**MINISTERIO DE EDUCACION PÚBLICA**

**DEPARTAMENTO DE ESPECIALIDADES TÉCNICAS**

**COLEGIO TECNICO PROFESIONAL……………**

**Especialidad: EXECUTIVE SERVICE CENTERS XI**

**INFORMACIÓN GENERAL**

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

|  |
| --- |
| **SUB ÁREA**: CORPORATE COMMUNICATION |
| **Unit:** ORAL COMMUNICATION |
| **Purpose:** Practice skills and techniques to communicate in a corporation and personal environment.  |
| **PERFORMANCE CRITERIA**  | **EVIDENCE**  | **Achieved** | **Strategies to improved and observations**  | **Competent**  |
| **YES** | **NOT YET** | **YES** | **NOT YET** |
| Applies oral communication techniques at the modern office. | Exercises the techniques to achieve an effective oral communication. |  |  |  |  |  |
|  | Exemplifies situations in an office by applying the techniques of oral communication. |  |  |  |  |  |
|  | Develops a positive intellectual and emotional attitude. |  |  |  |  |  |
|  | Performs activities where the elements of oral communication are applied. |  |  |  |  |  |
| **Student ´s name and signature:** |  **Date**  |
| **Teacher’ s name and signature** |
| **Parent´s name and signature:** |

|  |
| --- |
| **SUB ÁREA**: CORPORATE COMMUNICATION |
| **Unit:** WRITTEN COMMUNICATION |
| **Purpose:** To adequately write different types of letters and other corporate documents.  |
| **PERFORMANCE CRITERIA**  | **EVIDENCE**  | **Achieved** | **Strategies to improved and observations**  | **Competent**  |
| **YES** | **NOT YET** | **YES** | **NOT YET** |
| Writes with excellence different types of business letters using planning process according to styles, characteristics and others. | Writes different types of corporate letters. |  |  |  |  |  |
| Applies the techniques of composition and presentation of the diverse documents used at the modern office. | Uses different elements for the preparation of diverse documents. |  |  |  |  |  |
|  | Identifies formats and characteristics of the different documents used at the modern office. |  |  |  |  |  |
|  | Prepares a diversity of documents used at the modern office. |  |  |  |  |  |

|  |
| --- |
| **SUB ÁREA**: CORPORATE COMMUNICATION |
| **Unit:** WRITTEN COMMUNICATION |
| **Purpose** Quality Customer Service: 1 Attitude |
| **PERFORMANCE CRITERIA**  | **EVIDENCE**  | **Achieved** | **Strategies to improved and observations**  | **Competent**  |
| **YES** | **NOT YET** | **YES** | **NOT YET** |
| Writes with excellence different types of business letters using planning process according to styles, characteristics and others. | Writes different types of corporate letters. |  |  |  |  |  |
| Applies the techniques of composition and presentation of the diverse documents used at the modern office. | Uses different elements for the preparation of diverse documents. |  |  |  |  |  |
|  | Identifies formats and characteristics of the different documents used at the modern office. |  |  |  |  |  |
|  | Prepares a diversity of documents used at the modern office. |  |  |  |  |  |

|  |
| --- |
| SUB ÁREA: **Corporate Communication** |
| **Unit: Oral Communication**  |
| **Purpose:** Practice skills and techniques to communicate in a corporation and personal environment.  |
| **PERFORMANCE CRITERIA**  | **EVIDENCE**  | **Achieved** | **Strategies to improved and observations**  | **Competent**  |
| **YES** | **NOT YET** | **YES** | **NOT YET** |
| Describe and apply five techniques which maximize effectiveness in receiving, handling and routing calls. | Identifying the purpose of short messages. |  |  |  |  |  |
|  | Understanding the effectiveness in receiving a call. |  |  |  |  |  |
|  |  Resuelve ejercicios donde identifica cada uno de los elementos básicos de la contabilidad.  |  |  |  |  |  |
| Understand and be understood by others | Understanding of information words to accomplish a task. |  |  |  |  |  |
| **Student ´s name and signature:** |  **Date**  |
| **Teacher’ s name and signature** |
| **Parent´s name and signature:** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |
| SUB ÁREA Corporate 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. |  |  |  |  |  |

|  |
| --- |
| SUB ÁREA Corporate 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. |  |  |  |  |  |

|  |
| --- |
| SUB ÁREA Corporate 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** |
| 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. |  |  |  |  |  |

|  |  |
| --- | --- |
| **Student ´s name and signature:** |  **Date**  |
| **Teacher’ s name and signature** |
| **Parent´s name and signature:** |

|  |
| --- |
| SUB ÁREA: Administration of service centers |
| **Unit:**  Basis of accounting |
| **Porpuse:** Design different economic and financial statements for a service company. |
| **PERFORMANCE CRITERIA**  | **EVIDENCE**  | **Achieved** | **Strategies to improved and observations**  | **Competent**  |
| **YES** | **NOT YET** |  | **YES** | **NOT YET** |
| Applies the basic elements of accounting. | Solve exercises which identify the basic elements of accounting. |  |  |  |  |  |
| Prepares a definite classification of the accounts of the income statement and balance sheet.  (real and nominal).  | Analyzes the income statement. |  |  |  |  |  |
|  | Distinguishes in the comparative chart the actual accounts of the nominals. |  |  |  |  |  |
|  | Makes procedures for the preparation of a statement.  |  |  |  |  |  |
|  | Solves exercises related to the income statement.  |  |  |  |  |  |

|  |
| --- |
| SUB ÁREA: Administration of service centers |
| SUB ÁREA: Administration of service centers |
| **Unit:**  Basis of accounting |
| **Porpuse:** Design different economic and financial statements for a service company. |
| **PERFORMANCE CRITERIA**  | **EVIDENCE**  | **Achieved** | **Strategies to improved and observations**  | **Competent**  |
|  |  |  |
| **YES** | **NOT YET** |  | **YES** | **NOT YET** |
| Examines the components of the basic elements in the financial and economic statements in financial accounting. | Solves practices to recognize basic elements in the economic and financial statements. |  |  |  |  |  |
| Uses the account as a means of recording and synthesis of accounting transaction. | Solve exercises transactions considering the account name, amount and balance. |  |  |  |  |  |
| Prepares economic and financial statements in financial services company | Prepares economic and financial statements in financial services company.  |  |  |  |  |  |
|  | Performes accounting practices of service companies.  |  |  |  |  |  |
| SUB ÁREA: Administration of service centers |
| **Unit:**  Basis of accounting |
| **Porpuse:** Design different economic and financial statements for a service company. |
| **PERFORMANCE CRITERIA**  | **EVIDENCE**  | **Achieved** | **Strategies to improved and observations**  | **Competent**  |
|  |  |  |
| **YES** | **NOT YET** |  | **YES** | **NOT YET** |
| Develops an accounting cycle for a service company | * Identifies the steps involved in the accounting cycle in a services company.
 |  |  |  |  |  |
|  | Designs an accounting cycle in a service company. |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

|  |  |
| --- | --- |
| **Student ´s name and signature:** |  **Date**  |
| **Teacher’ s name and signature** |
| **Parent´s name and signature:** |

|  |
| --- |
| SUB ÁREA: Administration of service centers |
| **Unit:**  Descriptive Statistics |
| **Porpuse:** Apply descriptive statistics in the office to achieve quality and excellence in the organization and interpretation of data. |
| **PERFORMANCE CRITERIA**  | **EVIDENCE**  | **Achieved** | **Strategies to improved and observations**  | **Competent**  |
|  |  |  |
| **YES** | **NOT YET** |  | **YES** | **NOT YET** |
| Applies descriptive statistics on the information processing. | Organizes statistically fictional/phantom and real data. |  |  |  |  |  |
|  | Applies knowledge of statistics to obtain samples. |  |  |  |  |  |
|  | Calculates the mode, median, and mean.  |  |  |  |  |  |
| Prepare statistical tools for quality control. | Solves statistical problems. |  |  |  |  |  |
|  | Represents data using different forms. |  |  |  |  |  |
|  | Designs graphical representations based on the data. |  |  |  |  |  |
|  | Uses specific software to tabulate and present statistical data. |  |  |  |  |  |
| SUB ÁREA: Administration of service centers |
| **Unit:**  Marketing |
| **Porpuse:** Design different economic and financial statements for a service company. |
| **PERFORMANCE CRITERIA**  | **EVIDENCE**  | **Achieved** | **Strategies to improved and observations**  | **Competent**  |
|  |  |  |
| **YES** | **NOT YET** |  | **YES** | **NOT YET** |
| Analyzes the influence of marketing in business management. | Promotes a product.  |  |  |  |  |  |
|  | Makes a marketing plan for a product or new service. |  |  |  |  |  |
|  | Interprets laws defining the consumers´ rights. |  |  |  |  |  |
|  | Researches marketing in different companies. |  |  |  |  |  |
|  | Develops elements of marketing in a business activity. |  |  |  |  |  |

|  |
| --- |
| SUB ÁREA: Administration of service centers |
| **Unit:**  Marketing |
| **Porpuse:** Design different economic and financial statements for a service company. |
| **PERFORMANCE CRITERIA**  | **EVIDENCE**  | **Achieved** | **Strategies to improved and observations**  | **Competent**  |
|  |  |  |
| **YES** | **NOT YET** |  | **YES** | **NOT YET** |
| Choose a variety of possibilities to suit a demand or request in foreign trade. | Interprets foreign trade characteristic. |  |  |  |  |  |
|  | Researches foreign trade messages for demanding or requesting |  |  |  |  |  |
| Communicates instructions, detailed products and standards for international operations in foreign trade. | Explains relations between ideas about international and domestic trade topics. |  |  |  |  |  |
|  | Shows how to fill foreign trade form. |  |  |  |  |  |
|  | Establishes International trade negotiation by phone, internet, and meetings. |  |  |  |  |  |
| SUB ÁREA: Administration of service centers |
| **Unit:**  Entrepreneurial Didactic Management |
| **Porpuse:** Make business work according to national and international. |
| **PERFORMANCE CRITERIA**  | **EVIDENCE**  | **Achieved** | **Strategies to improved and observations**  | **Competent**  |
| **YES** | **NOT YET** |  | **YES** | **NOT YET** |
| IdentifIies the organizational and fuctional structure of L@bora Classroom practice. | Represent 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. |  |  |  |  |  |
|  | Describes the types of companies L@bora classroom practice. |  |  |  |  |  |
|  | Distinguishes elements of diffrent companies L@bora classroom practice.  |  |  |  |  |  |
|  | Describes the structure of performance levels in the L@bora classroom practice. |  |  |  |  |  |
|  | Classifies some necessary functions in the L@bora classroom practice. |  |  |  |  |  |
| SUB ÁREA: Administration of service centers |
| **Unit:**  Entrepreneurial Didactic Management |
| **Porpuse:** Make business work according to national and international. |
| **PERFORMANCE CRITERIA**  | **EVIDENCE**  | **Achieved** | **Strategies to improved and observations**  | **Competent**  |
| **YES** | **NOT YET** |  | **YES** | **NOT YET** |
| IdentifIies the organizational and fuctional structure of L@bora Classroom practice. | Makes tools to identify the management in the firm practice. |  |  |  |  |  |
| Promotes employment and educational experiences of Labor@ classroom practice for service centers. | Practices entrepreunership in the Labor@ classroom practice |  |  |  |  |  |
|  | Applies prior knowledge to select firm practice. |  |  |  |  |  |
|  | Experiments through induction and training for different processes within the virtual environment of the L@bora classroom practice. |  |  |  |  |  |
|  | Organizes work simulation environments with equal opportunities. |  |  |  |  |  |
|  |  |  |  |  |  |  |

|  |
| --- |
| SUB ÁREA: Administration of service centers |
| **Unit:**  Entrepreneurial Didactic Management |
| **Porpuse:** Make business work according to national and international. |
| **PERFORMANCE CRITERIA**  | **EVIDENCE**  | **Achieved** | **Strategies to improved and observations**  | **Competent**  |
| **YES** | **NOT YET** |  | **YES** | **NOT YET** |
| Performs practical work in companies through different workstations in L@bora 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. |  |  |  |  |  |
|  | Develops procedures for physical and automatic control of information management. |  |  |  |  |  |
|  | Designs technical reports on the operability of business practice weekly.  |  |  |  |  |  |

|  |  |
| --- | --- |
| **Student ´s name and signature:** |  **Date**  |
| **Teacher’ s name and signature** |
| **Parent´s name and signature:** |

|  |
| --- |
| SUB ÁREA: Destrezas Computacionales |
| **Unidad de estudio:** Aplicaciones Computacionales |
| **Propósito:** Utilizar programas de cómputo actualizados en la elaboración de documentos comerciales según normas técnicas. |
| **Criterio de desempeño** | **Evidencia** | **Alcanzadas** | **Estrategias por mejorar y Observaciones** |  **Competente** |
| **Si** | **Aún no** | **Si**  | **Aún no** |
| Digita documentos sencillos y complejos utilizando las funciones del procesador de textos con las técnicas correspondientes, así como el cotejo. |  |  |  | Digita cartas, memorandos, informes y actas, aplicando las técnicas correspondientes, en el procesador de texto. |  |  |
| Aplica los elementos de la barra de menú y herramientas de la hoja electrónica. |  |  |  | Aplica las técnicas de cotejo en la auto-revisión de documentos. |  |  |
|  |  |  |  | Selecciona los mejores documentos para el portafolio de evidencias. |  |  |
| Ejecuta ejercicios de velocidad en la computadora, hasta alcanzar 70 palabras por minuto como mínimo al finalizar el curso lectivo. |  |  |  | Digita textos en español e inglés a una velocidad de 70 ppm, con margen mínimo de error, según plan de velocidad y exactitud. |  |  |
| SUB ÁREA: Destrezas Computacionales |
| **Unidad de estudio:** Aplicaciones Computacionales |
| **Propósito:** Utilizar programas de cómputo actualizados en la elaboración de documentos comerciales según normas técnicas. |
| **Criterio de desempeño** | **Evidencia** | **Alcanzadas** | **Estrategias por mejorar y Observaciones** |  **Competente** |
| **Si** | **Aún no** | **Si**  | **Aún no** |
|  | Aplica diferentes planes de reforzamiento para desarrollar velocidad y alcanzar metas. |  |  |  |  |  |
| Aplicar las herramientas de la hoja electrónica en la elaboración de documentos comerciales. | Elabora tablas, cuadros, y otros utilizando las funciones de la herramienta. |  |  |  |  |  |
|  | Inserta tablas, cuadros y otros.  |  |  |  |  |  |
|  | Utiliza las técnicas de cotejo para la revisión de los documentos elaborados. |  |  |  |  |  |
|  Construir gráficos en la hoja electrónica. | Crea diferentes tipos de gráficos. |  |  |  |  |  |
|  | Prepara gráficos con diferentes tipos de datos. |  |  |  |  |  |
| SUB ÁREA: Destrezas Computacionales |
| **Unidad de estudio:** Aplicaciones Computacionales |
| **Propósito:** Utilizar programas de cómputo actualizados en la elaboración de documentos comerciales según normas técnicas. |
| **Criterio de desempeño** | **Evidencia** | **Alcanzadas** | **Estrategias por mejorar y Observaciones** |  **Competente** |
| **Si** | **Aún no** | **Si**  | **Aún no** |
| Analiza la terminología básica y los elementos de la barra de menú y herramientas del programa de presentaciones. | Interpreta la terminología utilizada en el programa de publicaciones. |  |  |  |  |  |
|  | Utiliza la barra de menú y herramientas del programa de publicaciones.  |  |  |  |  |  |
|  | Aplica las técnicas para preparar diferentes publicaciones. |  |  |  |  |  |
| SUB ÁREA: Destrezas Computacionales |
| **Unidad de estudio:** Aplicaciones Computacionales |
| **Propósito:** Utilizar programas de cómputo actualizados en la elaboración de documentos comerciales según normas técnicas. |
| **Criterio de desempeño** | **Evidencia** | **Alcanzadas** | **Estrategias por mejorar y Observaciones** |  **Competente** |
| **Si** | **Aún no** | **Si**  | **Aún no** |
| Utiliza el equipo especial para la proyección de imágenes desde la computadora. | Utiliza las herramientas del programa para confeccionar material informativo. |  |  |  |  |  |
|  | Practica el proceso para confeccionar diferente material informativo. |  |  |  |  |  |
|  | Confecciona material informativo. |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **SUB ÁREA**: Destrezas Computacionales |  |
| **Unidad de estudio:** Bases de Datos  |  |
| **Propósito:** Utilizar las bases de datos empresariales según normas internacionales.  |
| **Criterio de desempeño** | **Evidencia** | **Alcanzadas** | **Estrategias por mejorar y Observaciones** |  **Competente** |
| **Si** | **Aún no** | **Si**  | **Aún no** |
| Analizar los diferentes conceptos sobre bases de datos. | Aplica las herramientas en los datos, registros, archivo y campos. |  |  |  |  |  |
|  | Explica la administración de bases de datos. |  |  |  |  |  |
|  | Ejecuta los menús, funciones y herramientas disponibles para la confección de bases.  |  |  |  |  |  |
| UB ÁREA: Destrezas Computacionales |
| **Unidad de estudio:** Aplicaciones Computacionales |
| **Propósito:** Utilizar programas de cómputo actualizados en la elaboración de documentos comerciales según normas técnicas. |
| **Criterio de desempeño** | **Evidencia** | **Alcanzadas** | **Estrategias por mejorar y Observaciones** |  **Competente** |
| **Si** | **Aún no** | **Si**  | **Aún no** |
| Diferencia los elementos de Access. | Aplica los menús, funciones y herramientas de Access. |  |  |  |  |  |
| Aplica las operaciones básicas y asistentes en Access. | Resuelve ejercicios con las operaciones básicas y asistentes en Access. |  |  |  |  |  |

|  |
| --- |
| SUB ÁREA: Destrezas Computacionales |
| **Unidad de estudio:** Aplicaciones Computacionales |
| **Propósito:** Utilizar programas de cómputo actualizados en la elaboración de documentos comerciales según normas técnicas. |
| **Criterio de desempeño** | **Evidencia** | **Alcanzadas** | **Estrategias por mejorar y Observaciones** |  **Competente** |
| **Si** | **Aún no** | **Si**  | **Aún no** |
| Ejecuta diferentes tipos de consulta en Access. | Distingue el borrado de archivo existente, el cambio de nombre de archivos, la modificación de la información existente y como cerrar archivos de bases de datos. |  |  |  |  |  |
| Selecciona las herramientas de Access para el manejo de bases de datos. | Ejecuta la administración las herramientas de Access para el manejo de bases de datos. |  |  |  |  |  |
| **Nombre del estudiantes y firma:** | **Fecha**  |
| **Nombre del docente y firma:** |
| **Nombre del encargado y firma:** |

|  |  |
| --- | --- |
| **SUB ÁREA**: Destrezas Computacionales |  |
| **Unidad de estudio:** Bases de Datos  |  |
| **Propósito:** Utilizar las bases de datos empresariales según normas internacionales.  |
| **Criterio de desempeño** | **Evidencia** | **Alcanzadas** | **Estrategias por mejorar y Observaciones** |  **Competente** |
| **Si** | **Aún no** | **Si**  | **Aún no** |
| Analizar los diferentes conceptos sobre bases de datos. | Aplica las herramientas en los datos, registros, archivo y campos. |  |  |  |  |  |
|  | Explica la administración de bases de datos. |  |  |  |  |  |
|  | Ejecuta los menús, funciones y herramientas disponibles para la confección de bases.  |  |  |  |  |  |
| UB ÁREA: Destrezas Computacionales |
| **Unidad de estudio:** Aplicaciones Computacionales |
| **Propósito:** Utilizar programas de cómputo actualizados en la elaboración de documentos comerciales según normas técnicas. |
| **Criterio de desempeño** | **Evidencia** | **Alcanzadas** | **Estrategias por mejorar y Observaciones** |  **Competente** |
| **Si** | **Aún no** | **Si**  | **Aún no** |
| Diferencia los elementos de Access. | Aplica los menús, funciones y herramientas de Access. |  |  |  |  |  |
| Aplica las operaciones básicas y asistentes en Access. | Resuelve ejercicios con las operaciones básicas y asistentes en Access. |  |  |  |  |  |

|  |
| --- |
| SUB ÁREA: Destrezas Computacionales |
| **Unidad de estudio:** Aplicaciones Computacionales |
| **Propósito:** Utilizar programas de cómputo actualizados en la elaboración de documentos comerciales según normas técnicas. |
| **Criterio de desempeño** | **Evidencia** | **Alcanzadas** | **Estrategias por mejorar y Observaciones** |  **Competente** |
| **Si** | **Aún no** | **Si**  | **Aún no** |
| Ejecuta diferentes tipos de consulta en Access. | Distingue el borrado de archivo existente, el cambio de nombre de archivos, la modificación de la información existente y como cerrar archivos de bases de datos. |  |  |  |  |  |
| Selecciona las herramientas de Access para el manejo de bases de datos. | Ejecuta la administración las herramientas de Access para el manejo de bases de datos. |  |  |  |  |  |
| **Nombre del estudiantes y firma:** | **Fecha**  |
| **Nombre del docente y firma:** |
| **Nombre del encargado y firma:** |