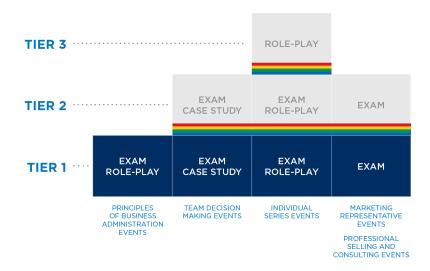
# **Finance Cluster**

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#### **Performance Indicators**

- Performance indicators for **PRINCIPLES OF BUSINESS ADMINISTRATION** role-plays and exams will be selected from the business administration core (Tier 1).
- Performance indicators for **TEAM DECISION MAKING** case studies and exams will be selected from the business administration core (Tier 1) and appropriate career cluster (Tier 2).
- Performance indicators for INDIVIDUAL SERIES exams will be selected from the business administration core (Tier 1) and appropriate career cluster (Tier 2). Performance indicators for the role-plays will be selected from the business administration core (Tier 1), appropriate career cluster (Tier 2) and appropriate pathway (Tier 3).
- Performance Indicators for the exams used for **PROFESSIONAL SELLING AND CONSULTING EVENTS** will be selected from the business administration core (Tier 1) and appropriate career cluster (Tier 2).

#### Key

PQ = Prerequisite level performance indicator content develops employability and job-survival skills and concepts, including work ethics, personal appearance, and general business behavior.

CS = Career Sustaining level performance indicator content develops skills and knowledge needed for continued employment in or study of business based on the application of basic academics and business skills.

SP = Specialist level performance indicator content provides in-depth, solid understanding and skill development in all business functions.

An asterisk (\*) indicates a new performance indicator

The **Business Administration Core** performance indicators will be used when preparing for all exams, role-play scenarios, and case studies in the following events:

- Accounting Applications Series Event
- Business Finance Series Event
- Financial Consulting Event
- Financial Services Team Decision Making Event

### **Instructional Area: Business Law (BL)**

Standard: Understands business's responsibility to know, abide by, and enforce laws and regulations that affect business operations and transactions

Performance Element: Acquire foundational knowledge of business laws and regulations to understand their nature and scope.

### **Performance Indicators:**

Comply with the spirit and intent of laws and regulations (BL:163) (CS)\*

Discuss the nature of law and sources of law in the United States (BL:067) (SP)

Describe the United States' judicial system (BL:068) (SP)

Describe methods used to protect intellectual property (BL:051) (SP)

Describe legal issues affecting businesses (BL:001) (SP)

Performance Element: Understand the civil foundations of the legal environment of business to demonstrate knowledge of contracts.

#### **Performance Indicators:**

Identify the basic torts relating to business enterprises (BL:069) (SP)

Describe the nature of legally binding contracts (BL:002) (SP)

Performance Element: Explore the regulatory environment of United States' businesses to understand the diversity of regulations.

### **Performance Indicators:**

Describe the nature of legal procedure (BL:070) (SP)

Discuss the nature of debtor-creditor relationships (BL:071) (SP)

Explain the nature of agency relationships (BL:072) (SP)

Discuss the nature of environmental law (BL:073) (SP)

Discuss the role of administrative law (BL:074) (SP)

Performance Element: Apply knowledge of business ownership to establish and continue business operations.

### **Performance Indicators:**

Explain types of business ownership (BL:003) (CS)

Performance Element: Acquire knowledge of commerce laws and regulations to continue business operations.

#### **Performance Indicators:**

Explain the nature of import/export law (BL:145) (SP)

Describe the nature of customs regulations (BL:126) (SP)

### **Instructional Area: Communication Skills (CO)**

Standard: Understands the concepts, strategies, and systems used to obtain and convey ideas and information

## Performance Element: Read to acquire meaning from written material and to apply the information to a task.

### **Performance Indicators:**

Identify sources that provide relevant, valid written material (CO:054) (PQ)

Extract relevant information from written materials (CO:055) (PQ)

Apply written directions to achieve tasks (CO:056) (PQ)

Analyze company resources to ascertain policies and procedures (CO:057) (CS)

# Performance Element: Apply active listening skills to demonstrate understanding of what is being said.

### **Performance Indicators:**

Explain communication techniques that support and encourage a speaker (CO:082) (PQ)

Follow oral directions (CO:119) (PQ)

Demonstrate active listening skills (CO:017) (PQ)

## Performance Element: Apply verbal skills to obtain and convey information. Performance Indicators:

Explain the nature of effective verbal communications (CO:147) (PQ)

Ask relevant questions (CO:058) (PQ)

Interpret others' nonverbal cues (CO:059) (PQ)

Provide legitimate responses to inquiries (CO:060) (PQ)

Give verbal directions (CO:083) (PQ)

Employ communication styles appropriate to target audience (CO:084) (CS)

Defend ideas objectively (CO:061) (CS)

Handle telephone calls in a businesslike manner (CO:114) (CS)

Participate in group discussions (CO:053) (CS)

Facilitate (lead) group discussions (CO:201) (SP)

Make oral presentations (CO:025) (SP)

# Performance Element: Record information to maintain and present a report of business activity.

### **Performance Indicators:**

Utilize note-taking strategies (CO:085) (CS)

Organize information (CO:086) (CS)

Select and use appropriate graphic aids (CO:087) (CS)

# Performance Element: Write internal and external business correspondence to convey and obtain information effectively.

### **Performance Indicators:**

Explain the nature of effective written communications (CO:016) (CS)

Select and utilize appropriate formats for professional writing (CO:088) (CS)

Edit and revise written work consistent with professional standards (CO:089) (CS)

Write professional emails (CO:090) (CS)

Write business letters (CO:133) (CS)

Write informational messages (CO:039) (CS)

Write inquiries (CO:040) (CS)

Write persuasive messages (CO:031) (SP)

Write executive summaries (CO:091) (SP)

Prepare simple written reports (CO:094) (SP)

Explain how digital communications (e.g., email, text messages, chats) exposes business to risk (CO:202) (SP)

Adapt written correspondence to targeted audiences (CO:203) (SP)

Use data visualization techniques (e.g., infographics, heat-maps, dynamic model outputs) (CO:204) (SP)

## Performance Element: Use social media to communicate with a business's stakeholders. Performance Indicators:

Describe the impact of a person's social media brand on the achievement of organizational objectives (CO:205) (CS)

Distinguish between using social media for business and personal purposes (CO:206) (CS)

## Performance Element: Communicate with staff to clarify workplace objectives. Performance Indicators:

Explain the nature of staff communication (CO:014) (CS)

Choose and use appropriate channel for workplace communication (CO:092) (CS)

Participate in a staff meeting (CO:063) (CS)

Participate in problem-solving groups (CO:067) (CS)

### **Instructional Area: Customer Relations (CR)**

Standard: Understands the techniques and strategies used to foster positive, ongoing relationships with customers

# Performance Element: Foster positive relationships with customers to enhance company image.

### **Performance Indicators:**

Explain the nature of positive customer relations (CR:003) (CS)

Demonstrate a customer-service mindset (CR:004) (CS)

Develop rapport with customers (CR:029) (CS)

Reinforce service orientation through communication (CR:005) (CS)

Respond to customer inquiries (CR:006) (CS)

Adapt communication to the cultural and social differences among clients (CR:019) (CS)

Interpret business policies to customers/clients (CR:007) (CS)

Build and maintain relationships with customers (CR:030) (SP)

## Performance Element: Resolve conflicts with/for customers to encourage repeat business.

### **Performance Indicators:**

Handle difficult customers (CR:009) (CS)

Handle customer/client complaints (CR:010) (CS)

# Performance Element: Reinforce company's image to exhibit the company's brand promise.

### **Performance Indicators:**

Identify company's brand promise (CR:001) (CS)

Determine ways of reinforcing the company's image through employee performance (CR:002) (CS)

# Performance Element: Understand the nature of customer relationship management to show its contributions to a company.

### **Performance Indicators:**

Discuss the nature of customer relationship management (CR:016) (SP)

Explain the role of ethics in customer relationship management (CR:017) (SP)

Describe the use of technology in customer relationship management (CR:018) (SP)

### **Instructional Area: Economics (EC)**

Standard: Understands the economic principles and concepts fundamental to business operations

# Performance Element: Understand fundamental economic concepts to obtain a foundation for employment in business.

### **Performance Indicators:**

Distinguish between economic goods and services (EC:002) (CS)

Explain the concept of economic resources (EC:003) (CS)

Describe the concepts of economics and economic activities (EC:001) (CS)

Determine economic utilities created by business activities (EC:004) (CS)

Explain the principles of supply and demand (EC:005) (CS)

Describe the functions of prices in markets (EC:006) (CS)

# Performance Element: Understand the nature of business to show its contributions to society.

#### **Performance Indicators:**

Explain the role of business in society (EC:070) (CS)

Describe types of business activities (EC:071) (CS)

Describe types of business models (EC:138) (SP)

Explain the organizational design of businesses (EC:103) (SP)

Discuss the global environment in which businesses operate (EC:104) (SP)

Describe factors that affect the business environment (EC:105) (SP)

Explain the nature of business ethics (EC:106) (SP)

Explain how organizations adapt to today's markets (EC:107) (SP)

### Performance Element: Understand economic systems to be able to recognize the environments in which businesses function.

### **Performance Indicators:**

Explain the types of economic systems (EC:007) (CS)

Identify the impact of small business/entrepreneurship on market economies (EC:065) (CS)

Explain the concept of private enterprise (EC:009) (CS)

Identify factors affecting a business's profit (EC:010) (CS)

Determine factors affecting business risk (EC:011) (CS)

Explain the concept of competition (EC:012) (CS)

### Performance Element: Acquire knowledge of the impact of government on business activities to make informed economic decisions.

### **Performance Indicators:**

Determine the relationship between government and business (EC:008) (CS)

Describe the nature of taxes (EC:072) (SP)

# Performance Element: Analyze cost/profit relationships to guide business decision-making.

### **Performance Indicators:**

Explain the concept of productivity (EC:013) (CS)

Analyze impact of specialization/division of labor on productivity (EC:014) (SP)

Explain the concept of organized labor and business (EC:015) (SP)

Explain the impact of the law of diminishing returns (EC:023) (SP)

## Performance Element: Understand economic indicators to recognize economic trends and conditions.

### **Performance Indicators:**

Discuss the measure of consumer spending as an economic indicator (EC:081) (SP)

Describe the economic impact of inflation on business (EC:083) (SP)

Explain the concept of Gross Domestic Product (GDP) (EC:017) (SP)

Discuss the impact of a nation's unemployment rates (EC:082) (SP)

Explain the economic impact of interest-rate fluctuations (EC:084) (SP)

Determine the impact of business cycles on business activities (EC:018) (SP)

# Performance Element: Understand global trade's impact to aid business decision-making.

### **Performance Indicators:**

Explain the nature of global trade (EC:016) (SP)

Discuss the impact of globalization on business (EC:109) (SP)

Describe the determinants of exchange rates and their effects on the domestic economy (EC:100) (SP)

Explain cultural considerations that impact global business relations (EC:110) (SP)

Discuss the impact of cultural and social environments on global trade (EC:045) (SP)

Describe the impact of electronic communication tools (e.g., Internet, video- and computer-

conferencing, webcasts, email) on global business activities (EC:111) (SP)

Explain the impact of major trade alliances on business activities (EC:112) (SP)

Describe the impact of the political environment on world trade (EC:113) (SP)

Explain the impact of geography on world trade (EC:114) (SP)

Describe the impact of a country's history on world trade (EC:115) (SP)

Explain the impact of a country's economic development on world trade (EC:116) (SP)

Discuss the impact of bribery and foreign monetary payments on business (EC:140) (SP)

Identify requirements for international business travel (e.g., passport, visa, proof of

citizenship, immunizations, and sponsorship letters) (EC:141) (SP)

### Instructional Area: Emotional Intelligence (EI)

Standard: Understands techniques, strategies, and systems used to foster selfunderstanding and enhance relationships with others

# Performance Element: Foster self-understanding to recognize the impact of personal feelings on others.

### **Performance Indicators:**

Describe the nature of emotional intelligence (EI:001) (PQ)

Explain the concept of self-esteem (EI:016) (PQ)

Recognize and overcome personal biases and stereotypes (EI:017) (PQ)

Assess personal strengths and weaknesses (EI:002) (PQ)

Assess personal behavior and values (EI:126) (PQ)\*

## Performance Element: Develop personal traits to foster career advancement. Performance Indicators:

Identify desirable personality traits important to business (EI:018) (PQ)

Exhibit self-confidence (EI:023) (PQ)

Demonstrate interest and enthusiasm (EI:020) (PQ)

Demonstrate initiative (EI:024) (PQ)

### Performance Element: Apply ethics to demonstrate trustworthiness.

### **Performance Indicators:**

Demonstrate honesty and integrity (EI:022) (PQ)

Demonstrate responsible behavior (EI:021) (PQ)

Demonstrate fairness (EI:127) (PQ)\*

Assess risks of personal decisions (EI:091) (PQ)\*

Demonstrate ethical work habits (EI:004) (PQ)

Take responsibility for decisions and actions (EI:075) (PQ)

Build trust in relationships (EI:128) (CS)\*

Describe the nature of ethics (EI:123) (CS)\*

Explain reasons for ethical dilemmas (EI:124) (CS)\*

Recognize and respond to ethical dilemmas (EI:125) (CS)\*

Manage commitments in a timely manner (EI:077) (CS)

Develop tolerance for ambiguity (EI:092) (CS)\*

### Performance Element: Exhibit techniques to manage emotional reactions to people and situations.

#### **Performance Indicators:**

Exhibit a positive attitude (EI:019) (PQ)

Demonstrate self-control (EI:025) (PQ)

Explain the use of feedback for personal growth (EI:003) (PQ)

Adjust to change (EI:026) (PQ)

# Performance Element: Identify with others' feelings, needs, and concerns to enhance interpersonal relations.

### **Performance Indicators:**

Respect the privacy of others (EI:029) (PQ)

Show empathy for others (EI:030) (PQ)

Maintain the confidentiality of others (EI:103) (CS)

Exhibit cultural sensitivity (EI:033) (CS)

Leverage personality types in business situations (EI:104) (SP)

## Performance Element: Use communication skills to foster open, honest communications.

#### **Performance Indicators:**

Explain the nature of effective communications (EI:007) (PQ)

Explain ethical considerations in providing information (EI:038) (SP)

Foster open, honest communication (EI:129) (SP)\*

Collaborate with others (EI:130) (SP)\*

Solicit feedback (EI:106) (SP)

Use social media to solicit new ideas and solutions (EI:107) (SP)

### Performance Element: Use communication skills to influence others.

#### **Performance Indicators:**

"Sell" ideas to others (EI:108) (SP)

Persuade others (EI:012) (SP)

Demonstrate negotiation skills (EI:062) (SP)

## Performance Element: Manage stressful situations to minimize potential negative impact.

#### **Performance Indicators:**

Use appropriate assertiveness (EI:008) (PQ)

Use conflict-resolution skills (EI:015) (CS)

Explain the nature of office politics (EI:109) (CS)

Overcome problems and difficulties associated with office politics/turf wars (EI:095) (CS)

Explain the nature of stress management (EI:028) (SP)

### Performance Element: Implement teamwork techniques to accomplish goals. Performance Indicators:

Participate as a team member (EI:045) (CS)

Use consensus-building skills (EI:011) (SP)

Motivate team members (EI:059) (SP)

## Performance Element: Employ leadership skills to achieve workplace objectives. Performance Indicators:

Explain the concept of leadership (EI:009) (CS)

Explain the nature of ethical leadership (EI:131) (CS)\*

Model ethical behavior (EI:132) (CS)\*

Determine personal vision (EI:063) (CS)

Inspire others (EI:133) (CS)\*

Demonstrate adaptability (EI:006) (CS)

Develop an achievement orientation (EI:027) (CS)

Challenge the status quo (EI:134) (CS)\*

Lead change (EI:005) (CS)

Enlist others in working toward a shared vision (EI:060) (CS)

Coach others (EI:041) (CS)

Use power appropriately (EI:135) (SP)\*

Recognize/Reward others for their efforts and contributions (EI:014) (SP)\*

# Performance Element: Manage internal and external business relationships to foster positive interactions.

### **Performance Indicators:**

Treat others with dignity and respect (EI:036) (PQ)

Foster positive working relationships (EI:037) (CS)

Consider conflicting viewpoints (EI:136) (CS)\*

Assess long-term value and impact of actions on others (EI:137) (SP)\*

Maintain collaborative partnerships with colleagues (EI:061) (SP)

Explain the impact of political relationships within an organization (EI:034) (SP)

Explain the nature of organizational culture (EI:064) (SP)

Interpret and adapt to a business's culture (EI:112) (SP)

### **Instructional Area: Entrepreneurship (EN)**

Standard: Understands the concepts, processes, and skills associated with identifying new ideas, opportunities, and methods and with creating or starting a new project or venture

Performance Element: Understand fundamental factors about entrepreneurship to recognize its role and importance in the economy Performance Indicators:

Describe the nature of entrepreneurship (EN:039) (SP) Explain the role requirements of entrepreneurs and owners (EN:040) (SP) Describe small-business opportunities in international trade (EN:041) (SP)

### **Instructional Area: Financial Analysis (FI)**

Standard: Understands tools, strategies, and systems used to maintain, monitor, control, and plan the use of financial resources

# Performance Element: Understand the fundamental principles of money needed to make financial exchanges.

### **Performance Indicators:**

Explain forms of financial exchange (cash, credit, debit, electronic funds transfer, etc.) (FI:058) (PQ)

Identify types of currency (paper money, coins, banknotes, government bonds, treasury notes, etc.) (FI:059) (PQ)

Describe functions of money (medium of exchange, unit of measure, store of value) (FI:060) (PO)

Describe sources of income (wages/salaries, interest, rent, dividends, transfer payments, etc.) (FI:061) (PQ)

Explain the time value of money (FI:062) (CS)

Explain the purposes and importance of credit (FI:002) (CS)

Explain legal responsibilities associated with financial exchanges (FI:063) (CS)

# Performance Element: Analyze financial needs and goals to determine financial requirements.

### **Performance Indicators:**

Explain the nature of financial needs (e.g., college, retirement, wills, insurance, etc.) (FI:064) (CS)

Explain the need to save and invest (FI:270) (CS)

Set financial goals (FI:065) (CS)

Develop personal budget (FI:066) (CS)

Determine personal net worth (FI:562) (CS)\*

### Performance Element: Manage personal finances to achieve financial goals. Performance Indicators:

Explain the nature of tax liabilities (FI:067) (PQ)

Interpret a pay stub (FI:068) (PQ)

Prepare bank account documents (e.g., checks, deposit/withdrawal slips, endorsements, etc.) (FI:560) (PO)

Maintain financial records (FI:069) (PQ)

Read and reconcile bank statements (FI:070) (PQ)

Calculate the cost of credit (FI:782) (CS)\*

Demonstrate the wise use of credit (FI:071) (CS)

Validate credit history (FI:072) (CS)

Make responsible financial decisions (FI:783) (CS)\*

Protect against identity theft (FI:073) (CS)

Pay bills (FI:565) (CS)\*

Apply for a consumer loan (FI:625) (SP)\*

Control debt (FI:568) (CS)\*

Prepare personal income tax forms (i.e., 1040 EZ form) (FI:074) (CS)

Discuss the nature of retirement planning (FI:569) (CS)\*

Explain the nature of estate planning (FI:572) (CS)\*

# Performance Element: Understand the use of financial-services providers to aid in financial-goal achievement.

### **Performance Indicators:**

Describe types of financial-services providers (FI:075) (CS)

Discuss considerations in selecting a financial-services provider (FI:076) (CS)

## Performance Element: Use investment strategies to ensure financial well-being. Performance Indicators:

Explain types of investments (FI:077) (CS)

# Performance Element: Use risk management products to protect a business's financial well-being.

### **Performance Indicators:**

Describe the concept of insurance (FI:081) (CS)

# Performance Element: Acquire a foundational knowledge of accounting to understand its nature and scope.

### **Performance Indicators:**

Describe the need for financial information (FI:579) (CS)

Explain the concept of accounting (FI:085) (CS)

Discuss the role of ethics in accounting (FI:351) (SP)

Explain the use of technology in accounting (FI:352) (SP)

Explain legal considerations for accounting (FI:353) (SP)

## Performance Element: Implement accounting procedures to track money flow and to determine financial status.

#### **Performance Indicators:**

Describe the nature of cash flow statements (FI:091) (SP)

Explain the nature of balance sheets (FI:093) (SP)

Describe the nature of income statements (FI:094) (SP)

# Performance Element: Acquire a foundational knowledge of finance to understand its nature and scope.

### **Performance Indicators:**

Explain the role of finance in business (FI:354) (CS)

Discuss the role of ethics in finance (FI:355) (SP)

Explain legal considerations for finance (FI:356) (SP)

### Performance Element: Manage financial resources to ensure solvency.

### **Performance Indicators:**

Describe the nature of budgets (FI:106) (SP)

### **Instructional Area: Human Resources Management (HR)**

Standard: Understands the tools, techniques, and systems that businesses use to plan, staff, lead, and organize its human resources

Performance Element: Understand the role and function of human resources management to obtain a foundational knowledge of its nature and scope. Performance Indicators:

Discuss the nature of human resources management (HR:410) (CS) Explain the role of ethics in human resources management (HR:411) (SP) Describe the use of technology in human resources management (HR:412) (SP)

Performance Element: Manage staff growth and development to increase productivity and employee satisfaction.

**Performance Indicators:** 

Orient new employees (HR:360) (CS)

### **Instructional Area: Marketing (MK)**

Standard: Understands the tools, techniques, and systems that businesses use to create exchanges and satisfy organizational objectives

Performance Element: Understand marketing's role and function in business to facilitate economic exchanges with customers.

### **Performance Indicators:**

Explain marketing and its importance in a global economy (MK:001) (CS) Describe marketing functions and related activities (MK:002) (CS)

Performance Element: Acquire foundational knowledge of customer/client/business behavior to understand what motivates decision-making.

Performance Indicators:

Explain factors that influence customer/client/business buying behavior (MK:014) (SP) Discuss actions employees can take to achieve the company's desired results (MK:015) (SP) Demonstrate connections between company actions and results (e.g., influencing consumer buying behavior, gaining market share, etc.) (MK:019) (SP)

### **Instructional Area: Information Management (NF)**

Standard: Understands tools, strategies, and systems needed to access, process, maintain, evaluate, and disseminate information to assist business decision-making

## Performance Element: Use information literacy skills to increase workplace efficiency and effectiveness.

#### **Performance Indicators:**

Assess information needs (NF:077) (CS)

Obtain needed information efficiently (NF:078) (CS)

Evaluate quality and source of information (NF:079) (CS)

Draw conclusions based on information analysis (NF:278) (CS)\*

Apply information to accomplish a task (NF:080) (CS)

Store information for future use (NF:081) (CS)

# Performance Element: Acquire a foundational knowledge of information management to understand its nature and scope.

#### **Performance Indicators:**

Discuss the nature of information management (NF:110) (CS)

Explain the role of ethics in information management (NF:111) (SP)

Explain legal issues associated with information management (NF:076) (SP)

## Performance Element: Utilize information-technology tools to manage and perform work responsibilities.

### **Performance Indicators:**

Identify ways that technology impacts business (NF:003) (PQ)

Explain the role of information systems (NF:083) (PQ)

Discuss principles of computer systems (NF:084) (PQ)

Use basic operating systems (NF:085) (PQ)

Describe the scope of the Internet (NF:086) (PQ)

Demonstrate basic e-mail functions (NF:004) (PQ)

Demonstrate personal information management/productivity applications (NF:005) (PQ)

Demonstrate basic web-search skills (NF:006) (PQ)

Demonstrate basic word processing skills (NF:007) (PQ)

Demonstrate basic presentation applications (NF:008) (PQ)

Demonstrate basic database applications (NF:009) (PQ)

Demonstrate basic spreadsheet applications (NF:010) (PQ)

Use an integrated business software application package (NF:088) (CS)

Demonstrate collaborative/groupware applications (NF:011) (CS)

Create and post basic web page (NF:042) (CS)

Collaborate on and aggregate complex internal documents to create a common voice (NF:215) (SP)

### Performance Element: Maintain business records to facilitate business operations. Performance Indicators:

Describe the nature of business records (NF:001) (SP) Maintain customer records (NF:002) (SP)

## Performance Element: Acquire information to guide business decision-making. Performance Indicators:

Describe current business trends (NF:013) (SP)

Monitor internal records for business information (NF:014) (SP)

Conduct an environmental scan to obtain business information (NF:015) (SP)

Interpret statistical findings (NF:093) (SP)

Translate research findings into actionable business recommendations (NF:216) (SP)

# Performance Element: Create and access databases to acquire information for business decision-making.

### **Performance Indicators:**

Explain the principles of data analysis (NF:139) (SP)

Explain the nature of tools that can be used to access information in the database system (NF:140) (SP)

Access information in the database system (NF:141) (SP)

# Performance Element: Apply data mining methods to acquire pertinent information for business decision-making.

### **Performance Indicators:**

Discuss the nature of data mining (NF:148) (CS)

Describe data mining tools and techniques (NF:149) (SP)

Discuss the importance of ethics in data mining (NF:150) (SP)

Demonstrate basic data mining techniques (NF:151) (SP)

Interpret data mining findings (NF:152) (SP)

### **Instructional Area: Operations (OP)**

Standard: Understands the processes and systems implemented to monitor, plan, and control the day-to-day activities required for continued business functioning

Performance Element: Understand operation's role and function in business to value its contribution to a company.

### **Performance Indicators:**

Explain the nature of operations (OP:189) (CS)

Discuss the role of ethics in operations (OP:190) (SP)

Describe the use of technology in operations (OP:191) (SP)

Performance Element: Adhere to health and safety regulations to support a safe work environment.

#### **Performance Indicators:**

Describe health and safety regulations in business (OP:004) (PQ)

Report noncompliance with business health and safety regulations (OP:005) (PQ)

### Performance Element: Implement safety procedures to minimize loss.

### **Performance Indicators:**

Follow instructions for use of equipment, tools, and machinery (OP:006) (PQ)

Follow safety precautions (OP:007) (PQ)

Maintain a safe work environment (OP:008) (CS)

Explain procedures for handling accidents (OP:009) (CS)

Handle and report emergency situations (OP:010) (CS)

### Performance Element: Implement security policies/procedures to minimize chance for loss.

#### **Performance Indicators:**

Explain routine security precautions (OP:013) (CS)

Follow established security procedures/policies (OP:152) (CS)

Protect company information and intangibles (OP:153) (CS)

Performance Element: Comply with security rules, regulations, and codes (e.g., property, privacy, access, confidentiality) to protect customer and company information, reputation, and image.

### **Performance Indicators:**

Explain information privacy, security, and confidentiality considerations in business (OP:441) (CS)

Maintain data security (OP:064) (CS)

### Performance Element: Utilize project-management skills to improve workflow and minimize costs.

### **Performance Indicators:**

Plan project (OP:519) (CS)\*

Monitor projects and take corrective actions (OP:520) (CS)\*

Evaluate project success (OP:521) (CS)\*

Explain the nature of project management (OP:158) (SP)

Identify resources needed for project (OP:003) (SP)

Develop project plan (OP:001) (SP)

Apply project-management tools to monitor and communicate project progress (OP:002) (SP)

Evaluate project results (OP:159) (SP)

# Performance Element: Implement purchasing activities to obtain business supplies, equipment, resources, and services.

#### **Performance Indicators:**

Explain the nature and scope of purchasing (OP:015) (CS)

Place orders/reorders (OP:016) (CS)

Maintain inventory of supplies (OP:031) (CS)

Discuss the importance of utilizing ethical purchasing methods (OP:246) (SP)

Explain the impact of the purchasing process on productivity (OP:247) (SP)

Manage the bid process in purchasing (OP:160) (SP)

Select vendors (OP:161) (SP)

Evaluate vendor performance (OP:162) (SP)

# Performance Element: Understand production's role and function in business to recognize its need in an organization.

### **Performance Indicators:**

Explain the concept of production (OP:017) (CS)

# Performance Element: Implement quality-control processes to minimize errors and to expedite workflow.

#### **Performance Indicators:**

Identify quality-control measures (OP:163) (SP)

Utilize quality control methods at work (OP:164) (SP)

Describe crucial elements of a quality culture (OP:019) (SP)

# Performance Element: Implement expense-control strategies to enhance a business's financial wellbeing.

### **Performance Indicators:**

Explain the nature of overhead/operating costs (OP:024) (SP) Explain employee's role in expense control (OP:025) (SP)

Performance Element: Maintain property and equipment to facilitate ongoing business activities.

### **Performance Indicators:**

Comply with policies and procedures for use of property and equipment (OP:442) (CS)

Performance Element: Understand supply chain management role to recognize its need in business.

### **Performance Indicators:**

Explain the concept of supply chain (OP:443) (CS) Explain the benefits of supply chain collaboration (OP:444) (SP)

### **Instructional Area: Professional Development (PD)**

Standard: Understands concepts, tools, and strategies used to explore, obtain, and develop in a business career

Performance Element: Acquire self-development skills to enhance relationships and improve efficiency in the work environment.

#### **Performance Indicators:**

Maintain appropriate personal appearance (PD:002) (PQ)

Demonstrate systematic behavior (PD:009) (PQ)

Set personal goals (PD:018) (CS)

Balance personal and professional responsibilities (PD:179) (SP)

# Performance Element: Understand and follow company rules and regulations to maintain employment.

### **Performance Indicators:**

Adhere to company protocols and policies (PD:250) (CS)

Follow rules of conduct (PD:251) (CS)

Follow chain of command (PD:252) (CS)

## Performance Element: Achieve organizational goals to contribute to company growth. Performance Indicators:

Determine the nature of organizational goals (PD:254) (SP)

Ascertain employee's role in meeting organizational goals (PD:255) (SP)

## Performance Element: Utilize critical-thinking skills to determine best options/outcomes.

### **Performance Indicators:**

Explain the need for innovation skills (PD:126) (CS)

Make decisions (PD:017) (CS)

Demonstrate problem-solving skills (PD:077) (CS)

Demonstrate appropriate creativity (PD:012) (SP)

Use time-management skills (PD:019) (SP)

## Performance Element: Participate in career planning to enhance job-success potential. Performance Indicators:

Assess personal interests and skills needed for success in business (PD:013) (PQ)

Analyze employer expectations in the business environment (PD:020) (PQ)

Explain the rights of workers (PD:021) (PQ)

Identify sources of career information (PD:022) (CS)

Identify tentative occupational interest (PD:023) (CS)

Explain employment opportunities in business (PD:025) (CS)

Explain career opportunities in entrepreneurship (PD:066) (CS)

### Performance Element: Implement job-seeking skills to obtain employment. Performance Indicators:

Utilize job-search strategies (PD:026) (PQ)

Complete a job application (PD:027) (PQ)

Interview for a job (PD:028) (PQ)

Write a follow-up letter after job interviews (PD:029) (CS)

Write a letter of application (PD:030) (CS)

Prepare a résumé (PD:031) (CS)

Use networking techniques to identify employment opportunities (PD:037) (SP)

# Performance Element: Utilize career-advancement activities to enhance professional development.

#### **Performance Indicators:**

Describe techniques for obtaining work experience (e.g., volunteer activities, internships) (PD:032) (PQ)

Explain the need for ongoing education as a worker (PD:033) (PQ)

Explain possible advancement patterns for jobs (PD:034) (PQ)

Identify skills needed to enhance career progression (PD:035) (SP)

Utilize resources that can contribute to professional development (e.g., trade journals/periodicals, professional/trade associations, classes/seminars, trade shows, and mentors) (PD:036) (SP)

### **Instructional Area: Strategic Management (SM)**

Standard: Understands tools, techniques, and systems that affect a business's ability to plan, control, and organize an organization/department

Performance Element: Recognize management's role to understand its contribution to business success.

### **Performance Indicators:**

Explain the concept of management (SM:001) (CS)

Performance Element: Identify potential business threats and opportunities to protect a business's financial well-being.

### **Performance Indicators:**

Explain the nature of risk management (SM:075) (SP) Conduct a risk assessment of an event (SM:076) (SP)

The **Finance Career Cluster** performance indicators will be used when preparing for all exams, role-play scenarios, and case studies in the following events:

- Accounting Applications Series Event
- Business Finance Series Event
- Financial Consulting Event
- Financial Services Team Decision Making Event

### **Instructional Area: Business Law (BL)**

Standard: Understands business's responsibility to know, abide by, and enforce laws and regulations that affect business operations and transactions

Performance Element: Understand government regulations pertaining to the finance industry to protect the company wellbeing.

### **Performance Indicators:**

Discuss legal considerations in the finance industry (BL:133) (SP)
Discuss the effect of tax laws and regulations on financial transactions (BL:134) (SP)

Performance Element: Acquire a foundational knowledge of compliance to understand its nature and scope.

#### **Performance Indicators:**

Discuss the nature and scope of compliance in the finance industry (BL:148) (SP) Describe the use of technology in compliance (BL:149) (SP)

### **Instructional Area: Customer Relations (CR)**

Standard: Understands the techniques and strategies used to foster positive, ongoing relationships with customers

Performance Element: Understand characteristics, motivations, and behaviors of clients in finance to facilitate client interaction.

### **Performance Indicators:**

Explain the responsibilities of finance professionals in providing client services (CR:012) (CS)

Performance Element: Utilize technology to facilitate customer relationship management.

### **Performance Indicators:**

Use Customer Relationship Management (CRM) technology (CR:024) (SP)

### **Instructional Area: Financial Analysis (FI)**

Standard: Understands tools, strategies, and systems used to maintain, monitor, control, and plan the use of financial resources

## Performance Element: Understand financial markets to recognize their importance in business.

#### **Performance Indicators:**

Describe the role of financial institutions (FI:336) (CS)

Explain types of financial markets (e.g., money market, capital market, insurance market, commodities markets, etc.) (FI:337) (SP)

Discuss the nature of convergence/consolidation in the finance industry (FI:573) (SP) Describe the relationship between economic conditions and financial markets (FI:574) (SP) Explain the nature and scope of financial globalization (FI:575) (SP)

## Performance Element: Utilize sources of securities information to make informed financial decisions.

#### **Performance Indicators:**

Describe sources of securities information (FI:274) (CS)

Interpret securities table (FI:275) (SP)

Explain the nature of statements of changes in equity (FI:630) (SP)

### Performance Element: Manage financial resources to ensure solvency. Performance Indicators:

Calculate the time value of money (FI:238) (SP)

# Performance Element: Understand the fundamentals of managerial accounting to aid in financial decision-making.

### **Performance Indicators:**

Explain the nature of managerial cost accounting (e.g., activities, costs, cost drivers, etc.) (FI:657) (SP)

Describe the scope of costs in managerial accounting (e.g., direct cost, indirect cost, sunk cost, differential cost, etc.) (FI:658) (SP)

Describe marginal analysis techniques and applications (FI:659) (SP)

Explain the role of managerial accounting techniques in business management (FI:660) (SP)

Discuss the use of variance analysis in managerial accounting (FI:661) (SP)

Discuss the nature of cost accounting budgets (FI:662) (SP)

Discuss the nature of cost allocation (FI:663) (SP)

### **Instructional Area: Information Management (NF)**

Standard: Understands tools, strategies, and systems needed to access, process, maintain, evaluate, and disseminate information to assist business decision-making

Performance Element: Utilize information-technology tools to manage and perform work responsibilities.

**Performance Indicators:** 

Demonstrate advanced database applications (NF:124) (SP)

### **Instructional Area: Professional Development (PD)**

Standard: Understands concepts, tools, and strategies used to explore, obtain, and develop in a business career

Performance Element: Participate in career planning to enhance job-success potential. Performance Indicators:

Discuss employment opportunities in the finance industry (PD:152) (CS)

Performance Element: Utilize career-advancement activities to enhance professional development.

### **Performance Indicators:**

Discuss opportunities for building professional relationships in finance (PD:153) (SP)

Performance Element: Acquire knowledge of corporate governance to be aware of the restraints imposed upon finance functions.

#### **Performance Indicators:**

functions (PD:303) (SP)

Discuss the importance of corporate governance in business (PD:213) (CS)
Ascertain employee's role in achieving governance objectives (PD:301) (CS)
Identify the factors that impact governance structures (PD:302) (SP)
Describe the components of a well-governed company (e.g., board of directors, reporting, transparency, internal and external audit functions) (PD:214) (SP)
Describe the impact of governance processes on decision-making and management

# Instructional Area: Financial-Information Management (FM)

Standard: Understands tools, strategies, and systems needed to access, process, maintain, evaluate, and disseminate financial information to assist business decision-making

Performance Element: Acquire foundational knowledge of financial-information management to understand its scope and nature.

### **Performance Indicators:**

Explain the nature and scope of the financial-information management function (FM:002) (SP)

Explain the role of ethics in financial-information management (FM:003) (SP)

Performance Element: Utilize financial information technology tools to manage financial information and perform work responsibilities.

### **Performance Indicators:**

Describe the use of technology in the financial-information management function (FM:011) (SP)

Demonstrate budgeting applications (FM:013) (SP)

Demonstrate financial analysis applications (FM:014) (SP)

Performance Element: Acquire foundational knowledge of financial information analysis to aid in financial decision-making.

### **Performance Indicators:**

Describe techniques used to analyze customer financial information (FM:009) (SP) Discuss non-traditional uses for financial information (e.g., lean, sustainability reporting, activity-based costing [ABC], six sigma) (FM:016) (SP)

### **Instructional Area: Risk Management (RM)**

Standard: Understands risk-management strategies and techniques used to minimize business loss

Performance Element: Acquire a foundational understanding of risk management to demonstrate knowledge of its nature and scope.

### **Performance Indicators:**

Explain the role of ethics in risk management (RM:041) (SP)
Describe the use of technology in risk management (RM:042) (SP)
Discuss legal considerations affecting risk management (RM:043) (SP)

Performance Element: Explore risk control to understand its relationship to risk management.

### **Performance Indicators:**

Discuss the nature of risk control (i.e., internal and external) (RM:058) (SP)

Performance Element: Manage risk to protect a business's well-being. Performance Indicators:

Discuss the nature of enterprise risk management (ERM) (RM:062) (SP)

The **Finance Pathway** performance indicators will be used when preparing for the role-play scenarios for the following event:

- Accounting Applications Series Event (Accounting Pathway, pp. 36-43)
- Business Finance Series Event (Corporate Finance Pathway)

### **Instructional Area: Business Law (BL)**

Standard: Understands business's responsibility to know, abide by, and enforce laws and regulations that affect business operations and transactions

Performance Element: Implement compliance measures in accounting to adhere to regulatory requirements.

### **Performance Indicators:**

Explain financial disclosure regulations and policies (BL:153) (SP)
Comply with financial reporting and internal control regulations in accounting (BL:088) (SP)
Discuss state regulation of the accounting industry (BL:090) (SP)
Comply with state regulations (BL:154) (SP)

### **Instructional Area: Financial Analysis (FI)**

Standard: Understands tools, strategies, and systems used to maintain, monitor, control, and plan the use of financial resources

### Performance Element: Classify, record, and summarize data to produce needed financial information.

### **Performance Indicators:**

Discuss the nature of the accounting cycle (FI:342) (CS)

Distinguish among types of business transactions (FI:673) (CS)

Distinguish among types of business documentation (FI:674) (CS)

Demonstrate the effects of transactions on the accounting equation (FI:378) (CS)

Prepare a chart of accounts (FI:379) (CS)

Explain the nature of special journals (FI:407) (CS)

Journalize business transactions (FI:381) (CS)

Post journal entries to general ledger accounts (FI:382) (CS)

Prepare a trial balance (FI:383) (CS)

Journalize and post adjusting entries (FI:384) (CS)

Journalize and post closing entries (FI:385) (CS)

Prepare a post-closing trial balance (FI:386) (CS)

Identify and correct accounting errors (FI:675) (SP)

Prepare worksheets (FI:387) (SP)

### Performance Element: Maintain cash controls to track cash flow.

#### **Performance Indicators:**

Explain cash control procedures (e.g., signature cards, deposit slips, internal/external controls, cash clearing, etc.) (FI:113) (CS)

Reconcile cash (FI:396) (CS)

Account for petty cash (FI:676) (CS)

Account for cash receipts (e.g., record cash, record income) (FI:677) (CS)

Account for cash payments (e.g., record cash, record expenses) (FI:678) (CS)

# Performance Element: Perform accounts payable functions to record, control, and disburse payments to vendors.

#### **Performance Indicators:**

Explain the nature of accounts payable (FI:409) (CS)

Account for purchases (e.g., purchase requisitions, purchase orders, invoices, vouchers, etc.) (FI:679) (CS)

Process accounts payable (e.g., maintain vendor file, post to ledger, process invoices and checks) (FI:680) (SP)

# Performance Element: Perform accounts receivable functions to record, control, and collect payments due from the sale of goods and services.

### **Performance Indicators:**

Explain the nature of accounts receivable (FI:424) (CS)

Account for sales (e.g., invoices, sales slips, etc.) (FI:682) (CS)

Process accounts receivable (e.g., post to ledger, process payment, process uncollectible account, etc.) (FI:683) (SP)

# Performance Element: Maintain inventory records to track the location, quantity, and value of goods and services.

### **Performance Indicators:**

Record inventory transactions (FI:432) (CS)

Process inventory adjustments (e.g., shrinkage, obsolescence, returns, etc.) (FI:435) (CS) Explain methods used to value inventory (e.g., FIFO, LIFO, average cost, etc.) (FI:586) (CS) Determine the cost/value of inventory (FI:436) (SP)

## Performance Element: Complete payroll procedures to calculate, record, and distribute payroll.

### **Performance Indicators:**

Explain the nature of payroll expenses (e.g., Social Security tax, Medicare tax, FUTA, SUTA, workers' compensation, etc.) (FI:638) (CS)

Maintain employee earnings records (e.g., timecards, time sheets, etc.) (FI:134) (CS)

Calculate employee earnings (FI:438) (SP)

Calculate employee deductions (FI:439) (SP)

Calculate payroll taxes (FI:442) (SP)

Account for payroll transactions (e.g., earnings, taxes, benefits, other deductions) (FI:686) (SP)

Process payroll payments and remittances (e.g., employees, benefits, taxes) (FI:687) (SP) Prepare federal, state, and local payroll tax returns and reports (FI:443) (SP)

## Performance Element: Perform specialized accounting procedures to track cash flow. Performance Indicators:

Discuss the nature of long-term assets (e.g., tangible assets, intangible assets, natural resources, etc.) (FI:642) (SP)

Describe the methods used to value long-term assets (e.g., tangible assets, intangible assets, natural resources, etc.) (FI:690) (SP)

Account for long-term assets (e.g., record acquisition, record depreciation/amortization, record disposal) (FI:691) (SP)

Account for long-term liabilities (e.g., bonds payable, notes payable, leases, etc.) (FI:692) (SP) Account for provisions (e.g., restructurings, warranties, customer refunds, etc.) (FI:693) (SP)

## Performance Element: Perform tax accounting functions to lessen clients' tax burdens. Performance Indicators:

Explain record keeping procedures for tax accounting (FI:484) (SP)

Calculate taxes owed by clients (i.e., individual and business) (FI:696) (SP)

Account for taxes (FI:697) (SP)

Prepare tax returns for clients (i.e., individuals and business) (FI:698) (SP)

Identify tax issues for clients (FI:485) (SP)

# Performance Element: Understand the fundamentals of managerial accounting to aid in financial decision-making.

### **Performance Indicators:**

Differentiate among management accounting responsibility centers (i.e., cost, profit, investment, revenue) (FI:717) (SP)

Discuss the use of cost-volume-profit analysis (FI:718) (SP)

Discuss cost accounting systems and overhead allocation (e.g., job order costing, process costing, activity-based costing [ABC], project costing) (FI:719) (SP)

Distinguish between variable costing and absorption costing (FI:720) (SP)

Describe common management accounting performance measures (e.g., balanced scorecard, return on investment [ROI], customer profitability analysis, etc.) (FI:721) (SP)

Discuss the role of standard costing in the preparation and analysis of budgets (FI:722) (SP)

Describe the nature of flexible budgets (FI:723) (SP)

Explain the role of transfer pricing in managerial accounting (FI:724) (SP)

Explain the impact of business operational practices (e.g., total quality management [TQM], lean production, just-in-time [JIT], etc.) on managerial accounting (FI:725) (SP)

# Performance Element: Produce financial reports to communicate the results of business activity.

### **Performance Indicators:**

Discuss the nature of annual reports (FI:388) (SP)

Analyze transactions and accounts (e.g., purchase, sales, sales returns and allowances, uncollectible accounts, depreciation, debt) (FI:449) (SP)

# Performance Element: Implement suitable internal accounting controls to ensure the proper recording of financial transactions.

#### **Performance Indicators:**

Explain the purpose of internal accounting controls (FI:343) (SP)

Assess financial accounting fraud risk (FI:706) (SP)

Determine the components of internal accounting control procedures for a business (FI:479) (SP)

Maintain internal accounting controls (FI:480) (SP)

# Performance Element: Conduct an audit to verify the integrity of a business's financial reporting process, accounting functions, and internal controls.

### **Performance Indicators:**

Explain the nature of audits and assurance engagements (FI:344) (SP) Distinguish between internal and external audits (FI:713) (SP)

Describe auditing techniques/procedures (FI:714) (SP)

Conduct audit engagements (FI:482) (SP)

# Performance Element: Utilize managerial accounting methods to track, record, and analyze business costs.

### **Performance Indicators:**

Maintain job order cost sheets (FI:450) (SP)

Calculate the cost of goods sold (FI:451) (SP)

Apply cost accounting techniques (e.g., overhead calculation, job and process costing, activity-based costing) (FI:726) (SP)

## Performance Element: Prepare budget reports to make business decisions. Performance Indicators:

Explain types of budgeting systems (e.g., top-down, bottom-up, incremental, etc.) (FI:728) (SP)

Project future revenues and expenses (FI:394) (SP)

Process preliminary budget detail (FI:460) (SP)

### **Instructional Area: Information Management (NF)**

Standard: Understands tools, strategies, and systems needed to access, process, maintain, evaluate, and disseminate information to assist business decision-making

### Performance Element: Utilize technology to record and analyze accounting transactions.

### **Performance Indicators:**

Use accounting applications and systems (NF:225) (CS)
Describe the nature of Extensible Business Reporting Language (XBRL) (NF:226) (SP)
Integrate technology into accounting (NF:133) (SP)
Preserve automated accounting records (NF:227) (SP)

# Performance Element: Apply statistical data analysis methods to aid in business data interpretation.

### **Performance Indicators:**

Select confidence levels (NF:228) (SP)

Test data for definitive relationships (NF:229) (SP)

Test data for definitive associations (NF:230) (SP)

Test data for meaningful differences (NF:231) (SP)

Use statistical data inferences to draw preliminary conclusions (NF:232) (SP)

Identify types of data analysis modeling techniques (NF:233) (SP)

Apply mathematical data analysis modeling techniques (NF:234) (SP)

Use data analysis software (NF:235) (SP)

# Performance Element: Interpret research data into information for business decision-making.

### **Performance Indicators:**

Explain the use of descriptive statistics in business decision making (NF:236) (SP) Interpret descriptive statistics for business decision making (NF:237) (SP) Interpret business data correlations (NF:238) (SP) Draw conclusions on the research question/issue (NF:239) (SP)

### **Instructional Area: Operations (OP)**

Standard: Understands the processes and systems implemented to monitor, plan, and control the day-to-day activities required for continued business functioning

Performance Element: Develop an understanding of business analysis to improve business functions and activities.

#### **Performance Indicators:**

Discuss the connection between business analysis and business process management (OP:328) (SP)

Explain types of requirements (e.g., business, system, functional, nonfunctional) (OP:329) (SP)

## Performance Element: Analyze business processes to improve business performance. Performance Indicators:

Document business processes (OP:457) (SP)

Identify the business process problem/issue (OP:458) (SP)

Define data needs and limitations (e.g., data fields, constraints, assumptions, variations expectations) (OP:459) (SP)

Identify data acquisition strategies (OP:460) (SP)

Analyze business processes (e.g., measure efficiency, benchmark metrics) (OP:461) (SP) Recommend improvements to business processes (OP:462) (SP)

### **Instructional Area: Professional Development (PD)**

Standard: Understands concepts, tools, and strategies used to explore, obtain, and develop in a business career

Performance Element: Understand careers in accounting to determine which role and responsibilities best match personal abilities and traits.

### **Performance Indicators:**

Identify career opportunities in accounting (PD:337) (SP)

Explain the roles and responsibilities of accounting professionals (PD:338) (SP)

Performance Element: Explore career-advancement activities in the accounting industry

to enhance professional development.

### **Performance Indicators:**

Discuss professional designations for accountants (e.g., CPA, CMA, CIA, CFE, etc.) (PD:168) (SP)

Describe the services of professional organizations in accounting (PD:339) (SP)

# Performance Element: Acquire knowledge of accounting standards to record, report, and evaluate financial data appropriately.

#### **Performance Indicators:**

Explain the nature of accounting standards (PD:158) (CS)

Discuss the roles and responsibilities of accounting-standard-setting bodies (i.e., SEC, FASB, IASB, GASB) (PD:295) (SP)

Compare U.S. Generally Accepted Accounting Principles (GAAP) and International Financial Reporting Standards (IFRS) (PD:296) (SP)

Discuss the levels and types of external financial reporting (PD:340) (SP)

Performance Element: Acquire knowledge of auditing standards to attest to the integrity of a business's finances.

#### **Performance Indicators:**

Discuss the nature of auditing/attestation standards (PD:341) (SP)