



Business Management & Administration

Comprehensive Career Cluster Review (C3R)

College, Career & Technical Education | Spring 2024



Comprehensive Career Cluster Review (C3R)

The comprehensive career cluster review (C3R) is the intentional review of career and technical education (CTE) programs and the course standards within each program to ensure students have up-to-date course standards aligned to postsecondary and career needs. Each career cluster is reviewed annually with input from the state-wide advisory councils comprised of postsecondary partners, industry partners, and secondary CTE teachers. Advisory council meetings allow the stakeholders to engage in dialogue and discuss current needs, emerging trends, and necessary course revisions to course standards. Advisory council input could potentially lead to new or retired programs of study, new courses or retired courses, or revised course standards within existing courses, if necessary. The collaborative engagement ensures students receive instruction on the most up-to-date and relevant course standards so they are prepared for postsecondary and the workforce.

Business Management & Administration

The Business Management and Administration career cluster equips students with the essential skills and knowledge for careers that involve planning, organizing, directing, and evaluating key business functions to ensure efficient and productive operations. This field offers a diverse range of career opportunities across all sectors of the economy, emphasizing the importance of strong organizational abilities, effective time management, exceptional customer service, and clear communication. By mastering these skills, learners can significantly contribute to the success and growth of businesses, making them valuable assets in any industry.

School Year	Business Management and Administration Concentrators
2020-21	5,997
2021-22	6,003
2022-23	7,236

Business Management

2023-24 Program of Study	Year 1	Year 2	Year 3	Year 4
Business Management	Introduction to Business & Marketing (C12H26)	Business Communications (C12H16) -or- Accounting I (C29H00) -or- IGCSE Accounting (C29H08)	Business Management (C12H17) -or- SDC Introduction to Business 1 & 2 (C12H44) -or- Dual Enrollment Business Management I (C12H01) -or- Dual Enrollment Business Management II (C12H47) -or- CIE Business Studies 1 AS Level (C12H14)	Business & Entrepreneurship Practicum (C12H35) -or- Virtual Enterprise International (C12H23) -or- Dual Enrollment Business Management III (C12H59) -or- Dual Enrollment Business Management IV (C12H52) -or- WBL Business Management Career Practicum (C12H61)

Description

The *Business Management* program of study (POS) is designed to prepare students for employment in the various disciplines of business. The subject matter is arranged around sequenced, progressive courses that provide students with the opportunity to develop a holistic understanding of business systems. Course content centers on concepts in business, finance, and marketing; social responsibility and ethics; components of communication; digital citizenship; business writing; desktop publishing; oral communications; and virtual meetings. Proficient students will understand the role of management; planning and strategic management; business plan development; professional ethics; legal responsibilities; and considerations in business, marketing, organizational structure, human relations, and finance. Upon completion of this POS, students will be prepared to seek employment or advanced training as a business operations specialist, management analyst, cost estimator, business manager, human resources manager, or many other careers in business management.

This POS is primarily aligned with [Future Business Leaders of America](#) (FBLA) and [DECA](#) career and technical student organizations (CTSOs).

Job Outlook

Business management careers incorporate talents in planning, organizing, directing, and evaluating the business functions that are essential to efficient and productive business operations. Career opportunities in this field are available in every sector of the economy. The United States Department of Labor Bureau of Labor Statistics lists several careers in business operations that will experience significant growth, among them: Management Analysts; Human Resource Managers; and Training and Development Specialists.¹

Figure 1. Tennessee employment projections for Business Management-related occupations with positive job openings projected for 2020-2030 according to the Tennessee Higher Education Commission, [Supply and Demand Report](#).²

Occupation	SOC Code	Employment (2020)	Projected Employment (2030)	Projected Growth (2020-2030) ⁱ	Projected Annual Job Openings (2020-2030)
Chief Executives	11-1011	11,901	12,101	2%	832
General and Operations Managers	11-1021	46,121	56,264	18%	5,210
First-Line Supervisors of Retail Sales Workers	41-1011	37,357	35,198	-6%	3,579
First-Line Supervisors of Non-Retail Sales Workers	41-1012	8,734	9,990	13%	953
Property, Real Estate, and Community Association Managers	11-9141	6,537	6,937	6%	550
Human Resource Managers	11-3121	4,168	5,008	17%	446
Management Analysts	13-1111	10,305	12,347	17%	1,220
Training and Development Specialists	13-1151	5,632	6,998	20%	714
First-Line Supervisors of Office and	43-1011	39,943	42,697	6%	4,333

¹ Career One Stop, U.S. Department of Labor, Fastest Growing Careers, Online at <https://www.careeronestop.org/Toolkit/Careers/fastest-growing-careers.aspx?location=TN> (Visited March 19, 2024)

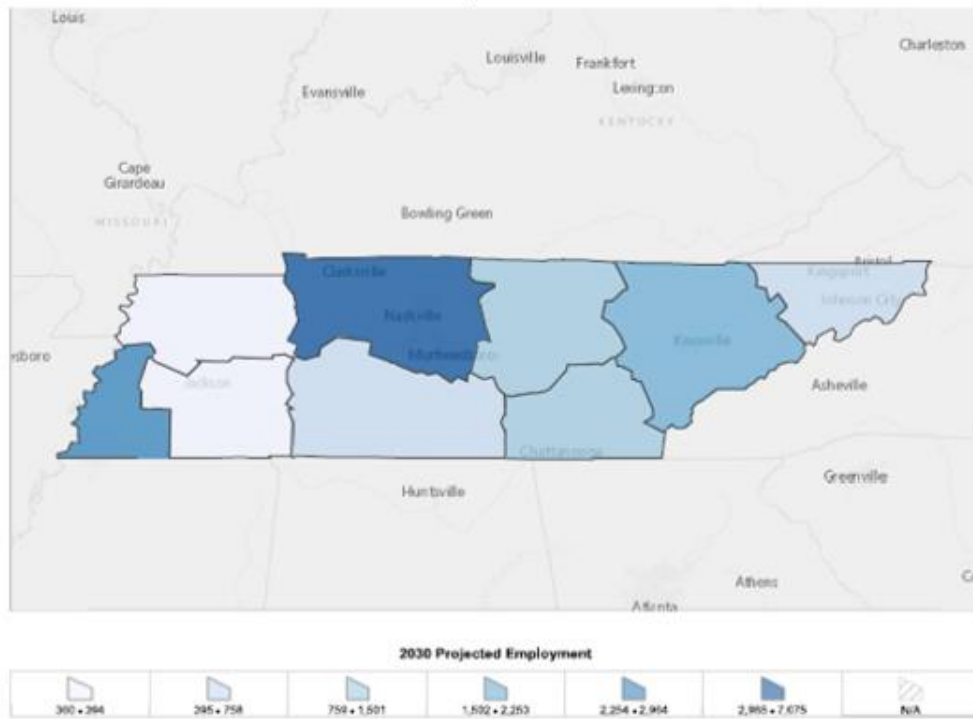
² Tennessee Higher Education Commission. (2024). 2024 Supply and Demand Report. Retrieved from <https://www.tn.gov/content/dam/tn/thec/bureau/research/other-research/supply-demand/2024/2024%20Supply%20and%20Demand%20Report.pdf>

Occupation	SOC Code	Employment (2020)	Projected Employment (2030)	Projected Growth (2020-2030) ⁱ	Projected Annual Job Openings (2020-2030)
Administrative Support Workers					
Human Resource Specialists	13-1071	12,321	15,261	19%	1,584

Figure 2. Tennessee employment distribution projections for Human Resource Specialists with positive job openings projected in 2030.³

Occupation Profile for Human Resources Specialists in Tennessee Employment Data Area Distribution

The map below shows the distribution of the 2030 projected employment for Human Resources Specialists in Tennessee by local workforce development areas.



Source: TN Dept of Labor & Workforce Dev, Div Emp Sec, LMI

³ Jobs4TN, Occupation Profile, <http://www.tn.gov/jobs4tn> (Visited March 20, 2024)

Program of Study Level

Tennessee Investment in Student Achievement (TISA) provides direct funding for student participation in career and technical education (CTE) programs to drive college and career readiness outcomes. Pursuant to Tenn. Code Ann. § 49-3-105(c)(2), a direct allocation amount will be generated for each student membership in a CTE program based on the rule:

1. The level of the program
 - Programs shall be designated into one (1) of three (3) levels.
 - Programs will be classified into three (3) levels based on alignment to wage-earning potential indicators and additional resources required to support the program if aligned to wage-earning potential occupational pathways.
2. The student progression in coursework through the program

*The state budget keeps all programs funded at \$5,000 for 2024-25 school year funding. See the [CTE TISA Programs of Study Leveling Guide 2024-25](#) for the TISA funding formula for program of study levels.

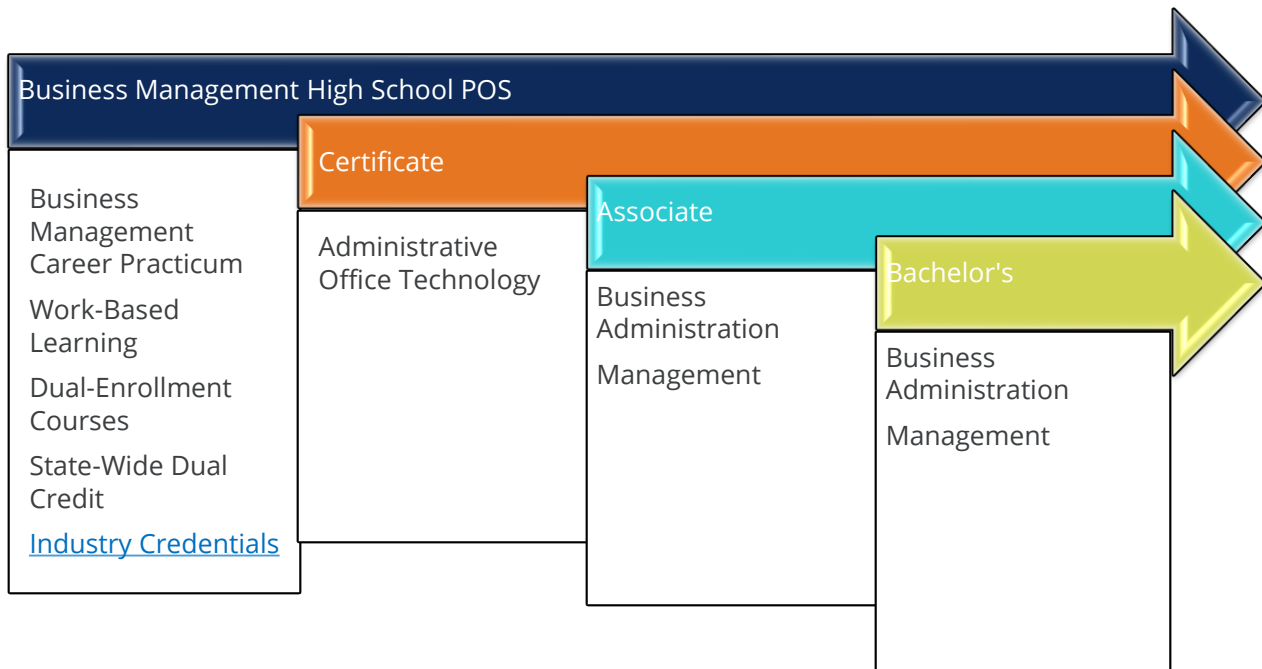
Business Management Program: Level 2

Postsecondary Pathways

In Tennessee, students aspiring to pursue careers in business management have a multitude of post-secondary opportunities to choose from. The Tennessee College of Applied Technology (TCAT) system offers specialized training programs such as Business Management and Administration, providing practical skills and knowledge essential for success in various business settings. Community colleges like Southwest Tennessee Community College and Volunteer State Community College offer associate degree programs in Business Management, where students gain a solid foundation in business principles, leadership, and organizational management. Additionally, universities such as the University of Tennessee, Vanderbilt University, and Middle Tennessee State University provide bachelor's and master's degrees in Business Management, offering comprehensive education in areas like strategic planning, financial management, and human resource management. These institutions serve as hubs for aspiring business leaders, providing students with the expertise, experience, and networking opportunities necessary to thrive in today's competitive business environment.

Figure 3 illustrates which opportunities are available for a student graduating from a Tennessee Business Management and Administration program in high school. The figure outlines some of the related postsecondary certificates and degrees, career opportunities, and salaries available to students in the pathway. Students may acquire hours transferable to a postsecondary institution for the completion of certificates and degrees.

Figure 3. Postsecondary Pathways



Additional opportunities are offered at multiple postsecondary institutions as indicated in the [Tennessee Department of Labor and Workforce Dashboard](#).

High School Diploma	Certificate	Associate	Bachelor's
<ul style="list-style-type: none"> • Executive Secretaries and Executive Administrative Assistants (\$40,026) • First Line Supervisors of Office and Administrative Support Workers (\$36,749) • Receptionists and Information Clerks (\$21,744) • Property, Real Estate, and Community Association Managers (\$34,550) 	<ul style="list-style-type: none"> • Property, Real Estate, and Community Association Managers (\$34,550) • Payroll and Timekeeping Clerks (\$23,642) • Order Clerks (\$27,503) • Real Estate Agents (\$54,300) 	<ul style="list-style-type: none"> • Human Resources Assistantcs, Except Payroll and Timekeeping (\$31,734) • Property, Real Estate, and Community Association Managers (\$34,550) 	<ul style="list-style-type: none"> • Chief Executive (\$36,682) • General and Operations Managers (\$53,892) • Human Resource Managers (\$62,729) • Management Analysts (\$54,045)

Current Secondary Landscape

Over the past three years, the number of schools offering Business Management has decreased from 128 to 123. This program of study shares many courses with other programs but has strong enrollment student enrollment in many courses. The courses unique to this program have shown growth. This program may not be appropriate for schools that do not have the supporting labor market data.

Figure 4. Open Enrollment Analysis

School Year	Schools Offering Business Management
2020-21	128
2021-22	124
2022-23	123

Figure 5. Student Enrollment by Course

Course	2020-2021	2021-22	2022-23
Introduction to Business and Marketing*	11,394	14,219	13,704
Business Communications*	4,864	4,703	4,790
Accounting I*	2,072	2,181	2,097
IGCSE[^] Accounting*	0	0	0
Business Management*	3,603	3,721	3,382
SDC⁺ Introduction to Business*	924	1,112	1,209
Dual Enrollment Business Management I	241	412	497
Dual Enrollment Business Management II	18	74	93
CIE^{^^} Business Studies 1 AS Level*	35	45	71
Business & Entrepreneurship Practicum*	536	770	718
Virtual Enterprise International*	359	288	296
Dual Enrollment Business Management III	0	1	22
Dual Enrollment Business Management IV	0	0	35
WBL[#] Business Management Career Practicum	0	0	0

* Course offered in more than one (1) program of study.

[^]International General Certificate of Secondary Education (IGCSE)

⁺Statewide Dual Credit (SDC)

^{^^}Cambridge International Education (CIE)

[#]Work-Based Learning (WBL)

Health Services Administration

2023-24 Program of Study	Year 1	Year 2	Year 3	Year 4
Health Services Administration	Introduction to Business & Marketing (C12H26) -or- Health Science Education (C14H14)	Health Information Technology (C12H34)	Business Management (C12H17) -or- SDC Introduction to Business (C12H44) -or- Dual Enrollment Health Services Administration I (C12H03) -or- Dual Enrollment Health Services Administration II (C12H49) -or- CIE Business Studies 1 AS Level (C12H14)	Health Services Administration Practicum (C12H38) -or- Dual Enrollment Health Services Administration III (C12H53) -or- Dual Enrollment Health Services Administration IV (C12H54) -or- WBL Health Services Administration Career Practicum (C12H62)

Description

The *Health Services Administration* POS is designed to prepare students for employment in a career that encompasses the business aspects of the healthcare field. The subject matter is arranged around sequenced, progressive courses that provide students with the opportunity to develop a holistic understanding of business systems and how they are utilized in the healthcare industry. Course content centers on concepts in business, finance, and marketing; social responsibility and ethics; healthcare systems; foundational healthcare skills; and health information systems. Proficient students will understand medical records, the legal ramifications of health information, coding and reimbursement, body function and structure, medical microbiology, infection control, professional ethics, market research, and business plan development. Upon completion of this POS, students will be prepared to seek employment or advanced training as a billing or posting clerk, medical assistant, medical records and health information technician, insurance claims clerk, medical transcriptionist, medical or health services manager, or many other careers in health services administration.

This program of study is primarily aligned with [Future Business Leaders of America](#) (FBLA), [DECA](#) and [HOSA](#) career and technical student organizations (CTSOs).

Job Outlook

Health Services careers incorporate essential skills including strong communication abilities to interact effectively with patients, colleagues, and healthcare professionals. Proficiency in administrative tasks such as scheduling appointments, managing medical records, and handling billing procedures is crucial. Attention to detail is vital for accuracy in maintaining patient records and processing insurance claims. Familiarity with medical terminology and software systems is advantageous. Medical and Health Services Managers, Medical Assistants, and Insurance Claims and Policy Processing Clerks are listed as some of the fastest-growing careers⁴.

Figure 1. Tennessee employment projections for Industrial Maintenance Technology-related occupations with positive job openings projected for 2020-2030 according to the Tennessee Higher Education Commission, [Supply and Demand Report](#).⁵

Occupation	SOC Code	Employment (2020)	Projected Employment (2030)	Projected Growth (2020-2030)	Projected Annual Job Openings (2020-2030)
Customer Service Representatives	43-4051	69,746	78,427	11%	10,177
Office Clerks, General	43-9061	61,683	65,541	6%	7,629
General and Operations Managers	11-1021	46,121	56,264	18%	5,210
Receptionists and Information Clerks	43-4171	19,601	21,278	8%	2,720
Information Clerks, All Other	43-4199	3,795	4,159	9%	460
Medical Secretaries and Administrative Assistants	43-6013	10,705	12,465	14%	1,412
Insurance Claims Clerks	43-9041	4,418	5,320	17%	547

⁴ Career One Stop, U.S. Department of Labor, Fastest Growing Careers, Online at <https://www.careeronestop.org/Toolkit/Careers/fastest-growing-careers.aspx?location=TN> (Visited March 19, 2024)

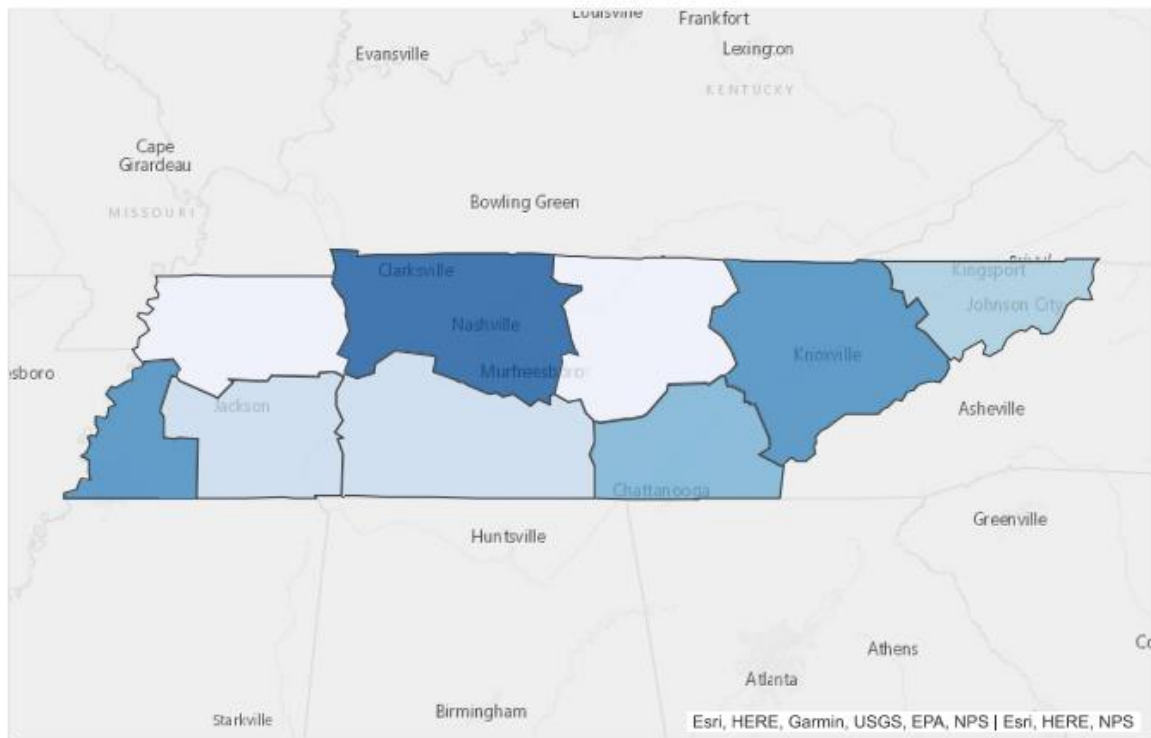
⁵ Tennessee Higher Education Commission. (2024). 2024 Supply and Demand Report. Retrieved from <https://www.tn.gov/content/dam/tn/thec/bureau/research/other-research/supply-demand/2024/2024%20Supply%20and%20Demand%20Report.pdf>

Occupation	SOC Code	Employment (2020)	Projected Employment (2030)	Projected Growth (2020-2030)	Projected Annual Job Openings (2020-2030)
Medical and Health Services Managers	11-9111	10,500	14,990	43%	1,420
Billing and Posting Clerks	43-3011	11,052	12,731	13%	1,386
Office and Administrative Support Workers, All Other	43-9199	4,024	4,894	18%	579

Figure 2. Projected data area employment for Medical and Health Services Managers in Tennessee.⁶

**Occupation Profile for Medical and Health Services Managers in Tennessee
Employment Data Area Distribution Table**

The map below shows the distribution of the 2030 projected employment for Medical and Health Services Managers in Tennessee by local workforce development areas.



Source: TN Dept of Labor & Workforce Dev, Div Emp Sec, LMI

⁶ Jobs4TN, Occupation Profile, <http://www.tn.gov/jobs4tn> (Visited March 20, 2024)

Program of Study Level

TISA provides direct funding for student participation in CTE programs to drive college and career readiness outcomes. Pursuant to T.C.A. § 49-3-105(c)(2), a direct allocation amount will be generated for each student membership in a CTE program based on the rule:

1. The level of the program
 - Programs shall be designated into one (1) of three (3) levels.
 - Programs will be classified into three (3) levels based on alignment to wage-earning potential indicators and additional resources required to support the program if aligned to wage-earning potential occupational pathways.
2. The student progression in coursework through the program

*The state budget keeps all programs funded at \$5,000 for 2024-25 school year funding. See the [CTE TISA Programs of Study Leveling Guide 2024-25](#) for the TISA funding formula for program of study levels.

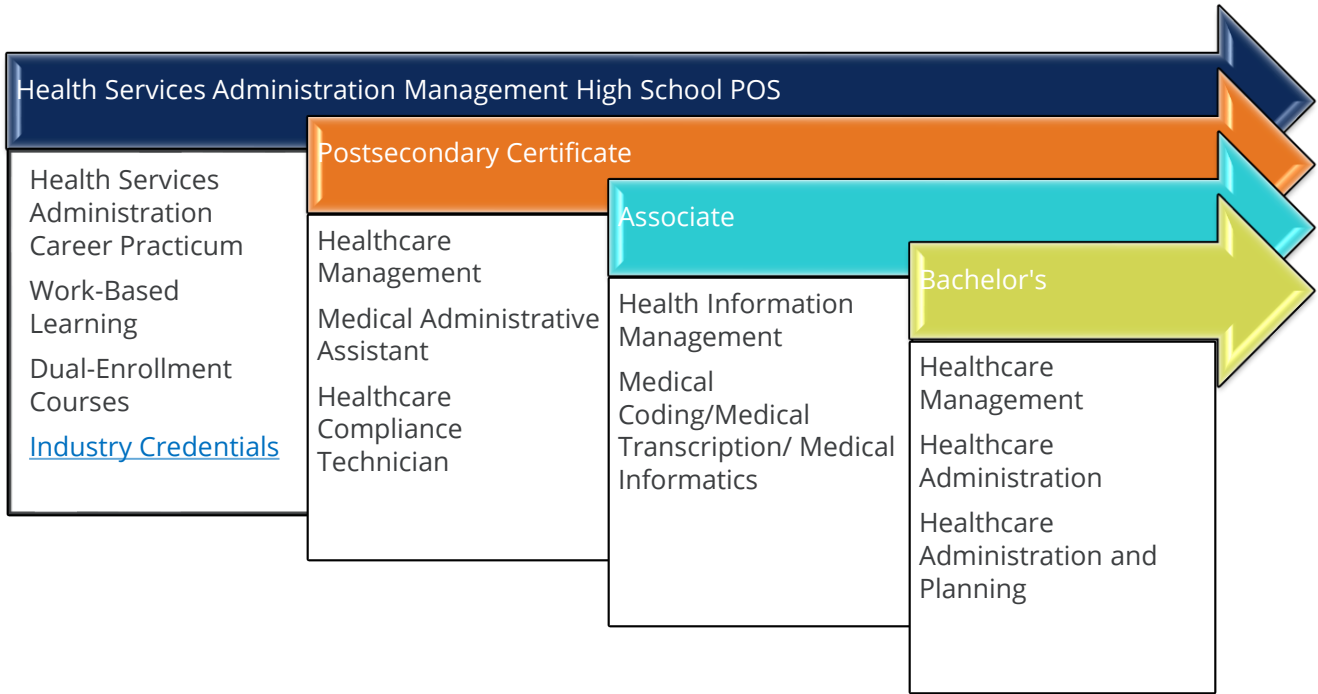
Health Services Management Program: Level 2

Postsecondary Opportunities

In Tennessee, students with a passion for healthcare administration have a variety of postsecondary options to pursue their career goals. The Tennessee College of Applied Technology (TCAT) system offers specialized programs such as Health Information Management and Medical Office Administration, providing hands-on training and practical skills essential for success in healthcare administration roles. Community colleges like Chattanooga State Community College and Southwest Tennessee Community College offer associate degree programs in Health Services Administration, where students learn about healthcare systems, medical terminology, and healthcare ethics. Moreover, universities such as East Tennessee State University, Belmont University, and the University of Tennessee offer bachelor's and master's degrees in Health Services Administration, providing comprehensive education in healthcare management, policy analysis, and healthcare finance. These institutions serve as platforms for aspiring healthcare administrators, equipping them with the knowledge, skills, and experience necessary to excel in leading and improving healthcare delivery systems.

Figure 3 illustrates which opportunities are available for a student graduating from a Tennessee Machining Technology program in high school. The figure outlines some of the related postsecondary certificates and degrees, career opportunities, and salaries available to students in the pathway. Students may acquire hours transferable to a postsecondary institution for the completion of certificates and degrees.

Figure 3. Postsecondary Pathways



Additional opportunities are offered at multiple postsecondary institutions as indicated in the [Tennessee Department of Labor and Workforce Dashboard](#).

High School Diploma	Certificate	Associate	Bachelor's
<ul style="list-style-type: none"> • Medical Secretaries and Administrative Assistants (\$26,927) • Billing and Posting Clerks (\$30,070) • Insurance Claims Clerks (\$28,480) 	<ul style="list-style-type: none"> • Medical Record Specialist (\$29,493) • Medical Transcriptionist (\$21,691) 	<ul style="list-style-type: none"> • Medical/Clinical Assistant (\$29,231) 	<ul style="list-style-type: none"> • Medical and Health Services Manager (\$63,480)

Current Secondary Landscape

Over the past three years, the number of schools offering Health Services Administration has been steadily decreasing from 10 to eight. The number of concentrators has grown slightly but remains under 100 state-wide for the 2022-23 school year. The Level 1 course options for this program of study are shared; however, the Level 2 course, Health Information Technology, reached its highest enrollment in 2022-23. In 2022-23 a total of 156 students took courses that are unique to this program of study. This program may not be appropriate for schools that do not have the supporting labor market data.

Figure 4. Open Enrollment Analysis

School Year	Schools Offering Health Services Administration
2020-21	10
2021-22	9
2022-23	8

Figure 5. Student Enrollment

Course	2020-2021	2021-22	2022-23
Introduction to Business and Marketing*	11,394	14,219	13,704
Health Science Education*	16,620	16,716	16,609
Health Information Technology	81	95	103
Business Management*	3,603	3,721	3,382
SDC+ Introduction to Business*	924	1,112	1,209
Dual Enrollment Health Services Administration I	99	111	50
Dual Enrollment Health Services Administration II	0	0	0
CIE^^ Business Studies 1 AS Level*	35	45	71
Health Services Administration Practicum	0	0	0
Dual Enrollment Health Services Administration III	0	0	3
Dual Enrollment Health Services Administration IV	0	0	0
WBL# Health Services Administration Career Practicum	0	0	0

* Course offered in more than one POS.

+Statewide Dual Credit (SDC)

^^Cambridge International Education (CIE)

#Work-Based Learning (WBL)

Office Management

2023-24 Program of Study	Year 1	Year 2	Year 3	Year 4
Office Management	Introduction to Business & Marketing (C12H26) -or- Computer Applications (C12X00)	Business Communications (C12H16)	Business Management (C12H17) -or- SDC Introduction to Business (C12H44) -or- Dual Enrollment Office Management I (C12H02) -or- Dual Enrollment Office Management II (C12H48) -or- CIE Business Studies 1 AS Level (C12H14)	Advanced Computer Applications (C12H25) -or- Dual Enrollment Office Management III (C12H57) -or- Dual Enrollment Office Management IV (C12H580) -or- WBL Office Management Career Practicum (C12H60)

Description

The *Office Management* POS is designed to prepare students for employment in the various capacities of managing processes and people in an office setting. The subject matter is arranged around sequenced, progressive courses that provide students with the opportunity to develop a holistic understanding of the way an office functions most efficiently and effectively. Course content centers on concepts in business, finance, and marketing; social responsibility and ethics; communication networks; the internet; technology operations; word processing and publishing; spreadsheet applications; database applications; presentation software; digital citizenship; and electronic communication and collaboration. Proficient students will understand the role of management; planning and strategic management; secure technology operations; information management and integration; and considerations in business, marketing, organizational structure, human relations, and finance. Upon completion of this POS, students will be prepared to seek employment or advanced training as a customer service representative, human resources assistant, receptionist, secretary, administrative assistant, or many other careers in office management.

This program of study is aligned [Future Business Leaders of America](#) (FBLA) and [DECA](#) CTSOs.

Job Outlook

Office management careers incorporate talents in accessing, processing, maintaining, evaluating, and disseminating information for business decisions. Career opportunities in this field are available in every sector of the economy. United States jobs related to office management and operations are expected to increase. The United States Department of Labor Bureau of Labor Statistics lists several careers in office operations that will experience significant growth through 2030, among them including Customer Service Representatives; and General and Operations Managers⁷.

Figure 1. Tennessee employment projections for Industrial Maintenance Technology-related occupations with positive job openings projected for 2020-2030 according to the Tennessee Higher Education Commission, [Supply and Demand Report](#).⁸

Occupation	SOC Code	Employment (2020)	Projected Employment (2030)	Projected Growth (2020-2030)	Projected Annual Job Openings (2020-2030)
Customer Service Representatives	43-4051	69,746	78,427	11%	10,177
General and Operations Managers	11-1021	46,121	56,264	18%	5,210
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	43-6014	47,005	46,122	-2%	248
Bookkeeping, Accounting, and Auditing Clerks	43-3031	37,928	40,229	6%	4,019
Receptionists and Information Clerks	43-4171	19,601	21,278	8%	2,720
First-Line Supervisors of Office and Administrative Support Workers	43-1011	39,943	42,697	6%	4,333
Billing and Posting Clerks	43-3021	11,052	12,731	13%	1,386

⁷ Career One Stop, U.S. Department of Labor, Fastest Growing Careers, Online at <https://www.careeronestop.org/Toolkit/Careers/fastest-growing-careers.aspx?location=TN> (Visited March 19, 2024)

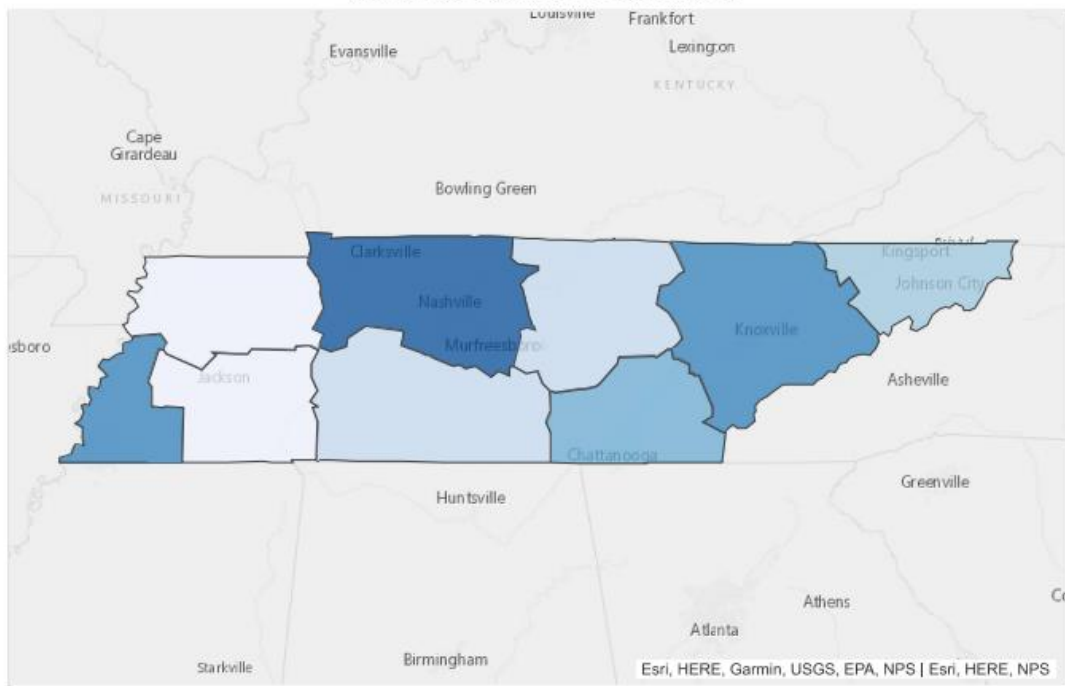
⁸ Jobs4TN, Occupation Profile, <http://www.tn.gov/jobs4tn> (Visited March 20, 2024)

Occupation	SOC Code	Employment (2020)	Projected Employment (2030)	Projected Growth (2020-2030)	Projected Annual Job Openings (2020-2030)
First-Line Supervisors of Non-Retail Sales Workers	41-1012	8,734	9,990	13%	953
Tellers	43-3071	10,209	8,997	-13%	873
Office Clerks, General	43-9061	61,683	65,541	6%	7,629

Figure 2. Tennessee employment distribution projections for First-Line Supervisors of Office and Administrative Support Workers.⁹

**Occupation Profile for First-Line Supervisors of Office and Administrative Support Workers in Tennessee
Employment Data Area Distribution Table**

The map below shows the distribution of the 2030 projected employment for First-Line Supervisors of Office and Administrative Support Workers in Tennessee by local workforce development areas.



Source: TN Dept of Labor & Workforce Dev, Div Emp Sec, LMI

⁹ Jobs4TN, Occupation Profile, <http://www.tn.gov/jobs4tn> (Visited March 20, 2024)

Program of Study Level

TISA provides direct funding for student participation in CTE programs to drive college and career readiness outcomes. Pursuant to T.C.A. § 49-3-105(c)(2), a direct allocation amount will be generated for each student membership in a CTE program based on the rule:

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2. The student progression in coursework through the program

*The state budget keeps all programs funded at \$5,000 for 2024-25 school year funding. See the [CTE TISA Programs of Study Leveling Guide 2024-25](#) for the TISA funding formula for program of study levels.

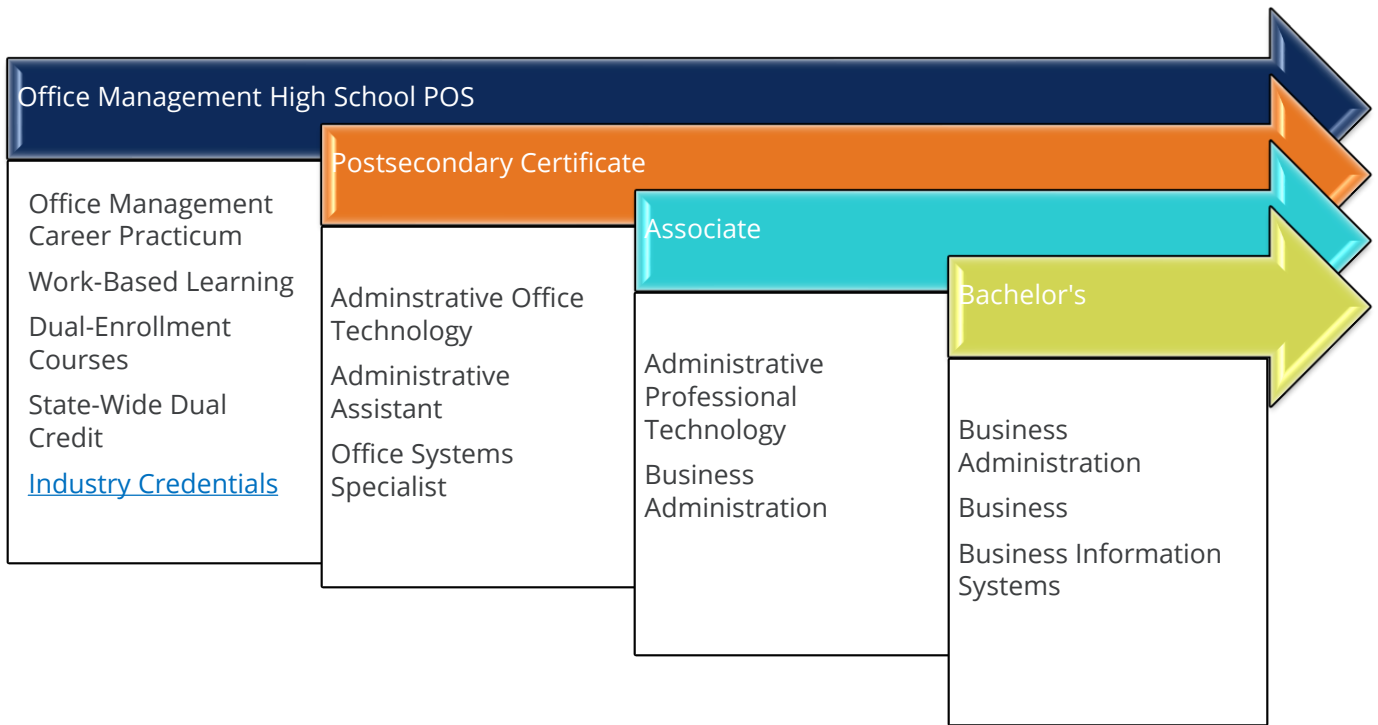
Office Management Program: Level 2

Post Secondary Opportunities

In Tennessee, students interested in office administration have a range of post-secondary opportunities available to them. The Tennessee College of Applied Technology (TCAT) system offers specialized programs such as Office Administration and Technology, providing practical training in administrative tasks, office procedures, and computer applications. Nashville State Community College offers an associate degree in Administrative Professional Technology where students learn about office procedures, business communications, and organizational management. Additionally, universities such as Middle Tennessee State University, Tennessee State University, and East Tennessee State University offer bachelor's degrees in Business Administration with concentrations or minors in Office Administration, providing comprehensive education in areas like office technology, records management, and administrative leadership. These institutions serve as invaluable resources for students seeking to enter the workforce with the skills and knowledge needed to excel in various office settings.

Figure 3 illustrates which opportunities are available for a student graduating from a Tennessee Machining Technology program in high school. The figure outlines some of the related postsecondary certificates and degrees, career opportunities, and salaries available to students in the pathway. Students may acquire hours transferable to a postsecondary institution for the completion of certificates and degrees.

Figure 3. Postsecondary Opportunities



Additional opportunities are offered at multiple postsecondary institutions as indicated in the [Tennessee Department of Labor and Workforce Dashboard](#).

High School Diploma	Certificate	Associate	Bachelor's
<ul style="list-style-type: none"> • Data Entry Keyers (\$27,531) • New Accounts Clerks (\$34,008) • Receptionists and Information Clerks (\$21,744) 	<ul style="list-style-type: none"> • Bookkeeping, Accounting, and Auditing Clerks (\$28,402) • Payroll and Timekeeping Clerks (\$32,642) • Order Clerks (\$27,503) • Real Estate Agent (\$54,300) 	<ul style="list-style-type: none"> • Human Resources Assistants, Except Payroll and Timekeeping (\$31,734) • Property, Real Estate, and Community Association Managers (\$39,179) 	<ul style="list-style-type: none"> • Administrative Services Managers (\$69,412) • Operations Research Analysts (\$35,412) • Human Resource Managers (\$62,729)

Current Secondary Landscape

Over the past three years, the number of schools offering Office Management has decreased from 141 to 128. The dual enrollment courses have shown steady growth over that same time period. This program may not be appropriate for schools that do not have the supporting labor market data. Figure 4 shows the open enrollment analysis for the 2020-21 through the 2022-23 school year, the enrollment in Figure 5, and student concentration in Figure 6.

Figure 4. Open Enrollment Analysis

School Year	Schools Offering Office Management
2020-21	141
2021-22	141
2022-23	128

Figure 5. Student Enrollment in Office Management-specific courses

Course	2020-2021	2021-22	2022-23
Introduction to Business and Marketing*	11,394	14,219	13,704
Computer Applications**	17,952	17,968	15,532
Business Communications*	4,864	4,703	4,790
Business Management*	3,603	3,721	3,382
SDC+ Introduction to Business*	924	1,112	1,209
Dual Enrollment Office Management I	288	327	374
Dual Enrollment Office Management II	48	35	75
CIE^^ Business Studies 1 AS Level*	35	45	71
Advanced Computer Applications	2,025	1,641	1,480
Dual Enrollment Office Management III	0	7	40
Dual Enrollment Office Management IV	0	4	16
WBL# Office Management Career Practicum	0	0	0

* Course offered in more than one POS.

**Course is also coded for Middle School. Being retired from High School at the end of the 2022-23 academic year.

+Statewide Dual Credit (SDC)

^^Cambridge International Education (CIE)

#Work-Based Learning (WBL)

References

Career One Stop, U.S. Department of Labor, Fastest Growing Careers, Online at <https://www.careeronestop.org/Toolkit/Careers/fastest-growing-careers.aspx?location=TN> (Visited March 19, 2024)

Tennessee Higher Education Commission. (2024). 2024 Supply and Demand Report. Retrieved from <https://www.tn.gov/content/dam/tn/thec/bureau/research/other-research/supply-demand/2024/2024%20Supply%20and%20Demand%20Report.pdf>

Jobs4TN, Occupation Profile, Occupation Quick Search, Employment Wage Statistics <https://jobs4tnwfs.tn.gov/> (Visited March 20, 2024)

Recommendations

The following includes recommendations for course standards changes to be presented to the State Board of Education (SBE) for consideration in August 2024.

Program of Study	Course	Recommendations
Business Management	Introduction to Business and Marketing	<ul style="list-style-type: none"> • Add a standard to focus on the importance and integration of CTSOs in the classroom. • 4.4 – Edit to include the following: Compile the elements of the marketing research with other artifacts for inclusion in a program portfolio or design notebook to be updated throughout the program of study. • Add a standard to focus on the growing importance of data analysis.
Business Management	Business Communication	Add a standard to highlight the importance of utilizing the engineering design process while working with a team to complete a project.
Health Services Administration	Health Information Technology	Add a standard to highlight the importance of utilizing the engineering design process while working with a team to complete a project.
Office Management	Principles of Office Applications	Add two standards to Principles of Computer Applications, which replace Computer Applications, to both emphasize the importance of CTSOs and the growing need for data analysis in all career areas.
<ul style="list-style-type: none"> • Business Management • Health Services Administration • Office Management, 	N/A	Due to course enrollment, decreasing programs, the crossover of multiple courses, and upcoming changes in career clusters nationally, combine these three programs of study into one program called Business Management & Administration. The proposed matrix is on the following page.

2025-26 Proposed Programs and Courses

Business Management & Administration

2025-26 Program of Study	Year 1	Year 2	Year 3	Year 4
Business Management & Administration	Introduction to Business & Marketing (C12H26) -or- Principles of Office Applications (C12H84)	Business Communications (C12H16) -or- Health Information Technology (C12H34)	Business Management (C12H17) -or- SDC Introduction to Business (C12H44) -or- Dual Enrollment Business Management I (C12H01) -or- Dual Enrollment Business Management II (C12H47) -or- Dual Enrollment Office Management I (C12H02) -or- Dual Enrollment Office Management II (C12H48) -or- CIE Business Studies 1 AS Level (C12H14) -or- Dual Enrollment Health Services Administration I (C12H03) -or- Dual Enrollment Health Services Administration II (C12H49)	Advanced Office Applications (C12H25) -or- Business & Entrepreneurship Practicum (C12H35) -or- Health Services Administration Practicum (C12H38) -or- Dual Enrollment Business Management III (C12H59) -or- Dual Enrollment Business Management IV (C12H52) -or- Dual Enrollment Business Management V (C12H66) -or- Dual Enrollment Business Management VI (C12H67) -or- Dual Enrollment Business Management VII (C12H68) -or- Dual Enrollment Business Management VIII (C12H69) -or-

				<p>Dual Enrollment Business Management IX (C12H70) -or-</p> <p>Dual Enrollment Business Management X (C12H71) -or-</p> <p>WBL Business Management Career Practicum (C12H61) -or-</p> <p>Dual Enrollment Office Management III (C12H57) -or-</p> <p>Dual Enrollment Office Management IV (C12H58) Office Management V (C12H78) - -or-</p> <p>Dual Enrollment Office Management VI (C12H79) -or-</p> <p>Dual Enrollment Office Management VII (C12H80) -or-</p> <p>Dual Enrollment Office Management VIII (C12H81) -or-</p> <p>Dual Enrollment Office Management IX (C12H82) -or-</p>
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				<p>Dual Enrollment Office Management X (C12H83) -or- WBL Office Management Career Practicum (C12H60) -or- Dual Enrollment Health Services Administration III (C12H53) -or- Dual Enrollment Health Services Administration IV (C12H54) -or- Dual Enrollment Health Services Administration V (C12H72) -or- Dual Enrollment Health Services Administration VI (C12H73) -or- Dual Enrollment Health Services Administration VII (C12H74) -or- Dual Enrollment Health Services Administration VIII (C12H75) -or- Dual Enrollment Health Services Administration IX (C12H76) -or- Dual Enrollment Health Services</p>
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				Administration X (C12H77) -or- WBL Health Services Administration Career Practicum (C12H62)
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In 2025-26, students will have the option to add courses from the Business, Marketing, and Digital Technology programs to supplement their learning.