Career Cluster:	Business Management and Administration					Secondary CTE Program:	Business Technology Education
Career Cluster Pathway: Customer Assistance Technology (Program # 8218100)						**Eligible Recipient:** All Students	

	16 CORE CURRICULUM CREDITS					**8 ADDITIONAL CREDITS**	
	ENGLISH 4 credits	**MATH** 4 credits	**SCIENCE** 3 credits, 2 with lab	**SOCIAL STUDIES** 3 credits	**OTHER REQUIRED COURSES** / **FINE ARTS (1 cdt)** / **PHYSICAL EDUCATION (1 cdt)**	**CAREER AND TECHNICAL EDUCATION COURSES** Major Area of Interest:	**RECOMMENDED ELECTIVES (Aligned with State University System Admissions)**

HIGH SCHOOL

Career Cluster of interest identified by students enrolled in required middle school career education course that includes interest assessment and career exploration through CHOICES and ePersonal Education Planner through FACTS.org.

Grade	ENGLISH	MATH	SCIENCE	SOCIAL STUDIES	OTHER REQUIRED	CTE COURSES	ELECTIVES
9	English I	Algebra or Higher	Earth & Space Science or Biology	World History	9th Grade Transition	**Computing for College & Career 820902001 OR Intro to Information Technology 820731001**	
10	English II	Geometry or Higher	Biology or Chemistry	Elective	Physical Education	**Customer Assistance I 821801001**	
11	English III	Algebra II or Higher	Chemistry or Physics or Physical Science	American History	Foreign Language	**Customer Assistance II 821802001**	
12	English IV	Pre-Calculus or Other Math Course	Science Elective or Other Elective	American Government/ Economics	Foreign Language		

Dual enrollment courses may be used to satisfy high school graduation or Bright Futures Gold Seal Vocational Scholars course requirements - see the Articulation Coordinating Committee's Dual Enrollment Equivalency List and the Bright Futures Comprehensive Course Table.

POSTSECONDARY

Secondary career and technical education programs may lead to industry recognized certificates, occupational opportunities or postsecondary education options. Based on the Career Cluster of interest and identified career and technical education program, the following postsecondary options are available.

TECHNICAL CENTER PROGRAM(S)	**COMMUNITY COLLEGE PROGRAM(S)**	**UNIVERSITY PROGRAM(S)**
Customer Assistance Technology The English Center	**GO TO: www.mdc.edu to find all Miami Dade College Degree Programs** STEP 1: Click on "Academic Programs" STEP 2: Click on "Credit Programs" STEP 3: Click on "Program Sheets" To find out more about these options, we recommend that you see an advisor at Miami Dade College.	**GO TO: www.facts.org to find all Florida university programs** STEP 1: Click on "Finding a College or Program" STEP 2: Click on "Find a Degree Program" STEP 3: Complete a search by selecting Institution Type, and specifying the Program Area and Degree Level.

CAREER

SAMPLE CAREER SPECIALTIES (The Targeted Occupations List may be used to identify appropriate careers.)

Customer Service Representative Informational Assistant	Office Manager Sales Human Resource Assistant	Marketing Manager First Line Supervisor of Retail Sales

CREDIT

ARTICULATION AND CTE DUAL ENROLLMENT OPPORTUNITIES

Secondary to Technical Center (PSAV)	**Secondary to College Credit Certificate or Degree**	**PSAV/PSV to AAS or AS to BS or BAS**
Occupational Completion Points Information Technology Assistant (A) Customer Care Representative (B) Customer Care Specialist (C) **The English Center Local Articulated Courses** OTA 0040.A7 Information Technology Assistant MNA 0083.A1 Customer Care Representative	**Dual Enrollment Recommendations** ENC 1101 English Composition I MAC 1105 College Algebra SPC 1017 Fundamentals of Speech Communications PHI 2604 Critical Thinking/Ethics CLP 1006 Psychology of Personal Effectiveness MAR 1011 Principles of Marketing MAN 2021 Principles of Management GEB 1011 Principles of Business **Art Institute of Fort Lauderdale (AiFL) Local Articulated Courses** CGS 1160C Computer Science **Industry Certification to AS/AAS Degree Florida Department of Education Articulation Agreement** Microsoft Office Specialist (MOS) Bundle (3 of 5) articulates to three (3) college credit hours to the AAS/AS Degree in Office Administration. Articulated credit awarded under this agreement may only be applied to the above AAS/AS Degree.	**NOT APPLICABLE**

*Possible Industry Certifications (Students):	
Secondary:	**MICRO069 - Microsoft Office Specialist (MOS) Bundle Certification (3 of 5)**
Postsecondary:	

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