



Program Module Overviews

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READING COMPREHENSION OVERVIEW

1. Review Module Summary
2. Module Competencies
3. Implementation Overview
4. Course Outline
5. Module Teaching Plan Overview
6. Lesson Plans
 - Lesson Overview
 - Lesson Content
 - Handouts, Exercises, and Competencies
7. Course Exercise: Competency- Simple Instructions Exercise.
8. Review Lesson Plans and course handouts
9. Module Quiz- Enter competencies into database to ensure eligibility for Member to take online module quiz.

NOTE: The Member Workbook has a specific document for the Member that contains the Reading Comprehension Course Outline, Module Competencies, all handouts, exercises, and required competencies. Each participant should receive their own workbook.

READING COMPREHENSION OVERVIEW NOTES

BUSINESS TECHNOLOGY OVERVIEW

1. Review Module Summary
2. Module Competencies
3. Implementation Overview
4. Course Outline
5. Module Teaching Plan Overview
6. Lesson Plans
 - Lesson Overview
 - Lesson Content
 - Handouts, Exercises, and Competencies
7. Course Exercise: Competency-Word Processing Exercise
8. Review Lesson Plans and course handouts
9. Module Quiz- Enter competencies into database to ensure eligibility for Member to take online module quiz.

NOTE: The Member Workbook has a specific document for the Member that contains the Business Technology Course Outline, Module Competencies, all handouts, exercises, and required competencies. Each participant should receive their own workbook.

BUSINESS TECHNOLOGY OVERVIEW NOTES

BUSINESS MATH OVERVIEW

1. Review Module Summary
2. Module Competencies
3. Implementation Overview
4. Course Outline
5. Module Teaching Plan Overview
6. Lesson Plans
 - Lesson Overview
 - Lesson Content
 - Handouts, Exercises, and Competencies
7. Course Exercise: Markup/Markdown Exercise
8. Review Lesson Plans and course handouts
9. Module Quiz

NOTE: The Member Workbook has a specific document for the Member that contains the Business Math Course Outline, Module Competencies, all handouts, exercises, and required competencies. Each participant should receive their own workbook.

BUSINESS MATH OVERVIEW NOTES

PRE-EMPLOYMENT OVERVIEW

1. Review Module Summary
2. Module Competencies
3. Implementation Overview
4. Course Outline
5. Module Teaching Plan Overview
6. Lesson Plans
 - Lesson Overview
 - Lesson Content
 - Handouts, Exercises, and Competencies
7. Course Exercise: Competency- Job Application Exercise
8. Review Lesson Plans and course handouts
9. Module Quiz- There is no quiz for this module.

NOTE: The Member Workbook has a specific document for the Member that contains the Pre-Employment Course Outline, Module Competencies, all handouts, exercises, and required competencies. Each participant should receive their own workbook.

PRE-EMPLOYMENT OVERVIEW NOTES

CUSTOMER SERVICE OVERVIEW

1. Review Module Summary
2. Module Competencies
3. Implementation Overview
4. Course Outline
5. Module Teaching Plan Overview
6. Lesson Plans
 - Lesson Overview
 - Lesson Content
 - Handouts, Exercises, and Competencies
7. Course Exercise: Customer Profitability Case Study
8. Review Lesson Plans and course handouts
9. Module Quiz

NOTE: The Member Workbook has a specific document for the Member that contains the Customer Service Course Outline, Module Competencies, all handouts, exercises, and required competencies. Each participant should receive their own workbook.

CUSTOMER SERVICE OVERVIEW NOTES

BUSINESS COMMUNICATIONS OVERVIEW

1. Review Module Summary
2. Module Competencies
3. Implementation Overview
4. Course Outline
5. Module Teaching Plan Overview
6. Lesson Plans
 - Lesson Overview
 - Lesson Content
 - Handouts, Exercises, and Competencies
7. Course Exercise: Competency-Business Memo Handout
8. Review Lesson Plans and course handouts
9. Module Quiz

NOTE: The Member Workbook has a specific document for the Member that contains the Employment Expectations Course Outline, Module Competencies, all handouts, exercises, and required competencies. Each participant should receive their own workbook.

BUSINESS COMMUNICATIONS OVERVIEW NOTES

EMPLOYMENT EXPECTATIONS OVERVIEW

1. Review Module Summary
2. Module Competencies
3. Implementation Overview
4. Course Outline
5. Module Teaching Plan Overview
6. Lesson Plans
 - Lesson Overview
 - Lesson Content
 - Handouts, Exercises, and Competencies
7. Course Exercise: Competency- New Job Handout
8. Review Lesson Plans and course handouts
9. Module Quiz

NOTE: The Member Workbook has a specific document for the Member that contains the Employment Expectations Course Outline, Module Competencies, all handouts, exercises, and required competencies. Each participant should receive their own workbook.

EMPLOYMENT EXPECTATIONS OVERVIEW NOTES

MASTERING CAREER SUCCESS OVERVIEW

1. Review Module Summary
2. Module Competencies
3. Implementation Overview
4. Course Outline
5. Module Teaching Plan Overview
6. Lesson Plans
 - Lesson Overview
 - Lesson Content
 - Handouts, Exercises, and Competencies
7. Course Exercise: Competency- Getting Along With Other Workers Worksheet
8. Review Lesson Plans and course handouts
9. Module Quiz

NOTE: The Member Workbook has a specific document for the Member that contains the Mastering Career Success Course Outline, Module Competencies, all handouts, exercises, and required competencies. Each participant should receive their own workbook.

MASTERING CAREER SUCCESS OVERVIEW NOTES

GENERAL BUSINESS KNOWLEDGE OVERVIEW

1. Review Module Summary
2. Module Competencies
3. Implementation Overview
4. Course Outline
5. Module Teaching Plan Overview
6. Lesson Plans
 - Lesson Overview
 - Lesson Content
 - Handouts, Exercises, and Competencies
7. Course Exercise: Competency- Business Structures and Legal Responsibilities
8. Review Lesson Plans and course handouts
9. Module Quiz

NOTE: The Member Workbook has a specific document for the Member that contains the General Business Knowledge Course Outline, Module Competencies, all handouts, exercises, and required competencies. Each participant should receive their own workbook.

GENERAL BUSINESS KNOWLEDGE OVERVIEW NOTES

OVERCOMING BARRIERS TO SUCCESSFUL EMPLOYMENT OVERVIEW (Optional)

1. Course Introduction and Outline
2. Review Lesson Plans and course handouts

Overcoming Barriers to Successful Employment

Identifying Barriers- Real or Perceived? Checklist

Evaluating Barriers

Transferable Skills Checklist

Identifying and Overcoming Barriers Exercises

Action Plan

NOTE: The Member Workbook has a specific document for the Member that contains the Course Outline, all handouts, and exercises. Each participant should receive their own workbook.

OVERCOMING BARRIERS TO SUCCESSFUL EMPLOYMENT OVERVIEW NOTES