

MISSION TRAILS REGIONAL OCCUPATIONAL PROGRAM

1. COURSE TITLE: *SPANISH FOR OFFICE CAREERS*

2. CBEDS TITLE: **Other Office/Computer Course**

3. CBEDS NUMBER: **4698**

4. JOB TITLES:	JOB	D.O.T. CODE
	Administrative Assistant	169.167-010
	Billing Clerk	214.362-042
	Rating Clerk	214.482-022
	Bookkeeper Clerk	210.382-014
	Accounting Clerk	216.482-010
	Computer Operator	213.382-010
	Court Clerk	243.362-010
	Customer Service Representative	239.367-010
	Data Entry Clerk	203.582-054
	Executive Secretary	189.117-010
	File Clerk	206.362-010
	General Office Clerk	209.562-010
	Legal Secretary	201.362-010
	Mail Clerk and Messenger	209.687-026
	Payroll Clerk	215.482-010
	Postal Clerk	243.367-014
	Receptionist and Information Clerk	237.367-038
	Secretary	201.362-030
	Shipping and Receiving Clerk	222.387-050
	Statistical Clerk	216.382-050
	Stenographer	202.362-014
	Stock Clerk	222.387-058
	Word Processor	203.382-030

5. COURSE DESCRIPTION: This course will prepare students to be able to translate from English to Spanish in a business setting designed for non-native Spanish speaking students. Students will learn to communicate in Spanish, gain knowledge and understanding of other cultures, develop insight into the nature of language and culture and learn to participate in multilingual communities. Instructional emphasis is placed on using a combination of effective teaching strategies, enabling the student to learn how to read, write and pronounce the words in their proper articulations. Verbal repetitions, translating from one language to another will be emphasized. The class emphasis is on competency-step programs assisting students to acquire skills for the workplace while being able to understand and communicate in Spanish as well as English.

- 6. HOURS:** 360
- 7. PREREQUISITES:** 16 years of age or older
- 8. REVISION DATE:** March 11, 2008

9. COURSE OUTLINE:

a) CONTENT AREA SKILLS

i) EXPECTED STUDENT OUTCOMES

ii) HOURS OF INSTRUCTION

COURSE OUTLINE

CONTENT AREA SKILLS	EXPECTED STUDENT OUTCOMES	HOURS		
		CL	CC	CP
Instruction will include:	Student will be able to communicate in Spanish:			
1. Communication in Spanish a) student communicates in Spanish	1. a) Demonstrate competency in communicating in Spanish as it applies to business setting. <ul style="list-style-type: none"> engage in oral and written exchanges of learned material to socialize and to provide and obtain information. interpret and communicate with public as if in a business environment demonstrate understanding of simple, clearly, spoken, written language such as high frequency commands, and brief instructions when dealing with familiar business topics present information using familiar words, phrases, and sentences to listeners when communicating with public use the language skills of listening, speaking, reading, and/or writing 	70	20	
2. Nature of language and culture as they relate to Business a) insight into the language and culture	2. a) Understand and demonstrate competency in developing insight into the language and culture as it relates to business <ul style="list-style-type: none"> demonstrate and understanding of the nature of language and concept of culture through comparison of the student's own language and culture and the one being studied demonstrate an understanding of the practices and how they are related to the perspectives of the cultures studied demonstrate an understanding of cultural norms, attitudes, values and belief systems on targeted language. 	20		
3. Multicultural activities as they influence Business a) participation of multicultural activities	3. a) Demonstrate competency and understanding of multicultural activities in a business setting <ul style="list-style-type: none"> use the language in a business setting through activities such as participating in cultural events use resources (that may include technology) in the language and cultures being studied 	20	10	

	<ul style="list-style-type: none"> • use the language to obtain, reinforce, or expand knowledge of business areas • emphasize differences between student culture and target culture 			
4. Career Awareness and Exploration Activities in Spanish a) career planning skills b) job search and acquisition	4. a) Understand Career planning skills <ul style="list-style-type: none"> • assess personal strengths/weaknesses • define “career ladder” for secretarial positions • define transferable business skills learned in class 4. b) Understand Job search and acquisition skills <ul style="list-style-type: none"> • describe steps in a job search • write a resume, cover letter • write an interview follow-up letter • complete a job application form • demonstrate punctuality and regular attendance • explain job interview preparation steps • participation in a mock interview and critique 	10 15		
5. Leadership Skills using Spanish language a) communication skills b) team building c) problem solving	5. a) Understand Communication skills <ul style="list-style-type: none"> • be able to engage in conversation, provide and obtain information, express feelings and emotions and exchange opinions in Spanish • use active listening skills to understand and resolve conflict in an Spanish/English setting • communicate effectively with a variety of personality styles • understand various leadership styles and interpersonal dynamics or organized groups 5. b) Understand Teambuilding skills <ul style="list-style-type: none"> • assist in developing objectives and achieving goals • participate in organizing a class business group and form committees • participate in planning and presenting special events • perform the duties of a group member 5. c) Understand Problem solving skills <ul style="list-style-type: none"> • approach and solve problems in an organized manner • check for understanding • clarify expectations • selecting a solution 	30 15 15	10	

<p>6. General Employability Skills in a bilingual setting</p> <p>a) student will be able to demonstrate effective employability skills</p>	<p>6. a) Understand and demonstrate effective Employability skills</p> <ul style="list-style-type: none"> • listening and speaking skills • reading for comprehension skills • basic writing/composing skills • capitalization, numeral usage, abbreviation skills • punctuation skills • spelling and vocabulary skills • telephone answering and information gathering skills • interpersonal relations skills • decision making and problem solving skills • understanding of basic business economic groups 	50	10	
<p>7. Processing information in implementing Spanish language</p> <p>a) business theories and concepts</p>	<p>7. a) Understand and demonstrate competency in business theories and concepts.</p> <ul style="list-style-type: none"> • recognize the major type of business • describe types of office environments • define work flow and write a flowchart • model appropriate business wardrobe and grooming • demonstrate awareness of positive/negative attitudes on the job and discuss their impact • demonstrate knowledge of time management theories and practices • participate in a class attendance monthly award program 	30		

<p>8. Processing Information in implementing Spanish language b) keyboarding computer/typewriter operation</p>	<p>8. b) Understand and demonstrate keyboarding computer/typewriter operation</p> <ul style="list-style-type: none"> • operate equipment correctly and safely • demonstrate good keyboarding techniques • enter straight copy at 40 nwpm/5 minutes • compose/type a personal business letter in business format • produce an outline, title page, and unbound report • keyboard and proofreading a simple table • demonstrate a basic operation of word processing program • match definitions with computer vocabulary • proofread typed document with proofreader's marks • keyboard data on many different forms • produce a document from hand written copy • compose a resume and application form • compose a cover/thank-you letter for an interview • create, open, edit & print documents • format, proofread, enhance documents • preparing multiple page documents • manipulating text within and between documents • creating headers and footers • finding and replacing • creating and formatting tables, • creating table of contents and indexes 	30		
<p>9. Processing Information in implementing Spanish language c) Telephone techniques</p>	<p>9. c) Demonstrate good telephone techniques</p> <ul style="list-style-type: none"> • list and explain the important qualities of a good telephone voice, • list and explain the steps necessary to answer; place on hold, and transfer a business telephone call. • list and explain the steps used to screen calls in a business office. • list what is needed to record telephone messages for another person. • list and explain the types of outgoing telephone calls made in a business office. • list and explain the special features of telephone equipment used in a business office • use of fax machine to transmit documents 	15	10	
<p>10. Information Processing implementing Spanish language including terminology and vocabulary f) sorting and verifying data</p>	<p>10. f) Understanding and demonstrating proper of sorting and verifying date</p> <ul style="list-style-type: none"> • verify numerical data, name and addresses, typed alphabetical list against handwritten non-alphabetized list, calculator tape against handwritten list, travel expense report against receipts. • being able to sort and extract information from database • create an electronic database • creating forms, reports, mailing labels, and charts • performing queries and filtering records 	10	10	

<p>11. Processing Information in implementing Spanish language i.e. terminology and vocabulary d) basic office tools/equipment operation</p>	<p>11.d) Understanding and demonstrating ability of basic office tools/equipment operation</p> <ul style="list-style-type: none"> • make photocopies, collate, and staple • use a paper cutter • use an adjustable three-hole punch • fill an empty stapler, remove staples from incorrectly collated reports • replace the ribbon and tape in a calculator • replace printer toner and cartridge • able to use scanner to import data to software • able to use digital camera to integrate into presentation • use book binding machine to produce bound books/reports • use of laminating machine 	10	10	
<p>12. Processing Information in Spanish language e) proofreading/editing</p>	<p>12. e) Demonstrate proficiency in proofreading</p> <ul style="list-style-type: none"> • to recognize common types of proofreading • to make corrections using proofreading marks • proofreading matching numbers • proofreading names and addresses • proofreading a typed document and making changes in Spanish and English • proofreading a typed document in Spanish and making changes. 	20	10	
<p>Total Hours</p>		360	90	

9. COURSE OUTLINE:

b) CAREER PERFORMANCE STANDARDS

i) EXPECTED STUDENT OUTCOMES

ii) HOURS OF INSTRUCTION

CAREER PERFORMANCE STANDARDS	EXPECTED STUDENT OUTCOMES	HOURS
Instruction will include:	Student will be able to:	
<p>1. Personal Skills</p> <ul style="list-style-type: none"> ▪ Classroom policies & procedures ▪ Ethics <ul style="list-style-type: none"> → Work → Business ▪ Sexual harassment laws ▪ Personal skills, including positive attitude, self-confident, honesty, perseverance & self-discipline ▪ Professional appearance ▪ Time management ▪ Lifelong learning 	<p>1. Understand how personal skill development, including positive attitude, honesty, self-confidence, time management, & other positive traits affect employability.</p> <ul style="list-style-type: none"> ▪ Demonstrate and understand classroom policies & procedures ▪ Define work and business ethics & demonstrate the importance of ethical standards & social responsibilities in the business environment. ▪ Discuss the laws applicable to sexual harassment & discuss tactics for handling harassment situations. ▪ Demonstrate personal skills in class and/or business environment: <ul style="list-style-type: none"> → Positive attitude → Self-confidence → Honesty → Perseverance → Self-discipline ▪ Demonstrate and model personal hygiene and acceptable professional attire ▪ Prioritize tasks and meet deadlines ▪ Explain the importance of lifelong learning 	<p>Integrated in content area skills</p>

CAREER PERFORMANCE STANDARDS	EXPECTED STUDENT OUTCOMES	HOURS
Instruction will include:	Student will be able to:	
<p>2. Interpersonal Skills</p> <ul style="list-style-type: none"> ▪ Group dynamics ▪ Conflict resolution and negotiation ▪ Team work ▪ Etiquette across gender and cultural groups 	<p>2. Understand principles of effective interpersonal skills, including group dynamics, conflict resolution, and negotiation.</p> <ul style="list-style-type: none"> ▪ Identify and explain the key concepts of group dynamics ▪ Discuss and demonstrate the dynamics of conflict resolution and negotiation, and their importance within the business environment ▪ Demonstrate effective teamwork, share responsibilities, accept supervision and assume leadership roles ▪ Demonstrate cooperative working relationships and proper etiquette across gender and cultural groups 	<p>Integrated in content area skills</p>
<p>3. Thinking and Problem-Solving Skills</p> <ul style="list-style-type: none"> ▪ Critical and creative thinking skills ▪ Logical reasoning and problem-solving skills ▪ Numerical estimation, measurement, and calculation ▪ Identify, locate, and organize needed information and propose, evaluate, and select alternative solutions 	<p>3. Understand the importance of critical thinking and problem-solving skills in the workplace.</p> <ul style="list-style-type: none"> ▪ Apply critical and creative thinking skills in a work environment and implement a plan of improvement as needed ▪ Demonstrate logical reasoning and problem solving skills in a work environment ▪ Apply numerical estimation, measurement and calculation skills to business applications including the following: <ul style="list-style-type: none"> → Whole number math → Decimals & fractions → Counting & monetary functions → Use of tables & graphs ▪ Recognize problem situations; identify, locate and organize needed information, and propose, evaluate and select from alternate solutions 	<p>Integrated in content area skills</p>

CAREER PERFORMANCE STANDARDS	EXPECTED STUDENT OUTCOMES	HOURS
Instruction will include:	Student will be able to:	
<p>4. Communication Skills</p> <ul style="list-style-type: none"> ▪ Written communications ▪ Verbal and Nonverbal communications ▪ Active and effective listening ▪ Proper etiquette in business communications ▪ Writing and editing skills ▪ Use of reference material and handbooks ▪ Oral presentations 	<p>4. Understand principles of effective communication.</p> <ul style="list-style-type: none"> ▪ Read and implement written instructions, technical manuals, written communication, and reference books ▪ Present a positive image of verbal and nonverbal communication through use of appropriate methods ▪ Demonstrate active and effective listening skills through verbal, nonverbal and written feedback ▪ Demonstrate proper etiquette in business communications, including an awareness of requisite for international communications (languages, customs, and time zones) ▪ Demonstrate the following writing and editing skills: <ul style="list-style-type: none"> → Use correct grammar, punctuation, capitalization, vocabulary and spelling → Write, proofread and edit → Select and use appropriate forms of communication ▪ Exhibit a proficiency in the use of reference materials such as dictionary, thesaurus, telephone directory, almanac, zip code directory, and office handbooks 	<p>Integrated in content area skills</p>
<p>5. Occupational Safety</p> <ul style="list-style-type: none"> ▪ Good safety practices 	<p>5. Understand occupational safety issues, including avoidance of physical hazards</p> <ul style="list-style-type: none"> ▪ Model and implement good safety practices including: <ul style="list-style-type: none"> → Avoidance and reporting of physical hazards in the work environment → Safe operation of equipment → Proper handling of hazardous materials 	<p>Integrated in content area skills</p>

CAREER PERFORMANCE STANDARDS	EXPECTED STUDENT OUTCOMES	HOURS
Instruction will include:	Student will be able to:	
6. Employment Literacy <ul style="list-style-type: none"> ▪ Expand awareness of career opportunities ▪ Set employment goals and objectives ▪ Aptitudes, personal characteristics and interests ▪ Develop portfolio to C-TAP standards ▪ Develop interviewing techniques 	6. Understand career paths and strategies for obtaining employment. <ul style="list-style-type: none"> ▪ Explore career opportunities and develop a career plan ▪ Identify steps for setting goals and writing personal goals and objectives ▪ Examine aptitudes related to career options; relate personal characteristics and interests to educational and occupational opportunities ▪ Develop a portfolio to include the following: <ul style="list-style-type: none"> → Letter of Introduction → Cover letter → Resume → Thank you letter → Job application → Licenses, Certificates and Awards → Transcripts → Letters of Recommendation → Work Samples 	Integrated in content area skills
7. Technology Literacy <ul style="list-style-type: none"> ▪ Apply Industry specific technology ▪ Use Industry specific software ▪ Demonstrate Keyboarding ▪ Accessing information ▪ Lifelong enhancement of technology skills 	7. Understand and adapt to changing technology. <ul style="list-style-type: none"> ▪ Identify and demonstrate use of appropriate technology ▪ Identify and use industry specific software ▪ Demonstrate proficiency in alphanumeric keyboarding ▪ Input and retrieve information ▪ Understand the importance of lifelong learning in adapting to changing technology 	Integrated in content area skills

10. ADDITIONAL RECOMMENDED /OPTIONAL ITEMS

- a. **VOCATIONAL CREDIT:** 5 – 20 units
- b. **ACADEMIC CREDIT:** 5 – 20 Spanish Foreign Language
- c. **INSTRUCTIONAL STRATEGIES:** Cooperative team work
Individualized instruction
Individual practice
Lab practical experience
Community Classroom
SDAIE techniques
Drill and practice
- d. **INSTRUCTIONAL MATERIALS:** Computers (word-processing and tutorial software)
IBM compatible computers, memory typewriters,
calculators.
Reference materials
Textbooks: Hablemos Español, Microsoft Word, Telephone
and Voice Mail,, Solving Business Problems on the
Electronic Calculator, Office Skills, Alphabetic
Indexing, Rules, Basic Math, Keeping Financial
Records Spanish/English Dictionaries
Reference Manuals
Speakers from the Community and Advisory Board
Classroom Posters
Newspapers
Videos
Electronic Spanish/English Dictionary
- e. **CERTIFICATES:** **Course Certificate**
Successful completion of established proficiencies
leading to certificate competency levels
- Achievement Certificate**
Minimum of one proficiency completed leading to
certificate competency levels