An Introduction to Voice over the IP
SCANS And Competencies

I. Learning Outcomes/Evaluation

LEARNING OUTCOMES	EVALUATION
Describe various VoIP network topologies and configurations	Tests , Chapter and Lab Assignments (**SCANS C1, C3, C11, C12, C13, C14, C15, C16, C18, C19, F1, F2, F7, F8, F9, F10, F11, F12, F13 WORKPLACE SKILLS C1, C2, C5, C6, C8, C9, C13, C16, C24, C25, C26, C27, C30, C31, C32, C33, C34)**
Access and use VoIP network services	Tests , Chapter and Lab Assignments (**SCANS C1, C3, C11, C12, C13, C14, C15, C16, C18, C19, F1, F2, F7, F8, F9, F10, F11, F12, F13 WORKPLACE SKILLS C1, C2, C5, C6, C8, C9, C13, C16, C24, C25, C26, C27, C30, C31, C32, C33, C34)**
Identify hardware and software VoIP network components and their functionality	Tests , Chapter and Lab Assignments (**SCANS C1, C3, C11, C12, C13, C14, C15, C16, C18, C19, F1, F2, F7, F8, F9, F10, F11, F12, F13 WORKPLACE SKILLS C1, C2, C5, C6, C8, C9, C13, C16, C24, C25, C26, C27, C30, C31, C32, C33, C34)**
Explain public and/or private VoIP communication infrastructures	Tests , Chapter and Lab Assignments (**SCANS C1, C3, C11, C12, C13, C14, C15, C16, C18, C19, F1, F2, F7, F8, F9, F10, F11, F12, F13 WORKPLACE SKILLS C1, C2, C5, C6, C8, C9, C13, C16, C24, C25, C26, C27, C30, C31, C32, C33, C34)**
Explain and identify various VoIP standards and protocols	Tests , Chapter and Lab Assignments (**SCANS C1, C3, C11, C12, C13, C14, C15, C16, C18, C19, F1, F2, F7, F8, F9, F10, F11, F12, F13 WORKPLACE SKILLS C1, C2, C5, C6, C8, C9, C13, C16, C24, C25, C26, C27, C30, C31, C32, C33, C34)**

II. Performance Objectives

II.a SCANS Competencies

The **S**ecretary's **C**ommission of **A**chieving **N**ecessary **S**kills (**SCANS**), established in 1990, defined a common core of skills that constitute job readiness. The Office Technology Department at North Lake College is committed to prepare you with the knowledge and skills you need to succeed in today's dynamic work environment.

Resources	**C1. C2. C3.C4.**	**Allocates Time, Allocates Money, Allocates Materials and Facility Resources, Allocates Human Resources**
Interpersonal	**C5. C6. C7. C8. C9. C10.**	**Participates as a Member of a Team, Teaches Others, Serves Clients/Customers, Exercises Leadership, Negotiates to Arrive at a Decision, Works with Cultural Diversity**
Information	**C11. C12.C13. C14.**	**Acquires and Evaluates Information, Organizes and Maintains Information, Interprets and Communicates Information, Uses Computers to Process Information**
Systems	**C15. C16. C17.**	**Understands Systems, Monitors and Corrects Performance, Improves and Designs Systems**
Technology	**C18. C19.C20.**	**Selects Technology, Applies Technology to Task, Maintains and Troubleshoots Technology**

II.b SCANS Foundation Skills

Basic Skills	F1.F2.F3. F4.F5.F6.	Reading, Writing, Arithmetic, Mathematics, Listening, Speaking
Thinking Skills	F7.F8. F9. F10.F11.F12.	Creating, Thinking, Decision Making, Problem Solving, Seeing Things in the Mind's Eye, Knowing How to Learn, Reasoning
Personal Qualities	F13.F14.F15.F16.F17.	Responsibility, Self-Esteem, Social, Self-Management, Integrity/Honesty

III. Workplace Skills

1. Work ethics.
2. Implement responsibilities of job position including exhibition of dependability, demonstrating high confidentiality, and meeting of organizationally defined expectations.
3. Operate within scope of authority adhering to company rules, regulations, and policies as established including interpretation of employer/employee handbook and procedures.
4. Understand and practice cost-effectiveness.
5. Practice time management and follow work schedule.
6. Assume responsibility for own decisions and actions.
7. Exhibit pride and positive attitude.
8. Display initiative and enthusiasm in undertaking new tasks.
9. Show assertiveness appropriate to the situation.
10. Seek work challenges.
11. Understand and apply ethical principles to decision-making.
12. Understand the importance of providing good customer service (internal and external).
13. Exhibit ability to handle stress.
14. Participate in meetings in a positive and constructive manner.
15. Maintain state-of-the-art skills through participation in in-service or other training.
16. Participate in continuing education.
17. Interpersonal relationships.
18. Respect individual diversity.
19. Respond to praise or criticism.
20. Provide constructive criticism or praise.
21. Channel and control emotional reactions.
22. Resolve conflicts.
23. Display a positive attitude.
24. Solving problems and critical thinking.
25. Employ appropriate skills for gathering and retaining information.
26. Interpret written, graphic, and oral instructions.
27. Identify problems.
28. Clarify individual and company purposes and goals.
30. Identify available solutions and their impact including evaluation of credibility of information, and location of information.
31. Evaluate options.
32. Set priorities.
33. Select/implement options/decisions including prediction of results of proposed action.
34. Organize personal workloads.
35. Participate in brainstorming sessions to generate new ideas and solve problems.

Source: *Administrative Support Occupations, Skill Standards* developed by V-TECS, Decatur, GA with Professional Secretaries International, Kansas City, March, 1996.