



California Subject Examinations for Teachers®

TEST GUIDE

BUSINESS SUBTEST III

Subtest Description

This document contains the Business subject matter requirements arranged according to the domains covered by Subtest III of CSET: Business. In parentheses after each named domain is the domain code from the Business subject matter requirements.

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California Subject Examinations for Teachers (CSET®)

Business
Subtest III: Information Technology; Business Environment
and Communication

Part I: Content Domains for Subject Matter Understanding and Skill in
Business

INFORMATION TECHNOLOGY (SMR Domain 4)

Candidates demonstrate an understanding of the terminology, principles, and procedures related to information technology. Candidates understand principles and procedures related to ethics, security, and data integrity in technology systems. They understand communications and networking systems and apply basic concepts of programming and systems development in business situations.

0001 Computer Technology (SMR 4.1)

- a. Understand terminology and concepts related to computer technology (e.g., operating system, hardware and software compatibility, drivers).
- b. Understand the process of evaluating, selecting, installing, and configuring computer components, peripherals, operating systems, and industry-standard application software.
- c. Utilize operating systems and associated utilities for file management, backup and recovery, and execution of programs; and compare simple and multiuser operating systems.
- d. Understand basic procedures for troubleshooting problems in hardware, software, and network systems.
- e. Understand the impact of information on society (e.g., changes at home and in the workplace).

0002 Information and Media Systems (SMR 4.2)

- a. Understand principles and procedures necessary to analyze, plan, implement, and support information and media systems.
- b. Understand and apply factors affecting the ongoing management of information and media systems.

0003 Ethics, Security, and Data Integrity (SMR 4.3)

- a. Understand proper ethical procedures related to information technology, including management of intellectual property.

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- b. Understand methods for implementing basic security plans and procedures for information systems.
- c. Understand policies for managing privacy and ethical issues to ensure the integrity and accuracy of electronic data in organizations and in a technology-based society.

0004 Network Communications (SMR 4.4)

- a. Understand the basic networking concepts, systems, and business models related to the creation, installation, management, and security of a network system.
- b. Understand voice and data transmission media and emerging technology trends.

0005 Programming (SMR 4.5)

- a. Understand programming logic, concepts, methodology, and design (e.g., interface, code, execution, test, debugging).
- b. Understand how to use and customize software in business applications (e.g., word processing, spreadsheet, database, Web page editor).
- c. Compare several programming languages and identify characteristics of structured programs in at least one language.

(Challenge Standards for Student Success: Career Preparation—Business Education [2000]: Standards 1.6, 4.1–4.5. Business Teacher Preparation in California: Standards of Quality and Effectiveness for Subject Matter Programs [1999]: Standards 2, 3.)

BUSINESS ENVIRONMENT AND COMMUNICATION (SMR Domain 6)

Candidates demonstrate an understanding of the business environment. Candidates understand the principles and procedures of business ownership. They understand the role of communications in a business environment. Candidates are familiar with different career paths and opportunities to develop career and employment skills. Candidates have an understanding of international business.

0006 Entrepreneurship (SMR 6.1)

- a. Understand principles and procedures related to business ownership (e.g., sole proprietorship, limited partnership, franchise, corporation).
- b. Identify and appraise the unique contributions of entrepreneurs to the U.S. economy.
- c. Recognize the characteristics of entrepreneurs and evaluate the advantages and disadvantages of various types of business ownership.

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- d. Understand how to create a business plan and understand the processes necessary to operate a start-up business (e.g., business planning, financial planning, location analysis, marketing, operations management, human resource management, public relations, seeking government assistance) within the legal and economic environment in which a new venture operates.

0007 Business Communications (SMR 6.2)

- a. Compare and contrast appropriate types of communication (e.g., telephone, electronic, inter-office, written, verbal, nonverbal) and demonstrate an understanding of etiquette in personal and professional situations.
- b. Demonstrate an understanding of active listening techniques in a variety of settings.
- c. Understand the effects of cultural, organizational, technological, and behavioral characteristics on the selection of communication strategies and methods.
- d. Compose effective oral and written business communications that demonstrate English language conventions and the use of critical-thinking, decision-making, and problem-solving skills.
- e. Demonstrate an understanding of software applications used to produce documents and presentations (e.g., word processing, desktop publishing, database, spreadsheet, multimedia, presentation software).
- f. Identify basic inputting technology and keyboarding skills used to access, generate, format, and manipulate text and data.
- g. Identify and use multiple resources (e.g., oral, written, electronic; primary and secondary) and critically evaluate the quality of sources.

0008 Career Development (SMR 6.3)

- a. Understand employment skills necessary to be productive in a workforce in a culturally diverse global environment (e.g., ability to adapt to change, positive attitude, teamwork skills, ability to manage time effectively, good work ethic).
- b. Understand career preparation principles to help set career goals and examine interests and aptitudes related to career options.
- c. Demonstrate knowledge of career opportunities (traditional and nontraditional) and the education, training, and experience required for various careers.
- d. Demonstrate knowledge of job acquisition skills (e.g., job search methods, interviewing techniques, appropriate professional image, occupational networking, résumé and career portfolio development, correspondence).

0009 International Business (SMR 6.4)

- a. Understand the importance of international business and its influence on careers and businesses at the local, state, national, and international levels.

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- b. Recognize international business activities, including operating strategies for business functions (e.g., human resource management, management, production systems, marketing, information systems).
- c. Describe the social, cultural, political, geographical, and legal factors that shape the international business environment and influence international business communications and decision making (e.g., entry strategies, business opportunities, operating and security considerations).

(Challenge Standards for Student Success: Career Preparation—Business Education [2000]: Standards 1.1–1.3, 1.5, 3.4, 6.1. Business Teacher Preparation in California: Standards of Quality and Effectiveness for Subject Matter Programs [1999]: Standards 2, 10.)

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Part II: Subject Matter Skills and Abilities
Applicable to the Content Domains in Business

Candidates understand and are able to effectively communicate the central role that business plays in the lives of all individuals. They understand the skills, attitudes, and knowledge that students need to compete and succeed in a rapidly changing global marketplace. Candidates apply critical thinking and creativity to investigate and solve business-related problems. They understand how to collect and analyze business information, make business decisions, and implement those decisions by communicating and interacting effectively in a diverse workplace.

Candidates understand the organizational, team, leadership, and communication skills needed to work effectively with business and community leaders. They understand the fundamentals of supervising, advising, and supporting people. Candidates understand the characteristics, functions, and organizational structures of leadership organizations. They are able to effectively network in individual and group settings in educational institutions, the community, and industry. Candidates understand the need to include all stakeholders and are able to respond to issues related to diversity and equity in business.

Candidates understand historical events, current research, and recent developments in business. They are familiar with social, economic, legal, and ethical issues in the field. They apply strategies (e.g., accessing resources, joining professional organizations) for staying abreast of current issues and developments in business. They are able to identify industry trends and job opportunities, employers' expectations, and the personal characteristics (e.g., appropriate work habits, social and communication skills) necessary for a successful career in business. They apply their knowledge to assist in career planning and development and in applying for, obtaining, maintaining, and exiting employment in business and related fields.

Candidates understand the interrelationships and connections among the various subdisciplines of business and the integration of business and other disciplines commonly taught in public schools. They understand the importance of technology, reading, writing, mathematics, speaking, and active listening skills and how to apply this knowledge in a variety of business situations.