Tabla del número de ítems por resultados de aprendizaje del programa de estudio Prueba Nacional Escrita Comprensiva de Especialidades en Educación Técnica 2024
Convocatoria ordinaria y extraordinaria (aplazados)
EXECUTIVE SERVICE CENTER 2024

Estimada persona docente: A continuación, se le suministra el número de ítems que tendrá la Prueba Nacional Escrita Comprensiva Estandarizada de Especialidades en Educación Técnica de la especialidad Executive service center según la distribución de objetivos adaptados y contenidos del programa de estudio para el periodo lectivo 2024, de acuerdo con la consulta realizada a los profesores en las diferentes regiones educativas del país.

Tema	Objetivo adaptado del programa de estudio	Contenidos	Nº ítems

SALUD OCUPACIONAL	**1.** Reconocer aspectos relacionados con la salud ocupacional, seguridad y prevención de accidentes, así como los principales conceptos.	❖ Concepto de: trabajo, salud, ambiente, salud ocupacional, riesgo del trabajo, accidente de trabajo, enfermedad ocupacional, enfermedad profesional.
		❖ Accidentes (causas inmediatas): Levantar objetos sin la técnica adecuada
		❖ Almacenamiento de materiales sin respetar las reglas de seguridad.
		❖ Condiciones inseguras:
		  ❖ Áreas de trabajo con poco espacio.
		  ❖ Deficiencias en sistemas de advertencia y señalamiento.
		  ❖ Desorden o falta de limpieza en las áreas de trabajo.
		  ❖ Condiciones ambientales peligrosas.
			2

Tema	Objetivo adaptado del programa de estudio	Contenidos	Nº ítems
ADMINISTRACIÓN DE OFICINAS	**2.** Identificar los aspectos que involucra la administración de oficinas y sus generalidades.	❖ Concepto de administración, principios, enfoques, pirámide y jerarquía de necesidades de Maslow, teoría de liderazgo, trabajo en equipo. ❖ Teorías de los gestores: Frederick Taylor, Henri Fayol. ❖ Funciones administrativas: planeación, organización, dirección y control. ❖ La empresa: concepto, clasificación, recursos, áreas funcionales. ❖ Departamentalización.	**3**
ADMINISTRACIÓN DE DOCUMENTOS	**3.** Identificar conceptos y características de la administración del fondo documental.	❖ Archivística, documento, ciclo de vida de un documento, clases, etapas y tipos de archivo, equipos y materiales para archivar.	**1**
	4. Aplicar reglas y normas generales en la clasificación y ordenación de nombres.	❖ Sistemas de archivo, pasos en el procedimiento de archivo, clasificación y ordenación. ❖ Sistemas de clasificación: sistema orgánico, sistema por asunto o materia y sistema funcional. ❖ Sistema mixto: ORFUAS ❖ Métodos de ordenación de documentos: alfabético, numérico, cronológico, geográfico, toponímico y archivo electrónico. ❖ Documentos según clasificación orgánica, ámbitos, o grupo del área de la estructura orgánica: oficina productora, institución a la que pertenece. ❖ Colocación de las carpetas, según organigrama, asignación de colores a rótulos.	**3**

Tema	Objetivo adaptado del programa de estudio	Contenidos	Nº ítems
DERECHO LABORAL	**5.** Distinguir conceptos básicos referentes a derecho y legislación laboral de Costa Rica.	❖ Concepto, principio del derecho laboral, código de trabajo. ❖ Jornada laboral (tipos, modalidades de pago). Feriados, asuetos, descansos semanales, vacaciones, salarios mínimos. ❖ Obligaciones y prohibiciones de patronos y trabajadores. ❖ Beneficios sociales y contratos de trabajo.	**2**
	6. Calcular las indemnizaciones y diferentes tipos de pagos de los trabajadores.	❖ Preaviso, auxilio de cesantía (Ley después de la reforma), vacaciones, salarios y aguinaldo.	**2**
CULTURA DE LA CALIDAD	**7.** Identificar conceptos, generalidades y herramientas de cultura de la calidad y mejoramiento continuo.	❖ Cultura de la calidad: ❖ Conceptos, características de globalización, normas ISO ❖ Trabajo en equipo, el cliente ❖ Mejoramiento continuo: ❖ Herramientas para el mejoramiento continuo y medición	**2**
PERSONAL INTERACTION AT THE COMPANY	**8.** Recognizing meaning through the use of context.	❖ At the company: ❖ Personal interaction at the company ❖ Ways of interacting, work relations ❖ Ethics and Cultural aspects	**2**

Tema	Objetivo adaptado del programa de estudio	Contenidos	Nº ítems
COMPANY STRUCTURE AND WORKING CONDITIONS	**9.** Recognizing a range of familiar statements and questions about the company and working conditions.	❖ Company structure and working conditions ❖ Company activities, organization and background ❖ Employment policy ❖ Fringe benefits, importance of motivation	**2**
COMPANY FURNITURE, EQUIPMENT AND TOOLS	**10.** Identifying ideas and information in thetext trough making inferences and comparisons.	❖ Types of filing systems: Manila folders, Box files, nest of drawers, filing cabinets, alphabetical, numerical card index and rotary records ❖ Equipment operation: photocopy machine, fax, computers, printers, switchboard, word processor dictating system, telex machines, facsimile machines, switchboard, etc. ❖ Types of furniture, rules, norms, language used, and others	**3**
ROUTINE BUSINESS ACTIVITIES	**11.** Identifying proper responses to messages and dialogues according to their context or situation.	❖ Reports, requests, giving information and suggesting someone to do something ❖ Responding to instructions: showing understanding, asking for, giving instructions ❖ Discussing possibilities, probabilities, or capacities ❖ Asking for and giving instructions	**2**
JOB MANUFACTURING AND JOB PERFORMANCE	**12.** Recognizing implied meaning based on context of messages and conversations.	❖ Language used to interact kindly with others file requests perform routine tasks and interactions handle costumers requests over the telephone	**2**

Tema	Objetivo adaptado del programa de estudio	Contenidos	Nº ítems
SENTENCE STRUCTURE	**13.** Recognizing different types of sentences.	❖ Clauses ❖ Independent clauses ❖ Dependent clauses ❖ Clause connectors ❖ Simple sentences ❖ Compound sentences with: coordinators ❖ conjunctive adverbs semicolons ❖ Complex Sentences ❖ Compound-complex sentences ❖ Compound sentences (coordination) versus complex sentences (subordination) ❖ Parallelism ❖ Coordinators- and, or, but correlative conjunctions ❖ Sentence problems	**3**
TYPES OF PARAGRAPHS	**14.** Recognizing different types of paragraphs.	❖ Types of paragraphs, narrative paragraphs, descriptive paragraphs Expository paragraphs	**2**
TRANSLATION	**15.** Recognizing the main features of the translation and interpreting process.	❖ The term and the concept of "translation" ❖ Decoding the meaning of the source text ❖ Re-encoding this meaning in the target language ❖ Measuring success in translation: Faithfulness or fidelity, and transparency	**2**

Tema	Objetivo adaptado del programa de estudio	Contenidos	Nº ítems
INTERPRETION	**16.** Distinguishing between translating and interpreting.	❖ Difference between translation and interpreting ❖ The term and the concept of "interpreting" ❖ Modes of interpreting: Simultaneous, whispered, consecutive and liaison interpreting ❖ Types of interpreting: Conference, legal/court, escort, public service, medical	**3**
	17. Identifying strategies used to obtain accurate interpretations.	❖ Techniques used for interpreting oral texts: direct and inverse, individual, group ❖ Interpreting at the Call Center: Independently operated or network with additional centers ❖ Overcome Call Center noise hazards: Failure of equipment, job exhaustion and stress, dialect and pronunciation variations ❖ The voice and data pathways into the center: Voice analysis, speech variations, voice recognition, note taking, voicemail, voice recording, answer and monitoring (the source and one's language)	**3**
ORAL COMMUNICATION	**18.** Identifying oral communication techniques that are used in different discourses in the context of organizational activities.	❖ Requirements to achieve good communication: ❖ Oral communication: voice restraint, emphasis, gestures, manners ❖ Silence and rhythm, facial expression and body language ❖ Intellectual and emotional attitude ❖ Knowing how to listen: ❖ The art of a good conversation ❖ Topics to be avoided ❖ Vocabulary related	**2**

Tema	Objetivo adaptado del programa de estudio	Contenidos	Nº ítems
ORAL EXPRESSION	**19.** Identifying norms and principles of national and international phone service.	❖ Professional ethics: ❖ Concept and importance of professional ethics in the business environment and the modern office ❖ Professional ethics in the secretarial environment ❖ Professional responsibility ❖ Professional training ❖ Professional remuneration ❖ Concept and importance of applying humanist ethics in the modern office ❖ Responsibility and social commitment ❖ Human vocation ❖ Values and performance of the profession: ❖ Quality of work, responsibility ❖ Discretion, acceptance of norms ❖ Autonomy, Initiative ❖ Creativity, courtesy ❖ Cooperative spirit ❖ Cleanliness and orderliness in the place of work ❖ Attendance and punctuality	**2**
WRITTEN EXPRESSION AND COMMUNICATION	**20.** Recognizing thestyle and characteristics of writing used in different legal documents and business letters.	❖ Legal documents ❖ Certifications ❖ Written communication ❖ Deed ❖ Mortgage ❖ Guarantee certificate ❖ The resource ❖ Proclamation	**3**

Tema	Objetivo adaptado del programa de estudio	Contenidos	Nº ítems
		❖ The resolution ❖ Notifications ❖ Instances ❖ Accusation ❖ Power of attorney ❖ Receipt for payment of fees ❖ Decrees ❖ SummonsPersonal documents ❖ Curriculum vitae ❖ Employment applications ❖ Work contracts ❖ Application for a visa. ❖ Application for a passport ❖ Process to acquire a driver's license ❖ Types of corporate letters: Consultation Commercial ❖ Purchase- Sales: Order, remittance, credit, collection, extension, claim and conciliation, propaganda, consignment, requests	
ETIQUETTE AND PROTOCOL	**21.** Identifying etiquette and protocol norms and procedures that reflect corporate image.	❖ Concept, nature and purpose of etiquette and protocol ❖ Importance of executive dress code in the office ❖ Characteristics of personal and skin care ❖ Importance of the correct posture ❖ The corporate dress code ❖ Correct table manners	**3**

Tema	Objetivo adaptado del programa de estudio	Contenidos	Nº ítems

		❖ Etiquette and protocol:
		  ❖ Etiquette at the office
		  ❖ Language and punctuality
		  ❖ Greetings and introductions according to age, status and management	

QUALITY CUSTOMER SERVICE	**22.** Recognizing effective strategies or techniques used to avoid errors on the job.	❖ Customer service tips that are Business Friendly
		❖ Common errors made when dealing with customers
		❖ Cardinal Rules of customer Service:
		  ❖ Essential telephone techniques
		  ❖ Tips about how to handle irate callers
		  ❖ The ASAP Technique
		❖ Screening and probing
			2

	23. Identifying errors and mistakes made when dealing with costumers.	❖ "What's wrong with this picture?" scenarios ❖ Techniques to give the customer satisfactory telephone attention ❖ Common mistakes made when attempting to communicate with customers who have a foreign accent	**2**

Tema	Objetivo adaptado del programa de estudio	Contenidos	Nº ítems
	24. Recognizing techniques that are effective in preventing emotional leakage.	❖ Concept of emotional leakage ❖ Different types of emotional leakage and its occurrence in the workplace ❖ Effective techniques ❖ Shifting emotional gears ❖ Smile before you pick up the phone ❖ Callers can hear your smile even when they can't see it ❖ A phony smile is better than a real frown ❖ Leaving a good last impression ❖ Take a deep breath	3
HUMAN DEVELOPMENT	**25.** Recognizing social and working values presented at specific community and in different workplaces.	❖ Definition of social and work values ❖ Importance of social and work values ❖ Characteristics of social and work ❖ Social and work values Respect diversity Flexibility Initiative High Quality Strength Teamwork Efficiency Morality Eco-consciousness Fairness Competitiveness Dedication Professionalism Loyalty	2
SAFETY AT WORK	**26.** Identifying relevant information and directions related to Occupational Health to carry out to tasks.	❖ Safe working conditions ❖ Safety rules and sanitary restrictions ❖ Causes, effect, and prevention of accidents ❖ Emergency procedures	2

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Tema	Objetivo adaptado del programa de estudio	Contenidos	Nº ítems
MARKETING	**27.** Recognizing the influence of marketing in business management.	❖ The concept of consumer and laws defining consumer rights ❖ Definition of marketing ❖ Marketing research and market segmentation. ❖ Competition (supply-demand) ❖ Marketing Mix: Product classification, life cycle, quality, brand, range, packaging, product development, product analysis ❖ Distribution channels: concept, functions and classification ❖ Pricing: concept and criteria for price setting ❖ Promotion: concept and communication strategies ❖ Advertising: types, place ❖ Marketing Plan: Product design, presentation and evaluation ❖ The microenterprise: objective, features ❖ Phases of a productive project • Preliminary idea, pre-feasibility study, feasibility Study • Project Structure: type, scope and objectives • Study for the project • Market research ❖ Supply, demand, competition, price, product, place and promotion ❖ Description of a service	3
ENTREPRENEURIAL DIDACTIC MANAGEMENT	**28.** Identifying the organizational and functional structure of labor@ classroom practice.	❖ Concept of Labor@ Classroom ❖ Purpose of Labor@ Classroom practice ❖ Tasks and processes used in the technological structure of Labor@ Classroom practice ❖ Duties and obligations of Labor@ Classroom practice	2

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Tema	Objetivo adaptado del programa de estudio	Contenidos	Nº ítems

SERVICE PLATFORM	**29.** Recognizing tasks and internal organizational structures of service centers and platforms.	❖ Organization of the work in the office: Determination of the office tasks Distribution of administrative tasks
		  ❖ Utilization of the reminder systems (records, agendas, calendars and others
		  ❖ Supplies, portfolio of news clippings: uses, classes, organization, identification, insertion, index, working habits
		❖ Time management (interruptions, daily and six-month plans Time management techniques: control diagrams, measurement parameters, identification of priorities
		❖ Organization of the work agenda, appointments, interviews, meetings, lunches: methods to write down and confirm activities, formulation of daily and weekly plan and others, division of work, delegation of functions, decision making,
		❖ Organic structure: Importance, definition
		❖ Difference between one center and the other, characteristics, description, structuring
			3

BASIS OF ACCOUNTING	**30.** Identifying basic elements of accounting.	❖ Concept and characteristics of the basic elements of accounting ❖ Active (assets), passive (liabilities), capital (capital stock), income (revenues), expense, utility and loss	**2**
	31. Recognizing transactions, and elements in the accounting equation and double entry principle.	❖ Elements of the accounting equation and the use of double entry: Assets, liabilities, social capital	**2**

Tema	Objetivo adaptado del programa de estudio	Contenidos	Nº ítems

HUMAN AND PUBLIC RELATIONS	**32.** Recognizing principles of successful human relationships in the corporate world.	❖ Human and public relations in the corporate environment
		❖ Relations within the office
		❖ Necessary attitudes at the office
		❖ Vital space
		❖ Interpersonal relationships with: superiors, clients, friends, new visitors and others
		❖ Human relations:
		  ❖ Concept, main principles, main aspects of human relations
		    Principles to maintain excellent human relations
		  ❖ Principles that lead to successful human relations
			2

DESCRIPTIVE STATISTICS	**33.** Distinguishing concepts of descriptive statistics that are used in information processing.	❖ Basic concepts ❖ Statistics, statistics data, statistical unit (feature and observation), population (finite and infinite), the use of sampling, sample selection, random numbers table, attributes and variables, descriptive statistics and inferential statistics ❖ Data gathering: Questionnaire and interview ❖ Rounding data, frequency distribution, absolute frequency, class limit, midpoint, cumulative frequency, relative frequency ❖ Series: ungrouped and grouped data ❖ Nominal scale: ordinary and metrics ❖ Measurement of position and measures of variability ❖ Measures of central tendency (or position): mode, median, or average (arithmetic mean)	**2**

Tema	Objetivo adaptado del programa de estudio	Contenidos	Nº ítems

NETWORK USER	**34.** Identifying basic concepts associated with data communication and network use.	❖ Data communication
		  ❖ Concept
		  ❖ Types of data communication systems
		  ❖ Applications
		❖ Netwoks
		  ❖ Concept
		  ❖ Uses and applications
		  ❖ Characteristics
			2

	35. Identifying concepts, characteristics and applications of the Internet.	❖ Access to the information
		  ❖ FTP
		  ❖ WWW
		❖ Electronic mail
		❖ Electronic Communication
		❖ Discussion forums
		❖ Tags
		❖ Web Cam
		❖ Outlook
		❖ Others
			2

		TOTAL DE ÍTEMS	**80**

ANEXO 1
GLOSARIO

DEFINICIÓN OPERACIONAL DE LOS VERBOS QUE SE UTILIZAN EN LOS OBJETIVOS TEMÁTICOS A NIVELTÉCNICO.

DISTINGUIR:
Diferenciar entre dos o más conceptos, fenómenos, situaciones y procesos. Conocer las particularidades que caracterizan a cada uno por separado. Características de los distintos proyectos, de las fases en un proceso y sus causas. Además, aspectos relacionados a un hecho histórico.

IDENTIFICAR:
Establecer diferencias, semejanzas, características técnicas, físicas, hechos, elementos, acciones, eventos y/o situaciones. Definir componentes que integran una temática.

RECONOCER:
Conocer los nombres, símbolos, características, elementos constitutivos, conceptos, criterios, ejemplos y procesos de un fenómeno o hecho y su funcionalidad.

RESOLVER/ APLICAR:
Dar solución a problemas de cálculo dentro del campo técnico mediante la aplicación de una o varios procesos. Hallar la solución de un problema, implica decidir el procedimiento apropiado para lograrlo, va más allá del simple cálculo.

DISTINGUISHING:
Differentiate and get to know the features, which characterize concepts, phenomena, cases, and processes, applied separately in different phases of the project, as well as causes and effects of physical phenomena, mechanical and electrical issues related to historical facts.

IDENTIFYING:

Associate general or specific characteristics of things, events, places and people to their corresponding source in the technical area.

RECONOGNIZING:

List the names, symbols, characteristics, elements, concepts, criteria, examples and processes of phenomena or events, as well as their functionality related to the specific technical fiel