## Competency: Business Plan

#### **Tasks**

- 1. Explain the benefits and liabilities of starting a business.
- 2. Identify characteristics and technical skills needed by entrepreneurs.
- Evaluate the types of business ownership/organization structure and understand the advantages and disadvantages of each.
- 4. Conduct initial feasibility study by identifying industry trends, competition, and market segment using various research techniques.
- 5. Select a business opportunity based on research.
- 6. Create a company vision, mission, and short- and/or long-term strategic goals and plans.
- 7. Determine business start-up date and location.
- 8. Develop and implement financial/budgeting plans including start-up costs and funding needed to begin the business.
- Develop an organizational chart with staffing/human resource plans including job descriptions and recruitment techniques.
- 10. Prepare a management plan that incorporates legal requirements, business protection, quality control, and operations.

# Competency: Financial Management

### **Tasks**

- 1. Select accounting system to apply good accounting practices.
- 2. Plan and maintain a budget.
- 3. Record business transactions to track business activities and manage cash and banking procedures.
- Collect and interpret financial data to prepare financial statements such as balance sheet, income statement, cash flow projections, and summary of sales and receipts.
- 5. Interpret financial data and statements to develop short- and long-term budgetary plans, to determine point of profitability and viability, and to analyze cash flow forecast.
- 6. Apply computational skills to computerized financial documents.

## Competency: Initial Capital and Credit

# Tasks

- 1. Identify types of sources of credit and credit terms.
- 2. Compare costs, qualifications, and procedures for various forms of credit.
- 3. Describe concepts of risk management including factors that affect business risk and rate of return.
- 4. Complete credit forms and applications.
- 5. Discuss methods of solving credit problems.
- 6. Describe concept of credit worthiness as it relates to credit records, ratings, reports, and laws.
- 7. Identify and maintain records of the initial capital assets (current assets; investments; property, plant, and equipment; and intangible assets).

# Competency: Marketing Management

### Tasks

- 1. Define the industry characteristics, major competitors, and market segment.
- 2. Determine, maintain, and improve the marketing mix (product, price, place, and promotion).
- 3. Apply strategies for determining and adjusting prices to maximize return and meet customer's perceptions of value.
- 4. Develop and deliver effective customer relation skills to provide good customer service.
- 5. Establish selling philosophies to develop customer loyalty and profitability.
- 6. Utilize standard processes to move, store, locate, and transfer ownership of goods and services.
- 7. Disseminate information about products/services or firm to achieve a desired outcome for a product or service.
- 8. Gather, access, synthesize, evaluate, and disseminate marketing information to make business decisions.
- 9. Identify current business trends to recognize changes needed in business operation.

# Competency: Personnel Management

#### **Tasks**

- 1. Prepare organization chart and job descriptions to expedite workflow.
- 2. Develop, explain, and maintain written personnel policies, rules and procedures including a grievance system, to ensure consistency and to help employees perform their jobs.
- 3. Evaluate the effects of employee absenteeism, errors, or other negative employee relations on business productivity.
- 4. Plan, develop, and implement employee orientation and ongoing training programs.
- 5. Develop employee recruitment plan to obtain qualified employees.
- 6. Develop and manage an organization's salary administration and benefits program to service employees with options and benefits.
- 7. Develop and implement a plan for evaluation of employee performance and productivity.
- 8. Develop separation, termination, and transition procedures for processing employee personnel actions.
- 9. Develop and communicate to employees the customer relations policy.
- 10. Plan and manage work schedules and personnel to maximize operations.
- 11. Maintain safe and healthful working conditions.
- 12. Identify and explore career opportunities to create a professional growth and development plan.
- 13. Exhibit positive work behaviors and personal qualities to enhance the work environment.
- 14. Motivate and supervise personnel to achieve completion of projects and company goals.

# Competency: Taxes

# Tasks

- 1. Demonstrate knowledge of the current state and federal regulations to apply the tax code professionally.
- 2. Use tax preparation procedures to determine tax liability for the organization.
- 3. Analyze tax structures and consequences to assist in business decision making.
- 4. Establish a tax plan to incorporate the impact of tax consequences on business decisions.
- 5. Apply regulations regarding employee/employer taxes.
- 6. Complete and implement state sales tax requirements and regulations.

# Competency: Community/Business Relations

### **Tasks**

- 1. Recognize the importance of union-management relationship and contracts to ensure business continuity.
- 2. Examine federal, state, and local current events to determine their impact on the organization.
- 3. Develop and implement a public relations program for the company.
- 4. Apply ethical conduct in business relationships and community activities.
- 5. Explain role of business in the community.
- 6. Use appropriate methods to communicate business activities with the community and clients/customers.

# **Competency: Government Regulations**

# Tasks

- 1. Define, interpret, and apply federal, state, and local regulations to small business ownership.
- 2. Exhibit ethical conduct in business negotiations and decisions.
- 3. Understand the role of government in business.
- 4. Identify and keep current with laws and regulations that affect business practices.

# Competency: Legal Issues

### Tasks

- 1. Select professional advisors, for example accountant, attorney, and insurance agent.
- 2. Develop procedures for the legal review of documents and procedures, such as contracts.
- 3. Develop procedures to retain records.
- 4. Demonstrate knowledge of social, ethical, and legal issues for small businesses.
- 5. Demonstrate knowledge and apply consumer protection laws.
- 6. Explain expressed and implied warranties for sale of goods.
- 7. Apply legal interpretations to employee situations, retention of records, safety and security issues, and financial data.

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