

# Administrative Procedures

**Levels:** Grades 10-12  
**Units of Credit:** 0.50  
**CIP Code:** 52.0451  
**Core Code:** 32-02-00-00-150  
**Prerequisite:** Word Processing, Computer Tech II, and the ability to key 40 wpm.  
**Skill Test:** # 215

## COURSE DESCRIPTION

This one semester course provides students with an understanding of communication skills; management of time, finances, resources, and records; current and upcoming technology and its impact on the business office; human relations and how to be professional in today's office; and job seeking skills. The dynamics of current and future office technology will be emphasized throughout the course.

## CORE STANDARDS, OBJECTIVES, AND INDICATORS

### STANDARD 1

**Communication: Students will demonstrate effective reading, writing, speaking, and listening skills while performing business assignments and responsibilities.**

**Objective 1:** Identify and incorporate the communications process/cycle.

**Objective 2:** Follow oral and written instructions.

**Objective 3:** Compose business documents (letters, reports, memos e-mails, etc.) using proper formats, proofreading/editing skills, and English composition rules. Perform a mail merge using word processing software.

**Objective 4:** Use software templates to create business documents including letters, memos, purchase orders, invoices, purchase orders, etc.

**Objective 5:** Understand the impact of cultural differences in international business.

**Objective 6:** Use a reminder/time management system(s) to calendar and prioritize work activities.

**Objective 7:** Organize a business meeting. (Arranging for facilities, tracking participants, catering and menus, getting conference bids for meetings and overnight stays, conducting, setting up facilities, preparing agendas and minutes, preparing name badges, reviewing contracts, etc.).

**Objective 8:** Demonstrate the use of reference materials (dictionaries, thesaurus, directories, manuals, etc.).

### STANDARD 2

**Management: Students will learn resource management skills, including information, time, tasks and records.**

**Objective 1:** Understand office ergonomic, security, and safety issues.

**Objective 2:** List the steps in the record life cycle.

**Objective 3:** Identify and demonstrate the different types of manual and computerized filing systems.

**Objective 4:** Understand storage medium and the retention schedule.

**Objective 5:** Organize computer files within folders; for example, appropriate file structure, organizing folders, making sure files can be found and retrieved.

**Objective 6:** Identify proper handling of incoming and outgoing mail, including federal postal service and other mail services.

### **STANDARD 3**

**Business Machine and Computer Technology: The student will demonstrate the use of common business machines and computer systems in today's office environment.**

**Objective 1:** Demonstrate telephone procedures, services, and etiquette when placing and receiving calls.

**Objective 2:** Identify proper electronic etiquette in relation to voice mail, e-mail, speaker phones, video and audio conference calling.

**Objective 3:** Understand and/or demonstrate common business machines including: fax machine, photo copier, scanner, postage meter, telecommunication systems, etc.

**Objective 4:** Demonstrate correct electronic calculator/keypad techniques.

**Objective 5:** Understand and/or demonstrate the use of e-mail including forwarding, replying, copy notations, attachments, address books, and distribution lists.

**Objective 6:** Understand advantages and disadvantages of e-mail.

**Objective 7:** Demonstrate the use of the Internet in accessing business information (i.e. financial reports, travel, product information, etc.).

### **STANDARD 4**

**Human Relations: Students will develop skills in working with others, maintaining professionalism, and improving job search abilities.**

**Objective 1:** Describe personal characteristics that are critical for effective work performance.

**Objective 2:** Explain the attitudes that contribute to a successful job experience.

**Objective 3:** Demonstrate professionalism through appearance, manners, and etiquette.

**Objective 4:** Discuss group/team dynamics and interactions between co-workers.

**Objective 5:** Recognize and demonstrate proper ethics in the workplace including confidentiality.

**Objective 6:** Develop decision making and problem solving abilities.

**Objective 7:** Demonstrate job seeking skills by conducting a job search, completing an application form, creating a letter of application, preparing a resume, participating in an interview, and creating a follow-up letter.