

Business

The SHSM–Business enables students to build a foundation of sector-focused knowledge and skills before graduating and entering apprenticeship training, college, university, or an entry-level position in the workplace. Where local circumstances allow, boards may elect to offer one or more variants of the SHSM in a given sector, each with a particular area of focus. This SHSM may be designed to have a particular focus – for example, on entrepreneurship, finance, accounting, retail, marketing, international business, economics, management and administration, or event planning. This focus is achieved through the selection of the four major credits in the bundle.

TOOLS AND RESOURCES

For local labour market opportunities in the sector, see your local SHSM contact at the board office.

INSIGHT

The requirements of this SHSM are unique and are geared to the business sector. However, the design of all SHSM programs follows a consistent model, described in **Section A: Policy**.

Required Components for the SHSM–Business

The SHSM–Business has the following five required components:

1. A bundle of nine Grade 11 and Grade 12 credits

These credits make up the bundle:

- **four business major credits** that provide sector-specific knowledge and skills. The four courses must include at least one Grade 11 and one Grade 12 credit, and may include one cooperative education credit related to the sector. (This cooperative education credit would be additional to the two that are required in the bundle; see below);
- **three other required credits** from the Ontario curriculum, in each of which some expectations must be met through a contextualized learning activity (CLA) for the business sector.
For the apprenticeship training, college, and university pathways, the three credits include:
 - one in English¹ and
 - two in mathematics (one credit must be in Grade 12 and both credits must include a CLA)*For the workplace pathway, the three credits include:*
 - two in English (one credit must be in Grade 12 and both credits must include a CLA)¹ and
 - one in mathematics
- **two cooperative education credits** that provide authentic learning experiences in a workplace setting, enabling students to refine, extend, apply, and practise sector-specific knowledge and skills.

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See [Section A1.2](#) for more on SHSM credits.



Credits	Apprenticeship Training Grades 11–12	College Grades 11–12	University Grades 11–12	Workplace Grades 11–12
Major Credits <i>One credit may be substituted with a cooperative education credit (additional to the 2 required co-op credits)</i>	4 <i>Including at least one Gr. 11 and one Gr. 12 credit</i>	4 <i>Including at least one Gr. 11 and one Gr. 12 credit</i>	4 <i>Including at least one Gr. 11 and one Gr. 12 credit</i>	4 <i>Including at least one Gr. 11 and one Gr. 12 credit</i>
English <i>including a CLA in each credit</i>	1	1	1	2 <i>One credit must be in Gr. 12</i>
Mathematics <i>including a CLA in each credit</i>	2 <i>One credit must be in Gr. 12</i>	2 <i>One credit must be in Gr. 12</i>	2 <i>One credit must be in Gr. 12</i>	1
Cooperative Education	2	2	2	2
Total number of credits	9	9	9	9

1. Note that a compulsory English credit is required in Grade 11 and in Grade 12 for graduation with an OSSD. Schools may determine whether the CLA, required for the SHSM bundle of credits, is completed in the Grade 11 or Grade 12 English course.

2. Sector-recognized certifications and/or training courses/programs

This SHSM sector requires students to complete a specified number of *compulsory* and *elective* sector-recognized certifications and/or training courses/programs, as indicated in the following table. NOTE: Where an item in the table is capitalized, it is the proper name of the specific certification or training course/program that is appropriate for the SHSM. Where an item is lowercased, it is the name of an area, type, or category of training for which specific certifications or training courses/programs should be selected by the school or board. The requirements are summarized in the table below.

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See [Section A1.3](#) for more on SHSM certifications and training.

Four (4) compulsory			
Cardiopulmonary Resuscitation (CPR) Level C – includes automated external defibrillation (AED)	customer service	Standard First Aid	Workplace Hazardous Materials Information System (WHMIS) – generic (i.e., not site-specific) instruction
Two (2) electives from the list below			
business etiquette	cash handling and register training	counterfeit detection	effective networking
equity and inclusion	ergonomics	ethical considerations	fraud prevention
fundraising	health and safety – basic	Innovation, Creativity and Entrepreneurship (ICE)	leadership skills
negotiation training	personality inventory	portfolio development	project management
public speaking	retail representative	sector-specific software 1	specialized business program/competition (e.g., regional or provincial level DECA, Junior Achievement Company Program, Stock Market Competition, Make Your Pitch, Summer Company Program)
successful exhibiting			

3. Experiential learning and career exploration activities

Experiential learning and career exploration opportunities relevant to the sector might include the following:

- one-on-one observation of a cooperative education student at a placement in the business sector (an example of job twinning)
- a day-long observation of a business person (an example of job shadowing)
- a one- or two-week work experience with a member of a business association or a professional in the sector (an example of work experience)
- attendance at a retail show (e.g., a home show or craft show), conference, or workshop focusing on the business sector
- participation in a local, provincial, or national contest or competition with a focus on business (e.g., a business plan competition or stock market competition)
- working with a mentor within the business community (e.g., to provide assistance in creating a business plan)
- a tour of the local chamber of commerce

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See **Section A1.4** for more on experiential learning and career exploration activities.

POLICY

Note that volunteer activities in an SHSM cannot be counted towards the hours of community involvement required to earn the OSSD.

4. Reach ahead experiences

Students are provided one or more reach ahead experiences – opportunities to take the next steps along their chosen pathway – as shown in the following examples:

- Apprenticeship: visiting an approved apprenticeship delivery agent in the sector
- College: interviewing a college student enrolled in a sector-specific program
- University: observing a university class in a sector-related program
- Workplace: interviewing an employee in the sector.

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See **Section A1.5** for more on reach ahead experiences.

5. Essential Skills and work habits and the Ontario Skills Passport (OSP)

Students will develop Essential Skills and work habits required in the sector and document them using the OSP, a component of the SHSM.

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See **Section A1.6** for more on Essential Skills and work habits.

Pathways for the SHSM–Business

A table illustrating the four pathways and required credits leading to completion of this SHSM is provided on page BUS-6.

Awareness building (Grades 7 and 8)

See **Section B3.4** for information on building awareness of SHSM programs among students in Grades 7 and 8.

TOOLS AND RESOURCES

Visit the ministry's SHSM website at www.edu.gov.on.ca/morestudentsuccess/shsm.html for related resources.

Exploration (Grades 9 and 10)

See **Section B3.4** for information on providing Grade 9 and 10 students with opportunities for exploration of SHSM programs. In addition, students considering this SHSM can be encouraged to enrol in the following courses to become better informed about careers and postsecondary options in the sector:

- **Introduction to Business:** This Grade 9 course is recommended for all students following SHSM pathways that have a business focus. The course provides students with opportunities to explore a variety of business topics by engaging in activities related to them.
- **Career Studies (compulsory) and Discovering the Workplace:** Some of the expectations in these Grade 10 courses provide opportunities for students to explore occupations and other postsecondary options in the sector and to participate in experiential learning activities.
- **Information and Communication Technology in Business:** This course is recommended for any Grade 10 student who is considering enrolling in an SHSM – Business program.

Specialization (Grades 11 and 12)

Students acquire the sector-specific knowledge and technical skills required to earn their Ontario Secondary Diploma (OSSD) with an SHSM–Business by completing its five required components. Students and their parents/guardians are encouraged to consult with guidance counsellors and teachers to select the courses that will enable students to pursue their goals.

Students pursuing an apprenticeship pathway should consider the Ontario Youth Apprenticeship Program (OYAP), which enables them to start an apprenticeship while earning their OSSD.

Students pursuing a university pathway are advised to complete their required cooperative education credits in Grade 11, in order to allow room in their timetables in Grade 12 for credits needed to meet university entrance requirements.

Program Pathways: SHSM–Business

This template shows program requirements for the SHSM–Business in Grades 11 and 12, along with some of the additional credits needed for an OSSD. It is provided to help guide students in choosing the credits they need to meet the SHSM requirements in the pathway of their choice. Students should always review their pathways plan with their parents/guardians and their teachers to ensure that they have all the credits they need to graduate with an SHSM–Business.

- Shaded boxes represent required credits in the bundle for the SHSM–Business.
- (C) represents a compulsory credit for the OSSD.
- The SHSM bundle of credits *must* include two cooperative education credits, but *may* include a maximum of three. The possible options are noted below, and explained fully in Section A1.2 of this guide.

Apprenticeship Training Pathway <i>Specialization</i> Grades 11–12	College Pathway <i>Specialization</i> Grades 11–12	University Pathway <i>Specialization</i> Grades 11–12	Workplace Pathway <i>Specialization</i> Grades 11–12
1 English credit (C)* (in either Gr. 11 or Gr. 12)	1 English credit (C)* (in either Gr. 11 or Gr. 12)	1 English credit (C)* (in either Gr. 11 or Gr. 12)	2 English credits (C)* (One must be in Grade 12.)
2 math credits (C)* (One credit must be in Gr. 12.)	2 math credits (C)* (One credit must be in Gr. 12.)	2 math credits (C)* (One credit must be in Gr. 12.)	1 math credit (C)* (in either Gr. 11 or Gr. 12)
4 business major credits (including a Gr. 11 and a Gr. 12 credit) <i>A cooperative education credit related to the sector may be substituted for one of these four credits.</i>	4 business major credits (including a Gr. 11 and a Gr. 12 credit) <i>A cooperative education credit related to the sector may be substituted for one of these four credits.</i>	4 business major credits (including a Gr. 11 and a Gr. 12 credit) <i>A cooperative education credit related to the sector may be substituted for one of these four credits.</i>	4 business major credits (including a Gr. 11 and a Gr. 12 credit) <i>A cooperative education credit related to the sector may be substituted for one of these four credits.</i>
2 cooperative education credits related to the sector (in either Gr. 11 or Gr. 12)** <i>May be used as (C) credits</i>	2 cooperative education credits related to the sector (in either Gr. 11 or Gr. 12)** <i>May be used as (C) credits</i>	2 cooperative education credits related to the sector (in either Gr. 11 or Gr. 12)** <i>May be used as (C) credits</i>	2 cooperative education credits related to the sector (in either Gr. 11 or Gr. 12)** <i>May be used as (C) credits</i>
2 optional or compulsory credits (Gr. 11)	2 optional or compulsory credits (Gr. 11)	2 optional or compulsory credits (Gr. 11)	2 optional or compulsory credits (Gr. 11)
2 optional or compulsory credits (Gr. 12)	2 optional or compulsory credits (Gr. 12)	2 optional or compulsory credits (Gr. 12)	2 optional or compulsory credits (Gr. 12)

* A contextualized learning activity (CLA) must be included in the course. (Note that students must take Grade 11 *and* Grade 12 English to graduate with an OSSD, but schools may choose to offer the CLA in either grade.) (For the apprenticeship training, college, and university pathways, both math credits must include a CLA. For the workplace pathway, both English credits must include a CLA.)

** May be taken the summer before Grade 11

Note: To guide students and teachers in the development of their SHSM program, schools can access the latest approved SHSM course list for each sector through their SHSM board lead.

Occupations in the Business Sector

The following table provides examples of occupations in the business sector, with corresponding National Occupational Classification (NOC) codes, sorted according to the type of postsecondary education or training the occupations would normally require.

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See [Section A1.6](#) for more on occupations and NOC codes.

Apprenticeship Training	College
<ul style="list-style-type: none"> • Hardware, Lumber, and Building Materials Retailer 6421 • Parts Technician 1472 • Special Events Coordinator 1226 	<ul style="list-style-type: none"> • Accounting and Related Clerk 1431 • Administrative Clerk 1441 • Administrative Officer 1221 • Assessor, Valuator, and Appraiser 1235 • Banking, Insurance, and Other Financial Clerk 1434 • Bookkeeper 1231 • Conference and Event Planner 1226 • Court Officer and Justice of the Peace 1227 • Desktop Publishing Operator and Related Occupations 1423 • Insurance Adjuster and Claims Examiner 1233 • Legal Secretary 1242 • Loan Officer 1232 • Personnel and Recruitment Officer 1223 • Personnel Clerk 1442 • Professional in Business Services 1122 • Purchasing Agent and Officer 1225 • Retail and Wholesale Buyer 6233 • Secretary (except Legal and Medical) 1241 • Social Policy Researcher, Consultant, and Program Officer 4164 • Specialist in Human Resources 1121 • Supervisor – Recording, Distributing, and Scheduling 1215 • Supervisor, Finance and Insurance Clerks 1212

University	Workplace
<ul style="list-style-type: none"> • Business Development Officer and Marketing Researcher and Consultant 4163 • Economist and Economic Policy Researcher and Analyst 4162 • Executive Assistant 1222 • Financial and Investment Analyst 1112 • Financial Auditor and Accountant 1111 • Mathematician, Statistician, and Actuary 2161 • Professional in Business Services 1122 • Securities Agent, Investment Dealer, and Broker 1113 • Social Policy Researcher, Consultant, and Program Officer 4164 • Specialist in Human Resources 1121 	<ul style="list-style-type: none"> • Accounting and Related Clerk 1431 • Administrative Clerk 1441 • Banking, Insurance, and Other Financial Clerk 1434 • Customer Service and Related Clerks 1453 • Customer Service Representative – Financial Services 1433 • Customs, Ship, and Other Broker 1236 • General Office Clerk 1411 • Payroll Clerk 1432 • Personnel Clerk 1442 • Postal or Mail Clerk 1461 • Purchasing and Inventory Clerk 1474 • Real Estate Agent and Salesperson 6232 • Receptionist, Admitting Clerk 1414 • Records Management and Filing Clerk 1413 • Retail and Wholesale Buyer 6233 • Retail Salesperson and Sales Clerk 6421 • Shippers and Receivers 1471 • Storekeeper and Parts Clerk 1472

Note: This information is based on the 2006 NOC. An update to the NOC in 2011 resulted in changes to the codes and titles for many occupations, and in some cases to the occupations included in the group. For more detail, refer to the [NOC website](#). Ontario Job Futures uses information based on the 2006 NOC. (Note also that some of the names of occupations listed here reflect common usage in the sector and may differ slightly from those used in the NOC system.)

Postsecondary Programs and Training in the Business Sector

The following are examples of programs and training related to careers in the business sector and the accreditations associated with each.

Apprenticeship Training

Construction Materials Retailer	Certificate of apprenticeship/ certificate of qualification
Hardware, Lumber, and Building Materials Retailer	Certificate of apprenticeship/ certificate of qualification
Special Events Coordinator	Certificate of apprenticeship/ certificate of qualification

College

Accounting and Finance	Diploma/advanced diploma/ bachelor's degree
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Accounting Business Systems	Diploma
Administrative Assistant	Diploma
Advertising – Integrated Marketing Communications, Media Sales, Media Marketing and Sales, Creative Media, Graphic Design	Diploma
Advertising and Graphic Design	Diploma
Applied Business	Bachelor's degree
Business–Insurance, Accounting, Marketing, Information Systems, Logistics	Diploma
Business Administration	Diploma/advanced diploma/ bachelor's degree
Business Computer Systems	Diploma
Business Operations	Diploma
Business Skills and Marketing	Diploma
Community Economic and Social Development Administration	Diploma
Corporate Communications/Public Relations	Advanced diploma/ bachelor's degree
E-Business Administration	Diploma
E-Business Supply Chain Management	Bachelor's degree
E-Commerce Management	Diploma
Economics	Bachelor's degree
Event Management	Diploma
Fashion Business	Diploma
Financial Planning, Financial Services	Diploma/bachelor's degree
General Business	Diploma/advanced diploma
Human Relations Management	Diploma
Human Resources Management	Advanced Diploma
International Accounting and Finance	Bachelor's degree
International Business	Diploma/bachelor's degree
Marketing Administration	Diploma/advanced diploma/ graduate certificate
Materials and Operations Management	Advanced diploma
Professional Accounting	Diploma
Professional Financial Service, Medical Intensive	Diploma
Public Institution Management and Administration	Diploma

Public Relations	Diploma
Small Business and Entrepreneurship	Diploma
Small Business Management	Diploma
Sports Business Management	Diploma

University

Accounting	Bachelor's degree
Accounting and Financial Management	Bachelor's degree
Administrative Studies/Commercial Studies	Bachelor's degree
Advertising Design	Bachelor's degree
Business Administration	Bachelor's degree
Business and Computer Science	Bachelor's degree
Business and Mathematics	Bachelor's degree
Business Communications	Bachelor's degree
Commerce	Bachelor's degree
Commerce and Computer Science	Bachelor's degree
Commerce and Finance	Bachelor's degree
E-Business	Bachelor's degree
E-Commerce	Bachelor's degree
Economics	Bachelor's degree
Economics and Business	Bachelor's degree
Economics and Finance	Bachelor's degree
Entrepreneurial Management	Bachelor's degree
Entrepreneurship	Bachelor's degree
Environment and Business	Bachelor's degree
Finance	Bachelor's degree
Financial Mathematics	Bachelor's degree
Housing and Real Estate Management	Bachelor's degree
Human Resources Management/Industrial Relations	Bachelor's degree
International Business/International Economics	Bachelor's degree
International Investment Finance and Banking	Bachelor's degree
International Management	Bachelor's degree
International Trade	Bachelor's degree
Management Economics/Industry and Finance	Bachelor's degree
Marketing	Bachelor's degree

Mathematics and Business Administration	Bachelor's degree
Mathematics for Commerce	Bachelor's degree
Operational Research/Operations Management	Bachelor's degree
Organizational Studies/Leadership	Bachelor's degree
Retail Management	Bachelor's degree
Sports Administration/Sports Management	Bachelor's degree
Strategic Management in International Human Resources	Bachelor's degree
Sustainable Local Economic Development	Bachelor's degree

Training for the Workplace

Accounting and Information Technology	Certificate
Advanced Web Development for E-Business	Certificate
Advertising Design	Certificate
Business Foundations	Certificate
Business Management	Certificate
Business Office Skills	Certificate
Communications Excellence	Certificate
Customer Service Fundamentals – Insurance	Certificate
Customer Service Leadership	Certificate
Desktop Publishing	Certificate
E-Commerce	Certificate
Finance and Insurance Clerk	Certificate
Human Resources Associate	Certificate
Human Resources Management	Certificate
Management	Certificate
Office Administration – Executive, General, Legal, Medical	Certificate
Office Administration – General	Certificate
Retail Sales Associate	Certificate
Retail Sales Excellence	Certificate
Small Business – Office Automation	Certificate
Web-Design Development and Maintenance	Certificate
Workplace Leadership	Certificate