Oregon CTE

Business Management and Administration: Administrative Support Focus Area Knowledge and Skill Statements with Suggested Performance Indicators

Describe how human resources may be designed, organized, and managed to enhance employee productivity and satisfaction FA-BMA-AS01

- **A** Describe programs for improving employee satisfaction, including gathering and analyzing data and applying knowledge gained FA-BMA-AS01.A
- **B** Describe ways to manage staff growth and professional development at an organizational level FA-BMA-AS01.B
- **C** Describe strategies for assessing staff training needs and determining appropriate training methods FA-BMA-AS01.C
- **D** Explain the role and function of a Human Resources department FA-BMA-AS01.D
- **E** Describe the components of hiring interview and model a simulated interview FA-BMA-AS01.E

Explain how information for business decision making can be accessed, evaluated, and disseminated FA-BMA-AS02

- **A** Demonstrate the ability to perform scheduling functions to facilitate on-time, prompt completion of work activities FA-BMA-AS02.A
- **B** Demonstrate how to schedule work meetings and make travel arrangements FA-BMA-AS02.B
- **C** Demonstrate the ability to efficiently create, store, organize, and manage business documentation (work files, customer orders/forms, shipping information, etc.) FA-BMA-AS02.C
- **D** Prepare official business documentation for both internal and external clients (e.g., documents, reports, RFPs, relevant financial information FA-BMA-AS02.D

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- **E** Demonstrate advanced level skills in appropriate software applications (i.e., word-processing, presentation applications, database, spreadsheets) utilized

	within the business FA-BMA-AS02.E
	F Demonstrate the ability to use correct grammar, spelling, punctuation, and other English mechanics to produce reports, and other written products FA-BMA-AS02.F
Describe how to plan, monitor and manage day-to-day business activities FA-BMA-AS03	A Demonstrate how to operate essential office equipment and provide support to colleagues (e.g., troubleshooting, engaging technical support) FA-BMA-AS03.A
	B Demonstrate basic project management skills used to start, run, and complete projects including coordinating schedules and activities and planning meetings FA-BMA-AS03.B
	C Demonstrate basic accounting skills (recording transactions, preparing deposits, and analyzing bank statements) FA-BMA-AS03.C
	D Develop and implement process and procedure for purchasing business supplies, equipment, and services, including managing and maintaining vendor relationships FA-BMA-AS03.D
	E Develop and implement procedures to maintain office equipment and supplies FA-BMA-AS03.E
Demonstrate understanding of technology risk-management FA-BMA-AS04	A Explain and abide by organizational technology use, safety, and security policies (acceptable use policy, web page policies, etc.) FA-BMA-AS04.A
	B Explain and abide by laws pertaining to computer crime, fraud, and abuse FA-BMA-AS04.B
	C Demonstrate ability to follow policies and procedures to prevent and recover from data integrity loss FA-BMA-AS04.C