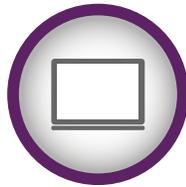


IOWA CAREER AND TECHNICAL EDUCATION STANDARDS

FINAL REPORT 2019



BUSINESS, MANAGEMENT & ADMINISTRATION • AGRICULTURE, FOOD & NATURAL
RESOURCES • INFORMATION SOLUTIONS • APPLIED SCIENCES, TECHNOLOGY,
ENGINEERING & MANUFACTURING • HEALTH SCIENCES • HUMAN SERVICES



State Standards – Iowa, 2019 Business, Finance, Marketing and Management

Core Standard 1:		1	Business Law: Understands business’s responsibility to know, abide by, and enforce laws and regulations that affect business operations and transactions.
Performance Element	1.1		<i>Acquire foundational knowledge of business laws and regulations.</i>
Performance Indicator	1.1.1		Describe ways to implement business laws and regulations.
Performance Element	1.2		<i>Apply knowledge of business ownership to establish and continue business operations.</i>
Performance Indicator	1.2.1		Research types of business ownership.

Core Standard 2:		2	Communication Skills: Understands the concepts, strategies, and systems used to obtain and convey ideas and information.
Performance Element	2.1		<i>Interpret meaning from written material and to apply the information to a task.</i>
Performance Indicator	2.1.1		Identify sources that provide relevant, valid written material.
Performance Indicator	2.1.2		Extract relevant information from written materials.
Performance Indicator	2.1.3		Apply written directions to achieve tasks.
Performance Indicator	2.1.4		Analyze company resources to determine policies and procedures.
Performance Element	2.2		<i>Demonstrate active listening skills to determine meaning of what is being said.</i>
Performance Indicator	2.2.1		Explain communication techniques that support and encourage a speaker.
Performance Indicator	2.2.2		Follow oral directions.
Performance Indicator	2.2.3		Demonstrate active listening skills.
Performance Element	2.3		<i>Apply verbal skills to obtain and convey information.</i>
Performance Indicator	2.3.1		Explain the nature of effective verbal communications.
Performance Indicator	2.3.2		Demonstrate relevant questioning skills.
Performance Indicator	2.3.3		Interpret others' nonverbal cue.
Performance Indicator	2.3.4		Provide legitimate responses to inquiries.
Performance Indicator	2.3.5		Provide verbal directions.
Performance Indicator	2.3.6		Demonstrate communication styles appropriate to target audience.
Performance Indicator	2.3.7		Defend ideas objectively.
Performance Indicator	2.3.8		Handle telephone calls in a businesslike manner.
Performance Indicator	2.3.9		Participate in group discussions.
Performance Element	2.4		<i>Record information to maintain and present a report of business activity.</i>
Performance Indicator	2.4.1		Utilize note-taking strategies.
Performance Indicator	2.4.2		Organize information.

State Standards – Iowa, 2019 Business, Finance, Marketing and Management

Core Standard 2:	2	Communication Skills: Understands the concepts, strategies, and systems used to obtain and convey ideas and information.
Performance Indicator	2.4.3	Select and use appropriate graphic aids.
Performance Element	2.5	<i>Write internal and external business correspondence to convey and obtain information effectively.</i>
Performance Indicator	2.5.1	Explain the nature of effective written communications.
Performance Indicator	2.5.2	Select and utilize appropriate formats for professional writing.
Performance Indicator	2.5.3	Edit and revise written work consistent with professional standards.
Performance Indicator	2.5.4	Write professional emails.
Performance Indicator	2.5.5	Write professional business letters.
Performance Indicator	2.5.6	Write professional informational messages.
Performance Indicator	2.5.7	Write professional inquiries.
Performance Element	2.6	<i>Demonstrate staff communication techniques and strategies to achieve workplace objectives.</i>
Performance Indicator	2.6.1	Describe staff communication techniques.
Performance Indicator	2.6.2	Apply techniques to communicate effectively in the workplace.
Performance Indicator	2.6.3	Demonstrative active participation in staff meetings.
Performance Indicator	2.6.4	Demonstrate group problem-solving techniques.
Performance Element	2.7	<i>Utilize a variety of social media outlets to communicate with a business's stakeholders.</i>
Performance Indicator	2.7.1	Describe the impact of a social media brand on the achievement of organizational objectives.
Performance Indicator	2.7.2	Demonstrate ability to develop messages appropriate for various types of social media.
Performance Indicator	2.7.3	Distinguish between using social media for business and personal purposes.

Core Standard 3:	3	Customer Relations: Understands the techniques and strategies used to foster positive, ongoing relationships with customers.
Performance Element	3.1	<i>Foster positive relationships with customers to enhance company image.</i>
Performance Indicator	3.1.1	Explain the nature of positive customer relations.
Performance Indicator	3.1.2	Demonstrate a customer-service mindset.
Performance Indicator	3.1.3	Demonstrate rapport with customers.
Performance Indicator	3.1.4	Reinforce service orientation through communication.
Performance Indicator	3.1.5	Respond to customer inquiries.
Performance Indicator	3.1.6	Demonstrate appropriate communication for working with diverse clients.

State Standards – Iowa, 2019 Business, Finance, Marketing and Management

Core Standard 3:	3	Customer Relations: Understands the techniques and strategies used to foster positive, ongoing relationships with customers.
Performance Indicator	3.1.7	Interpret business policies to customers/clients.
Performance Element	3.2	<i>Resolve conflicts with/for customers to encourage repeat business.</i>
Performance Indicator	3.2.1	Handle difficult customers.
Performance Indicator	3.2.2	Demonstrate strategies for handling customer/client complaints.
Performance Element	3.3	<i>Reinforce company's image to exhibit the company's brand promise.</i>
Performance Indicator	3.3.1	Identify company's brand promise.
Performance Indicator	3.3.2	Determine ways of reinforcing the company's image through employee performance.

Core Standard 4:	4	Economics: Understands the economic principles and concepts fundamental to business operations.
Performance Element	4.1	<i>Understand fundamental economic concepts to obtain a foundation for employment in business.</i>
Performance Indicator	4.1.1	Distinguish between economic goods and services.
Performance Indicator	4.1.2	Explain the concept of economic resources.
Performance Indicator	4.1.3	Describe the concepts of economics and economic activities.
Performance Indicator	4.1.4	Determine economic utilities created by business activities.
Performance Indicator	4.1.5	Explain the principles of supply and demand.
Performance Indicator	4.1.6	Describe the functions of prices in market.
Performance Element	4.2	<i>Understand the nature of business to show its contributions to society.</i>
Performance Indicator	4.2.1	Explain the role of business in society.
Performance Indicator	4.2.2	Describe types of business activities.
Performance Element	4.3	<i>Understand economic systems to be able to recognize the environments in which businesses function.</i>
Performance Indicator	4.3.1	Explain the types of economic systems.
Performance Indicator	4.3.2	Identify the impact of small business/entrepreneurship on market economies.
Performance Indicator	4.3.3	Explain the concept of private enterprise.
Performance Indicator	4.3.4	Identify factors affecting a business's profit.
Performance Indicator	4.3.5	Determine factors affecting business risk.

State Standards – Iowa, 2019 Business, Finance, Marketing and Management

Core Standard 4:	4	Economics: Understands the economic principles and concepts fundamental to business operations.
Performance Indicator	4.3.6	Explain the concept of competition.
Performance Element	4.4	<i>Acquire knowledge of the impact of government on business activities to make informed economic decisions.</i>
Performance Indicator	4.4.1	Determine the relationship between government and business.
Performance Element	4.5	<i>Analyze cost/profit relationships to guide business decision-making.</i>
Performance Indicator	4.5.1	Explain the concept of productivity

Core Standard 5:	5	Emotional Intelligence: Understands techniques, strategies, and systems used to foster self-understanding and enhance relationships with others.
Performance Element	5.1	<i>Foster self-understanding to recognize the impact of personal feelings on others.</i>
Performance Indicator	5.1.1	Describe the nature of emotional intelligence
Performance Indicator	5.1.2	Explain the concept of self-esteem.
Performance Indicator	5.1.3	Discuss personal biases and stereotypes and methods for overcoming them.
Performance Indicator	5.1.4	Assess personal strengths and weaknesses.
Performance Indicator	5.1.5	Assess personal behavior and values.
Performance Element	5.2	<i>Develop personal traits to foster career advancement.</i>
Performance Indicator	5.2.1	Identify desirable personality traits important to business.
Performance Indicator	5.2.2	Utilize techniques to build self-confidence.
Performance Indicator	5.2.3	Demonstrate interest and enthusiasm.
Performance Indicator	5.2.4	Demonstrate initiative.
Performance Element	5.3	<i>Apply ethics to demonstrate trustworthiness.</i>
Performance Indicator	5.3.1	Demonstrate honesty and integrity.
Performance Indicator	5.3.2	Demonstrate responsible behavior.
Performance Indicator	5.3.3	Demonstrate fairness.
Performance Indicator	5.3.4	Assess risks of personal decisions.
Performance Indicator	5.3.5	Demonstrate ethical work habits.
Performance Indicator	5.3.6	Take responsibility for decisions and actions.
Performance Indicator	5.3.7	Build trust in relationships.
Performance Indicator	5.3.8	Describe the nature of ethics.
Performance Indicator	5.3.9	Explain reasons for ethical dilemmas.

State Standards – Iowa, 2019 Business, Finance, Marketing and Management

Core Standard 5:	5	Emotional Intelligence: Understands techniques, strategies, and systems used to foster self-understanding and enhance relationships with others.
Performance Indicator	5.3.10	Recognize and respond to ethical dilemmas.
Performance Indicator	5.3.11	Manage commitments in a timely manner.
Performance Indicator	5.3.12	Develop tolerance for ambiguity.
Performance Element	5.4	<i>Exhibit techniques to manage emotional reactions to people and situations.</i>
Performance Indicator	5.4.1	Exhibit a positive attitude.
Performance Indicator	5.4.2	Demonstrate self-control.
Performance Indicator	5.4.3	Explain the use of feedback for personal growth.
Performance Indicator	5.4.4	Adjust to change.
Performance Element	5.5	<i>Identify with others' feelings, needs, and concerns to enhance interpersonal relations.</i>
Performance Indicator	5.5.1	Respect the privacy of others.
Performance Indicator	5.5.2	Show empathy for others.
Performance Indicator	5.5.3	Maintain the confidentiality of others.
Performance Indicator	5.5.4	Exhibit cultural sensitivity.
Performance Element	5.6	<i>Use communication skills to foster open, honest communications.</i>
Performance Indicator	5.6.1	Explain the nature of effective communications.
Performance Element	5.7	<i>Manage stressful situations to minimize potential negative impact.</i>
Performance Indicator	5.7.1	Use appropriate assertiveness.
Performance Indicator	5.7.2	Use conflict-resolution skills.
Performance Indicator	5.7.3	Explain the nature of office politics.
Performance Indicator	5.7.4	Overcome problems and difficulties associated with office politics/turf wars.
Performance Element	5.8	<i>Implement teamwork techniques to accomplish goals.</i>
Performance Indicator	5.8.1	Participate as a team member.
Performance Element	5.9	<i>Demonstrate leadership skills to achieve workplace objectives.</i>
Performance Indicator	5.9.1	Explain the concept of leadership.
Performance Indicator	5.9.2	Explain the nature of ethical leadership.
Performance Indicator	5.9.3	Model ethical behavior.
Performance Indicator	5.9.4	Determine personal vision.
Performance Indicator	5.9.5	Inspire others.
Performance Indicator	5.9.6	Demonstrate adaptability.

State Standards – Iowa, 2019 Business, Finance, Marketing and Management

Core Standard 5:		5	Emotional Intelligence: Understands techniques, strategies, and systems used to foster self-understanding and enhance relationships with others.
Performance Indicator	5.9.7		Develop an achievement orientation.
Performance Indicator	5.9.8		Challenge the status quo.
Performance Indicator	5.9.9		Lead change.
Performance Indicator	5.9.10		Enlist others in working toward a shared vision.
Performance Indicator	5.9.11		Coach others.
Performance Element	5.10		<i>Manage internal and external business relationships to foster positive interactions.</i>
Performance Indicator	5.10.1		Treat others with dignity and respect.
Performance Indicator	5.10.2		Foster positive working relationships.
Performance Indicator	5.10.3		Consider conflicting viewpoints.

Core Standard 6:		6	Entrepreneurship: Understands the concepts, processes, and skills associated with identifying new ideas, opportunities, and methods and with creating or starting a new project or BUSINESS venture.
PERFORMANCE ELEMENT	6.1		<i>Describe fundamental entrepreneurship factors.</i>
Performance Indicator	6.1.1		Describe traits of successful entrepreneurs.
Performance Indicator	6.1.2		Identify opportunities for small business ownership.

Core Standard 7:		7	Financial Analysis: Understands tools, strategies, and systems used to maintain, monitor, control, and plan the use of financial resources.
Performance Element	7.1		<i>Understand the fundamental principles of money needed to make financial exchanges.</i>
Performance Indicator	7.1.1		Explain forms of financial exchange (cash, credit, debit, electronic funds transfer, etc.).
Performance Indicator	7.1.2		Identify types of currency (paper money, coins, banknotes, government bonds, treasury notes, etc.).
Performance Indicator	7.1.3		Describe functions of money (medium of exchange, unit of measure, store of value).
Performance Indicator	7.1.4		Describe sources of income (wages/salaries, interest, rent, dividends, transfer payments, etc.).
Performance Indicator	7.1.5		Explain the time value of money.
Performance Indicator	7.1.6		Explain the purposes and importance of credit.
Performance Indicator	7.1.7		Explain legal responsibilities associated with financial exchange.

State Standards – Iowa, 2019 Business, Finance, Marketing and Management

Core Standard 7:	7	Financial Analysis: Understands tools, strategies, and systems used to maintain, monitor, control, and plan the use of financial resources.
Performance Element	7.2	<i>Analyze financial needs and goals to determine financial requirements.</i>
Performance Indicator	7.2.1	Explain the need to save and invest.
Performance Indicator	7.2.2	Set financial goals.
Performance Indicator	7.2.3	Develop budgets for personal and business uses.
Performance Indicator	7.2.4	Determine personal net worth.
Performance Indicator	7.2.5	Interpret basic financial statements such as income statements and balance sheets.
Performance Element	7.3	<i>Manage personal finances to achieve financial goals.</i>
Performance Indicator	7.3.1	Explain the nature of tax liabilities.
Performance Indicator	7.3.2	Interpret a pay stub.
Performance Indicator	7.3.3	Prepare bank account documents (e.g., checks, deposit/withdrawal slips, endorsements, etc.).
Performance Indicator	7.3.4	Maintain financial records.
Performance Indicator	7.3.5	Read and reconcile bank statement.
Performance Indicator	7.3.6	Calculate the cost of credit.
Performance Indicator	7.3.7	Demonstrate the wise use of credit.
Performance Indicator	7.3.8	Demonstrate procedures to validate credit history.
Performance Indicator	7.3.9	Make responsible financial decisions.
Performance Indicator	7.3.10	Protect against identity theft.
Performance Indicator	7.3.11	Pay bills.
Performance Indicator	7.3.12	Control debt.
Performance Indicator	7.3.13	Prepare personal income tax forms.
Performance Indicator	7.3.14	Discuss the nature of retirement planning.
Performance Indicator	7.3.15	Explain the nature of estate planning.
Performance Element	7.4	<i>Understand the use of financial-services providers to aid in financial-goal achievement.</i>

State Standards – Iowa, 2019 Business, Finance, Marketing and Management

Core Standard 7:		7	Financial Analysis: Understands tools, strategies, and systems used to maintain, monitor, control, and plan the use of financial resources.
Performance Indicator	7.4.1		Describe types of financial-services providers.
Performance Indicator	7.4.2		Discuss considerations in selecting a financial-services provider.
Performance Element	7.5		<i>Use investment strategies to ensure financial well-being.</i>
Performance Indicator	7.5.1		Explain types of investments.
Performance Element	7.6		<i>Acquire a foundational knowledge of accounting to understand its nature and scope.</i>
Performance Indicator	7.6.1		Describe the need for financial information.
Performance Indicator	7.6.2		Explain the concept of accounting.
Performance Element	7.7		<i>Acquire a foundational knowledge of finance to understand its nature and scope.</i>
Performance Indicator	7.7.1		Explain the role of finance in business.
Performance Element	7.8		<i>Use risk management products to protect personal and business financial well-being.</i>
Performance Indicator	7.8.1		Analyze the use of insurance for risk management.

Core Standard 8:		8	Human Resource Management: Understands the tools, techniques, and systems that businesses use to plan, staff, lead, and organize human resources.
Performance Element	8.1		<i>Understand the role and function of human resources management to obtain a foundational knowledge of its nature and scope.</i>
Performance Indicator	8.1.1		Discuss the nature of human resources management.
Performance Element	8.2		<i>Manage staff growth and development to increase productivity and employee satisfaction.</i>
Performance Indicator	8.2.1		Orient new employees.

Core Standard 9:		9	Information Management: Understands tools, strategies, and systems needed to access, process, maintain, evaluate, and disseminate information to assist business decision-making.
Performance Element	9.1		<i>Use information literacy skills to increase workplace efficiency and effectiveness.</i>
Performance Indicator	9.1.1		Assess information needs.

Core Standard 9:	9	Information Management: Understands tools, strategies, and systems needed to access, process, maintain, evaluate, and disseminate information to assist business decision-making.
Performance Indicator	9.1.2	Obtain needed information efficiently.
Performance Indicator	9.1.3	Evaluate quality and source of information.
Performance Indicator	9.1.4	Draw conclusions based on information analysis.
Performance Indicator	9.1.5	Apply information to accomplish a task.
Performance Indicator	9.1.6	Store information for future use.
Performance Element	9.2	<i>Acquire a foundational knowledge of information management to understand its nature and scope.</i>
Performance Indicator	9.2.1	Discuss the nature of information management.
Performance Element	9.3	<i>Utilize information-technology tools to manage and perform work responsibilities.</i>
Performance Indicator	9.3.1	Identify ways that technology impacts business.
Performance Indicator	9.3.2	Explain the role of information systems.
Performance Indicator	9.3.3	Discuss principles of computer systems.
Performance Indicator	9.3.4	Use basic operating systems.
Performance Indicator	9.3.5	Describe the scope of the Internet.
Performance Indicator	9.3.6	Demonstrate basic e-mail functions.
Performance Indicator	9.3.7	Demonstrate personal information management/productivity applications.
Performance Indicator	9.3.8	Demonstrate basic web-search skills.
Performance Indicator	9.3.9	Demonstrate basic word processing skills.
Performance Indicator	9.3.10	Demonstrate basic presentation applications.
Performance Indicator	9.3.11	Demonstrate basic database applications.
Performance Indicator	9.3.12	Demonstrate basic spreadsheet applications.
Performance Indicator	9.3.13	Use an integrated business software application package.
Performance Indicator	9.3.14	Demonstrate collaborative/groupware applications.
Performance Indicator	9.3.15	Create a web page.
Performance Element	9.4	<i>Apply data mining methods to acquire pertinent information for business decision-making.</i>
Performance Indicator	9.4.1	Discuss the nature of data mining.

State Standards – Iowa, 2019 Business, Finance, Marketing and Management

Core Standard 10:	10	Marketing: Understands the tools, techniques, and systems that businesses use to create exchanges and satisfy organizational objectives.
Performance Element	10.1	<i>Understand marketing's role and function in business to facilitate economic exchanges with customers.</i>
Performance Indicator	10.1.1	Explain marketing and its importance in a global economy.
Performance Indicator	10.1.2	Describe marketing functions and related activities.
Performance Indicator	10.1.3	Demonstrate socially responsible marketing practices.

Core Standard 11:	11	Operations: Apply the processes and systems needed to monitor, plan, and control the day-to-day activities required for continued business functioning.
Performance Element	11.1	<i>Understand operation's role and function in business to value its contribution to a company.</i>
Performance Indicator	11.1.1	Explain the nature of operations.
Performance Element	11.2	<i>Adhere to health and safety regulations to support a safe work environment.</i>
Performance Indicator	11.2.1	Describe health and safety regulations in business.
Performance Indicator	11.2.2	Demonstrate process to report noncompliance with business health and safety regulations.
Performance Element	11.3	<i>Implement safety procedures to minimize loss.</i>
Performance Indicator	11.3.1	Follow instructions for use of equipment, tools, and machinery.
Performance Indicator	11.3.2	Follow safety precautions.
Performance Indicator	11.3.3	Maintain a safe work environment.
Performance Indicator	11.3.4	Explain procedures for handling accidents.
Performance Indicator	11.3.5	Handle and report emergency situation.
Performance Element	11.4	<i>Implement security policies/procedures to minimize chance for loss.</i>
Performance Indicator	11.4.1	Explain routine security precautions.
Performance Indicator	11.4.2	Follow established security procedures/policies.
Performance Indicator	11.4.3	Protect company information and intangibles.
Performance Element	11.5	<i>Utilize project-management skills to improve workflow and minimize costs.</i>
Performance Indicator	11.5.1	Plan project.
Performance Indicator	11.5.2	Monitor projects and take corrective actions.
Performance Indicator	11.5.3	Evaluate project success.
Performance Element	11.6	<i>Implement purchasing activities to obtain business supplies, equipment, resources, and services.</i>

State Standards – Iowa, 2019 Business, Finance, Marketing and Management

Core Standard 11:		11	Operations: Apply the processes and systems needed to monitor, plan, and control the day-to-day activities required for continued business functioning.
Performance Indicator	11.6.1		Explain the nature and scope of purchasing.
Performance Indicator	11.6.2		Place orders/reorders.
Performance Indicator	11.6.3		Maintain inventory of supplies.
Performance Element	11.7		<i>Understand production's role and function in business to recognize its need in an organization.</i>
Performance Indicator	11.7.1		Explain the concept of production.
Performance Element	11.8		<i>Maintain property and equipment to facilitate ongoing business activities.</i>
Performance Indicator	11.8.1		Comply with policies and procedures for use of property and equipment.
Performance Element	11.9		<i>Comply with security rules, regulations, and codes (e.g., property, privacy, access, confidentiality) to protect customer and company information, reputation, and image.</i>
Performance Indicator	11.9.1		Explain information privacy, security, and confidentiality considerations in business.
Performance Indicator	11.9.2		Maintain data security.
Performance Element	11.10		<i>Understand supply chain management role to recognize its need in business.</i>
Performance Indicator	11.10.1		Explain the concept of supply chain.

Core Standard 12:		12	Professional Development: Understands concepts, tools, and strategies used to explore, obtain, and develop in a business career.
Performance Element	12.1		<i>Acquire self-development skills to enhance relationships and improve efficiency in the work environment.</i>
Performance Indicator	12.1.1		Maintain appropriate personal appearance.
Performance Indicator	12.1.2		Demonstrate systematic behavior.
Performance Indicator	12.1.3		Set personal goals.
Performance Element	12.2		<i>Utilize critical-thinking skills to determine best options/outcomes.</i>
Performance Indicator	12.2.1		Explain the need for innovation skills.
Performance Indicator	12.2.2		Make decisions.
Performance Indicator	12.2.3		Demonstrate problem-solving skills.
Performance Element	12.3		<i>Participate in career planning to enhance job-success potential.</i>
Performance Indicator	12.3.1		Assess personal interests and skills needed for success in business.
Performance Indicator	12.3.2		Analyze employer expectations in the business environment.

State Standards – Iowa, 2019 Business, Finance, Marketing and Management

Core Standard 12:		12	Professional Development: Understands concepts, tools, and strategies used to explore, obtain, and develop in a business career.
Performance Indicator	12.3.3	Explain the rights of workers.	
Performance Indicator	12.3.4	Identify sources of career information.	
Performance Indicator	12.3.5	Identify tentative occupational interest.	
Performance Indicator	12.3.6	Explain employment opportunities in business.	
Performance Indicator	12.3.7	Explain career opportunities in entrepreneurship.	
Performance Element	12.4	<i>Implement job-seeking skills to obtain employment.</i>	
Performance Indicator	12.4.1	Utilize job-search strategies.	
Performance Indicator	12.4.2	Complete a job application.	
Performance Indicator	12.4.3	Interview for a job.	
Performance Indicator	12.4.4	Write a follow-up letter after job interviews.	
Performance Indicator	12.4.5	Write a letter of application.	
Performance Indicator	12.4.6	Prepare a résumé.	
Performance Element	12.5	<i>Utilize career-advancement activities to enhance professional development.</i>	
Performance Indicator	12.5.1	Describe techniques for obtaining work experience (e.g., volunteer activities, internships).	
Performance Indicator	12.5.2	Explain the need for ongoing education as a worker.	
Performance Indicator	12.5.3	Explain possible advancement patterns for jobs.	
Performance Element	12.6	<i>Understand and follow company rules and regulations to maintain employment.</i>	
Performance Indicator	12.6.1	Adhere to company protocols and policies.	
Performance Indicator	12.6.2	Follow rules of conduct.	
Performance Indicator	12.6.3	Follow chain of command.	

Core Standard 13:		13	Strategic Management: Understands tools, techniques, and systems that affect a business’s ability to plan, control, and organize an organization/department.
Performance Element	13.1	<i>Recognize management's role to understand its contribution to business success.</i>	
Performance Indicator	13.1.1	Explain the concept of management.	

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The Division of Community Colleges and Workforce Preparation within the Iowa Department of Education administers a variety of diverse programs that enhance Iowa's educational system and help to prepare a skilled and knowledgeable workforce. Divided between two bureaus — the Bureau of Community Colleges and the Bureau of Career and Technical Education — the Division is committed to providing and supporting opportunities for lifelong learning. In addition to working with Iowa's 15 public community colleges on state accreditation, program approval, equity review, and data reporting, guidance is also provided in the areas of career and technical education, workforce training and economic development, adult education and literacy, military education, the state mandated OWI education program, the GAP Tuition and PACE programs, Senior Year Plus, the National Crosswalk Service Center, and the Statewide Intermediary Network program.