**MINISTERIO DE EDUCACION PÚBLICA**

**DEPARTAMENTO DE ESPECIALIDADES TÉCNICAS**

**COLEGIO TECNICO PROFESIONAL……………**

**Especialidad:**

**BILINGUAL SECRETARY XII**

**INFORMACIÓN GENERAL**

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| Nombre del estudiante |  |
| Especialidad: |  |
| Nivel: X ( ) XI ( \*\* ) XII ( ) |  |
| Fecha de nacimiento |  |
| Dirección exacta de residencia |  |
| Números de teléfono |  |
| Correo electrónico |  |

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| **SUB -AREA: COMPUTER SKILLS** | | | | | | |
| **Study Unit 1: Data Bases** | | | | | | |
| **Purpose :** Use corporate databases in accordance with international standards. | | | | | | |
| **Linguistic Objectives** | **Evidence** | **Achieved** | | **Strategies to improve and Observations** | **Competent** | |
| **Yes** | **Not Yet** | **Yes** | **Not Yet** |
| Analyzes concepts of databases. | Applies tools in the data, records, files and fields. |  |  |  |  |  |
|  | Explains the administration of databases |  |  |  |  |  |
|  | Executes menus, functions and tools available for creating databases. |  |  |  |  |  |
| Differentiates elements of Access. | Applies menus, functions and tools of Access. |  |  |  |  |  |

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| **Purpose 1:** use corporate databases in accordance with international standards. | | | | | | |
| **Linguistic Objectives** | **Evidence** | **Achieved** | | **Strategies to improve and Observations** | **Competent** | |
| **Yes** | **Not Yet** | **Yes** | **Not Yet** |
| Applies basic operations and assistants of Access. | Resolves exercises using basic operations and assistants in Access. |  |  |  |  |  |
| Executes various types of queries in Access | Applies the procedure to work with queries in Access |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Selects the tools of Access in order to manage the databases. | Distinguishes the action of deleting files, changing file names, modifying information and how to close the database files. |  |  |  |  |  |
|  | Executes the administration of Access tools to manage databases |  |  |  |  |  |
| **Student ´s name and signature:** | | | | | **Date:** | |
| **Teacher’ s name and signature** | | | | | | |
| **Parent´s name and signature:** | | | | | | |

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| **SUB -AREA: COMPUTER SKILLS** | | | | | | |
| **Study Unit :** Production of documents in the Computer | | | | | | |
| **Purpose:** use the computer for the preparation of documents according to the international norms. | | | | | | |
| **Linguistic Objectives** | **Evidence** | **Achieved** | | **Strategies to improve and Observations** | **Competent** | |
| **Yes** | **Not Yet** | **Yes** | **Not Yet** |
| Practices test building exercises in Spanish and English using the computer until attaining 70 w.p.m. as a minimum. | Prepares the computer in order to create different texts and messages. |  |  |  |  |  |
|  | Classifies the program to be used in the computer according to the texts, and social and electronic messages. |  |  |  |  |  |
|  | Carries out work output with a minimum margin of error according to the package of documents. |  |  |  |  |  |
|  | Practices speed building exercises with the received material until attaining 70 words per minute as a minimum. |  |  |  |  |  |

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| **Linguistic Objectives** | **Evidence** | **Achieved** | | **Strategies to improve and Observations** | **Competent** | |
| **Yes** | **Not Yet** | **Yes** | **Not Yet** |
|  | Creates all type of documents at a speed of 70 words per minute as a minimum. |  |  |  |  |  |
| Applies techniques in the preparation and presentation of types of documents in English and Spanish, typical at the office. | Recognizes the procedure to work and present the different types of documents. |  |  |  |  |  |
|  | Plans the procedure to work with the different documents to be prepared. |  |  |  |  |  |
|  | Uses presentation and preparation techniques of types of documentation. |  |  |  |  |  |

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| **Linguistic Objectives** | **Evidence** | **Achieved** | | **Strategies to improve and Observations** | **Competent** | |
| **Yes** | **Not Yet** | **Yes** | **Not Yet** |
|  | Prepares minutes, reports, business letters, certifications, cards, circular letters, legal documents, and cards among others. |  |  |  |  |  |
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| **SUB -AREA:** Business Management | | | | | | |
| **Study Unit 1 :**   Labor Law | | | | | | |
| **Purpose:** develop skills about labor law concerning to secretaries functions and its scope in the company. | | | | | | |
| **Linguistic Objectives** | **Evidence** | **Achieved** | | **Strategies to improve and Observations** | **Competent** | |
| **Yes** | **Not Yet** | **Yes** | **Not Yet** |
| Values the importance of labor law. | Defines the concept of labor law under its current form. |  |  |  |  |  |
|  | Describes legal principles and laws at workplace. |  |  |  |  |  |
| Examines the elements of employment contracts that govern the rights and duties of the worker and the employer. | Analyzes study cases involving pregnant women and minors in an employment contract. |  |  |  |  |  |
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| **Linguistic Objectives** | **Evidence** | **Achieved** | | **Strategies to improve and Observations** | **Competent** | |
| **Yes** | **Not Yet** | **Yes** | **Not Yet** |
| Analyzes the types of working time in various forms of payment. | Recognizes particularities of the different working hours. |  |  |  |  |  |
|  | Describes different ways of working. |  |  |  |  |  |
|  | Makes holiday calculations. |  |  |  |  |  |
| Infer the obligations and prohibitions on employers and employees in accordance with current regulations. | Recognizes the differences between prohibitions and obligations of employers. |  |  |  |  |  |
| Distinguishes the social benefits of workers covered by existing legislation. | Solves study cases applying the tax provisions by law for consumer protection. |  |  |  |  |  |

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| **Yes** | **Not Yet** | **Yes** | **Not Yet** |
| Distinguishes causes that give rise to the suspension or termination of employment. | Resolves exercises that involve the suspension of employment contracts successfully. |  |  |  |  |  |
| Performs calculations of compensation for termination of employment with the employer's responsibility. | Distinguishes aspects involving the notice and severance. |  |  |  |  |  |
|  | Resolves financial compensation for termination of employment with the employer's responsibility. |  |  |  |  |  |

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| **Linguistic Objectives** | **Evidence** | **Achieved** | | **Strategies to improve and Observations** | **Competent** | |
| **Yes** | **Not Yet** | **Yes** | **Not Yet** |
| Calculates the vacation and Christmas bonus for the information provided in each instance. | Resolves cases in a group, involving calculation of vacations and bonuses. |  |  |  |  |  |
| Infers social security contributions and deductions from the payroll in enterprises. | Identifies forms developed in social charges, withholdings and deductions. |  |  |  |  |  |
|  | Describes the procedures applicable to the forms in their accounting records. |  |  |  |  |  |
|  | Solves exercises involving the accounting for payroll taxes, withholdings and deductions that affect the company's payroll. |  |  |  |  |  |

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| **Linguistic Objectives** | **Evidence** | **Achieved** | | **Strategies to improve and Observations** | **Competent** | |
| **Yes** | **Not Yet** | **Yes** | **Not Yet** |
| Analyzes the elements of the Women´s Equal Status (Ley de Igualdad Social de la Mujer) in labor relations | Describes the elements of the Women´s Equal Status (Ley de Igualdad Social de la Mujer) in labor relations. |  |  |  |  |  |
|  | Identifies real cases related to elements of the Women´s Equal Status (Ley de Igualdad Social de la Mujer) in labor relations. |  |  |  |  |  |
| Examines the concepts of micro enterprise as Costa Rican law. | Submits a report on research data. |  |  |  |  |  |
|  | Formulates a productive project. |  |  |  |  |  |

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| **SUB -AREA:** Business Management | | | | | | |
| **Study Unit :**   Entrepreneurial Didactic Management | | | | | | |
| **Purpose:** Make business work according to national and international. | | | | | | |
| **Linguistic Objectives** | **Evidence** | **Achieved** | | **Strategies to improve and Observations** | **Competent** | |
| **Yes** | **Not Yet** | **Yes** | **Not Yet** |
| Identifies the organizational and fuctional structure of Labor@ Classroom practice. | Represents the organizational structure with all the actors and their positions. |  |  |  |  |  |
| Promotes employment and educational experiences of Labor@ classroom practice for service centers. | Analizes each job roles. |  |  |  |  |  |
| Promote employment and educational experiences of Labor@ classroom practice for service centers. | Describes the types of companies Labor@ classroom practice. |  |  |  |  |  |
|  | Distinguishes elements of diffrent companies Labor@ classroom practice. |  |  |  |  |  |

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| **SUB -AREA:** Business Management | | | | | | |
| **Study Unit :**   Entrepreneurial Didactic Management | | | | | | |
| **Purpose:** Make business work according to national and international. | | | | | | |
| **Linguistic Objectives** | **Evidence** | **Achieved** | | **Strategies to improve and Observations** | **Competent** | |
| **Yes** | **Not Yet** | **Yes** | **Not Yet** |
|  | Describes the structure of performance levels in the Labor@ classroom practice. |  |  |  |  |  |
|  | Classifies some necessary functions in the Labor@ classroom practice. |  |  |  |  |  |
|  | Makes tools to identify the management in the firm practice. |  |  |  |  |  |
|  | Practices entrepreunership in the Labor@ classroom practice |  |  |  |  |  |

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| **Purpose:** Make business work according to national and international. | | | | | | |
| **Linguistic Objectives** | **Evidence** | **Achieved** | | **Strategies to improve and Observations** | **Competent** | |
| **Yes** | **Not Yet** | **Yes** | **Not Yet** |
| Performs practical work in companies through different workstations in Labor@ classroom practice efficiently. | Runs integration technological tools for the development of entrepreneurial experience. |  |  |  |  |  |
|  | Practices working roles: responsibility, organization, management, teamwork and communication. |  |  |  |  |  |
|  | Demonstrates the interaction between your company and other practices. |  |  |  |  |  |
|  | Designs a Web page. |  |  |  |  |  |

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| **Purpose:** Make business work according to national and international. | | | | | | |
| **Linguistic Objectives** | **Evidence** | **Achieved** | | **Strategies to improve and Observations** | **Competent** | |
| **Yes** | **Not Yet** | **Yes** | **Not Yet** |
|  | Develops procedures for physical and automatic control of information management. |  |  |  |  |  |
|  | Designs technical reports on the operability of business practice weekly. |  |  |  |  |  |
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| **SUB -AREA:** Business Communication | | | | | | |
| **Study Unit :**   Oral Expression Techniques | | | | | | |
| **Purpose:** Make business work according to national and international. | | | | | | |
| **Linguistic Objectives** | **Evidence** | **Achieved** | | **Strategies to improve and Observations** | **Competent** | |
| **Yes** | **Not Yet** | **Yes** | **Not Yet** |
| Applies oral communication techniques in different discourses of organization environment. | Recognizes the concept and importance of humanist ethics at modern office. |  |  |  |  |  |
|  | Practices professional values in the classroom. |  |  |  |  |  |
|  | Distinguishes different techniques of oral communication |  |  |  |  |  |
|  | Practices oral expression techniques to address current topics. |  |  |  |  |  |
|  | Carries out group activities to practice oral expression techniques addressing current topics. |  |  |  |  |  |

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| **SUB -AREA:** Business Communication | | | | | | | |
| **Study Unit :**   Written Communication | | | | | | | |
| **Purpose:** apply techniques and methodologies to efficiently communicate with the business environment | | | | | | | |
| **Linguistic Objectives** | **Evidence** | **Achieved** | | | **Strategies to improve and Observations** | **Competent** | |
| **Yes** | | **Not Yet** | **Yes** | **Not Yet** |
| Prepares personal and legal documents using correct drafting techniques according to characteristics of each document. | Prepares personal and legal documents. | Prepares personal and legal documents. | |  |  |  |  |
| Plans the drafting and presentation of documents inherent to a meeting. | Describes procedures prior to the preparation of a meeting. |  | |  |  |  |  |
|  | Prepares minutes according to recommended procedures. |  | |  |  |  |  |
| Applies the techniques to draft advertising messages. | Redefines norms that regulate advertising messages. |  | |  |  |  |  |
|  | Drafts advertising messages according to recommended techniques. |  | |  |  |  |  |
| **SUB -AREA:** Business Communication | | | | | | | |
| **Study Unit :**   Written Communication | | | | | | | |
| **Purpose:** Make business work according to national and international. | | | | | | | |
| **Linguistic Objectives** | **Evidence** | | **Achieved** | | **Strategies to improve and Observations** | **Competent** | |
| **Yes** | **Not Yet** | **Yes** | **Not Yet** |
| Prepares types of reports used at office. | Selects types of reports. | |  |  |  |  |  |
|  | Drafts reports with different formats, styles and others. | |  |  |  |  |  |
| Prepares national and/or international commercial agreements and contracts. | Prepares national and international commercial agreements and contracts. | |  |  |  |  |  |

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| SUB ÁREA Business Communication | | | | | | |
| **Unit: Quality Customer Service** | | | | | | |
| **Purpose:** Distinguish quality customer services techniques according to organizational International Standards | | | | | | |
| **PERFORMANCE CRITERIA** | **EVIDENCE** | **Achieved** | | **Strategies to improved and observations** | **Competent** | |
| **YES** | **NOT YET** | **YES** | **NOT YET** |
| Applies techniques which maximize effectiveness in receiving and handling routing calls. | Understands information words to accomplish a task. |  |  |  |  |  |
|  | Interprets receiving and handling routing calls. |  |  |  |  |  |
| Provides excellent service and competitive edge to the organization. | Selects oral techniques about service mentality keys. |  |  |  |  |  |
|  | Understands specific details from conversations or texts about how to say hello. |  |  |  |  |  |
|  | Performs situations applying service mentally keys. |  |  |  |  |  |

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| SUB ÁREA Business Communication | | | | | | |
| **Unit: Quality Customer Service** | | | | | | |
| **Porpuse:** Distinguish quality customer services techniques according to organizational International Standards | | | | | | |
| **PERFORMANCE CRITERIA** | **EVIDENCE** | **Achieved** | | **Strategies to improved and observations** | **Competent** | |
| **YES** | **NOT YET** | **YES** | **NOT YET** |
| Applies techniques for improving effectiveness as a listener. | Comprehends by listening how to determine caller needs. |  |  |  |  |  |
|  | Performs role plays determining caller needs activity. |  |  |  |  |  |
| Applies proper telephone techniques in providing excellent service to customers. | Understands specifications about the basic telephone skills. |  |  |  |  |  |
| Solves handling complaint callers by providing excellent service. | Summarizes the ASAP Technique used to handle irate callers |  |  |  |  |  |
|  | Interprets how to handle the irate caller activity. |  |  |  |  |  |

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| **Unit: Quality Customer Service** | | | | | | | | | |
| **Porpuse:** Distinguish quality customer services techniques according to organizational International Standards | | | | | | | | | |
| **PERFORMANCE CRITERIA** | **EVIDENCE** | **Achieved** | | **Strategies to improved and observations** | | **Competent** | | | |
| **YES** | **NOT YET** | |  | | **YES** | **NOT YET** |
| Recognizes positive phrases and others which should be avoided on the phone. | Identifies phrases which should be avoided on the phone. |  |  | |  | |  |  |
|  | Performs role plays using positive phrases activities. |  |  | |  | |  |  |
| Applies techniques to be proactive with customers by telephone or personal. | Recognizes characteristics of proactive clerk. |  |  | |  | |  |  |
| Applies the four step model for effective coaching. | Restates four C`s model for effective coach. |  |  | |  | |  |  |
|  | Performs activities with specific details about the primary skills of an effective coach. |  |  | |  | |  |  |

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| SUB ÁREA Business Communication | | | | | | |
| **Unit: Quality Customer Service** | | | | | | |
| **Purpose:** Distinguish quality customer services techniques according to organizational International Standards | | | | | | |
| **PERFORMANCE CRITERIA** | **EVIDENCE** | **Achieved** | | **Strategies to improved and observations** | **Competent** | |
| **YES** | **NOT YET** | **YES** | **NOT YET** |
| Recognizes effective strategies or techniques for avoiding errors on the job. | Performs activities with techniques for avoiding errors on the job . |  |  |  |  |  |
| Develops effective telephone communication and state courteous techniques. | Identifies four critical elements of effective telephone communication managing to ensure courtesy in business telephone contacts. |  |  |  |  |  |
|  | Performs role plays about curt to courteous activity. |  |  |  |  |  |
| Identify oral techniques about what’s wrong with this picture. | Explains how to give our customers satisfactory telephone attention. |  |  |  |  |  |
| Apply specific techniques which are effective in preventing emotional leakage. | Recognizes emotional leakage. |  |  |  |  |  |
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| SUB ÁREA Business Communication | | | | | | |
| **Unit: Quality Customer Service** | | | | | | |
| **Purpose:** Distinguish quality customer services techniques according to organizational International Standards | | | | | | |
| **PERFORMANCE CRITERIA** | **EVIDENCE** | **Achieved** | | **Strategies to improved and observations** | **Competent** | |
| **YES** | **NOT YET** | **YES** | **NOT YET** |
|  | Identifies types of emotional leakages and its occurrence in the workplace. |  |  |  |  |  |
|  | Performs how to avoid emotional leakage in telephone conversations. |  |  |  |  |  |
| Recognizes between the companies’ internal telephone techniques and customer service. | Dramatizes how we are customers to each other. |  |  |  |  |  |
| Applies at least one effective alternative technique for avoiding mistakes. | Performs specific details from conversations about how to deal with the foreign accent. |  |  |  |  |  |
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| SUB ÁREA Business Communication | | | | | | |
| **Unit: Quality Customer Service** | | | | | | |
| **Purpose:** Distinguish quality customer services techniques according to organizational International Standards | | | | | | |
| **PERFORMANCE CRITERIA** | **EVIDENCE** | **Achieved** | | **Strategies to improved and observations** | **Competent** | |
| **YES** | **NOT YET** | **YES** | **NOT YET** |
| Practices techniques leaving Messages on voice mail. | Practice six techniques for leaving an effective voice mail message. |  |  |  |  |  |
| Provides high quality customer services using the telesales tips from A to Z. | Performs high quality customer services using the telesales tips from A to Z. |  |  |  |  |  |
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| **Teacher’ s name and signature** |
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