

**CURRICULUM MAP**  
**Cluster: Business Management and Administration**  
**CTE Program of Study: BM1465 Management and Administrative Support**

STANDARD	SKILL SET/COMPETENCY	REQUIRED CORE COURSES FOR COMPLETION								
		1 <sup>st</sup> Course  1439 Business and Marketing Essentials	2 <sup>nd</sup> Course  1411 Business Computer Applications I – Microsoft Word and Microsoft PowerPoint	3 <sup>rd</sup> and 4 <sup>th</sup> Course – Choose 2 courses:						
				1401 Accounting Principles	1409 Business Communications	1413 Business Computer Applications II – Microsoft Excel and Microsoft Access	1421 Business Recordkeeping	1445 Management and Entrepreneurship	1449 Office Management	1451 Personal Finance
<b>Customer Relations</b>	Foster positive relationships with customers to enhance company image	X								
<b>Economics</b>	Understand fundamental economic concepts to obtain a foundation for employment in business	X								
	Understand the nature of business to show its contributions to society.	X								
	Understand economic systems to be able to recognize the environments in which businesses function.	X								
<b>Emotional Intelligence</b>	Apply ethics to demonstrate trustworthiness	X								
<b>Financial Analysis</b>	Acquire a foundational knowledge of accounting to understand its nature and scope	X								
<b>Human Resources Management</b>	Understand the role and function of human resources management to obtain a foundational knowledge of its nature and scope.	X								
<b>Marketing</b>	Understand marketing's role and function in business to facilitate economic exchanges with customers.	X								
<b>Information Management</b>	Use information literacy skills to increase workplace efficiency and effectiveness.	X								

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	Acquire a foundational knowledge of information management to understand its nature and scope.	X							
	Utilize information-technology tools to manage and perform work responsibilities.	X							
<b>Operations</b>	Understand operation's role and function in business to value its contribution to a company.	X							
<b>Professional Development</b>	Acquire self-development skills to enhance relationships and improve efficiency in the work environment	X							
	Understand and follow company rules and regulations to maintain employment	X							
	Participate in career planning to enhance job-success potential	X							
	Implement job-seeking skills to obtain employment	X							
<b><u>MICROSOFT WORD - EXAM 77-725</u></b>			X						
<b>Create and Manage Documents</b>	Create a Document		X						
	Navigate Through a Document		X						
	Format a Document		X						
	Customize Options and Views for Documents		X						
	Print and Save Documents		X						
<b>Format Text, Paragraphs, and Sections</b>	Insert Text and Paragraphs		X						

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	Format Text and Paragraphs		X						
	Order and Group Text and Paragraphs		X						
<b>Create Tables and Lists</b>	Create a Table		X						
	Modify a Table		X						
	Create and Modify a List		X						
<b>Create and Manage References</b>	Create and Manage Reference Markers		X						
	Create and Manage Simple References		X						
<b>Insert and Format Graphic Elements</b>	Insert Graphic Elements		X						
	Format Graphic Elements		X						
	Insert and Format SmartArt Graphics		X						
<b><u>MICROSOFT WORD EXPERT - EXAM 77-726</u></b>			X						
<b>Manage Document Options and Settings</b>	Manage Documents and Templates		X						
	Prepare Documents for Review		X						
	Manage Document Changes		X						
<b>Design Advanced Documents</b>	Perform Advanced Editing and Formatting		X						
	Create Styles		X						
<b>Create Advanced</b>	Create and Manage Indexes		X						

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<b>References</b>									
	Create and Manage References		X						
	Manage Forms, Fields, and Mail Merge Operations		X						
<b>Create Custom Word Elements</b>	Create and Modify Building Blocks, Macros, and Controls		X						
	Create Custom Style Sets and Templates		X						
	Prepare a document for Internationalization and Accessibility		X						
<b><u>MICROSOFT POWERPOINT - EXAM 77-729</u></b>			X						
<b>Create and Manage Presentations</b>	Create a Presentation		X						
	Insert and Format Slides		X						
	Modify Slides, Handouts, and Notes		X						
	Order and Group Slides		X						
	Change Presentation Options and Views		X						
	Configure a Presentation for Print		X						
	Configure and Present a Slide Show		X						
<b>Insert and Format Text, Shapes, and Images</b>	Insert and Format Text		X						
	Insert and Format Shapes and Text Boxes		X						
	Insert and Format Images		X						

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	Order and Group Objects		X						
<b>Insert Tables, Charts, SmartArt, and Media</b>	Insert and Format Tables		X						
	Insert and Format Charts		X						
	Insert and Format SmartArt graphics		X						
	Insert and Manage Media		X						
<b>Apply Transitions And Animations</b>	Apply Slide Transitions		X						
	Animate Slide Content		X						
	Set Timing for Transitions and Animations		X						
<b>Manage Multiple Presentations</b>	Merge Content from Multiple Presentations		X						
	Finalize Presentations		X						
<b>Journalizing</b>	Apply the accounting equation to journalize an opening entry			X					
	Follow principles of double-entry bookkeeping in the journalizing process			X					
	Analyze transactions involving owners' equity			X					
<b>Posting</b>	Post to general and subsidiary ledger accounts			X					
	Demonstrate understanding of multicolumn ledger			X					
	Demonstrate familiarity with computerized posting methods			X					
	Use appropriate posting references			X					
	Reconcile subsidiary to general ledgers			X					

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<b>Payroll Preparation</b>	Demonstrate familiarity with electronic payroll data entry			X						
	Complete a payroll register			X						
	Prepare a payroll check and check stub with appropriate information			X						
	Record information found on W-4 forms in employee data section			X						
	Calculate appropriate employee payroll taxes			X						
	Calculate appropriate employer payroll tax liabilities			X						
	Determine appropriate deposit dates, documentation, and prepare quarterly state and federal tax forms			X						
	Journalize payroll entries at end of earnings period in appropriate journals			X						
<b>Cash and Banking Procedures</b>	Complete check stubs and checks			X						
	Enter appropriate data on a deposit slip			X						
	Reconcile a bank statement			X						
	Demonstrate familiarity with online and electronic banking procedures			X						
	Exhibit understanding of credit cards and/or debit cards			X						
	Manage multiple bank accounts and transactions			X						
	Reconcile and replenish petty cash funds			X						

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<b>Merchandise Inventory</b>	Demonstrate knowledge of a merchandise inventory account using perpetual and periodic methods			X						
	Analyze effects on accounts by the purchase of goods			X						
	Calculate the cost of goods sold			X						
	Prepare adjusting entries based on physical inventory			X						
	Calculate for obsolete or a shrinkage of inventory			X						
<b>Completion of Accounting Cycle</b>	Prepare 8 or 10 column worksheets			X						
	Prepare the financial statements from a completed worksheet			X						
	Verify the financial statements against the worksheet for accuracy			X						
	Record and post adjusting and closing entries			X						
	Locate and correct accounting errors			X						
	Prepare post-closing trial balance from general ledger			X						
<b>Reading Strategies</b>	Determine whether written material and electronic media provides factual information or opinion.				X					
	Exhibit integrity in printed or oral communications.				X					
	Interpret relevant information from written materials.				X					

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	Collect information from business correspondence, professional articles, electronic sources and supporting graphic material.				X				
	Follow written directions to achieve tasks.				X				
	Select an appropriate reading method for a particular situation. (e.g., skimming, scanning, speed reading or in-depth reading).				X				
	Determine the intent of printed propaganda and its impact on decision-making.				X				
<b>Listening and Observation Skills</b>	Explain differences between hearing and listening.				X				
	Explain the advantages for effective listening techniques.				X				
	Implement effective listening techniques to assess and respond to major points of a speaker's message.				X				
	Utilize information from multiple speakers within a group to obtain key facts and respond in an effective manner.				X				
	Determine methods to overcome major barriers to effective listening.				X				



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	Collect, interpret and respond to different types of nonverbal messages and cues appropriately in various situations, including other cultures.				X					
	Demonstrate the ability to follow oral instructions in completing jobs.				X					
<b>Oral Communication Skills</b>	Establish the nature of effective verbal communications.				X					
	Construct relevant questions to elicit information in the exchange of ideas in a formal/informal setting.				X					
	Provide responses to inquiries.				X					
	Determine different types of nonverbal cues and discuss their impact on the communication process.				X					
	Develop thoughts in an organized manner to reflect logical thinking.				X					
	Use proper telephone techniques and etiquette to gather and record oral information.				X					
	Participate in group discussions.				X					
	Prepare effective oral presentations using tasks and techniques associated with special presentation situations.				X					

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	Demonstrate an awareness and acceptance of international, regional and multicultural speech.				X					
<b>Written Communication Skills</b>	Determine the nature of effective written communication.				X					
	Select and utilize appropriate formats for professional writing.				X					
	Edit written work to be consistent with professional standards.				X					
	Use acceptable steps in the writing process.				X					
	Identify factors affecting the readability for specific audiences.				X					
	Prepare professional e-mails, business letters, informational messages, inquiries, persuasive messages, executive summaries, proposals and simple and complex written reports that are grammatically correct and use appropriate business style.				X					
	Use a variety of references, resources and graphics for the purpose of writing business documents.				X					
	Develop effective electronic-based messages. (e.g. Wiki, podcasting, blogs, etc.).				X					

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<b>Social Communication Skills</b>	Determine personal self-concept and design a program for improvement.				X					
	Relate the role that self-concept plays in one's personal and professional life.				X					
	Select appropriate business attire and demonstrate good grooming and personal hygiene.				X					
	Display a positive attitude in personal and professional settings.				X					
	Display an appropriate work ethic.				X					
	Set communication goals and demonstrate flexibility in adjusting those goals in response to feedback from others or changes in the business environment.				X					
	Apply team skills in a business environment.				X					
	Apply the principles of group dynamics in structured activities.				X					
	Respect the customer-client confidentiality.				X					
	Demonstrate appropriate responses to passive, assertive and aggressive behavior.				X					
	Select appropriate communication techniques to avoid, minimize or prevent conflicts.				X					
<b>Career Communications</b>	Complete a career and job analysis.				X					

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	Compose formal letters of application.				X				
	Create an appropriate resume.				X				
	Complete application forms.				X				
	Compose follow-up letters for job opportunities.				X				
	Participate in mock interviews in various situations.				X				
	Demonstrate appropriate dress in an interview situation.				X				
	Discuss the significance of nonverbal communications in the interviewing process.				X				
	List qualities that employers expect in potential employees.				X				
	Use correct strategies for accepting or rejecting an employment offer.				X				
<b><u>MICROSOFT EXCEL - EXAM 77-727</u></b>						X			
<b>Create and Manage Worksheets and Workbooks</b>	Create Worksheets and Workbooks					X			
	Navigate in Worksheets and Workbooks					X			
	Format Worksheets and Workbooks					X			
	Customize Options and Views for Worksheets and Workbooks					X			
	Configure Worksheets and Workbooks for Distribution					X			

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<b>Manage Data Cells and Ranges</b>	Insert Data in Cells and Ranges					X				
	Format Cells and Ranges					X				
	Summarize and Organize Data					X				
<b>Create Tables</b>	Create and Manage Tables					X				
	Manage Table Styles and Options					X				
	Filter and Sort a Table					X				
<b>Perform Operations with Formulas and Functions</b>	Summarize Data by using Functions					X				
	Perform Conditional Operations by using Functions					X				
	Format and Modify Text by using Functions					X				
<b>Create Charts and Objects</b>	Create Charts					X				
	Format Charts					X				
	Insert and Format Objects					X				
<b><a href="#">MICROSOFT EXCEL EXPERT - EXAM 77-728</a></b>										
<b>Manage Workbook Options and Settings</b>	Manage Workbooks					X				
	Manage Workbook Review					X				

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<b>Apply Custom Data Formats and Layouts</b>	Apply Custom Data Formats and Validation					X				
	Apply Advanced Conditional Formatting and Filtering					X				
	Create and Modify Custom Workbook Elements					X				
	Prepare a Workbook for Internationalization					X				
<b>Create Advanced Formulas</b>	Apply Functions in Formulas					X				
	Look up data by using Functions					X				
	Apply Advanced Date and Time Functions					X				
	Perform Data Analysis and Business Intelligence					X				
	Troubleshoot Formulas					X				
	Define Named Ranges and Objects					X				
<b>Create Advanced Charts and Tables</b>	Create Advanced Charts					X				
	Create and Manage PivotTables					X				
	Create and Manage Pivot Charts					X				
	<b><a href="#">MICROSOFT ACCESS - EXAM 77-730</a></b>					X				
<b>Create and Manage a Database</b>	Create and Modify Databases					X				
	Manage Relationships and Keys					X				
	Navigate through a Database					X				
	Protect and Maintain Databases					X				

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	Print and Export Data					X			
<b>Build Tables</b>	Create Tables					X			
	Manage Tables					X			
	Manage Records in Tables					X			
	Create and Modify Fields					X			
<b>Create Queries</b>	Create a Query					X			
	Modify a Query					X			
	Create Calculated Fields and Grouping within Queries					X			
<b>Create Forms</b>	Create a Form					X			
	Configure Form Controls					X			
	Format a Form					X			
<b>Create Reports</b>	Create a Report					X			
	Configure Report Controls					X			
	Format a Report					X			
<b>Recordkeeping Practices</b>	Research how recordkeeping is used in various business positions.						X		
	Discuss ethical versus unethical behaviors in business recordkeeping.						X		
	Enter, verify and correct data on manual and computerized business forms.						X		
	Add new material to file records or create new records as necessary.						X		
	Perform general office duties such as typing, operating office machines and sorting mail.						X		

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	Track materials removed from files to ensure that borrowed files are returned.						X			
	Gather materials to be filed.						X			
	Sort or classify information according to guidelines, such as content, purpose, user criteria or chronological, alphabetical or numerical order.						X			
	Setup, control, and retrieve a chronological filing system.						X			
	Setup, control and retrieve an alphabetic filing system.						X			
	Setup, control and retrieve a numeric filing system.						X			
	Scan or read incoming materials to determine how and where they should be classified or filed.						X			
<b>Money Management</b>	Demonstrate giving correct change.						X			
	Prepare a cash proof.						X			
	Demonstrate banking transactions (endorsing checks, writing checks, preparing deposits and maintaining a check register).						X			
	Reconcile a bank statement.						X			
	Prepare, maintain and replenish a petty cash fund.						X			
	Develop and maintain a business budget.						X			



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	Maintain records of various forms of business credit (credit cards, installment loans, etc.).						X			
<b>Payroll Procedures</b>	Compute gross earnings, deductions and net pay for an employee.						X			
	Prepare payroll registers and individual earning records.						X			
	Calculate various taxes for payroll deductions.						X			
	Produce payroll deduction forms.						X			
<b>Accounting Forms</b>	Prepare sales slips.						X			
	Prepare account statements and invoices.						X			
	Prepare purchase requisitions and purchase orders.						X			
	Journalize transactions in special journals (cash payments, cash receipts, purchase, sales and general).						X			
	Post to accounts receivable and payable ledgers.						X			
<b>Supervision and Management Careers</b>	Identify the characteristics of a manager.							X		
	Predict the major demographic and societal trends that will affect supervisors/managers in the future.							X		

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	Determine the difficulties supervisors/managers face in fulfilling managerial roles.							X		
<b>Management Functions</b>	Identify the functions utilized in management.							X		
	Analyze mission and vision statements.							X		
	Distinguish amongst strategic, tactical and operational plans.							X		
<b>Communication Skills</b>	Diagram the communication process.							X		
	Compare the formal, informal, horizontal and vertical channels of communication.							X		
	Demonstrate effective communication skills including overcoming barriers to communication.							X		
<b>Employee Motivation Techniques</b>	Compare various motivational theories.							X		
	Apply Theory X and Theory Y.							X		
	Examine motivational factors according to Maslow’s Hierarchy of Needs.							X		
	Contrast job rotation, job enlargement and job enrichment.							X		
	Research the significance of Total Quality Management (TQM).							X		
	Determine the concepts of authority, delegation, responsibility, accountability and power in management.							X		

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	Differentiate amongst delegation, responsibility and accountability.							X		
<b>Entrepreneurship Concepts</b>	Identify unique characteristics of an entrepreneur.							X		
	Point out entrepreneurial opportunities.							X		
	Evaluate the risks and rewards of an entrepreneur.							X		
								X		
<b>Business Plan Development</b>	Outline the sections of a business plan.							X		
	Write a business plan.							X		
	Present a business plan.							X		
	Classify types of business ownership.							X		
	Research options for business startup including franchising, purchasing an existing business and starting a business from scratch.							X		
	Explore business opportunities including domestic and international business.							X		
	Contrast economic systems and measurements.							X		
	Explain the rights of a free enterprise system.							X		
<b>Marketing Plan</b>	Develop a demographic study to determine a market.							X		
	Determine market potential.							X		
	Classify direct and indirect competition.							X		

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	Distinguish between competitive strengths and weaknesses.							X		
	Select a proper business location.							X		
	Contrast the different types of goods and services.							X		
	Implement the marketing concept.							X		
	Determine market segmentation and target marketing.							X		
	Articulate the components of the marketing mix.							X		
	Identify factors that affect price.							X		
	Demonstrate different pricing strategies.							X		
	Compute price.							X		
<b>Financial Plan</b>	Outline sections of a financial plan.							X		
	Compute capital needs.							X		
	Prepare financial statements. (e.g., income statement, balance sheet, cash flow statement)							X		
	Examine financial statements to ascertain financial health of a business.							X		
	Examine parts of an accounting system.							X		
	Compute personal net worth.							X		
	Assess personal financial assets available.							X		
	Outline potential sources of debt and equity capital.							X		
<b>Management Plan</b>	Develop an organizational chart illustrating a chain of command.							X		
	Implement effective small business recruiting.							X		

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	Prioritize staffing needs.							X		
	Debate employment laws.							X		
	Diagram results of revenue.							X		
	Predict the impact of revenue on inventory, personnel, insurance and promotion.							X		
	Develop inventory procedures.							X		
	Explore resources available for small business assistance.							X		
	Identify government regulations.							X		
	Research business risks and prevention control.							X		
	Assess components of a legally enforceable contract.							X		
	Debate business ethics and social responsibility.							X		
<b>Administration and Management</b>	Resolve customer complaints or answer customers' questions regarding policies and procedures.								X	
	Supervise the work of office, administrative or customer service employees to ensure adherence to quality standards, deadlines and proper procedures, correcting errors or problems.								X	
	Develop work schedules according to budgets and workloads.								X	
	Provide employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes.								X	

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	Implement corporate or departmental policies, procedures and service standards in conjunction with management.								X	
	Complete forms in accordance with company procedures.								X	
	Discuss job performance problems with employees to identify causes and issues and to work on resolving problems.								X	
	Train or instruct employees in job duties or company policies or arrange for training to be provided.								X	
	Conduct research, compile data and prepare papers for consideration and presentation by executives, committees and boards of directors.								X	
	Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel action.								X	
	Review records or reports pertaining to activities such as production, payroll or shipping to verify details, monitor work activities or evaluate performance.								X	
	Recruit, interview and select employees.								X	
	Interpret and communicate work procedures and company policies to staff.								X	

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	Prepare and issue work schedules, deadlines and duty assignments for office or administrative staff.								X	
	Read and analyze incoming memos, submissions and reports to determine their significance and plan their distribution.								X	
	Manage projects or contribute to committee or team work.								X	
	Coordinate activities with other supervisory personnel or with other work units or departments.								X	
	Plan, administer and control budgets for contracts, equipment and supplies.								X	
	Process payroll information.								X	
	Coordinate conferences and meetings.								X	
	Supervise and train other clerical staff and arrange for employee training by scheduling training or organizing training material.								X	
	Coordinate and direct office services, such as records, departmental finances, budget preparation, personnel issues and housekeeping to aid executives.								X	
	Make recommendations to management concerning such issues as staffing decisions or procedural changes.								X	

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	Set up and oversee administrative policies and procedures for offices or organizations.								X	
	Monitor and direct the work of lower-level clerks.								X	
<b>Office Tasks</b>	Operate office equipment such as fax machines, copiers and phone systems, and use computers for spreadsheet, word processing, database management and other applications.								X	
	Transmit information or documents to customers, using computer, mail or facsimile machine.								X	
	Maintain and update filing, inventory, mailing and database systems, either manually or using a computer.								X	
	Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database or presentation software.								X	
	Set up and maintain paper and electronic filing systems for records, correspondence and other material.								X	
	Locate and attach appropriate files to incoming correspondence requiring replies.								X	
	Open, sort and route incoming mail, answer correspondence and prepare outgoing mail.								X	
	Compile, copy, sort and file records of office activities, business transactions and other activities.								X	



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	Make copies of correspondence or other printed material.								X	
	Add new material to file records or create new records as necessary.								X	
	Track materials removed from files to ensure that borrowed files are returned.								X	
	Sort or classify information according to guidelines, such as content, purpose, user criteria, or chronological, alphabetical or numerical order.								X	
	Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed and recommend revisions.								X	
	Compose, type and distribute meeting notes, routine correspondence and reports.								X	
	Compute, record and proofread data and other information, such as records or reports.								X	
	Operate new office technologies as they are developed and implemented.								X	
	Type, format, proofread and edit correspondence and other documents from notes or dictating machines using computers.								X	
	Read and analyze incoming memos, submissions and reports to determine their significance and plan their distribution.								X	
	Attend meetings to record minutes.								X	

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	Manage and maintain executives' schedules.								X	
	Collect, count and disburse money, do basic bookkeeping and complete banking transactions.								X	
	Complete and mail bills, contracts, policies, invoices or checks.								X	
	Collect and disburse funds from cash accounts and keep records of collections and disbursements.								X	
	Process and prepare documents, such as business or government forms and expense reports.								X	
	Prepare and mail checks.								X	
<b>Financial Analysis</b>	Understand the fundamental principles of money needed to make financial exchanges									X
	Analyze financial needs and goals to determine financial requirements.									X
	Manage personal finances to achieve financial goals									X
	Understand the use of financial-services providers to aid in financial-goal achievement.									X
	Use investment strategies to ensure financial well-being									X
	Use risk management products to protect a business's financial well-being									X
	Utilize sources of securities information to make informed financial decisions.									X

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<b>Professional Development</b>	Acquire self-development skills to enhance relationships and improve efficiency in the work environment.									X
	Acquire knowledge of securities products and benefits to support workplace activities.									X