

Administrative Services (2014)

Use Standard Office Software Applications 1.0

1.1 Demonstrate Proficiency in Word Processing 1.1

- 1.1.1 Use a template to create a business document. 1.1.1
 - 1.1.2 Create tables, charts, and graphs to depict information. 1.1.2
 - 1.1.32 Demonstrate appropriate formatting and design to create business documents (i.e., letters, emails, memos, reports, and proposals). 1.1.3
 - 1.1.4 Demonstrate competency in keyboarding and 10-key. 1.1.4
 - 1.1.5 Draft, edit, and revise written work. 1.1.5
 - 1.1.6 Create various desktop publications (e.g., newsletters, certificates, brochures, and flyers). 1.1.6
 - 1.1.7 Use data to create mail merging with other software applications. 1.1.7
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1.2 Demonstrate Proficiency in Spreadsheet Applications 1.2

- 1.2.1 Generate formulas and use functions to solve a problem. 1.2.1
 - 1.2.2 Use formatting and editing to create a spreadsheet. 1.2.2
 - 1.2.3 Create tables, charts, and graphs to depict information. 1.2.3
 - 1.2.4 Demonstrate sorting and filtering data. 1.2.4
 - 1.2.5 Export data to other software applications. 1.2.5
 - 1.2.6 Import data to create spreadsheets. 1.2.6
 - 1.2.7 Implement security measures for spreadsheet protection. 1.2.7
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1.3 Demonstrate Proficiency in Database Applications 1.3

- 1.3.1 Use data to create tables. 1.3.1
- 1.3.2 Create forms to collect and enter data. 1.3.2
- 1.3.3 Formulate reports utilizing data queries to convey meaningful information. 1.3.3
- 1.3.4 Use filters to answer inquiries and create final reports. 1.3.4
- 1.3.5 Edit and revise collected data. 1.3.5

1.4 Demonstrate Proficiency in Presentation Software 1.4

- 1.4.1 Use a template to create a presentation. 1.4.1
- 1.4.2 Demonstrate appropriate formatting and design of business presentations. 1.4.2
- 1.4.3 Edit and revise presentation content consistent with professional standards. 1.4.3
- 1.4.4 Customize presentations (e.g., animations, transitions, hidden slides, sound files). 1.4.4
- 1.4.5 Capture and insert graphics, audio, and video appropriate to the presentation. 1.4.5
- 1.4.6 Manage presentations (e.g., use rehearsed timings, screen navigation tools, pen, highlighter). 1.4.6

1.5 Demonstrate Proficiency in Technology Media 1.5

- 1.5.1 Evaluate Internet research sites for credibility and reliability. 1.5.1
- 1.5.2 Manage an electronic file storage system. 1.5.2
- 1.5.3 Recognize the potential risks associated with information management. 1.5.3
- 1.5.4 Identify and apply information security practices (e.g., password security, login, logout). 1.5.4
- 1.5.5 Practice safe, legal, and responsible use of technology in the workplace. 1.5.5
- 1.5.6 Demonstrate effective and appropriate use of social media. 1.5.6

Understand Accounting Functions 2.0

2.1 Perform Accounting Procedures 2.1

- 2.1.1 Balance cash and receipts. 2.1.1
 - 2.1.2 Balance bank statements with checkbook. 2.1.2
 - 2.1.3 Maintain accounting records (e.g., AP, AR, payroll, cost, tax). 2.1.3
 - 2.1.4 Process invoices for payment. 2.1.4
 - 2.1.5 Prepare bank deposits. 2.1.5
 - 2.1.6 Prepare purchase requisitions. 2.1.6
 - 2.1.7 Complete travel vouchers. 2.1.7
 - 2.1.8 Document and process receipt of payment. 2.1.8
 - 2.1.9 Explain the nature of accounts payable and accounts receivable. 2.1.9
 - 2.1.10 Manage budget allocation. 2.1.10
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Understand Legal and Ethical Issues that Impact Business 3.0

3.1 Understand Legal Issues in Business 3.1

- 3.1.1 Describe various fraudulent business activities. 3.1.1
 - 3.1.2 Explain legal issues associated with information management. 3.1.2
 - 3.1.3 Describe methods used to protect copyrights, intellectual property, and corporate property. 3.1.3
 - 3.1.4 Research local, state, and federal regulations impacting business operations. 3.1.4
 - 3.1.5 Discuss the importance of maintaining records for software licenses. 3.1.5
 - 3.1.6 Describe employee rights in the workplace. 3.1.6
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3.2 Understand Ethics in Business 3.2

- 3.2.1 Explain ethical characteristics and traits. 3.2.1
 - 3.2.2 Discuss business ethics in the office environment. 3.2.2
 - 3.2.3 Describe the importance of workplace confidentiality. 3.2.3
 - 3.2.4 Discuss and examine ethical usage of media content. 3.2.4
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Understand the Importance of Positive Customer Relations 4.0

4.1 Foster Positive Relationships with Customers 4.1

- 4.1.1 Recognize the importance of and demonstrate how to properly acknowledge customers/clients. 4.1.1
 - 4.1.2 Identify and address needs of customers/clients. 4.1.2
 - 4.1.3 Provide helpful, courteous, and knowledgeable service. 4.1.3
 - 4.1.4 Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, email, Web, social media, technology). 4.1.4
 - 4.1.5 Identify techniques to seek and use customer/client feedback to improve company services. 4.1.5
 - 4.1.6 Recognize the relationship between customer/client satisfaction and company success. 4.1.6
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4.2 Resolve Conflicts with/for Customers 4.2

- 4.2.1 Identify conflict resolution skills to enhance productivity and improve workplace relationships. 4.2.1
 - 4.2.2 Implement conflict resolution strategies and problem-solving skills. 4.2.2
 - 4.2.3 Explain the role of documentation as a component in conflict resolution. 4.2.3
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Understand Business Communication 5.0

5.1 Demonstrate Written and Oral Communication 5.1

- 5.1.1 Prepare correspondence (e.g., memo, business letter, electronic mail). 5.1.1
 - 5.1.2 Proofread for all content, format, and keying errors 5.1.2
 - 5.1.3 Transcribe notes from written, verbal, and/or recorded formats. 5.1.3
 - 5.1.4 Prepare agendas and compile materials for meetings. 5.1.4
 - 5.1.5 Communicate with liaisons outside the company. 5.1.5
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Understand Business and Office Operations 6.0

6.1 Manage Office Functions for a Business 6.1

- 6.1.1 Demonstrate management of office projects and meeting deadlines. 6.1.1
 - 6.1.2 Explain purchasing, shipping, and receiving procedures. 6.1.2
 - 6.1.3 Make travel arrangements for business purposes. 6.1.3
 - 6.1.4 Plan and organize a meeting. 6.1.4
 - 6.1.5 Describe the function of facilities management. 6.1.5
 - 6.1.6 Plan organization/department activities. 6.1.6
 - 6.1.7 Create and maintain electronic office calendars, tasks, appointments, resources. 6.1.7
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6.2 Understand Mail/Shipping Processes 6.2

- 6.2.1 Process incoming and outgoing mail. 6.2.1
 - 6.2.2 Identify special mail services through USPS (e.g., certified, registered, return receipt). 6.2.2
 - 6.2.3 Identify mail/shipping couriers (e.g., FEDEX, UPS, DHL). 6.2.3
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6.3 Understand Telephone Techniques and Etiquette 6.3

- 6.3.1 Identify techniques for answering, screening, and placing calls. 6.3.1
 - 6.3.2 Identify techniques for placing callers on hold, transferring calls, and taking/leaving messages. 6.3.2
 - 6.3.3 Locate telephone numbers and contact information. 6.3.3
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6.4 Understand File/Records Management 6.4

- 6.4.1 Identify types of filing supplies, procedures, and systems. 6.4.1
- 6.4.2 File office information manually and electronically. 6.4.2
- 6.4.3 Retrieve information from files. 6.4.3
- 6.4.4 List the phases of a record life cycle. 6.4.4

6.5 Understand How Businesses are Organized 6.5

- 6.5.1 Describe the differences between the various types of business ownership. 6.5.1
- 6.5.2 Describe the hierarchy of a business organization and the roles of key officers. 6.5.2
- 6.5.3 Compare and contrast various types of management styles. 6.5.3

6.6 Understand Proper Use of Office Tools and Equipment 6.6

- 6.6.1 Identify when to use facsimile versus scanned documents. 6.6.1
- 6.6.2 Discuss copy machine usage and maintenance. 6.6.2
- 6.6.3 Operate 10-Key calculator 6.6.3
- 6.6.4 Set up and use audio visual equipment. 6.6.4
- 6.6.5 Explain the use of multi-line phones and conference calls. 6.6.5
- 6.6.6 Describe web-based and video conferencing. 6.6.6
- 6.6.7 Discuss technology device trends as applied to business environments. 6.6.7

6.7 Investigate Careers in Administrative Services 6.7

- 6.7.1 Research various careers related to administrative services and office management. 6.7.1
- 6.7.2 Compare personal traits, likes, and dislikes with characteristics typical in administrative services careers. 6.7.2
- 6.7.3 Explain the role and responsibilities of administrative assistants. 6.7.3