPoint Presentation -Customer Service exercise -Classroom participation/Interview -Classroom assignment <ul style="list-style-type: none"> -Mock phone calls and message taking assignments <ul style="list-style-type: none"> -Autobiographical Sketch/Essay -WP5- Business Letter -Resume 	<p style="text-align: center;">7.2; 7.3; 7.4</p> <p style="text-align: center;">7.7</p> <p style="text-align: center;">A7.3, A8.1 7.5</p> <p style="text-align: center;">10.4</p>	<p style="text-align: center;">SLS 9 – 10 11 – 12.1</p> <p style="text-align: center;">WS 11 -12.6</p>
<p>Articulated course with Imperial Valley College. Student must have a "B" or better grade in class and instructor recommendation.</p>			
<p>BUS 060 Essentials in Workplace Communications CIS 120 Microsoft Word CIS 140 Microsoft Excel</p>			