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<td>Providing Patient Care</td>
<td>Pages 14–19</td>
<td>• Health care • Health related skills • Patient care</td>
<td>Health sciences: nursing • CNA • Personal care assistant</td>
<td>• Talk about health care occupations • Discuss taking career education classes • Make small talk • Discuss the language of patient care</td>
<td>• Read closely • Respond to text-dependent questions • Cite evidence • Build vocabulary • Summarize information • Write about a job you are looking for and the English skills, education, and training needed to get that job</td>
<td>• Read a patient’s medical chart • Solve problems • Paraphrasing</td>
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<td><strong>Unit 2</strong></td>
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<td>Customer service</td>
<td>Hospitality: restaurant • Communication between employer and employee</td>
<td>• Talk about restaurant customer service • Interpret effective customer service language • Talk to a boss • Talk about customer complaints</td>
<td>• Read closely • Respond to text-dependent questions • Cite evidence • Build vocabulary • Retell a story • Write about good customer service</td>
<td>• Read tips for good customer service • Critical thinking: draw conclusions • Paraphrasing</td>
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<td>The Customer is Always Right</td>
<td>Pages 20–25</td>
<td>• Communication between employer and employee</td>
<td>Hospitality: restaurant • Communication between employer and employee</td>
<td>• Talk about restaurant customer service • Interpret effective customer service language • Talk to a boss • Talk about customer complaints</td>
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<td><strong>Unit 3</strong></td>
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<td>Workplace safety: repetitive stress injury • Communication between employer and employee</td>
<td>Sales: supermarket • Cashier • Stock clerk • Store manager</td>
<td>• Talk about working conditions • Report a workplace injury • Report a problem • Talk about preventing workplace injuries • Talk about workplace health and safety • Give an opinion</td>
<td>• Read closely • Respond to text-dependent questions • Cite evidence • Build vocabulary • Write about workplace health and safety • Give an opinion</td>
<td>• Read about preventing workplace stress injuries • Fill out an employee injury report • Follow directions: learn to safely lift and move a box • Solve problems • Paraphrasing</td>
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<td>Be Healthy and Safe at Work</td>
<td>Pages 26–31</td>
<td>• Workplace safety: repetitive stress injury • Communication between employer and employee</td>
<td>Sales: supermarket • Cashier • Stock clerk • Store manager</td>
<td>• Talk about working conditions • Report a workplace injury • Report a problem • Talk about preventing workplace injuries • Talk about workplace health and safety • Give an opinion</td>
<td>• Read closely • Respond to text-dependent questions • Cite evidence • Build vocabulary • Write about workplace health and safety • Give an opinion</td>
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| **Unit 4**  
A Schedule Conflict  
Pages 32–37 | • Reading a work schedule  
• Employees trading shifts  
• Communication between employer and employee | Transportation: auto repair  
• Automotive service technicians  
• Supervisor  
Manufacturing: furniture factory  
• Factory worker | • Talk about work schedules  
• Discuss a punctuality problem  
• Give advice about a schedule conflict  
• Talk about reasons for being late or missing work  
• Talk about work skills | • Read closely  
• Respond to text-dependent questions  
• Cite evidence  
• Retell a story  
• Build vocabulary  
• Write about soft skills  
• Internet Research: work skills | • Read about workplace soft skills  
• Read a work schedule | • Critical thinking: categorize  
• Solve problems  
• Self-inventory: soft skills |
| **Unit 5**  
A Dangerous Decision  
Pages 38–43 | • Workplace safety: safety equipment  
• Preventing workplace injury | Construction: small business  
• Handyman  
Manufacturing: airplane factory  
• Factory worker | • Talk about wearing safety equipment  
• Discuss a workplace injury  
• Describe a medical problem  
• Give an opinion | • Read closely  
• Respond to text-dependent questions  
• Cite evidence  
• Retell a story  
• Build vocabulary  
• Write about workplace health and safety | • Read about OSHA rules | • Critical thinking: draw conclusions  
• Solve problems |
| **Unit 6**  
A Computer Lesson  
Pages 44–49 | • Basic computer skills  
• Adult education and continuing education classes | Education: information technology instruction  
• Computer teacher | • Talk about using computers  
• Discuss doing internet research  
• Discuss following instructions  
• Give instructions for the ergonomic use of a computer  
• Compare computer skills and classroom and workplace skills | • Read closely  
• Respond to text-dependent questions  
• Cite evidence  
• Build vocabulary  
• Learn how to use internet search skills  
• Write about using computer skills at work and at school  
• Internet Research: free basic computer skills training | • Read instructions to create, save, and print a document | • Critical thinking: draw conclusions  
• Critical thinking: categorizing |
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<td>• Reading a work order&lt;br&gt;• Being evaluated on the job&lt;br&gt;• Warnings and write-ups</td>
<td>Sales: discount store&lt;br&gt;• Stock clerks&lt;br&gt;• Team leader</td>
<td>• Talk about reading and following directions on a work order&lt;br&gt;• Talk about productivity&lt;br&gt;• Interpret a work order&lt;br&gt;• Discuss teamwork skills&lt;br&gt;• Give an opinion</td>
<td>• Read closely&lt;br&gt;• Respond to text-dependent questions&lt;br&gt;• Cite evidence&lt;br&gt;• Build vocabulary&lt;br&gt;• Review a story&lt;br&gt;• Write about productive work habits</td>
<td>• Read about technology and teamwork</td>
<td>• Critical thinking: matching&lt;br&gt;• Self-inventory: teamwork skills&lt;br&gt;• Critical thinking: categorizing</td>
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<td><strong>Unit 8</strong>&lt;br&gt;Paycheck Problem&lt;br&gt;Pages 56–61</td>
<td>• Paychecks and pay stubs&lt;br&gt;• Requesting a payroll adjustment&lt;br&gt;• Communication between employer and employee</td>
<td>Government: mail delivery&lt;br&gt;• Mail carrier&lt;br&gt;• Postal supervisor&lt;br&gt;Construction: janitor</td>
<td>• Talk about paychecks, paystubs, and payroll errors&lt;br&gt;• Discuss negotiating with a landlord to pay rent late&lt;br&gt;• Discuss deductions&lt;br&gt;• Discuss jobs paying more than the minimum wage</td>
<td>• Read closely&lt;br&gt;• Respond to text-dependent questions&lt;br&gt;• Cite evidence&lt;br&gt;• Build vocabulary&lt;br&gt;• Retell a story&lt;br&gt;• Internet Research: minimum wage&lt;br&gt;• Write about the minimum wage and jobs paying above minimum wage</td>
<td>• Read a pay stub</td>
<td>• Solve problems&lt;br&gt;• Critical thinking: matching</td>
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<td><strong>Unit 9</strong>&lt;br&gt;A Safety Meeting&lt;br&gt;Pages 62–67</td>
<td>• Workplace safety&lt;br&gt;• Safe use of heavy equipment: forklift&lt;br&gt;• Safety meetings</td>
<td>Distribution: warehousing and shipping&lt;br&gt;• Shipping clerk&lt;br&gt;• Assistant shipping clerk</td>
<td>• Talk about following safety rules&lt;br&gt;• Discuss workplace safety&lt;br&gt;• Talk about taking notes in a safety meeting</td>
<td>• Read closely&lt;br&gt;• Respond to text-dependent questions&lt;br&gt;• Cite evidence&lt;br&gt;• Build vocabulary&lt;br&gt;• Summarize information&lt;br&gt;• Write about a safe workplace&lt;br&gt;• Internet Research: OSHA workplace safety rules</td>
<td>• Read a list of safety rules</td>
<td>• Paraphrasing&lt;br&gt;• Critical thinking: draw conclusions&lt;br&gt;• Solve problems</td>
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| **Unit 10**  
A Dose of Medicine  
Pages 68–73 | Health care  
Providing medication  
Soft skills: customer service skills  
Hard skills: technical skills | Health sciences: pharmacy  
Pharmacy technician  
Pharmacist | Talk about reading a medicine label on a prescription bottle  
Discuss dosages of medication and when to take medication  
Talk about getting a flu shot  
Talk about the job skills of a pharmacy technician and a pharmacist  
Give an opinion | Read closely  
Respond to text-dependent questions  
Cite evidence  
Build vocabulary  
Retell a story  
Review a story  
Write about getting a job as a pharmacy technician or a pharmacist | Read about getting a flu shot | Critical thinking: categorizing |
| **Unit 11**  
Get Promoted  
Pages 74–79 | Technology  
Getting a promotion and a pay raise  
On-the-job training  
Having a performance evaluation | Manufacturing: safety equipment production  
Maintenance mechanic  
Sewing machine operator  
Supervisor | Talk about getting a promotion  
Talk about a performance evaluation  
Discuss on-the-job training  
Discuss technology in the workplace  
Compare old and new machinery | Read closely  
Respond to text-dependent questions  
Cite evidence  
Build vocabulary  
Summarize information  
Review a story  
Write about your technology skills | Read about using technology in the workplace | Self-inventory: technology skills  
Solve problems |
| **Unit 12**  
Returning to Normal  
Pages 80–85 | Health care  
Physical therapy  
Natural healing | Health sciences: therapeutic services  
Physical therapist  
Physical therapy aide | Talk about work responsibilities  
Discuss working under supervision  
Discuss educational and career plans  
Describe physical problems to a doctor  
Give an opinion | Read closely  
Respond to text-dependent questions  
Cite evidence  
Build vocabulary  
Write about future jobs in physical and occupational therapy  
Internet Research: jobs in physical and occupational therapy | Read about what physical therapists do on the job | Critical thinking: matching  
Solve problems |