

Old #	Standard	ACADEMIC	
		<b>AA</b>	<b>SPEAKING AND LISTENING</b>
AB002	Follow oral/written instructions	AA	1 Utilize effective verbal and non-verbal communication skills
OE004	Outline and deliver an oral presentation	AA	2 Participate in conversation, discussion, and group presentations
		AA	3 Communicate and follow directions/procedures
AB001	Demonstrate listening skills	AA	4 Communicate effectively with customers and co-workers
		<b>AB</b>	<b>READING AND WRITING</b>
		AB	1 Locate and interpret written information
		AB	2 Read and interpret workplace documents
		AB	3 Identify relevant details, facts, and specifications
		AB	4 Record information accurately and completely
AB003	Use correct spelling, punctuation, and grammar	AB	5 Demonstrate competence in organizing, writing, and editing using correct vocabulary, spelling, grammar, punctuation
OA003	Establish a good habit of proofreading		
		AB	6 Demonstrate the ability to write clearly and concisely using industry specific terminology
		<b>AC</b>	<b>CRITICAL THINKING AND PROBLEM SOLVING</b>
		AC	1 Utilize critical-thinking skills to determine best options/outcomes (e.g., analyze reliable/unreliable sources of information, use previous experiences, implement crisis management, develop contingency planning)
AC001	Identify problems	AC	2 Utilize innovation and problem-solving skills to arrive at the best solution for current situation
AC002	Identify opportunities for applying problem solving techniques		
AC004	Apply a system of problem solving and implement solutions		
		AC	3 Implement effective decision-making skills
		<b>AD</b>	<b>MATHEMATICS</b>
AA002	Add, subtract, multiply, divide	AD	1 Perform basic and higher level math operations (e.g., addition, subtraction, multiplication, division, decimals, fractions, units of conversion, averaging, percentage, proportion, ratios)
AA003	Calculate percentages and rates		
		AD	2 Solve problems using measurement skills (e.g., distance, weight, area, volume)
		AD	3 Make reasonable estimates
		AD	4 Use tables, graphs, diagrams, and charts to obtain or convey information
		AD	5 Use deductive reasoning and problem-solving in mathematics
		<b>AE</b>	<b>FINANCIAL LITERACY</b>
		AE	1 Locate, evaluate, and apply personal financial information
		AE	2 Identify the components of a budget and how one is created
		AE	3 Set personal financial goals and develop a plan for achieving them
		AE	4 Use financial services effectively
		AE	5 Demonstrate ability to meet financial obligations
		<b>AF</b>	<b>INTERNET USE AND SECURITY</b>

		AF	1	Recognize the potential risks associated with Internet use
		AF	2	Identify and apply Internet security practices (e.g., password security, login, logout, log off, lock computer)
		AF	3	Practice safe, legal, and responsible use of technology in the workplace
		<b>AG</b>		<b>INFORMATION TECHNOLOGY</b>
		AG	1	Use technology appropriately to enhance professional presentations
		AG	2	Demonstrate effective and appropriate use of social media
		AG	3	Identify ways social media can be used as marketing, advertising, and data gathering tools
		<b>AH</b>		<b>TELECOMMUNICATIONS</b>
		AH	1	Select and use appropriate devices, services, and applications to complete workplace tasks
<b>OB003</b>	Understand or utilize electronic mail services	AH	2	Demonstrate appropriate etiquette when using e-communications (e.g., cell phone, e-mail, personal digital assistants, online meetings, conference calls)
		<b>EMPLOYABILITY</b>		
		<b>EA</b>		<b>POSITIVE WORK ETHIC</b>
<b>EB003</b>	Same Verbiage	EA	1	Demonstrate enthusiasm and confidence about work and learning new tasks
		EA	2	Demonstrate consistent and punctual attendance
		EA	3	Demonstrate initiative in assuming tasks
<b>EB001</b>	Implement responsibility of job position including dependability and meeting organizationally defined expectations	EA	4	Exhibit dependability in the workplace
<b>EA007</b>	Interpret, clarify, and follow directions	EA	5	Take and provide direction in the workplace
<b>EB002</b>	Assume responsibility for productivity, decisions, and actions	EA	6	Accept responsibility for personal decisions and actions
		<b>EB</b>		<b>INTEGRITY</b>
<b>EB007</b>	Adhere to established company rules, regulations, and policies	EB	1	Abide by workplace policies and procedures
		EB	2	Demonstrate honesty and reliability
<b>EB010</b>	Identify and practice good ethical behavior	EB	3	Demonstrate ethical characteristics and behaviors
<b>EB011</b>	Differentiate between good and poor business ethics			
<b>EA004</b>	Maintain confidentiality and sensitivity of company information	EB	4	Maintain confidentiality and integrity of sensitive company information
		EB	5	Demonstrate loyalty to the company
		<b>EC</b>		<b>SELF-REPRESENTATION</b>
<b>EB004</b>	Dress appropriately and maintain personal hygiene	EC	1	Demonstrate appropriate dress and hygiene in the workplace
		EC	2	Use language and manners suitable for the workplace
		EC	3	Demonstrate polite and respectful behavior toward others
		EC	4	Demonstrate personal accountability in the workplace
		EC	5	Demonstrate pride in work
		<b>ED</b>		<b>TIME, TASK, AND RESOURCE MANAGEMENT</b>

<b>OD001</b>	Schedule and follow work priorities	ED	1	Plan and follow a work schedule
<b>EB009</b>	Same Verbiage	ED	2	Work with minimal supervision
<b>OD005</b>	Same Verbiage	ED	3	Work within budgetary constraints
<b>EB006</b>	Complete tasks in an accurate and timely manner	ED	4	Demonstrate ability to stay on task to produce high quality deliverables on time
<b>OD006</b>	Practice time management skills			
		<b>EE</b>		<b>DIVERSITY AWARENESS</b>
<b>EA002</b>	Define discrimination, harassment, and equity	EE	1	Recognize diversity, discrimination, harassment, and equity
<b>EC002</b>	Identify the characteristics of a diverse workplace			
<b>EA003</b>	Exhibit non-discriminatory behavior	EE	2	Work well with all customers and co-workers
<b>EA005</b>	Identify possible actions that may lead to customer dissatisfaction			
<b>EA008</b>	Communicate with internal and external customers			
<b>EB005</b>	Act in a polite and respectful way towards co-workers			
		EE	3	Explain the benefits of diversity within the workplace
		EE	4	Explain the importance of respect for feelings, values, and beliefs of others
		EE	5	Identify strategies to bridge cultural/generational differences and use differing perspectives to increase overall quality of work
		EE	6	Illustrate techniques for eliminating gender bias and stereotyping in the workplace
		EE	7	Identify ways tasks can be structured to accommodate the diverse needs of workers
		EE	8	Recognize the challenges and advantages of a global workforce
		<b>EF</b>		<b>TEAMWORK</b>
<b>EC001</b>	Recognize the difference between a team-oriented workplace and a conventional workplace	EF	1	Recognize the characteristics of a team environment and conventional workplace
<b>EC004</b>	Identify various group processes and components of group dynamics			
<b>OD004</b>	Assist others in performing tasks			
<b>EC005</b>	Apply facilitation skills in a group setting	EF	2	Contribute to the success of the team
<b>EC003</b>	Understand team concepts	EF	3	Demonstrate effective team skills and evaluate their importance in the workplace (e.g., setting goals, listening, following directions, questioning, dividing work)
		<b>EG</b>		<b>CREATIVITY AND RESOURCEFULNESS</b>
<b>AC003</b>	Use ideas and procedure to communicate, reason, and solve problems	EG	1	Contribute new ideas
		EG	2	Stimulate ideas by posing questions
		EG	3	Value varying ideas and opinions
		EG	4	Locate and verify information
		<b>EH</b>		<b>CONFLICT RESOLUTION</b>

		EH	1	Identify conflict resolution skills to enhance productivity and improve workplace relationships
		EH	2	Implement conflict resolution strategies and problem-solving skills
		EH	3	Explain the use of documentation and its role as a component of conflict resolution
		<b>EI</b>		<b>CUSTOMER/CLIENT SERVICE</b>
		EI	1	Recognize the importance of and demonstrate how to properly acknowledge customers/clients
		EI	2	Identify and address needs of customers/clients
		EI	3	Provide helpful, courteous, and knowledgeable service
		EI	4	Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, e-mail, website)
		EI	5	Identify techniques to seek and use customer/client feedback to improve company services
<b>EA006</b>	Identify the relationship between customer satisfaction and company success	EI	6	Recognize the relationship between customer/client satisfaction and company success
		<b>EJ</b>		<b>ORGANIZATIONS, SYSTEMS, AND CLIMATES</b>
		EJ	1	Define profit and evaluate the cost of conducting business
		EJ	2	Identify "big picture" issues in conducting business
		EJ	3	Identify role in fulfilling the mission of the workplace
		EJ	4	Identify the rights of workers (e.g., adult and child labor laws and other equal employment opportunity laws)
<b>AF004</b>	Recognize organizational structure	EJ	5	Recognize the chain of command, organizational flow chart system, and hierarchy of management within an organization
		<b>EK</b>		<b>JOB ACQUISITION AND ADVANCEMENT</b>
		EK	1	Recognize the importance of maintaining a job and pursuing a career
<b>AF001</b>	Define entry-level banking positions	EK	2	Define jobs associated with a specific career path or profession
<b>AF003</b>	Identify training needs for positions			
		EK	3	Identify and seek various job opportunities (e.g., volunteerism, internships, co-op, part-time/full-time employment)
<b>AF002</b>	Identify applicable skills for positions	EK	4	Prepare a resume, letter of application, and job application
		EK	5	Prepare for a job interview (e.g., research company, highlight personal strengths, prepare questions, set-up a mock interview, dress appropriately)
		EK	6	Participate in a job interview
		EK	7	Explain the proper procedure for leaving a job
		<b>EL</b>		<b>LIFELONG LEARNING</b>
		EL	1	Acquire current and emerging industry-related information
		EL	2	Demonstrate commitment to learning as a life-long process and recognize learning opportunities
		EL	3	Seek and capitalize on self-improvement opportunities
		EL	4	Discuss the importance of flexible career planning and career self-management
		EL	5	Employ leadership skills to achieve workplace objectives (e.g., personal vision, adaptability, change, shared vision)
		EL	6	Recognize the importance of job performance evaluation and coaching as it relates to career advancement
<b>EB008</b>	Accept constructive criticism	EL	7	Accept and provide constructive criticism

		EL	8	Describe the impact of the global economy on jobs and careers
		<b>EM</b>		<b>JOB SPECIFIC TECHNOLOGIES</b>
		EM	1	Identify the value of new technologies and their impact on driving continuous change and the need for life-long learning
		EM	2	Research and identify emerging technologies for specific careers
		EM	3	Select appropriate technological resources to accomplish work
		<b>EN</b>		<b>HEALTH AND SAFETY</b>
		EN	1	Assume responsibility for safety of self and others
		EN	2	Follow safety guidelines in the workplace
<b>EB013</b>	Exhibit ability to handle stress	EN	3	Manage personal health and wellness
				<b>OCCUPATIONAL</b>
		<b>OA</b>		<b>GENERALLY ACCEPTED ACCOUNTING PRINCIPLES</b>
<b>AD001</b>	Same Verbiage	OA	1	Understand and apply the accounting equation
<b>AD002</b>	Same Verbiage	OA	2	Define general accounting terms
<b>AD003</b>	Same Verbiage	OA	3	Document and reconcile results of math calculations
<b>AD004</b>	Same Verbiage	OA	4	Apply the concepts of maintaining a checkbook and reconciling a bank statement
<b>AD005</b>	Same Verbiage	OA	5	Identify the components of a negotiable instrument
		<b>OB</b>		<b>BANK PRODUCTS AND SERVICES</b>
<b>AE001</b>	Same Verbiage	OB	1	Define credit and credit terms
<b>AE002</b>	Same Verbiage	OB	2	Complete credit forms and applications
<b>AE003</b>	Same Verbiage	OB	3	Possess general knowledge of the following: checking, savings, loans, certificates of deposit, investments, IRAs, customer services, trust services, ATMs, credit/debit card
<b>AE004</b>	Same Verbiage	OB	4	Understand the Federal Reserve System
<b>AE005</b>	Same Verbiage	OB	5	Understand the role of FDIC
<b>AE006</b>	Same Verbiage	OB	6	Describe the check clearing system
		<b>OC</b>		<b>KEYBOARDING/DATA ENTRY SKILLS</b>
<b>OA001</b>	Same Verbiage	OC	1	Demonstrate proficient speed and accuracy in use of numeric keypad
<b>OA002</b>	Same Verbiage	OC	2	Demonstrate proficient speed and accuracy in use of keyboard
		<b>OD</b>		<b>SOFTWARE APPLICATIONS</b>
<b>OB001</b>	Same Verbiage	OD	1	Produce documents integrating current word processing, database, and spreadsheet files
<b>OB002</b>	Same Verbiage	OD	2	Create worksheets using spreadsheet commands, functions, and formulas
		<b>OE</b>		<b>MARKETING SKILLS</b>
<b>OE001</b>	Same Verbiage	OE	1	Develop and utilize cross-selling skills
<b>OE002</b>	Same Verbiage	OE	2	Utilize resources available to answer customer questions in person or by telephone
<b>OE003</b>	Same Verbiage	OE	3	Greet and assist customers
		<b>OF</b>		<b>SAFETY AND SECURITY PROCEDURES</b>
<b>OF001</b>	Same Verbiage	OF	1	Know the importance of securing cash and cash items
<b>OF002</b>	Same Verbiage	OF	2	Identify valid currency
<b>OF003</b>	Recognize potential risk customers	OF	3	Be attentive and aware of your surroundings

OF004	Same Verbiage			
OF005	Same Verbiage	OF	4	Understand the importance of audits and regulations
		<b>OG</b>		<b>BANKING OPERATIONS</b>
AA001	Same Verbiage	OG	1	Sort and count currency and coins by denominations
AA004	Same Verbiage	OG	2	Compute simple and compound interest
OG001	Same Verbiage	OG	3	Open, close, and reconcile teller stations
OG002	Same Verbiage	OG	4	Understand debits and credits
OG003	Same Verbiage	OG	5	Verify cash transactions
OG004	Same Verbiage	OG	6	Provide customers with their account information
OG005	Same Verbiage	OG	7	Reconcile accounts with statements
OG006	Same Verbiage	OG	8	Verify interest on accounts
OG007	Same Verbiage	OG	9	Prepare customer deposit slips
OG008	Same Verbiage	OG	10	Prepare cash in and cash out tickets
OG009	Same Verbiage	OG	11	Process cash and checks for deposit
OG010	Same Verbiage	OG	12	Process check with cash return for deposit
OG011	Same Verbiage	OG	13	Recognize negotiable instruments
OG012	Same Verbiage	OG	14	Process savings withdrawal
OG013	Same Verbiage	OG	15	Receive loan application
OG014	Same Verbiage	OG	16	Process loan requests
OG015	Same Verbiage	OG	17	Accept loan payments
OG016	Same Verbiage	OG	18	Understand the loan collection process