

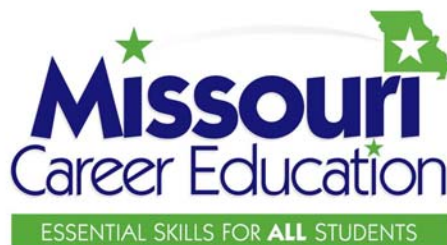
STATEWIDE VALIDATION

of
National Career Cluster Knowledge and Skills Statements
with
Suggestions to Better Prepare the Workforce of Tomorrow

*Responses Received from Online Survey of Missouri Business and Industry
Conducted November 20, 2006 through January 8, 2007*

16 Career Clusters

- *Agriculture, Food and Natural Resources*
- *Architecture and Construction*
- *Arts, Audio-Visual Technology, and Communication*
- *Business, Management and Administration*
- *Education and Training*
- **Finance**
- *Government and Public Administration*
- *Health*
- *Hospitality and Tourism*
- *Human Services*
- *Information Technology*
- *Law, Public Safety, Corrections and Security*
- *Manufacturing*
- *Marketing, Sales and Service*
- *Science, Technology, Engineering and Mathematics*
- *Transportation, Distribution and Logistics*



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Division of Career Education
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How essential are the following cluster FOUNDATION knowledge and skills to a career in Finance?
ACADEMIC:

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Apply reading skills to enhance financial career opportunities.	67% (4)	33% (2)	0% (0)	0% (0)	0% (0)	1.33
Apply writing skills to enhance financial career opportunities.	50% (3)	50% (3)	0% (0)	0% (0)	0% (0)	1.50
Apply mathematics skills to enhance financial career opportunities.	100% (6)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Apply economic skills to enhance financial career opportunities.	83% (5)	17% (1)	0% (0)	0% (0)	0% (0)	1.17
Total Respondents						6

How essential are the following cluster foundation knowledge and skills to a career in Finance?
COMMUNICATIONS:

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Comprehend and use reading strategies to learn meaning, technical concepts, and vocabulary and follow directions.	67% (4)	33% (2)	0% (0)	0% (0)	0% (0)	1.33
Locate, organize, and reference written information from reliable sources to communicate with co-workers and customers.	67% (4)	33% (2)	0% (0)	0% (0)	0% (0)	1.33
Use correct grammar, punctuation, and terminology to write and edit documents.	67% (4)	33% (2)	0% (0)	0% (0)	0% (0)	1.33
Develop and deliver formal and informal presentations using appropriate media to engage and inform audiences.	33% (2)	33% (2)	33% (2)	0% (0)	0% (0)	2.00
Interpret verbal and nonverbal behaviors to enhance communication with co-workers and clients/participants.	33% (2)	67% (4)	0% (0)	0% (0)	0% (0)	1.67

Apply active listening skills to obtain and clarify information.	83% (5)	17% (1)	0% (0)	0% (0)	0% (0)	1.17
Interpret and use tables, charts, and figures to support written and oral communication.	50% (3)	50% (3)	0% (0)	0% (0)	0% (0)	1.50
Total Respondents						6

How essential are the following foundation cluster knowledge and skills to a career in Finance?
INFORMATION TECHNOLOGY APPLICATIONS:

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Develop and access a database to manage general information.	50% (3)	17% (1)	33% (2)	0% (0)	0% (0)	1.83
Apply technological tools to expedite workflow.	50% (3)	17% (1)	33% (2)	0% (0)	0% (0)	1.83
Total Respondents						6

How essential is the following cluster FOUNDATION knowledge and skill to a career in Finance?
SYSTEMS:

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Examine current events to determine their impact on the financial industry.	17% (1)	50% (3)	33% (2)	0% (0)	0% (0)	2.17
Total Respondents						6

How essential is the following cluster FOUNDATION knowledge and skill to a career in Finance?
SAFETY:

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Implement safe and secure environmental controls to enhance productivity.	0% (0)	50% (3)	33% (2)	17% (1)	0% (0)	2.67
Total Respondents						6

How essential are the following cluster FOUNDATION knowledge and skills to a career in Finance?
LEADERSHIP AND TEAMWORK, ETHICS, PROBLEM-SOLVING:

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Manage resources to achieve company goals.	50% (3)	50% (3)	0% (0)	0% (0)	0% (0)	1.50
Practice ethical behavior to instill trust and confidence.	100% (6)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Analyze practices of the finance industry to determine ethics and social responsibilities.	33% (2)	67% (4)	0% (0)	0% (0)	0% (0)	1.67
Apply problem solving and critical thinking skills to resolve a problem.	83% (5)	17% (1)	0% (0)	0% (0)	0% (0)	1.17
Total Respondents						6

How essential are the following cluster FOUNDATION knowledge and skills to a career in Finance?
TECHNICAL SKILLS:

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Use computer and electronic skills to perform job functions in the financial industry.	83% (5)	17% (1)	0% (0)	0% (0)	0% (0)	1.17
Total Respondents						6

EMPLOYABILITY AND CAREER DEVELOPMENT:

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Develop employability skills to obtain a career in finance.	67% (4)	33% (2)	0% (0)	0% (0)	0% (0)	1.33
Pursue career development skills to advance in the financial world.	50% (3)	50% (3)	0% (0)	0% (0)	0% (0)	1.50
Exhibit personal skills needed to succeed in the workplace.	50% (3)	50% (3)	0% (0)	0% (0)	0% (0)	1.50
Total Respondents						6

How essential is the following cluster FOUNDATION knowledge and skill to a career in Finance?
TECHNICAL SKILLS:

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Use computer and electronic skills to perform job functions in the financial industry.	83% (5)	17% (1)	0% (0)	0% (0)	0% (0)	1.17
Total Respondents						6

Please comment on other skills and knowledge that are essential as a foundation for success in an array of careers and educational pursuits in the Finance career cluster.

Total Respondents						0
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Please select a career pathway:			
		Response Percent	Response Total
Financial and Investment Planning		0%	0
Business Financial Management		16.7%	1
Banking and Related Services		66.7%	4
Insurance Services		16.7%	1
Total Respondents			6



How essential are the following skills for the "Financial and Investment Planning" career pathway?						
	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Examine characteristics to distinguish between stocks, bonds, and commodities.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Examine characteristics to distinguish between insurance and annuity products.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Examine characteristics to distinguish between secured and unsecured credit.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Follow appropriate steps to develop an investment plan.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Develop a financial plan to address client needs.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Use tax preparation procedures to determine tax liability.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Review most current state and federal regulations to apply the tax code professionally.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Research the regulatory requirements of financial and investment planning and security sales to assure compliance with codes.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00

Plan appropriate education activities to achieve licensing and certification requirements.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Use appropriate methods to communicate with clients.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Exercise appropriate techniques to interview clients.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Use people skills to conduct client conferences.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Review client financial information to develop a client's account statement.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Employ people skills to respond to client complaints.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Examine client's money management patterns to determine a client's financial situation.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Develop procedures to create a financial plan.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Describe procedures necessary to execute financial transactions.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Use financial information to manage client records.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Develop procedures to adhere to compliance plan.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Use databases and other computer management tools to manage office records.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Total Respondents						1


What other skills and knowledge are essential for this career pathway?

Total Respondents						0
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How would you characterize your relationship to the workforce in the career pathway of Financial and Investment Planning? Answer as many as applicable.

		Response Percent	Response Total
I make hiring decisions		0%	0
I supervise people who are in this career field		0%	0
I work in this career field		0%	0
I have a friend or relative who works in this career field		0%	0
I have an interest in improving the quality of the workforce in this area		100%	1
I have an interest in attracting more people to this career field		0%	0
I have no professional connection with this career field		0%	0
Other (please specify)		100%	1
Total Respondents			1

Thank you for your responses. Please indicate what you would like to do next.

		Response Percent	Response Total
Continue to the final wrap-up questions of this survey.		0%	0
Return to the Finance career cluster list to select another pathway.		100%	1
Total Respondents			1


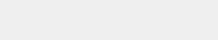






How essential are the following skills for the "Business Financial Management" career pathway?

	Very Important	Important	Slightly Important	Not Important	No opinion	Response Average
Interpret financial data to develop short- and long-term budgetary plans.	33% (1)	67% (2)	0% (0)	0% (0)	0% (0)	1.67
Analyze and interpret financial data to produce accurate reports.	33% (1)	67% (2)	0% (0)	0% (0)	0% (0)	1.67
Examine accounting system elements to demonstrate good accounting practices.	33% (1)	67% (2)	0% (0)	0% (0)	0% (0)	1.67
Compile business transaction data to report financial information.	67% (2)	33% (1)	0% (0)	0% (0)	0% (0)	1.33
Analyze tax structures and consequences to assist in business decision-making.	33% (1)	67% (2)	0% (0)	0% (0)	0% (0)	1.67
Establish a tax plan to incorporate the impact of tax consequences on business decisions.	33% (1)	67% (2)	0% (0)	0% (0)	0% (0)	1.67
Use federal, state, and local regulations to determine financial records management.	67% (2)	33% (1)	0% (0)	0% (0)	0% (0)	1.33
Analyze current laws and regulations to maintain appropriate financial practices.	67% (2)	33% (1)	0% (0)	0% (0)	0% (0)	1.33
Use organizational skills to perform financial operations.	33% (1)	67% (2)	0% (0)	0% (0)	0% (0)	1.67
Total Respondents						3



What other skills and knowledge are essential for this career pathway?

Total Respondents						0
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How would you characterize your relationship to the workforce in the "Business Financial Management" career pathway? Answer as many as applicable.

		Response Percent	Response Total
I make hiring decisions		33.3%	1
I supervise people who are in this career field		0%	0
I work in this career field		66.7%	2
I have a friend or relative who works in this career field		33.3%	1
I have an interest in improving the quality of the workforce in this area		100%	3
I have an interest in attracting more people to this career field		66.7%	2
I have no professional connection with this career field		0%	0
Other (please specify)		33.3%	1
Total Respondents			3

Thank you for your responses. Please indicate what you would like to do next.

		Response Percent	Response Total
Continue to the final wrap-up questions of this survey.		33.3%	1
Return to the Finance career cluster list to select another pathway.		66.7%	2
Total Respondents			3






How essential are the following skills for the "Banking and related services" career pathway?

	Very important	Important	Slightly Important	Not Important	No opinion	Response Average
Employ technical skills to perform teller functions.	40% (2)	20% (1)	20% (1)	0% (0)	20% (1)	1.75
Employ technical skills to perform data processing functions.	60% (3)	40% (2)	0% (0)	0% (0)	0% (0)	1.40
Use technical skills to perform new account functions.	40% (2)	40% (2)	20% (1)	0% (0)	0% (0)	1.80
Use technical and people skills to perform lending functions.	60% (3)	40% (2)	0% (0)	0% (0)	0% (0)	1.40
Use accounting knowledge to perform bookkeeping functions.	40% (2)	60% (3)	0% (0)	0% (0)	0% (0)	1.60
Use technical skills to perform operations duties.	60% (3)	40% (2)	0% (0)	0% (0)	0% (0)	1.40
Manage personnel to maximize operations.	80% (4)	20% (1)	0% (0)	0% (0)	0% (0)	1.20
Operate bank to meet regulatory guidelines.	80% (4)	20% (1)	0% (0)	0% (0)	0% (0)	1.20
Examine bank to determine regulatory compliance.	60% (3)	40% (2)	0% (0)	0% (0)	0% (0)	1.40
Compare legal interpretations to clarify regulations.	40% (2)	60% (3)	0% (0)	0% (0)	0% (0)	1.60
Total Respondents						5



What other skills and knowledge are essential for this career pathway?

Total Respondents	0
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How would you characterize your relationship to the workforce in the career pathway of Banking and Related Services? Answer as many as applicable.

		Response Percent	Response Total
I make hiring decisions		80%	4
I work in this career field		60%	3
I supervise people who are in this career field		60%	3
I have an interest in improving the quality of the workforce in this area		80%	4
I have an interest in attracting more people to this career field		80%	4
I have no professional connection with this career field		0%	0
I have a friend or relative who works in this career field		0%	0
No response		0%	0
Total Respondents			5

Thank you for your responses. Please indicate what you would like to do next.

		Response Percent	Response Total
Continue to the final wrap-up questions of this survey.		80%	4
Return to the Finance career cluster list to select another pathway.		20%	1
Total Respondents			5


How essential are the following skills for the "Insurance Services" career pathway?

	Very important	Important	Slightly Important	Not Important	No opinion	Response Average
Examine the characteristics to explain insurance risks.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Use insurance terminology to explain insurance risks and benefits.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Examine characteristics to distinguish between policy types and coverage.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Create and/or complete documents in to process information.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Demonstrate effective techniques to gather client information.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Utilize available techniques to effectively serve customers.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Examine characteristics to explain underwriting functions.	100% (1)	0% (0)	0% (0)	0% (0)	0% (0)	1.00
Research the regulatory and insurance requirements to assure compliance.	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0.00
Total Respondents						1


What other skills and knowledge are essential for this career pathway in Missouri?

Total Respondents						0
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How would you characterize your relationship to the workforce in the career pathway of Insurance Services? Answer as many as applicable.

		Response Percent	Response Total
I make hiring decisions		0%	0
I work in this career field		0%	0
I supervise people who are in this career field		0%	0
I have an interest in improving the quality of the workforce in this area		0%	0
I have an interest in attracting more people to this career field		100%	1
I have no professional connection with this career field		0%	0
I have a friend or relative who works in this career field		0%	0
No response		0%	0
Total Respondents			1



Thank you for your responses. Please indicate what you would like to do next.

		Response Percent	Response Total
Continue to the final wrap-up questions of this survey.		100%	1
Return to the Finance career cluster list to select another pathway.		0%	0
Total Respondents			1

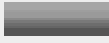


In which state do you live?

		Response Percent	Response Total
Missouri		100%	6
Other (please specify)		0%	0
Total Respondents			6

Please indicate the professional area in which you work:

		Response Percent	Response Total
Business/Industry		83.3%	5
State Agency		0%	0
Federal Agency		0%	0
Association/Chamber		0%	0
Secondary Education		0%	0
Postsecondary Education		16.7%	1
Other (please specify)		0%	0
Total Respondents			6

Years of work experience:



		Response Percent	Response Total
Student		0%	0
0-1		0%	0
2-5		0%	0
6-10		16.7%	1
11-20		0%	0
21-30		33.3%	2
31+		50%	3

Total Respondents	6


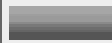

What other comments would you like to add related to career education in Missouri?

Total Respondents	0

Would you be willing to participate in future surveys like this related to Missouri Career Education and workforce development?

		Response Percent	Response Total
Yes		66.7%	4
Maybe		33.3%	2
No		0%	0
Total Respondents			6



Would you be willing to serve on a local or state advisory council for the betterment of career education and workforce preparation in Missouri?

		Response Percent	Response Total
Yes		66.7%	4
Maybe		16.7%	1
No		16.7%	1
Total Respondents			6



If you indicated "yes" or "maybe" to either of the two questions above, please provide DESE your contact information (include name, company, address, telephone number, and e-mail address). This information will be used solely for the purposes described.

Total Respondents	4

Through which channel did you receive this survey?

		Response Percent	Response Total
Trade association or professional society		0%	0
Chamber of Commerce or industry group		0%	0
Business colleague		16.7%	1
e-mail from Department of Elementary and Secondary Education		83.3%	5
Educator		0%	0
Website link		0%	0
Word-of-mouth		0%	0
Other (please specify)		0%	0
Total Respondents			6

Was this survey easy to use?

		Response Percent	Response Total
Yes		83.3%	5
No		0%	0
Somewhat		16.7%	1
Comments		0%	0
Total Respondents			6