

BUSINESS OPERATIONS 52.0408.00

Program Description, Industry Credentials, Coherent Sequence, and Teacher Certification Requirements

PROGRAM DESCRIPTION

The **Business Operations** instructional program prepares students to provide administrative support to managers and executives within large, medium, and small businesses and organizations. Students who successfully complete the **Business Operations** program's coherent sequence of instruction will develop an in-depth, practical understanding of operational and administrative business principles and practices. The **Business Operations** program includes instruction in office procedures, project operations, internal and external customer service, business communications, word processing, data entry, office machines operation and maintenance, public relations, records operations, report preparation, and business law and ethics. Throughout the **Business Operations** instructional program, students learn and practice valuable real-world email, word processing, presentation, desktop publishing, spreadsheet, and database skills using industry standard office productivity software.

The **Business Operations** Career and Technical Education program is delivered as a coherent sequence of courses designed to offer students knowledge and skills that meet the needs of the workplace. The Professional Skills developed by business and industry leaders across Arizona are integrated throughout the program. **Business Operations** students develop leadership, social, civic, and career skills through participation in the state-recognized Career and Technical Student Organization, FBLA (Future Business Leaders of America).

The **Business Operations** instructional program prepares students for entry-level employment, further training, and/or postsecondary education for these and other occupations: Administrative Assistant, Bill and Account Collector, Bookkeeping, Accounting, and Auditing Clerk; Court Reporter, Customer Service Representative, Financial Clerk, General Office Clerk, Information Clerk, Legal Assistant, Loan Officer, Material Recording Clerk, Medical Records and Health Information Technician; Medical Transcriptionist, Paralegal, Receptionist, Secretary, Teller, and Travel Agent

INDUSTRY CREDENTIALS

The following credentials have been approved for the A-F CCR and are CTED eligible for the **Business Operations** instructional program:

- Microsoft Office Specialist (MOS) – Associate for 2016, 2019 or Office 365
- Microsoft Office Specialist (MOS) – Expert for 2016, 2019 or Office 365
- NAFTrack Certification – Academy of Finance
- QuickBooks Certified User (QBCU) – Desktop or Online
- RISE-Up - Warehouse, Inventory & Logistics

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COHERENT SEQUENCE

52.0408.10– Business Operations I, **and**

52.0408.20– Business Operations II, **and program may elect to add:**

52.0408.30– Business Operations III, **or**

52.0408.40– Business Operations IV, **or**

52.0408.70– Business Operations – DCE (Diversified Cooperative Education) **or**

52.0408.75 – Business Operations – Internship, **or**

52.0408.80 – Business Operations – Cooperative Education

TEACHER CERTIFICATION REQUIREMENTS

The instructor must be ADE/CTE certified in one of the following Certificates:

SCTBM	Standard Career and Technical Education Business and Marketing
SSCTEBM	Standard Specialized Career and Technical Education Business and Marketing

- Note:
- Business Operations 52.0408.70 (DCE) requires a CTE Teacher to have the Cooperative Education Endorsement (CEN).
 - Business Operations 52.0408.75 (Internship) **does not** require a CTE Teacher to have a Cooperative Education Endorsement (CEN).
 - Business Operations 52.0408.80 (Cooperative Ed.) requires CTE Teacher to be appropriately certified for the program and to have a Cooperative Education Endorsement (CEN).