

Administrative Services (2024)

PROFESSIONAL ORGANIZATIONS AND LEADERSHIP 1.0

1 Student Leadership in Career Technical Student Organizations (CTSO) and Professional Associations 1.1

- 1 Explore the role of professional organizations and/or associations in the administrative services industry. 1.1.1
- 2 Define the value, role, and opportunities provided through career technical student organizations. 1.1.2
- 3 Engage in career exploration and leadership development. 1.1.3

CAREER EXPLORATION 2.0

1 Careers in Administrative Services 2.1

- 1 Research careers (e.g., front desk, C-suite, assistant, office manager) related to administrative services and office management. 2.1.1
- 2 Identify educational requirements, available certifications, professional organizations, and compensation ranges related to an administrative services career pathway. 2.1.2
- 3 Describe the role and responsibilities of administrative services professionals. 2.1.3

CONTENT STANDARD 3.0: MICROSOFT OFFICE SOFTWARE APPLICATIONS 3.0

1 Microsoft Word 3.1

- 1 Create a business document (e.g., resumé) from a template. 3.1.1
- 2 Create a table, chart, and graph from the same data set. 3.1.2
- 3 Format business documents (e.g., letters, emails, memos, reports, proposals), adhering to standard business communication principles. 3.1.3
- 4 Enter data using a variety of input devices. 3.1.4
- 5 Draft, edit, and revise written work. 3.1.5
- 6 Create desktop publications (e.g., newsletters, certificates, brochures, and flyers). 3.1.6
- 7 Create mail merging through Microsoft software applications. 3.1.7
- 8 Manage files, backups, and file sharing, using Cloud-based services. 3.1.8

2 Microsoft Excel 3.2

- 1 Generate formulas using functions to solve a problem. 3.2.1
- 2 Create a spreadsheet using formatting and editing. 3.2.2
- 3 Create tables, charts, and graphs to depict information. 3.2.3

- 4 Sort and filter spreadsheet data. 3.2.4
 - 5 Export data to various software applications. 3.2.5
 - 6 Import data to create spreadsheets. 3.2.6
 - 7 Implement security measures for spreadsheet protection. 3.2.7
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3 Microsoft PowerPoint 3.3

- 1 Create a presentation from a template and theme. 3.3.1
 - 2 Describe formatting and design goals for business presentations. 3.3.2
 - 3 Revise presentation content, formatting, and design, consistent with professional standards. 3.3.3
 - 4 Customize presentations (e.g., animations, transitions, hidden slides, audio files, speaker notes). 3.3.4
 - 5 Import graphics, audio, and video content into a presentation. 3.3.5
 - 6 Manage presentation, using other common software tools (e.g., rehearse timings, screen navigation tools, pen, highlighter, spell checker). 3.3.6
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4 Media Technologies 3.4

- 1 Evaluate Internet research sites for credibility and reliability. 3.4.1
 - 2 Manage an electronic media file storage system, applying file management techniques, including through The Cloud. 3.4.2
 - 3 Recognize the potential risks associated with information management. 3.4.3
 - 4 Apply information security practices (e.g., password security, login, logout). 3.4.4
 - 5 Describe safe, legal, and responsible use of technology in the workplace, including use of social media. 3.4.5
 - 6 Describe trends in Cloud-based applications, file sharing, and the use of artificial intelligence in administrative services. 3.4.6
 - 7 Identify security threats (e.g., phishing, fraudulent links and attachments, robocalls, spam emails, texts). 3.4.7
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ACCOUNTING FUNCTIONS 4.0

1 Accounting Procedures 4.1

- 1 Balance cash and receipts. 4.1.1
- 2 Balance bank statements. 4.1.2
- 3 Maintain accounting records (e.g., accounts payable, accounts receivable, payroll, cost, tax, accounting or spreadsheet software). 4.1.3
- 4 Process invoices for payment. 4.1.4
- 5 Document and process receipt of payment. 4.1.5
- 6 Describe the nature of accounts payable and accounts receivable. 4.1.6
- 7 Manage budget allocations. 4.1.7

- 8 Prepare bank deposits. 4.1.8
 - 9 Prepare purchase requisitions. 4.1.9
 - 10 Complete procedures and authorization for travel, travel vouchers, and accommodations purchases. 4.1.10
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LEGAL AND ETHICAL ISSUES 5.0

1 Legal Issues Affecting Business 5.1

- 1 Describe fraudulent business activities. 5.1.1
 - 2 Describe legal issues associated with misuse of information management. 5.1.2
 - 3 Describe methods used to protect copyright, intellectual property, and corporate property. 5.1.3
 - 4 Define the elements of a valid contract. 5.1.4
 - 5 Describe local, state, and federal regulations impacting business operations. 5.1.5
 - 6 Describe the importance of maintaining records for software licenses. 5.1.6
 - 7 Describe employee rights in the workplace, including the responsibility to report violations. 5.1.7
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2 Ethics Affecting Business 5.2

- 1 Describe the value of ethics and ethical guidelines in the workplace. 5.2.1
 - 2 Describe the importance of workplace confidentiality. 5.2.2
 - 3 Describe the ethical usage of media content. 5.2.3
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BUSINESS COMMUNICATION 6.0

1 Written and Oral Communication 6.1

- 1 Prepare correspondence (e.g., memo, business letter, electronic mail). 6.1.1
- 2 Edit Adobe PDF documents to include electronic signatures. 6.1.2
- 3 Proofread content, format, grammar, and keying errors. 6.1.3
- 4 Transcribe notes from written, verbal, and recorded formats. 6.1.4
- 5 Prepare agendas, minutes, and materials for meetings. 6.1.5
- 6 Communicate with liaisons outside the company (e.g., professional email, etiquette). 6.1.6
- 7 Deliver presentations. 6.1.7

2 Telephone and Other Communication Device Techniques and Etiquette 6.2

- 1 Identify techniques for professionally answering, screening, and placing calls. 6.2.1
- 2 Identify techniques for placing callers on hold, transferring calls, and taking/leaving messages. 6.2.2
- 3 Describe techniques for locating telephone numbers and contact information. 6.2.3
- 4 Demonstrate video conferencing etiquette. 6.2.4

3 Positive Customer Service and Customer Relations 6.3

- 1 Describe the importance of acknowledging customers/clients. 6.3.1
- 2 Identify the needs of customers/clients. 6.3.2
- 3 Provide helpful, courteous, and knowledgeable service. 6.3.3
- 4 Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, email, Web, social media, other technologies). 6.3.4
- 5 Identify techniques to seek and use customer/client feedback to improve company services. 6.3.5
- 6 Describe the relationship between customer/client satisfaction and company success. 6.3.6

4 Conflict Resolution 6.4

- 1 Identify conflict-resolution techniques to enhance productivity and improve workplace relationships. 6.4.1
- 2 Implement conflict-resolution strategies and problem-solving skills. 6.4.2
- 3 Describe the role of documentation as a component of professional conflict resolution. 6.4.3

BUSINESS AND OFFICE OPERATIONS 7.0

1 Office Functions 7.1

- 1 Describe the importance of time management and meeting deadlines. 7.1.1
- 2 Describe common purchasing, shipping, and receiving procedures. 7.1.2
- 3 Research options for travel and accommodations (e.g., flight, hotel) for business purposes. 7.1.3
- 4 Plan a meeting. 7.1.4
- 5 Describe the function of facilities management. 7.1.5
- 6 Plan organization/department activities (e.g., team building, life events). 7.1.6
- 7 Maintain electronic office calendars, tasks, appointments, allocating necessary resources (e.g., reserving rooms, room preparation, technology, equipment). 7.1.7
- 8 Describe the importance of working as a calendar delegate. 7.1.8
- 9 Describe office hazards and safety protocols. 7.1.9

2 Mail/Shipping Processes 7.2

- 1 Process incoming and outgoing mail, including interoffice mail. 7.2.1
- 2 Identify special mail services (e.g., certified, registered, return receipt) available through the United States Post Office (USPS). 7.2.2
- 3 Identify common mail/shipping couriers (e.g., FedEx, UPS, DHL) and reasons businesses use them. 7.2.3

3 File/Records Management 7.3

- 1 File office information manually and electronically. 7.3.1
- 2 Describe ARMA filing rules. 7.3.2
- 3 List the life cycle phases for records. 7.3.3

4 Business Organization 7.4

- 1 Compare the types of business ownership (e.g., sole proprietorship, partnership, corporation). 7.4.1
- 2 Identify common departments (e.g., human resources, sales/marketing, customer relations, management, executive leadership, board of directors) and their business functions. 7.4.2
- 3 Describe the importance of chain of command, business organization models, and organizational charts. 7.4.3
- 4 Compare leadership styles (e.g., autocratic, democratic, laissez-faire, transformational). 7.4.4

5 Office Tools and Equipment 7.5

- 1 Identify when to use facsimile versus scanned documents. 7.5.1
- 2 Describe copy machine usage and maintenance. 7.5.2
- 3 Improve 10-key calculator proficiency. 7.5.3
- 4 Set up audio/visual equipment. 7.5.4
- 5 Describe the use of multi-line phones and conference calls. 7.5.5
- 6 Set up web-based and video conferencing. 7.5.6
- 7 Describe technology device trends as applied to business environments. 7.5.7