

# Business Technology Standards and Skills

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## Health & Safety Standards

### Standard 1: Safety and Health in a Business Technology Environment

Students will apply safety protocols, promote employee health and wellness, and address emerging risks in modern office and technology-based workplaces.

* Aligned Industry Recognized Credential: OSHA10 – General Industry

#### Skills:

* Identify, describe, and demonstrate the effective use of Safety Data Sheets (SDS) to meet documentation requirements related to business chemicals.
* Locate emergency equipment, e.g., first aid kit, fire extinguisher, and review the emergency action and response plan, including labels and signage following OSHA’s Hazard Communication Standard (HAZCOM).
* Identify and compile contact information for relevant health and safety agencies and resources to incorporate into the emergency response plan.
* Implement office health practices to create a supportive and safe workplace environment, including air quality, lighting, noise reduction, and equipment ergonomics.
* Develop ergonomic principles to promote employee well-being and reduce strain, with a focus on workstation layout, posture, and technology tools.
* Evaluate and implement techniques for managing stress, including mindfulness, time management, and healthy lifestyle practices in a tech-driven workplace.
* Demonstrate safe body mechanics, including proper lifting techniques and ergonomics to prevent injury.
* Assess and mitigate the health risks associated with office and business technologies, including radiation exposure, eye strain, repetitive motion injuries such as carpal tunnel syndrome.
* Evaluate the implications of cyberbullying in the digital workspace, considering ethical and legal aspects, and propose strategies to foster a safe and supportive digital culture.
* Evaluate privacy and security risks in electronic mail systems and identify measures to safeguard communication, ensuring legal compliance and organizational confidentiality.
* Investigate and develop best practices for managing internet and social media safety in the workplace, including guidelines for appropriate usage, data security, and digital etiquette.
* Apply fire safety protocols, including the identification of fire hazards, appropriate evacuation procedures, and the correct use of fire extinguishers.

## Technical & Integrated Academic Standards

### Standard 2: Role of Business Technology Professionals in Society

Students will be able to assess the role of business technology professionals in the evolution of business innovations, addressing operational challenges, and tackling legal, ethical, and security issues in today's digital landscape.

#### Skills:

* Evaluate the evolution of business technology from manual processes to modern-day digital solutions, and explain how these technological advances have shaped industries, businesses, and societies over time.
* Investigate how business technology professionals contribute to business operations, decision-making, and innovation, and assess their impact on organizational productivity, efficiency, and competitiveness.
* Assess the impact of emerging technologies, e.g., AI, cloud computing, data analytics, on business processes, ethical considerations, and societal change, and explain how business technology professionals must adapt to these shifts.
* Identify and explain relevant legal and regulatory standards, e.g., GDPR, data protection laws, intellectual property rights, and their implications for business technology professionals, emphasizing ethical, legal, and security responsibilities.

### Standard 3: Introduction to Business

Students will apply foundational concepts in business operations, including the structure and types of businesses, core functions, key business skills, and the role of technology in streamlining operations and improving decision-making, while considering the ethical and legal frameworks that shape business practices.

* Aligned Industry Recognized Credential: Microsoft Office Specialist (Office 2019) or Microsoft Office Specialist, (Microsoft 365 Apps, which includes Outlook 2019), Word Associate, Excel Associate

#### Skills:

* Evaluate the role of businesses in economic systems, analyzing how businesses create value through the production and delivery of goods and services.
* Examine the contributions of various types of businesses, e.g., product-based, service-oriented, non-profit, in meeting societal needs.
* Distinguish between economic wants and needs and explain how businesses identify and prioritize these to meet consumer demand and guide product/service offerings.
* Assess how the goals of businesses align with economic factors, such as supply and demand, market competition, and resource allocation.
* Explain the concept of supply and demand and analyze how changes in supply and demand affect pricing, availability, and consumer behavior in the marketplace.
* Compare and contrast the characteristics of different business organizations (sole proprietorship, partnerships, corporations, cooperatives), evaluating the advantages and disadvantages of each structure.
* Analyze how the legal, financial, and operational aspects of each business structure impact decision-making and long-term sustainability.
* Determine the most appropriate business structure for specific business goals, considering factors such as ownership, liability, and financial requirements.
* Explain the interconnectedness and integration of core business functions (marketing, management, finance, operations, human resources), and how they work together to achieve strategic objectives and maintain operational efficiency.
* Understand basic financial concepts, such as revenue, costs, and profitability.
* Examine the use of Excel to create a basic revenue model by inputting variables like unit price and units sold, and calculating total revenue using simple multiplication.
* Evaluate how digital business tools, such as project management and customer relationship systems, support decision-making, collaboration, and operational efficiency.
* Analyze the role of businesses in addressing social, environmental, and ethical issues through corporate social responsibility (CSR) initiatives, considering legal and ethical frameworks.
* Explain the legal frameworks that guide business operations, including laws related to business, consumer protection, intellectual property, and employment.
* Define and analyze price elasticity of demand and explain how it influences pricing strategies, consumer responsiveness, and business profitability.
* Compare major market structures, e.g., monopoly, oligopoly, monopolistic competition, and perfect competition, and assess how each impacts business behavior, pricing, and consumer choice.
* Explain key economic freedoms in a free market economy, e.g., the freedom to own property, make choices, compete, and earn a profit, and discuss how they enable entrepreneurship and innovation.

### Standard 4: Marketing and Consumer Behavior

Students will be able to analyze consumer behavior and market trends to create ethical, targeted marketing strategies, apply technologies that support key marketing functions, and evaluate the role of customer service in building brand reputation and loyalty.

#### Skills:

1. Analyze market trends and consumer behavior data to identify customer needs and create value propositions.
2. Examine the role of market research in strategic business planning and how it influences product development and marketing strategies.
3. Examine how businesses use digital tools, e.g., data dashboards, customer relationship systems, and social media platforms, to understand consumer behavior and anticipate market trends.
4. Develop ethical marketing campaigns that prioritize transparency, fairness, and responsibility, avoiding deceptive practices.
5. Develop a basic marketing strategy for a product or service, applying the 4P's (Product, Price, Place, Promotion) and defining the brand’s identity, target audience, and promotional message.
6. Use digital content creation and marketing tools to design promotional materials, manage campaigns, and interpret basic performance data.
7. Examine the role of digital marketing strategies, such as SEO, content marketing, and influencer marketing, in building brand awareness and driving sales.
8. Evaluate the effectiveness of various advertising methods, e.g., digital, print, social media, in promoting brand awareness and consumer engagement.
9. Design a brand promotion strategy, justifying the choice of advertising channels and messaging for a specific market segment.
10. Compare and contrast global and local marketing strategies, identifying the key differences in consumer behavior, cultural influences, and market conditions.
11. Demonstrate essential customer service skills, such as active listening, problem resolution, and maintaining professionalism in challenging situations.
12. Assess the impact of high-quality customer service on brand reputation, customer loyalty, and long-term consumer engagement.
13. Assess the importance of customer experience (CX) in building long-term loyalty and how businesses use customer feedback to improve products and services.
14. Identify key performance indicators (KPIs) used to measure the success of marketing efforts and explain how businesses evaluate campaign performance.

### Standard 5: Fundamentals of Business Management

Students will apply the foundational principles of business management, develop leadership and decision-making skills, and evaluate how modern technologies enhance management functions, including operations, communication, and strategic planning.

#### Skills:

1. Define business management and explain basic management theories, such as Maslow’s Hierarchy of Needs, Scientific Management, and Human Relations Theory, using examples of how businesses apply these ideas today to motivate employees and improve efficiency.
2. Explain how Maslow’s Hierarchy of Needs influenced the shift from traditional management theories (like Scientific Management) to modern ones that focus more on employee motivation and well-being.
3. Explain the functions of management, e.g., planning, organizing, leading, and controlling, and how they contribute to effective business operations.
4. Identify and explain different leadership styles, e.g., transformational, transactional, servant leadership, and how they impact business operations and employee motivation.
5. Analyze the role of management in business success by evaluating real-world case studies of organizations that have succeeded, identifying successful components of their management practices.
6. Explain the concept of change management and how organizations use leadership, communication strategies, and technology to adapt to evolving markets and remain competitive.
7. Introduce and explain key decision-making models, such as SWOT analysis (Strengths, Weaknesses, Opportunities, Threats) and cost-benefit analysis, and explain how and when to use them to make business decisions or solve problems.
8. Analyze how spreadsheet tools, such as Microsoft Excel, are used by businesses to collect, organize, and interpret data to support decision-making, improve customer engagement, and refine marketing strategies.

### Standard 6: Digital Tools for Business

Students will be able to apply business knowledge using digital tools and software applications, gaining proficiency in Microsoft Office applications (Excel, Word, PowerPoint, Outlook), and understanding how these technologies support key business functions, including operations, communication, and decision-making.

* Aligned Industry Recognized Credential: Microsoft Office Specialist (Office 2019) or Microsoft Office Specialist, (Microsoft 365 Apps, which includes Outlook 2019), Word Associate, Excel Associate

#### Skills:

1. Demonstrate proficiency in Microsoft Office tools (Excel, Word, PowerPoint, and Outlook), understanding their features, functions, and applications in business settings.
2. Explain how each tool supports specific business functions, e.g., Excel for data analysis, PowerPoint for marketing, Teams for project management, in terms of improving efficiency and decision-making.
3. Create and manage spreadsheets in Excel, including using formulas, pivot tables, and data visualization tools to analyze financial data, track performance, and support business decision-making.
4. Generate professional documents in Word, e.g., reports, proposals, memos, apply formatting tools, templates, and styles to create well-organized and business-ready materials.
5. Develop and deliver presentations using PowerPoint, incorporating text, visuals, charts, and multimedia to effectively communicate business ideas and strategic plans.
6. Use Microsoft Outlook for business communication, including email management, calendar scheduling, task tracking, and collaborating through shared resources.
7. Demonstrate the ability to apply Excel functions like SUMIF, VLOOKUP, and data validation in practical business scenarios to analyze data.
8. Utilize collaboration tools in Microsoft Teams to enhance business communication, streamline project management, and facilitate team collaboration in a virtual environment.
9. Create and manage a collaborative project in Microsoft Teams, assigning tasks, setting deadlines, and tracking progress using built-in tools, e.g., Planner or To-Do.
10. Demonstrate the use of cloud-based business tools, e.g., OneDrive, SharePoint, for file sharing, document collaboration, and version control to enhance organizational efficiency.
11. Use OneDrive to store, share, and collaborate on documents in real time with team members, maintaining version control.
12. Implement cybersecurity best practices in business technology applications, including creating secure passwords, understanding data protection protocols, and recognizing potential security risks.
13. Identify common cybersecurity threats, e.g., phishing, malware, and demonstrate steps to mitigate risks in digital business tools.
14. Apply data protection protocols in cloud-based tools, e.g., OneDrive, SharePoint, by setting permissions and ensuring secure document sharing practices.
15. Explain how digital tools support online sales, including customer communication, order management, and basic payment technologies.
16. Create a comprehensive business report or presentation by integrating data from multiple Microsoft Office applications (Excel, Word, PowerPoint) to provide actionable business insights, recommendations, and strategies.

### Standard 7: Fundamentals of Business Finance

Students will apply key principles of business finance to assess, manage, and optimize financial decision-making within a business, ensuring compliance with legal and ethical standards.

* Aligned Industry Recognized Credential: Microsoft Office Specialist (Office 2019) or Microsoft Office Specialist, (Microsoft 365 Apps, which includes Outlook 2019), Word Associate, Excel Associate

#### Skills:

1. Identify and explain the role of financial institutions, e.g., banks, investment firms, insurance companies. and the services they provide for businesses.
2. Differentiate between types of financial accounts, e.g., business checking, savings, credit accounts, and explain the process of acquiring, managing, and extending credit, including business credit ratings.
3. Describe strategies businesses use to assess and manage financial risk, including debt management and insurance to ensure financial stability.
4. Describe the differences between debt and equity financing and when a business might use each.
5. Explain how businesses manage short-term assets and liabilities, e.g., inventory, accounts receivable/payable, to ensure liquidity.
6. Define the purpose of a budget as a tool for planning and controlling organizational finances and demonstrate the ability to create and manage different types of budgets, e.g., operational, capital, cash flow, to support strategic decision-making, forecasting, and tactical planning.
7. Create and manage department-specific business budgets using spreadsheet software, focusing on optimizing financial resources and aligning with organizational goals.
8. Identify parts of a basic financial report (like income statement or balance sheet) and explain what they indicate about a business’s financial health.
9. Examine how businesses use past data and digital tools to plan for the future and make financial decisions.
10. Analyze financial performance measures, e.g., cost-benefit analysis, marginal analysis, ROI, to evaluate decision-making effectiveness and business outcomes.
11. Perform a cost-benefit analysis of a given business to evaluate the financial viability of a business decision using Google Sheets or Excel to input potential costs, e.g., production costs, labor, materials, and benefits, e.g., projected revenue, customer retention, and calculate the net benefit.
12. Evaluate credit terms, liabilities, and payment schedules to optimize financial health and operations.
13. Identify and explain financial strategies for business expansion, focusing on the implications of scaling operations and diversifying investments.
14. Describe how the stock market works and its role in helping businesses raise capital.
15. Examine methods of raising capital through debt (loans, bonds) and equity financing (stocks, venture capital).
16. Analyze the importance of financial accuracy and transparency in maintaining ethical business practices and preventing fraud.
17. Explain the regulatory requirements that govern business finances, e.g., tax regulations, financial reporting standards.
18. Understand the different types of taxes businesses face, e.g., payroll, income, business taxes, and explain their financial implications on overall business operations, financial planning, and decision-making.
19. Analyze international finance issues, including currency exchange and foreign investments, and evaluate their effect on global business operations.

### Standard 8: Fundamentals of Business Accounting

Students will apply fundamental accounting principles to record, analyze, and interpret financial data, prepare accurate financial statements, manage business resources effectively, and ensure compliance with legal and regulatory requirements.

* Aligned Industry Recognized Credential: Microsoft Office Specialist (Office 2019) or Microsoft Office Specialist, (Microsoft 365 Apps, which includes Outlook 2019), Word Associate, Excel Associate

#### Skills:

1. Define and explain basic accounting terms, e.g., assets, liabilities, equity, revenues, expenses.
2. Identify and explain the purpose of financial statements, the balance sheet, income statement, and cash flow statement, and how they interconnect.
3. Apply basic accounting principles (debits and credits) and use spreadsheet software, e.g., Google Sheets or Excel) to record business transactions and prepare financial statements, leveraging templates for balance sheets and income statements.
4. Explain the role of accounting in managing business resources, tracking performance, ensuring legal compliance, and supporting decision-making.
5. Use spreadsheet software or accounting tools, e.g., Excel, QuickBooks, to maintain a chart of accounts and organize vendor and customer information as part of the accounting process.
6. Describe methods for creating purchase orders and processing payments to vendors.
7. Identify and explain ways to create invoices and post payments from customers.
8. Demonstrate how to create customer statements and manage accounts receivable and payable.
9. Demonstrate an understanding of payroll concepts and applications, including distinguishing between gross and net pay.
10. Identify and explain the various types of payroll withholdings, including federal, state, and other applicable deductions.
11. Explain and prepare employment forms for payroll withholding, e.g., W-4, I-9.
12. Distinguish between various types of tax liabilities, e.g., payroll taxes, income taxes, business taxes, and analyze how they are calculated, recorded, and reported in financial statements, as well as their impact on employee compensation and business compliance.
13. Use accounting data to create business budgets and financial forecasts and analyze projections for operational decisions.
14. Explain how depreciation affects the value of business assets over time and apply this concept by tracking and calculating depreciation using spreadsheet tools.
15. Explain the role of internal controls in accounting, how to set up checks and balances in accounting systems and identify common fraud prevention practices.

### Standard 9: Business Operations

Students will apply the principles of business operations, including workflow analysis, supply chain management, inventory control, and quality assurance, to optimize business efficiency and performance.

* Aligned Industry Recognized Credential: Microsoft Office Specialist (Office 2019) or Microsoft Office Specialist, (Microsoft 365 Apps, which includes Outlook 2019), Word Associate, Excel Associate

#### Skills:

1. Analyze business workflows to identify inefficiencies and recommend improvements using basic process mapping or Lean principles, e.g., reducing waste, improving flow.
2. Evaluate supply chain management strategies to determine their impact on cost, efficiency, and customer satisfaction.
3. Apply inventory management techniques to track stock levels and optimize order processes using real-world scenarios.
4. Develop a production or service delivery plan that ensures quality, efficiency, and cost-effectiveness.
5. Interpret financial and operational data to assess business performance and make strategic recommendations.
6. Implement quality control methods to maintain consistency and improve business processes.
7. Identify and assess operational risks within a business context, e.g., supply chain disruptions, equipment failures, labor shortages, proposing specific risk mitigation strategies to reduce disruptions and maintain operational efficiency.
8. Use data and strategic planning to make decisions and solve real-world business challenges, such as improving inventory management or optimizing employee scheduling.
9. Present an operations improvement proposal that integrates process efficiency, cost management, and resource optimization to drive business performance.

### Standard 10: Human Resource Management

Students will apply essential human resource management functions, including workforce planning, talent acquisition, recruitment, and hiring processes, to build a successful, efficient, and motivated workforce.

* Aligned Industry Recognized Credential: Microsoft Office Specialist (Office 2019) or Microsoft Office Specialist, (Microsoft 365 Apps, which includes Outlook 2019), Word Associate, Excel Associate

#### Skills:

1. Define workforce planning and explain its importance in ensuring that the business has the right number of employees with the right skills to meet its goals.
2. Describe the process of talent acquisition, including identifying workforce needs, developing job descriptions, and sourcing candidates to align with the company's strategic objectives.
3. Examine the recruitment process, covering methods of attracting applicants, e.g., job postings, social media, recruitment agencies, evaluating candidates, and managing an applicant pool.
4. Analyze the hiring process, including how to conduct interviews, assess cultural fit, and make final hiring decisions based on skills, experience, and business needs.
5. Apply strategies to improve talent acquisition using digital tools, such as social media and applicant tracking systems (ATS), to explore how businesses find and recruit top talent.
6. Identify the legal and ethical considerations in recruitment and hiring, including non-discriminatory practices, equal employment opportunities, and compliance with labor laws.
7. Evaluate employee onboarding programs, understanding how successful onboarding helps integrate new hires into the company culture and improve long-term retention.
8. Assess workforce diversity and inclusion strategies that contribute to building a more innovative and collaborative workplace.
9. Evaluate the role of employee training and development in enhancing skills and ensuring that employees meet organizational goals and adapt to changes in the workplace.
10. Examine the use of Human Resource Management Systems (HRMS) to track employee data, manage compliance with labor laws, monitor training and development, and ensure adherence to company policies and ethical standards in business operations.
11. Examine employment laws that influence HR practices, including anti-discrimination laws, family and medical leave, equal pay, and the rights of employees in various sectors.

### Standard 11: Project Management and Innovation

Students will apply the fundamentals of project management, use project lifecycle tools and techniques, and evaluate emerging technologies like AI and automation to drive innovation and solve business challenges.

* Aligned Industry Recognized Credential: Microsoft Office Specialist (Office 2019) or Microsoft Office Specialist, (Microsoft 365 Apps, which includes Outlook 2019), Word Associate, Excel Associate

#### Skills:

1. Define the key concepts in project management, including project scope, goals, timelines, stakeholders, and resource allocation.
2. Examine the phases of the project lifecycle (initiation, planning, execution, monitoring and controlling, closing).
3. Apply the steps of the project lifecycle to a given business case study, identifying how the lifecycle helps to guide projects from start to finish.
4. Use digital project management tools like Trello, Microsoft Project, or Asana to plan a project, create timelines, and assign tasks.
5. Demonstrate how to use Gantt charts or Kanban boards to visualize project tasks, milestones, and deadlines.
6. Develop a project timeline, define deliverables, and set deadlines for project completion.
7. Utilize project management techniques, such as risk management and scheduling tools, to support successful project execution.
8. Perform a risk analysis and develop a risk management plan for a given project scenario.
9. Practice team collaboration and communication to ensure project stakeholders are aligned throughout the project lifecycle.
10. Assess emerging business technologies, such as AI, automation, and machine learning, and evaluate their impact on innovation.
11. Analyze the use of big data and cloud computing to improve business processes and customer experience.
12. Examine how AI-powered automation tools, e.g., chatbots, predictive analytics, and simple task automation, can streamline business processes and improve efficiency.
13. Use tools like Business Model Canvas or SWOT analysis to evaluate business ideas and identify opportunities for innovation and growth.

## Employability Standards

### Standard 12: Employability Skills

Students will be able to demonstrate professional communication, critical thinking, problem-solving, professionalism, teamwork, and collaboration across various business sectors.

#### Skills:

1. Demonstrate effective written and verbal communication skills in a business setting, including composing emails, participating in meetings, and delivering presentations.
2. Demonstrate active listening by giving full attention to conversations with colleagues, clients, and stakeholders asking relevant questions to clarify needs and providing thoughtful responses in a timely manner.
3. Assess the role of communication in team collaboration and conflict resolution in a professional environment, fostering cooperation and resolving disputes effectively.
4. Analyze business challenges and apply critical thinking techniques to develop potential solutions, using data and innovative approaches to decision-making.
5. Demonstrate the ability to facilitate meetings for project teams ensuring project goals are met by organizing progress updates, discussing challenges, and encouraging constructive feedback from team members.
6. Utilize time management tools and techniques to prioritize tasks, set goals, and ensure timely completion of business objectives while maintaining workflow efficiency.
7. Demonstrate leadership skills by motivating and guiding teams, fostering a positive work environment, setting clear goals, and resolving conflicts to ensure team success and high-quality outcomes.
8. Exhibit ethical decision-making and compliance with employee, client, and operational regulations in business activities, utilizing digital tools to track and ensure adherence to industry standards and best practices.

## Entrepreneurship Standards

### Standard 13: Entrepreneurship

Students will be able to identify entrepreneurial opportunities and evaluate the value proposition of business ownership across various business sectors, with an emphasis on technological advancements, market trends, and operational strategies.

#### Skills:

1. Define entrepreneurship and describe the key characteristics of successful entrepreneurs, including innovation, risk-taking, and adaptability, which enable them to create and grow businesses in various sectors.
2. Identify and evaluate entrepreneurial opportunities in various business sectors, using market research and data analysis to determine potential for growth, profitability, and competitive advantage.
3. Compare and contrast the different forms of business ownership, e.g., sole proprietorship, partnership, corporation, LLC, evaluating the advantages and disadvantages of each structure in relation to business goals and needs.
4. Evaluate the licensing, regulatory, and tax requirements specific to starting and operating a business in different sectors and compare these to the tax and regulatory implications of traditional W-2 employment.
5. Identify and explain the key elements of a business plan, including market research, business objectives, financial projections, and operational strategies, and explain how these elements contribute to the success of a new business.
6. Describe the federal, state, and local licenses, permits, and regulations required to start a business, and explain the process of ensuring compliance across different industries.
7. Explain the options for obtaining capital to start a business, including traditional financing, e.g., loans, investors, alternative methods, e.g., crowdfunding, and how entrepreneurs select the best capital-raising strategy based on their business model and needs.
8. Examine how innovation and entrepreneurship drive new business operations, contribute to competitive advantage, and impact growth in evolving markets, with a focus on integrating new technologies, e.g., AI, cloud computing, or digital marketing tools, and business models to stay ahead of competitors.
9. Assess the role of e-commerce, online marketplaces, and digital sales platforms in growing businesses, and develop strategies for effectively selling products and services online, leveraging digital tools to reach global markets.

## Digital Literacy Standards

### Standard 14: Digital Literacy

Students will be able to manage digital workflows, utilize current technologies and tools, and apply digital skills to enhance productivity, ensure security, and support efficient business operations in a modern business environment.

* Aligned Industry Recognized Credential: Microsoft Office Specialist (Office 2019) or Microsoft Office Specialist, (Microsoft 365 Apps, which includes Outlook 2019), Word Associate, Excel Associate

#### Skills:

1. Use communication platforms like email, Slack, Microsoft Teams, and Google Meet for professional business communication, ensuring clarity, conciseness, and an appropriate tone.
2. Collaborate on documents and projects in real-time using tools like Google Drive, Microsoft OneDrive, or Notion, ensuring efficient team workflows, version control, and seamless communication.
3. Demonstrate use of digital calendar tools, e.g., Google Calendar or Outlook, to schedule meetings, set reminders, and manage appointments, ensuring efficient time management and coordination with teams.
4. Organize, share, and manage files using cloud platforms, e.g., Google Drive, Dropbox, Microsoft OneDrive, ensuring seamless access, collaboration, and version control across devices.
5. Use basic digital tools for data analysis and visualization, e.g., Excel, Google Sheets, or basic data dashboards, to enhance decision-making in a business environment.
6. Understand and apply best practices for digital communication security, including the use of encrypted messaging apps and secure file-sharing methods, ensuring the protection of sensitive business information.
7. Apply e-signature solutions like DocuSign or Adobe Sign to securely sign and verify documents digitally, facilitating efficient business transactions and agreements.
8. Demonstrate ethical use of technology and an understanding of digital citizenship, e.g., respecting intellectual property and professional online behavior.