



CAREER CLUSTER

Business Management and
Administration

INSTRUCTIONAL AREA

Operations

BUSINESS LAW AND ETHICS TEAM DECISION MAKING EVENT

PARTICIPANT INSTRUCTIONS

- The event will be presented to you through your reading of the 21st Century Skills, Performance Indicators and Case Study Situation. You will have up to 30 minutes to review this information and prepare your presentation. You may make notes to use during your presentation.
- You will have up to 15 minutes to make your presentation to the judge (you may have more than one judge). All members of the team must participate in the presentation, as well as answer any questions.
- You will be evaluated on how well you demonstrate the 21st Century Skills and meet the performance indicators of this event.
- Turn in all of your notes and event materials when you have completed the event.

21st CENTURY SKILLS

- Critical Thinking – Reason effectively and use systems thinking.
- Problem Solving – Make judgments and decisions and solve problems.
- Communication and Collaboration – Communicate clearly and show evidence of collaboration.
- Creativity and Innovation – Show evidence of creativity.

PERFORMANCE INDICATORS

- Explain the role of ethics in operations.
- Explain the nature and scope of purchasing.
- Explain the nature of overhead/operating costs.
- Explain employee's role in expense control.
- Identify company's brand promise.
- Explain the concept of competition.
- Determine factors affecting business risk.

CASE STUDY SITUATION

You are to assume the roles of the general manager and the director of operations for SUNSHINE DAYS, a childcare center with three locations in a large city. The owner of the company (judge) wants your team to analyze possible operational changes, explain ethical considerations in each and make a final recommendation that will reduce operational costs.

SUNSHINE DAYS provides childcare services for kids ages 6 months – 12 years old and is open 5:30AM – 7:00PM. While not a preschool, SUNSHINE DAYS does offer various learning stations and academic lessons for the children, along with toys, games, computer access, entertainment and outdoor playscapes.

SUNSHINE DAYS markets itself as “parent’s top choice” for childcare. It boasts the lowest child-to-staff ratio in the community, has an all-organic meal provider, adds new toys and games each month and has a modern décor of bright colors and rich patterns. Parents and guardians pay higher weekly rates than other daycare facilities in the area to have SUNSHINE DAYS care for their children but feel that the perks are worth the extra cost.

Unfortunately, operating costs have skyrocketed in the last year, and the owner (judge) must make difficult decisions to reduce costs. The owner (judge) has identified three possibilities to reduce operating costs and wants your team to analyze the ethical considerations of each possibility and how it could affect the SUNSHINE DAYS brand.

Option 1: Increase child-to-staff ratio while still following all legal requirements

Option 2: Purchase meals from a cheaper provider forgoing the “all-organic meals” claim

Option 3: Postpone noncritical repairs and updates to toys and games

In addition, the owner (judge) wants you to explain how to balance financial stability with ethical responsibility to the children, parents and staff.

You will present your analysis and recommendations to the owner (judge) in a meeting to take place in the owner’s (judge’s) office. The owner (judge) will begin the meeting by greeting you and asking to hear your ideas. After you have presented your ideas and have answered the owner’s (judge’s) questions, the owner (judge) will conclude the meeting by thanking you for your work.

JUDGE INSTRUCTIONS

DIRECTIONS, PROCEDURES AND JUDGE ROLE

In preparation for this event, you should review the following information with your event manager and other judges:

1. Participant Instructions, 21st Century Skills and Performance Indicators
2. Case Study Situation
3. Judge Characterization

Allow the participants to present their ideas without interruption, unless you are asked to respond. Participants may conduct a slightly different type of meeting and/or discussion with you each time; however, it is important that the information you provide and the questions you ask be uniform for every participant team.

4. Judge Evaluation Instructions and Judge Evaluation Form
Please use a critical and consistent eye in rating each participant team.

JUDGE CHARACTERIZATION

You are to assume the role of the owner of SUNSHINE DAYS, a childcare center with three locations in a large city. You want the general manager and the director of operations (participant team) to analyze possible operational changes, explain ethical considerations in each and make a final recommendation that will reduce operational costs.

SUNSHINE DAYS provides childcare services for kids ages 6 months – 12 years old and is open 5:30AM – 7:00PM. While not a preschool, SUNSHINE DAYS does offer various learning stations and academic lessons for the children, along with toys, games, computer access, entertainment and outdoor playscapes.

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Unfortunately, operating costs have skyrocketed in the last year, and you must make difficult decisions to reduce costs. You have identified three possibilities to reduce operating costs and want the general manager and the director of operations (participant team) to analyze the ethical considerations of each possibility and how it could affect the SUNSHINE DAYS brand.

Option 1: Increase child-to-staff ratio while still following all legal requirements

Option 2: Purchase meals from a cheaper provider forgoing the “all-organic meals” claim

Option 3: Postpone noncritical repairs and updates to toys and games

In addition, you want the general manager and the director of operations (participant team) to explain how to balance financial stability with ethical responsibility to the children, parents and staff.

The participants will present information to you in a role-play to take place in your office. You will begin the role-play by greeting the participants and asking to hear about their ideas.

During the course of the role-play, you are to ask the following questions of each participant team:

1. Do we need to notify the parents of operational changes we make?
2. Will any changes need to be made regarding our fees?

Once the general manager and the director of operations (participant team) have presented information and answered your questions, you will conclude the role-play by thanking the general manager and the director of operations (participant team) the work.

You are not to make any comments after the event is over except to thank the participant team.

EVALUATION INSTRUCTIONS

The participants are to be evaluated on their ability to perform the specific performance indicators stated on the cover sheet of this event and restated on the Judge's Evaluation Form. Although you may see other performance indicators demonstrated by the participants, those listed in the Performance Indicators section are the critical ones you are measuring for this particular event. The maximum score for the evaluation is 100 points. The presentation will be weighted twice (2 times) the value of the exam scores.

Evaluation Form Interpretation

The evaluation levels listed below and the evaluation rating procedures should be discussed thoroughly with your event director and the other judges to ensure complete and common understanding for judging consistency.

Level of Evaluation	Interpretation Level
Exceeds Expectations	Participants demonstrated the performance indicator in an extremely professional manner; greatly exceeds business standards; would rank in the top 10% of business personnel performing this performance indicator.
Meets Expectations	Participants demonstrated the performance indicator in an acceptable and effective manner; meets at least minimal business standards; there would be no need for additional formalized training at this time; would rank in the 70-89 th percentile of business personnel performing this performance indicator.
Below Expectations	Participants demonstrated the performance indicator with limited effectiveness; performance generally fell below minimal business standards; additional training would be required to improve knowledge, attitude and/or skills; would rank in the 50-69 th percentile of business personnel performing this performance indicator.
Little/No Value	Participants demonstrated the performance indicator with little or no effectiveness; a great deal of formal training would be needed immediately; perhaps the participants should seek other employment; would rank in the 0-49 th percentile of business personnel performing this performance indicator.



BUSINESS LAW AND ETHICS TEAM DECISION MAKING 2025

JUDGE'S EVALUATION FORM ICDC PRELIMINARY

Participant: _____

Participant: _____

INSTRUCTIONAL AREA: Operations

ID Number: _____

Did the participant team:		Little/No Value	Below Expectations	Meets Expectations	Exceeds Expectations	Judged Score
PERFORMANCE INDICATORS						
1.	Explain the role of ethics in operations?	0-1-2-3	4-5-6	7-8	9-10	
2.	Explain the nature and scope of purchasing?	0-1-2-3	4-5-6	7-8	9-10	
3.	Explain the nature of overhead/operating costs?	0-1-2-3	4-5-6	7-8	9-10	
4.	Explain employee's role in expense control?	0-1-2-3	4-5-6	7-8	9-10	
5.	Identify company's brand promise?	0-1-2-3	4-5-6	7-8	9-10	
6.	Explain the concept of competition?	0-1-2-3	4-5-6	7-8	9-10	
7.	Determine factors affecting business risk?	0-1-2-3	4-5-6	7-8	9-10	
21st CENTURY SKILLS						
8.	Reason effectively and use systems thinking?	0-1	2-3	4	5-6	
9.	Make judgments and decisions, and solve problems?	0-1	2-3	4	5-6	
10.	Communicate clearly and show evidence of collaboration?	0-1	2-3	4	5-6	
11.	Show evidence of creativity?	0-1	2-3	4	5-6	
12.	Overall impression and responses to the judge's questions	0-1	2-3	4	5-6	
TOTAL SCORE						