Suggested Priority Cluster Area: Back Office
NM Job Council's 13 Economic Sectors Primary Alignment: Back Office Services and Exported Services
STATES CAREER CLUSTER™: BUSINESS MANAGEMENT AND ADMINISTRATION

Pathways and related Programs of Study in this career cluster address careers in planning, organizing, directing and evaluating business functions essential to efficient and productive business operations.

Program Learning Outcomes from and NASDCTE Common Career Technical Core:	
1.	Utilize mathematical concepts, skills and problem solving to obtain necessary information for decision making in business.
2.	Describe laws, rules and regulations as they apply to effective business operations.
3.	Explore, develop and apply strategies for ensuring a successful business career.
4.	Identify, demonstrate and implement solutions in managing effective business customer relations.
5.	Implement systems, strategies and techniques used to manage information in a business.
6.	Implement, monitor and evaluate business processes to ensure efficiency and quality results.

Workforce Certification:	

The Pathways for this Career Cluster™ are:

- Administrative Support
- Business Information Management
- General Management
- Human Resources Management
- Operations Management

Below are the POS's developed by the statewide stakeholders who participated in the development process.

Administrative Support: facilitate business operations through a variety of administrative and clerical duties including information and communication management, data processing and collection, and project tracking.

Program Learning Outcomes from the NASDCTE Common Career Technical Core:	
1.	Plan, staff, lead and organize human resources to enhance employee productivity and satisfaction.
2.	Access, evaluate and disseminate information for business decision making.
3.	Plan, monitor and manage day-to-day business activities.

POS Course Sequence:

	9th Grade	10th Grade	11th Grade	12th Grade
Career and Technical Courses and/or Degree Major Courses as Dual Credit	221 Introductory Business 881 Career Exploration	240 Business Communications 0232 Business Computer Skills for the Work Place 882 Employability Skills	Principles of Management 0254 Business Ethics	0297 Business Work Experience (Co-op) 224 Business Ownership and Management Entrepreneurship
Core Requirement 2 (Gadsden ISD)	302 General Computer Applications	270 Computer/ Business Technology (Artic w/ DACC)	304 Computer Apps II (Artic w/ DACC)	0232 Business Computer Skills for the Work Place
CORE Business Teachers	221 Introductory Business	250 Business Law	302 General Computer Applications	304 Computer Apps II (Artic w/ DACC)

Program Learning Outcomes Matrix:

	Courses in the POS	Program Learning Outcomes		
STARS No.	Course Title	1	2	3
882	Employability Skills	x	x	x
881	Career Exploration			X
0232	Business Computer Skills for Work Place	X	X	X
882	Employability Skills	X		
297	Business co-op	X	X	X
0254	Business Ethics	X	X	X
240	Business Communications			

Teacher Participants:
Roswell and Goddard HS
Farmington HS
Pedra Vista HS

Post Secondary:
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Industry:
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Business Information Management: is an umbrella term covering those careers that provide a bridge between business processes/initiatives and IT. Employees in this area help to align business and IT goals.

Program Learning Outcomes from the NASDCTE Common Career Technical Core:	
1.	Describe and follow laws and regulations affecting business operations and transactions.
2.	Plan, monitor, manage and maintain the use of financial resources to ensure a business's financial well-being.
3.	Access, evaluate and disseminate information for business decision making.
4.	Plan, monitor and manage day-to-day business activities to sustain continued business functioning.
5.	Plan, organize and manage an organization/department to achieve business goals.

POS Course Sequence:				
	9th Grade	10th Grade	11th Grade	12th Grade
Career and Technical Courses and/or Degree Major Courses as Dual Credit	221 Introductory Business 881 Career Exploration	0232 Business Computer Skills for the Work Place 0250 Business Law	276 Website Design 1 (dreamweaver) 271 Data base design and programing Computer based accounting	0297 Business Work Experience (Co-op) Computer based account 2 230 Consumer and Business Math
Core Requirement 2				

Program Learning Outcomes Matrix:							
Courses in the POS			Program Learning Outcomes				
STARS No.	Course Title		1	2	3	4	5
221	Intro to Business		X	X	X	X	X
881	Career Exploration					x	
232	Business Computer Skills for the Work Place			X		X	X
276	Website Design						x
271	Database Design and Programming			X	X		X
0250	Business Law		X				

Program Learning Outcomes Matrix:						
Courses in the POS		Program Learning Outcomes				
STARS No.	Course Title	1	2	3	4	5
230	Consumer and Business Math			X		X

Teacher Participants:
• **Farmington HS**
• **Pedra Vista HS**

Post Secondary:
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Industry:

General Management: focuses on careers that plan, organize, direct, and evaluate all or part of a business organization through the allocation and use of financial, human, and material resources.

Program Learning Outcomes from the NASDCTE Common Career Technical Core:	
1.	Describe and follow laws and regulations affecting business operations and transactions.
2.	Access, evaluate and disseminate information for business decision making.
3.	Apply economic concepts fundamental to global business operations.
4.	Employ and manage techniques, strategies and systems to enhance business relationships.
5.	Plan, monitor, manage and maintain the use of financial resources to ensure a business's financial well-being.
6.	Plan, monitor and manage day-to-day business activities to sustain continued business functioning.
7.	Plan, organize and manage an organization/department to achieve business goals.
8.	Create strategic plans used to manage business growth, profit and goals.

POS Course Sequence:				
	9th Grade	10th Grade	11th Grade	12th Grade
Career and Technical Courses and/or Degree Major Courses as Dual Credit	221 Introductory Business 881 Career Exploration	240 Business Communications 223 Business Management 0232 Business Computer Skills for the Work Place	207 Accounting 250 Business Law	0297 Business Work Experience (Co-op) 267 Human Resource Management
Core Requirement 2				

Program Learning Outcomes Matrix:										
Courses in the POS			Program Learning Outcomes							
STARS No.	Course Title		1	2	3	4	5	6	7	8
221	Intro to Business		X	x	X	X	X			
881	Career Exploration									
232	Business Computer Skills for the Work Place			X						
223	Business Management		X	X	X	X		X	X	X
240	Business Communications			X		X		X		
207	Accounting			X	X	X	X	X		
250	Business Law		X	X		X	X			
223	Business Management		X	X		X		X	X	X
267	Human Resource Management		X	X		x		x	X	X
0297	Business Co-op		x	x	x	x	x	x	x	X

Teacher Participants:
- **Judy Crockett, Roswell ISD**
- **Farmington HS**
- **Pedra Vista HS**

Post Secondary:
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Industry:

Human Resource Management: focuses on the staffing activities that involve planning, recruitment, selection, orientation, training, performance appraisal, compensation, and safety of employees.

Program Learning Outcomes from the NASDCTE Common Career Technical Core:	
1.	Describe and follow laws and regulations affecting human resource operations.
2.	Access, evaluate and disseminate information for human resources management decision making.
3.	Motivate and supervise personnel to achieve completion of projects and business goals.
4.	Plan, monitor and manage the use of financial and human resources to ensure a business financial well-being.
5.	Plan, staff, lead and organize human resources to enhance employee productivity and satisfaction.
6.	Plan, monitor and manage day-to-day business activities to foster a healthy and safe work environment.
7.	Plan, organize and implement compensation, benefits, health and safety programs.

POS Course Sequence:				
	9th Grade	10th Grade	11th Grade	12th Grade
Career and Technical Courses and/or Degree Major Courses as Dual Credit	221 Introductory Business 0232 Business Computer Skills for the Work Place 881 Career Exploration	223 Business Management 240 Business Communications	250 Business Law Business Finance	0297 Business Work Experience (Co-op) 267 Human Resource Management
Core Requirement 2				

Program Learning Outcomes Matrix:								
Courses in the POS		Program Learning Outcomes						
STARS No.	Course Title	1	2	3	4	5	6	7
221	Introductory Business							
0232	Business Computer Skills for the Work Place							
881	Career Exploration							

Program Learning Outcomes Matrix:									
Courses in the POS		Program Learning Outcomes							
STARS No.	Course Title	1	2	3	4	5	6	7	
223	Business Management								
240	Business Communications								
0297	Business Work Experience (Co-op)								
267	Human Resource Management								

Teacher Participants:
- **Farmington HS**
- **Pedra Vista HS**

Post Secondary:
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Industry:

Operations Management: focuses on planning, organizing, coordinating, and controlling the resources needed to produce/provide a business's goods and/or services. Examples of activities in Operations Management are quality control, scheduling, procurement, and warehousing.

Program Learning Outcomes from the NASDCTE Common Career Technical Core:	
1.	Describe and follow laws and regulations affecting business operations and transactions.
2.	Develop and maintain positive customer relationships.
3.	Apply inventory tracking systems to facilitate operational controls.
4.	Plan, monitor and manage day-to-day business activities to maintain and improve operational functions.

POS Course Sequence:				
	9th Grade	10th Grade	11th Grade	12th Grade
Career and Technical Courses and/or Degree Major Courses as Dual Credit	221 Introductory Business 0232 Business Computer Skills for the Work Place 881 Career Exploration	223 Business Management	206 Data Management 250 Business Law	224 Business Ownership and Management Entrepreneurship 0297 Business Work Experience (Co-op)
Core Requirement 2				

Program Learning Outcomes Matrix:					
Courses in the POS		Program Learning Outcomes			
STARS No.	Course Title	1	2	3	4
221	Introductory Business				
0232	Business Computer Skills for the Work Place				
881	Career Exploration				
223	Business Management				
206	Data Management				

	Program Learning Outcomes Matrix:				
	Courses in the POS		Program Learning Outcomes		
STARS No.	Course Title	1	2	3	4
250	Business Law				
224	Business Ownership and Management Entrepreneurship				
0297	Business Work Experience (Co-op)				

Teacher Participants:
• **Farmington HS**
• **Pedra Vista HS**

Post Secondary:
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Industry: