UNIT 1: FBLA FUNDAMENTALS
Define the following terms:
- FBLA (stands for)

Explain the key concepts:
- When and where did the first experimental FBLA chapter take place?
- Location for headquarters for FBLA
- What are the FBLA regions in the US and which one is Florida in?
- Name the four divisions of FBLA and who the members are for each.

UNIT 2: INTRODUCTION TO THE WORKPLACE
Define the following terms:
- Occupation
- Prestige
- Distraction
- Minimum wage
- Gross pay
Explain the key concepts:
- What are the characteristics of work?

- Explain different opportunities of work experience education programs.

- Describe proper attire at the school site workstation an AOT student.


- Demonstrate knowledge of the Fair Labor Standards Act how it affects the workplace.

- Describe how a worker’s seniority affects their privileges.

- Define employment practices and how it affects employers’ dealings with their employees.

- Are frequent raises for employees the responsibility of employers? Why/Why not?

- Know how to calculate gross pay.

UNIT 3: SAFETY
Define the following terms:
OSHA

**Explain the key concepts:**
- Explain things workers can do to practice safety on the job.
- Explain how to report safety violations at work.

**UNIT 4: BASIC COMPUTER APPLICATIONS**

**Define the following terms:**
- Input devices
- Storage devices
- Output devices
- Peripheral

**Explain the key concepts:**
- Explain the operational order of a computer.
- Explain proper classroom protocol of computer/internet use.

**UNIT 5: BASIC COMMUNICATION SKILLS**

**Key Vocabulary and Concepts**

**Define the following terms:**
- Communication
• E-mail

• Fragmented listening

• Passive listening

• Attentive listening

• Internal communication

• External communication

• Memo

• Reading (in relationship to the workplace)

**Explain the key concepts:**

• Describe the weakest link in communication.

• Know examples of salutations.

• Describe the purpose of a memo.

• Explain what voice mail is best used to do.
• Explain things that must take place before communication occurs.

• Describe common roadblocks/barriers/interferences to effective listening.

**UNIT 6: ANALYTICAL THINKING**

**Explain the key concepts:**

• Demonstrate ability to perform basic arithmetic operations

• Demonstrate knowledge of how to apply data and perform measurements to solve problems.

• Demonstrate knowledge of using graphs, charts and tables using functions and data.

**UNIT 7: PRACTICAL WORKPLACE SKILLS**

**Define the following terms:**

• Goodwill

• Client / Patron / Customer

• Dependability

• Human relations

**Explain the key concepts:**

• Explain proper procedures for answering the phone at a workstation.

• Describe reasons an employee might lose their job.
• Explain how customer’s product likes and dislikes affect their patronage of a business.

• Explain how to effectively handle personality conflicts in the workplace.

• Describe proper procedures for running passes for your school offices.

• Explain ethical rules to follow as a student assistant assigned to a teacher.

• Demonstrate knowledge of when AOT badges are to be worn.

• Explain territorial rights concerning property and space in the workplace.

• What is the main purpose for a task group?

• What should a teacher’s assistant do after signing in with their AOT teacher?

• What are the procedures for an AOT student to answer the telephone?