**Business & Administrative Services and Logistics & Supply Chain Management Career Field Pathways**

**Fundamentals of Business & Administrative Services**

**Subject Code: 142000**

**Outcome & Competency Descriptions**

**Course Description:**

Fundamentals of Business & Administrative Services is the recommended second course in the Business & Administrative Services and Logistics & Supply Chain Management pathways. Learners will develop fundamental knowledge and skills in business and operations management. This course also includes learning outcomes in business process analysis and information management.

**Strand 1. Business Operations/21st Century Skills**

Learners apply principles of economics, business management, marketing and employability in an entrepreneur, manager and employee role to the leadership, planning, developing and analyzing of business enterprises related to the career field.

**Outcome 1.2 Leadership and Communication**

Process, maintain, evaluate and disseminate information in a business. Develop leadership and team building to promote collaboration.

**Competencies**

1.2.11 Write professional correspondence, documents, job applications and resumés.

1.2.12 Use technical writing skills to complete forms and create reports.

**Outcome 1.4 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, e-mail, spreadsheet, databases, presentation, Internet search engines).

1.4.5 Use information technology tools to maintain, secure and monitor business records.

**Outcome 1.11 Principles of Business Economics**

Examine and employ economic principles, concepts, and policies to accomplish organizational goals and objectives.

**Competencies**

1.11.8 Identify the relationships between economy, society and environment that lead to sustainability.

**Strand 2. Business Foundations**

Learners acquire foundational knowledge of business activities supported by economic principles, business processes and global business considerations.

**Outcome 2.1 Business Activities**

Relate business functions to business models, operations and strategies.

**Competencies**

2.1.1 Describe types of business models.

2.1.2 Explain why businesses exist and the role of business in society.

2.1.3 Explain forces driving business changes (e.g., globalization, consumer demand, government policies, legal/regulatory changes, political climate, diversity, spending trends, industry structure changes).

2.1.5 Explain the role and function of human resources management and how it interacts with other business activities.

2.1.6 Explain the role and function of information management and how it interacts with other business activities.

2.1.8 Explain the role and function of supply chain management and how it interacts with other business activities.

2.1.9 Explain the role and function of strategic management and how it interacts with other business activities.

2.1.10 Explain the role and function of operations management and how it interacts with other business activities.

2.1.12 Explain the role and function of logistics and how it interacts with other business activities.

2.1.14 Describe connections between business actions and results (e.g., influencing consumer behavior, gaining market share).

2.1.15 Evaluate the impact of technology on business activities.

2.1.16 Compare the differences in implementation of business activities that occur in big versus small business.

2.1.17 Explain how businesses are adapting to the current environment (i.e., business agility).

**Outcome 2.2 Economic Principles**

Relate principles of applied economics to business models, operations and strategies.

**Competencies**

2.2.8 Explain the concept of productivity, how it is measured and its importance to business.

2.2.9 Analyze the impact of specialization and division of labor on productivity.

2.2.10 Explain reasons that labor unions form, analyze their impact on business, and describe types of negotiation strategies used in the collective bargaining process.

2.2.11 Explain the impact of the law of diminishing returns and the concept of economies of scale.

2.2.14 Compare and contrast the phases of business cycles (i.e., expansion, peak, contraction, trough).

**Outcome 2.3 Global Business**

Relate global business functions to internal business operations, activities and strategies.

**Competencies**

2.3.3 Explain the impact of a country's economic development on global trade (e.g., type of economic system, natural resources, educational level, types of industries, infrastructure, technology availability or adoption).

2.3.5 Identify examples of emerging economies and describe their potential impact on business activities.

2.3.7 Describe costs associated with global business, methods used to analyze those costs and the role of outsourcing and offshoring in cost management.

2.3.9 Analyze U.S. competitiveness at a global level for different industries and describe factors impacting competitiveness.

**Strand 3. Business Communications**

Learners communicate with internal and external stakeholders by applying relationship management techniques and business communication processes and strategies.

**Outcome 3.3 Business Communications Management**

Plan, create and evaluate internal and external business communications.

**Competencies**

3.3.1 Identify organizational communication protocols and select communication strategies as appropriate.

3.3.2 Explain how the content of communications creates reputational, legal and regulatory exposure for organizations, and describe how to manage the risk individually and collectively.

3.3.3 Implement strategies to solicit and provide feedback.

3.3.4 Develop persuasive communications to gain audience commitment.

**Strand 4. Business Governance**

Learners acquire foundational legal knowledge and apply business governance principles to minimize risk, maintain organizational compliance and establish and maintain organizational structure.

**Outcome 4.2 Contract Oversight**

Administer and evaluate contracts.

**Competencies**

4.2.2 Explain the difference between an offeror and offeree, as it relates to a contract.

4.2.3 Identify the components of a legally enforceable contract (e.g., offer, acceptance, consideration, legality, capacity, consent, writing [if applicable]).

4.2.4 Determine if a contract contains all the necessary components to be legally enforceable.

**Outcome 4.6 Corporate Social Responsibility**

Identify and evaluate corporate social responsibility policies and strategies.

**Competencies**

4.6.2 Describe the purpose of corporate social responsibility policies and practices and their impact on business activities.

4.6.3 Identify factors that impact the social responsibility policies implemented by businesses (e.g., national and state and local regulations, market or customer trends, profit considerations).

4.6.5 Differentiate ways in which businesses exhibit corporate social responsibility across industry sectors.

**Strand 6. Business Management**

Learners identify and apply policies, processes and strategies for effective management of information, projects, strategy and talent.

**Outcome 6.1 Management Fundamentals**

Identify business management functions and strategies.

**Competencies**

6.1.1 Distinguish between management and leadership and describe the characteristics of each.

6.1.2 Describe decision-making styles (e.g., analytical, behavioral, conceptual, directive), and identify the factors that influence their effectiveness.

6.1.3 Describe the types of resources managed in business operations.

6.1.4 Explain the differences between managing internal versus external resources.

6.1.5 Explain the role of management functions (e.g., planning, organizing, staffing, leading, controlling) and how they impact business activities).

6.1.9 Distinguish among data management, information management and knowledge management; and explain legal and ethical considerations associated with each.

6.1.10 Describe knowledge management strategies.

6.1.11 Explain the role and function of knowledge management.

6.1.12 Explain the role and function of quality management.

6.1.13 Explain the role and function of project management.

6.1.14 Explain the role and function of organizational development.

**Outcome 6.5 Human Resources Planning**

Identify human resources policies, processes and strategies.

**Competencies**

6.5.1 Explain the functions of human resources management.

6.5.2 Describe factors that impact human resources management (e.g., availability of qualified people, alternative staffing methods, employment laws and regulations, company policies and procedures, total rewards programs, diversity and inclusion, technology, employment contracts).

6.5.3 Describe the impact of a business’s strategy, structure and culture on human resources management.

**Outcome 6.9 Engagement and Retention**

Identify, select and evaluate employee engagement and retention strategies.

**Competencies**

6.9.1 Identify factors that may affect employee satisfaction and engagement and explain the impact and cost of dissatisfied or disengaged employees.

6.9.3 Describe the role and function of coaching and mentoring and its impact on employee performance.

6.9.4 Research strategies for creating diverse, equitable and inclusive work environments.

6.9.6 Explain how a diverse, equitable and inclusive work environment impacts business objectives.

**Strand 7.** **Operations Management**

Learners identify and apply policies, processes and strategies for business operations.

**Outcome 7.1 Safety, Health and Security**

Identify, administer and evaluate safety, health and security policies, processes and strategies.

**Competencies**

7.1.1 Implement safety and security policies and procedures to protect stakeholders and minimize risk.

7.1.4 Identify strategies for protecting business’s digital assets, customer data, and other confidential business information.

7.1.5 Describe policies, procedures, performance aids and monitoring activities to promote and support workplace safety and security goals.

7.1.7 Implement emergency response, business recovery, and incidence response plans based on available business and community resources.

7.1.9 Describe the importance of reporting and investigating safety and security incident.

**Outcome 7.2 Sourcing and Procurement**

Plan, implement and evaluate sourcing and procurement activities.

**Competencies**

7.2.1 Differentiate among purchasing, procurement and sourcing.

7.2.2 Identify potential sources of materials or services locally, and make purchasing recommendations.

**Outcome 7.4 Quality Management**

Identify, administer and evaluate quality control policies, processes and strategies.

**Competencies**

7.4.1 Define quality and identify quality control measures and techniques (e.g., Lean, Six Sigma, ISO 9000, Malcolm Baldridge, DMAIC [Define, Measure, Analyze, Improve and Control]).

7.4.2 Explain the role and function of quality management (benchmarking, continuous improvement, and Six Sigma, Lean) and identify quality controls (checklist, Pareto charts, histograms).

7.4.7 Analyze and report quality of products and services using recognized quality standards and specifications.

**Outcome 7.7 Supply Chain Management**

Plan, implement and evaluate supply chain management activities.

**Competencies**

7.7.1 Discuss the relationship between economic output and a society’s standard of living.

7.7.2 Analyze the effects of inputs and outputs on productivity levels.

7.7.3 Describe how the supply chain impacts customer satisfaction.

**Strand 8.** **Data and Process Management**

Learners apply principles of business process management to collect, analyze and distribute data and maintain business knowledge and information systems.

**Outcome 8.1 Business Process Analysis**

Identify and evaluate business processes to improve performance.

**Competencies**

8.1.1 Explain approaches for documenting business processes that identify risks, controls and performance issues.

8.1.2 Document the business process activities, records or information and systems involved in business operations (e.g., developing new products, acquiring new customers, producing inventory for sale, selling goods and services, managing people).

8.1.6 Identify a business problem, define data needs and constraints and assumptions, and communicate the scope of a business analysis project.

**Outcome 8.3 Information Management**

Identify, select and evaluate information management policies, processes and strategies.

**Competencies**

8.3.1 Assess information needs, identify and evaluate information quality and apply information to accomplish a task.

8.3.2 Manage and maintain business records (e.g., accounting information, routing orders, tracking shipments, expense reports, healthcare data, customer data, budget data, quality data, human resources data).

8.3.6 Perform scheduling functions to facilitate on-time completion of work activities (e.g., calendars, travel arrangements and itineraries, meeting arrangements and requests for audiovisual or technical support and information).

8.3.7 Conduct an information technology needs assessment.

8.3.9 Identify strategies for integrating information technology into business operations.