Performance Indicators: End-of-Program/Program-of-Study Accelerated Finance Exam (4 Year)

**Business Law**

Discuss consumer rights (CS)
Explain types of business ownership (BL:003, BL LAP 1) (CS)
Discuss legal considerations in the finance industry (BL:133) (SP)
Discuss the effect of tax laws and regulations on financial transactions (BL:134) (SP)
Discuss the impact of the Sarbanes-Oxley Act of 2002 on accounting (BL:088) (SP)
Describe the role of the Securities and Exchange Commission (SEC) in regulating the accounting industry (BL:089) (SP)
Discuss state regulation of the accounting industry (BL:090) (SP)

**Communication**

Identify sources that provide relevant, valid written material (CO:054) (PQ)
Extract relevant information from written materials (CO:055) (PQ)
Apply written directions to achieve tasks (CO:056) (PQ)
Follow directions (CO:119, QS LAP 24) (PQ)
Demonstrate active listening skills (CO:017, QS LAP 1) (PQ)
Explain the nature of effective verbal communications (CO:147) (PQ)
Ask relevant questions (CO:058) (PQ)
Interpret others’ nonverbal cues (CO:059) (PQ)
Provide legitimate responses to inquiries (CO:060) (PQ)
Give verbal directions (CO:083) (PQ)
Make oral presentations (CO:025, QS LAP 9) (SP)
Employ communication styles appropriate to target audience (CO:084) (CS)
Defend ideas objectively (CO:061) (CS)
Handle telephone calls in a businesslike manner (CO:114) (CS)
Participate in group discussions (CO:053, QS LAP 29) (CS)
Utilize note-taking strategies (CO:085) (CS)
Organize information (CO:086) (CS)
Select and use appropriate graphic aids (CO:087) (CS)
Explain the nature of effective written communications (CO:016) (CS)
Select and utilize appropriate formats for professional writing (CO:088) (CS)
Edit and revise written work consistent with professional standards (CO:089) (CS)
Write professional e-mails (CO:090) (CS)
Write business letters (CO:133) (CS)
Write informational messages (CO:039) (CS)
Write inquiries (CO:040) (CS)

**Compliance**

Discuss the nature and scope of compliance in the finance industry (CC:003) (SP)
Describe the use of technology in compliance (CC:004) (SP)
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Customer Relations

Explain the nature of positive customer relations (CR:003, CR LAP 1) (CS)
Demonstrate a customer-service mindset (CR:004) (CS)
Reinforce service orientation through communication (CR:005) (CS)
Respond to customer inquiries (CR:006) (CS)
Adapt communication to the cultural and social differences among clients (CR:019) (CS)
Interpret business policies to customers/clients (CR:007) (CS)
Handle difficult customers (CR:009, CR LAP 3) (CS)
Handle customer/client complaints (CR:010) (CS)
Identify company’s brand promise (CR:001) (CS)
Determine ways of reinforcing the company’s image through employee performance (CR:002) (CS)
Explain the responsibilities of finance professionals in providing client services (CR:012) (CS)
Discuss the nature of customer relationship management (CR:016, CR LAP 2) (CS)
Explain the role of ethics in customer relationship management (CR:017) (SP)
Describe the use of technology in customer relationship management (CR:018) (SP)
Use Customer Relationship Management (CRM) technology (CR:024) (SP)

Economics

Distinguish between economic goods and services (EC:002, EC LAP 10) (CS)
Explain the concept of economic resources (EC:003, EC LAP 14) (CS)
Describe the concepts of economics and economic activities (EC:001, EC LAP 6) (CS)
Determine economic utilities created by business and marketing activities (EC:004, EC LAP 13) (CS)
Explain the principles of supply and demand (EC:005, EC LAP 11) (CS)
Describe the functions of prices in markets (EC:006, EC LAP 12) (CS)
Explain the types of economic systems (EC:007, EC LAP 17) (CS)
Explain the concept of private enterprise (EC:009, EC LAP 15) (CS)
Identify factors affecting a business’s profit (EC:010, EC LAP 2) (CS)
Determine factors affecting business risk (EC:011, EC LAP 3) (CS)
Explain the concept of competition (EC:012, EC LAP 8) (CS)
Explain the role of business in society (EC:070, EC LAP 20) (CS)
Describe types of business activities (EC:071, EC LAP 19) (CS)
Explain the organizational design of businesses (EC:103, EC LAP 23) (SP)
Discuss the global environment in which businesses operate (EC:104, EC LAP 22) (SP)
Describe factors that affect the business environment (EC:105, EC LAP 26) (SP)
Explain the nature of business ethics (EC:106, EC LAP 21) (SP)
Explain how organizations adapt to today’s markets (EC:107, EC LAP 25) (SP)
Determine the relationship between government and business (EC:008, EC LAP 16) (CS)
Explain the concept of productivity (EC:013, EC LAP 18) (CS)
Describe the nature of taxes (EC:072) (SP)
Analyze the impact of specialization/division of labor on productivity (EC:014, EC LAP 7) (SP)
Explain the concept of organized labor and business (EC:015, EC LAP 5) (SP)
Explain the impact of the law of diminishing returns (EC:023) (SP)
Discuss the measure of consumer spending as an economic indicator (EC:081) (SP)
Describe the economic impact of inflation on business (EC:083) (SP)
Explain the concept of Gross Domestic Product (GDP) (EC:017, EC LAP 1) (SP)
Discuss the impact of a nation’s unemployment rates (EC:082) (SP)
Economics Continued

Explain the economic impact of interest-rate fluctuations (EC:084) (SP)
Determine the impact of business cycles on business activities (EC:018, EC LAP 9) (SP)
Explain the nature of global trade (EC:016, EC LAP 4) (SP)
Describe the determinants of exchange rates and their effects on the domestic economy (EC:100) (SP)
Discuss the impact of cultural and social environments on global trade (EC:045, EC LAP 24) (SP)

Emotional Intelligence

Describe the nature of emotional intelligence (EI:001; QS LAP 14, EI LAP 6) (PQ)
Explain the concept of self-esteem (EI:016) (PQ)
Assess personal strengths and weaknesses (EI:002; QS LAP 16, EI LAP 17) (PQ)
Recognize personal biases and stereotypes (EI:017) (PQ)
Identify desirable personality traits important to business (EI:018, EI LAP 9) (PQ)
Exhibit self-confidence (EI:023) (PQ)
Demonstrate interest and enthusiasm (EI:020) (PQ)
Demonstrate initiative (EI:024, EI LAP 2) (PQ)
Demonstrate responsible behavior (EI:021, EI LAP 21) (PQ)
Demonstrate honesty and integrity (EI:022) (PQ)
Demonstrate ethical work habits (EI:004; QS LAP 8, EI LAP 4) (PQ)
Exhibit positive attitude (EI:019, EI LAP 3) (PQ)
Demonstrate self-control (EI:025, EI LAP 14) (PQ)
Explain the use of feedback for personal growth (EI:003; QS LAP 20, EI LAP 15) (PQ)
Adjust to change (EI:026) (PQ)
Respect the privacy of others (EI:029) (PQ)
Show empathy for others (EI:030, EI LAP 12) (PQ)
Exhibit cultural sensitivity (EI:033, EI LAP 11) (CS)
Explain the nature of effective communications (EI:007, QS LAP 25) (PQ)
Use appropriate assertiveness (EI:008; QS LAP 4, EI LAP 18) (PQ)
Use conflict-resolution skills (EI:015; QS LAP 12, EI LAP 7) (CS)
Participate as a team member (EI:045, QS LAP 6) (CS)
Explain the concept of leadership (EI:009; QS LAP 27, EI LAP 16) (CS)
Determine personal vision (EI:063, QS LAP 11) (CS)
Demonstrate adaptability (EI:006, QS LAP 15) (CS)
Develop an achievement orientation (EI:027, EI LAP 10) (CS)
Lead change (EI:005, QS LAP 23) (CS)
Enlist others in working toward a shared vision (EI:060, EI LAP 13) (CS)
Coach others (EI:041, QS LAP 7) (CS)
Treat others fairly at work (EI:036, EI LAP 20) (PQ)
Foster positive working relationships (EI:037, EI LAP 5) (CS)
Explain the concept of self-esteem (EI:016) (PQ)
Assess personal strengths and weaknesses (EI:002; QS LAP 16, EI LAP 17) (PQ)
Recognize personal biases and stereotypes (EI:017) (PQ)
Identify desirable personality traits important to business (EI:018, EI LAP 9) (PQ)
Exhibit self-confidence (EI:023) (PQ)
Demonstrate interest and enthusiasm (EI:020) (PQ)
Demonstrate initiative (EI:024, EI LAP 2) (PQ)
Demonstrate responsible behavior (EI:021, EI LAP 21) (PQ)
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Emotional Intelligence Continued

Demonstrate honesty and integrity (EI:022) (PQ)
Demonstrate ethical work habits (EI:004; QS LAP 8, EI LAP 4) (PQ)
Exhibit positive attitude (EI:019, EI LAP 3) (PQ)
Demonstrate self-control (EI:025, EI LAP 14) (PQ)
Explain the use of feedback for personal growth (EI:003; QS LAP 20, EI LAP 15) (PQ)
Adjust to change (EI:026) (PQ)
Respect the privacy of others (EI:029) (PQ)
Show empathy for others (EI:030, EI LAP 12) (PQ)
Exhibit cultural sensitivity (EI:033, EI LAP 11) (CS)
Explain the nature of effective communications (EI:007, QS LAP 25) (PQ)
Use appropriate assertiveness (EI:008; QS LAP 4, EI LAP 18) (PQ)
Use conflict-resolution skills (EI:015; QS LAP 12, EI LAP 7) (CS)
Participate as a team member (EI:045, QS LAP 6) (CS)
Explain the concept of leadership (EI:009; QS LAP 27, EI LAP 16) (CS)
Determine personal vision (EI:063, QS LAP 11) (CS)
Demonstrate adaptability (EI:006, QS LAP 15) (CS)
Develop an achievement orientation (EI:027, EI LAP 10) (CS)
Lead change (EI:005, QS LAP 23) (CS)
Enlist others in working toward a shared vision (EI:060, EI LAP 13) (CS)
Coach others (EI:041, QS LAP 7) (CS)
Treat others fairly at work (EI:036, EI LAP 20) (PQ)
Foster positive working relationships (EI:037, EI LAP 5) (CS)

Financial Analysis

Explain forms of financial exchange (e.g., cash, credit, debit, electronic funds transfer, etc.) (FI:058) (PQ)
Identify types of currency (e.g., coins, paper money, banknotes, etc.) (FI:059) (PQ)
Describe the functions of money (e.g., medium of exchange, unit of measure, store of value, incentive) (FI:060) (PQ)
Explain the time value of money (FI:062) (CS)
Explain the purposes and importance of credit (FI:002, FI LAP 2) (CS)
Explain legal responsibilities associated with financial exchanges (FI:063) (CS)
Explain the need to save and invest (FI:270, QS LAP 30) (CS)
Determine personal net worth (FI:562) (CS)
Set financial goals (FI:065, QS LAP 31) (CS)
Develop personal budget (FI:066) (CS)
Describe sources of income (e.g., wages/salaries, interest, rent, dividends, transfer payments, gift funds, inheritances, etc.) (FI:061) (PQ)
Discuss types of loans (e.g., mortgages, auto loans, college loans, etc.) (FI:563) (CS)
Complete loan applications (FI:033) (SP)
Explain the nature of tax liabilities (FI:067) (PQ)
Interpret a pay stub (FI:068) (PQ)
Prepare bank account documents (e.g., checks, deposit/withdrawal slips, endorsements, etc.) (FI:560) (PQ)
Maintain financial records (FI:069) (PQ)
Reconcile bank statements (FI:070) (PQ)
Pay bills (FI:565) (PQ)
Contest incorrect bills (FI:566) (CS)
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**Financial Analysis Continued**

Demonstrate the wise use of credit (FI:071) (CS)
Validate credit history (FI:072) (CS)
Protect against identity theft (FI:073) (CS)
Control debt (FI:568) (CS)
Prepare personal income tax forms (FI:074) (CS)
Describe types of financial-services providers (FI:075) (CS)
Discuss considerations in selecting a financial-services provider (FI:076) (CS)
Explain types of investments (FI:077, QS LAP 32) (CS)
Discuss the nature of retirement planning (FI:569) (CS)
Describe sources of securities information (FI:274, QS LAP 36) (CS)
Read/Interpret securities tables (FI:275, QS LAP 37) (SP)
Describe the concept of insurance (FI:081) (CS)
Explain the nature of estate planning (FI:572) (CS)
Describe the need for financial information (FI:579) (CS)
Explain the concept of accounting (FI:085, FI LAP 5) (CS)
Explain the role of finance in business (FI:354, FI LAP 7) (CS)
Discuss the role of ethics in accounting (FI:351) (SP)
Discuss the role of ethics in finance (FI:355) (SP)
Describe the nature of financial institutions (FI:336) (CS)
Explain types of financial markets (e.g., money market, capital market, insurance market, commodities markets, etc.) (FI:337) (SP)
Discuss the nature of convergence/consolidation in the finance industry (FI:573) (SP)
Describe the relationship between economic conditions and financial markets (FI:574) (SP)
Explain the nature and scope of financial globalization (FI:575) (SP)
Explain factors to consider when selecting investments (FI:279, QS LAP 41) (SP)
Explain information that can be obtained from financial statements (FI:276, QS LAP 38) (SP)
Describe information that can be obtained from annual reports (FI:277, QS LAP 39) (SP)
Explain fundamental analysis used in making investment decisions (FI:280, QS LAP 42) (SP)
Explain strategies for selecting investments (FI:283, QS LAP 45) (SP)
Interpret financial ratios significant to investors (FI:281, QS LAP 43) (SP)
Assess securities’ fundamentals (FI:282, QS LAP 44) (SP)
Choose investments based on fundamental analysis (FI:284, QS LAP 46) (SP)
Explain the use of technology in accounting (FI:352) (SP)
Discuss the nature of the accounting cycle (FI:342) (CS)
Demonstrate the effects of transactions on the accounting equation (FI:378) (CS)
Prepare a chart of accounts (FI:379) (CS)
Record transactions in a general journal (CS)
Post journal entries to general ledger accounts (FI:382) (CS)
Prepare a trial balance (FI:383) (CS)
Journalize and post adjusting entries (FI:384) (CS)
Journalize and post closing entries (FI:385) (CS)
Prepare a post-closing trial balance (FI:386) (CS)
Prepare work sheets (FI:387) (SP)
Discuss the nature of annual reports (FI:388) (SP)
Discuss the use of financial ratios in accounting (FI:389) (SP)
Describe the nature of cash flow statements (FI:091, FI LAP 6) (SP)
Prepare cash flow statements (FI:092) (MN)
**Financial Analysis** Continued

- Explain the nature of balance sheets (FI:093) (SP)
- Prepare balance sheets (FI:393) (MN)
- Describe the nature of income statements (FI:094, FI LAP 4) (SP)
- Prepare income statements (FI:149) (MN)
- Prepare a statement of equity and retained earnings (FI:392) (MN)
- Explain cash control procedures (e.g., signature cards, deposit slips, internal/external controls, cash clearing, etc.) (FI:113) (CS)
- Prove cash (FI:396) (CS)
- Journalize/post entries to establish and replenish petty cash (FI:397) (CS)
- Journalize/post entries related to banking activities (FI:398) (CS)
- Explain the benefits of electronic funds transfer (EFT) (FI:399) (CS)
- Prepare bank deposits (FI:400) (CS)
- Prepare purchase requisitions (FI:401)(CS)
- Prepare purchase orders (FI:402) (CS)
- Prepare sales slips (FI:403)(CS)
- Prepare invoices (FI:404) (CS)
- Explain the nature of the voucher system (FI:405) (CS)
- Prepare vouchers (FI:406) (CS)
- Record transactions using a voucher system (FI:407) (CS)
- Explain the nature of accounts payable (FI:408)(CS)
- Maintain a vendor file (FI:409) (CS)
- Analyze purchase transactions (FI:410) (CS)
- Post to an accounts payable subsidiary ledger (FI:411) (CS)
- Prepare a credit memorandum for returned goods (FI:412) (CS)
- Process invoices for payment (FI:413) (CS)
- Process accounts payable checks (FI:414) (CS)
- Prepare an accounts payable schedule (FI:415) (SP)
- Explain the nature of accounts receivable (FI:416) (CS)
- Maintain a customer file for accounts receivable (FI:417) (CS)
- Analyze sales transactions (FI:418) (CS)
- Post to an accounts receivable subsidiary ledger (FI:419) (CS)
- Process sales orders and invoices (FI:420) (CS)
- Process sales returns and allowances (FI:421) (CS)
- Process customer payments (FI:422) (CS)
- Prepare customer statements (FI:423) (CS)
- Process uncollectible accounts (FI:424) (CS)
- Prepare an accounts receivable schedule (FI:425) (SP)
- Explain the nature of special journals (FI:426) (CS)
- Record transactions in special journals (FI:427) (CS)
- Calculate time cards (FI:428) (CS)
- Maintain employee earnings records (FI:429) (CS)
- Calculate employee earnings (e.g., gross earnings, net pay) (FI:430) (SP)
- Calculate employee-paid withholdings (FI:431) (SP)
- Prepare a payroll register (FI:432) (SP)
- Record the payroll in the general journal (FI:433) (SP)
- Complete payroll tax expense forms (FI:434) (SP)
- Prepare federal, state, and local payroll tax reports (FI:435) (SP)
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**Financial Analysis** Continued

- Record inventory usage (FI:432) (CS)
- Process invoice of inventory (FI:433) (CS)
- Process results of inventory (FI:434) (CS)
- Process inventory adjustments (FI:435) (CS)

**Financial-Information Management**

- Explain the nature and scope of the financial-information management function (FM:002) (SP)
- Explain the role of ethics in financial-information management (FM:003) (SP)
- Describe the use of technology in the financial-information management function (FM:011) (SP)
- Discuss types of accounting systems used to report a business’s financial position (i.e., financial, tax, management, cost, accrual) (FM:006) (SP)
- Discuss the use of data mining in accounting (NF:132)(SP)

**Human Resources**

- Discuss the nature of human resources management (HR:410, HR LAP 35) (CS)
- Orient new employees (HR:360) (CS)

**Information Management**

- Assess information needs (NF:077) (CS)
- Obtain needed information efficiently (NF:078) (CS)
- Evaluate quality and source of information (NF:079) (CS)
- Apply information to accomplish a task (NF:080) (CS)
- Store information for future use (NF:081) (CS)
- Discuss the nature of information management (NF:110, NF LAP 3) (CS)
- Identify ways that technology impacts business (NF:003, NF LAP 4) (PQ)
- Explain the role of information systems (NF:083) (PQ)
- Discuss principles of computer systems (NF:084) (PQ)
- Use basic operating system (NF:085) (PQ)
- Describe the scope of the Internet (NF:086) (PQ)
- Demonstrate basic e-mail functions (NF:004) (PQ)
- Demonstrate personal information management/productivity applications (NF:005) (PQ)
- Demonstrate basic web-search skills (NF:006) (PQ)
- Demonstrate basic word processing skills (NF:007) (PQ)
- Demonstrate basic presentation applications (NF:008) (PQ)
- Demonstrate basic spreadsheet applications (NF:010 (PQ)
- Demonstrate basic database applications (NF:009) (PQ)
- Integrate technology into accounting (NF:133) (SP)
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**Marketing**

Explain marketing and its importance in a global economy (MK:001, MK LAP 4) (CS)
Describe marketing functions and related activities (MK:002, MK LAP 1) (CS)
Explain customer/client/business buying behavior (MK:014, MP LAP 6) (SP)
Discuss actions employees can take to achieve the company’s desired results (MK:015, MK LAP 2) (CS)

**Operations**

Explain the nature of operations (OP:189, OP LAP 3) (CS)
Describe health and safety regulations in business (OP:004) (PQ)
Report noncompliance with business health and safety regulations (OP:005) (PQ)
Follow instructions for use of equipment, tools, and machinery (OP:006) (PQ)
Follow safety precautions (OP:007) (PQ)
Maintain a safe work environment (OP:008) (CS)
Explain procedures for handling accidents (OP:009) (CS)
Handle and report emergency situations (OP:010) (CS)
Explain routine security precautions (OP:013) (CS)
Follow established security procedures/policies (OP:152) (CS)
Protect company information and intangibles (OP:153) (CS)
Explain the nature and scope of purchasing (OP:015, OP LAP 2) (CS)
Place orders/reorders (OP:016) (CS)
Maintain inventory of supplies (OP:031) (CS)
Explain the concept of production (OP:017, OP LAP 4) (CS)

**Professional Development**

Maintain appropriate personal appearance (PD:002, PD LAP 5) (PQ)
Demonstrate systematic behavior (PD:009) (PQ)
Make responsible financial decisions (PD:271) (CS)
Set personal goals (PD:018; QS LAP 22, PD LAP 16) (CS)
Explain the need for innovation skills (PD:126) (CS)
Make decisions (PD:017; QS LAP 2, PD LAP 10) (CS)
Demonstrate problem-solving skills (PD:077; QS LAP 26, PD LAP 17) (CS)
Assess personal interests and skills needed for success in business (PD:013) (PQ)
Analyze employer expectations in the business environment (PD:020) (PQ)
Explain the rights of workers (PD:021) (PQ)
Identify sources of career information (PD:022) (CS)
Identify tentative occupational interest (PD:023) (CS)
Explain employment opportunities in business (PD:025, PD LAP 15) (CS)
Utilize job-search strategies (PD:026) (PQ)
Complete a job application (PD:027) (PQ)
Interview for a job (PD:028) (PQ)
Write a follow-up letter after job interviews (PD:029) (CS)
Write a letter of application (PD:030) (CS)
Prepare a résumé (PD:031) (CS)
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**Professional Development** Continued

Describe techniques for obtaining work experience (e.g., volunteer activities, internships, etc.) (PD:032) (PQ)
Explain the need for ongoing education as a worker (PD:033) (PQ)
Explain possible advancement patterns for jobs (PD:034) (PQ)
Demonstrate appropriate creativity (PD:012, QS LAP 5) (SP)
Use time-management skills (PD:019, PD LAP 1) (SP)
Discuss career opportunities in the finance industry (PD:152, QS LAP 51) (CS)
Discuss licensure and certification available to finance professionals (PD:082) (SP)
Discuss opportunities for building professional relationships in finance (PD:153) (SP)
Describe the nature of retail/business banking processes (PD:204) (CS)
Describe types of retail/business banking products and services (PD:154) (CS)
Describe the nature of the insurance industry (PD:157) (CS)
Describe how securities are traded (PD:236, QS LAP 47) (SP)
Explain causes of stock price fluctuations (PD:238, QS LAP 40) (SP)
Discuss the nature and scope of investment banking (PD:198) (SP)
Discuss the role and responsibilities of certified public accountants (CPAs) (PD:160) (SP)
Describe the role and responsibilities of general ledger accountants (PD:161) (SP)
Discuss the role and responsibilities of management accountants (PD:162) (SP)
Discuss the role and responsibilities of auditors (PD:163) (SP)
Discuss the role and responsibilities of government accountants (PD:164) (SP)
Discuss the role and responsibilities of international accountants (PD:165) (SP)
Discuss the role and responsibilities of forensic accountants (PD:166) (SP)
Discuss the role and responsibilities of senior management in accounting (PD:167) (SP)
Discuss professional designations for accountants (e.g., CPA, CMA, ABA, etc.) (PD:168) (SP)
Discuss the use of Generally Accepted Accounting Principles (GAAP) (PD:158) (SP)

**Selling**

Explain the nature of bonds (SE:428, QS LAP 33) (SP)
Explain the nature of stocks (SE:421, QS LAP 34) (SP)
Describe the nature of mutual funds (SE:429, QS LAP 35) (SP)
Explain the nature of liability insurance (SE:405) (SP)
Describe components of automobile insurance coverage (SE:406) (SP)
Discuss components of homeowners/renters insurance (SE:407) (SP)
Discuss the nature of health insurance coverage (SE:412) (SP)

**Strategic Management**

Explain the concept of management (SM:001, SM LAP 3) (CS)

*Updated 3/7/13*