

# 2024 Administrative Services

## Program Standards

### CONTENT STANDARD 1.0: PROFESSIONAL ORGANIZATIONS AND LEADERSHIP

Performance Standard 1.1: 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.
- 1.1.2 Define the value, role, and opportunities provided through career technical student organizations.
- 1.1.3 Engage in career exploration and leadership development.

### CONTENT STANDARD 2.0: CAREER EXPLORATION

Performance Standards 2.1: 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.
- 2.1.2 Identify educational requirements, available certifications, professional organizations, and compensation ranges related to an administrative services career pathway.
- 2.1.3 Describe the role and responsibilities of administrative services professionals.

### CONTENT STANDARD 3.0: MICROSOFT OFFICE SOFTWARE APPLICATIONS

Performance Standard 3.1: Microsoft Word

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

Performance Standard 3.2: Microsoft Excel

- 3.2.1 Generate formulas using functions to solve a problem.
- 3.2.2 Create a spreadsheet using formatting and editing.
- 3.2.3 Create tables, charts, and graphs to depict information.
- 3.2.4 Sort and filter spreadsheet data.
- 3.2.5 Export data to various software applications.
- 3.2.6 Import data to create spreadsheets.
- 3.2.7 Implement security measures for spreadsheet protection.

Performance Standard 3.3: Microsoft PowerPoint

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

Performance Standard 3.4: Media Technologies

- 3.4.1 Evaluate Internet research sites for credibility and reliability.

- 3.4.2 Manage an electronic media file storage system, applying file management techniques, including through The Cloud.
- 3.4.3 Recognize the potential risks associated with information management.
- 3.4.4 Apply information security practices (e.g., password security, login, logout).
- 3.4.5 Describe safe, legal, and responsible use of technology in the workplace, including use of social media.
- 3.4.6 Describe trends in Cloud-based applications, file sharing, and the use of artificial intelligence in administrative services.
- 3.4.7 Identify security threats (e.g., phishing, fraudulent links and attachments, robocalls, spam emails, texts).

#### **CONTENT STANDARD 4.0: ACCOUNTING FUNCTIONS**

##### **Performance Standard 4.1: Accounting Procedures**

- 4.1.1 Balance cash and receipts.
- 4.1.2 Balance bank statements.
- 4.1.3 Maintain accounting records (e.g., accounts payable, accounts receivable, payroll, cost, tax, accounting or spreadsheet software).
- 4.1.4 Process invoices for payment.
- 4.1.5 Document and process receipt of payment.
- 4.1.6 Describe the nature of accounts payable and accounts receivable.
- 4.1.7 Manage budget allocations.
- 4.1.8 Prepare bank deposits.
- 4.1.9 Prepare purchase requisitions.
- 4.1.10 Complete procedures and authorization for travel, travel vouchers, and accommodations purchases.

#### **CONTENT STANDARD 5.0: LEGAL AND ETHICAL ISSUES**

##### **Performance Standard 5.1: Legal Issues Affecting Business**

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

##### **Performance Standard 5.2: Ethics Affecting Business**

- 5.2.1 Describe the value of ethics and ethical guidelines in the workplace.
- 5.2.2 Describe the importance of workplace confidentiality.
- 5.2.3 Describe the ethical usage of media content.

#### **CONTENT STANDARD 6.0: BUSINESS COMMUNICATION**

##### **Performance Standard 6.1: Written and Oral Communication**

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

##### **Performance Standard 6.2: Telephone and Other Communication Device Techniques and Etiquette**

- 6.2.1 Identify techniques for professionally answering, screening, and placing calls.

- 6.2.2 Identify techniques for placing callers on hold, transferring calls, and taking/leaving messages.
- 6.2.3 Describe techniques for locating telephone numbers and contact information.
- 6.2.4 Demonstrate video conferencing etiquette.

#### Performance Standard 6.3: Positive Customer Service and Customer Relations

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

#### Performance Standard 6.4: Conflict Resolution

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

### CONTENT STANDARD 7.0: BUSINESS AND OFFICE OPERATIONS

#### Performance Standard 7.1: Office Functions

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

#### Performance Standard 7.2: Mail/Shipping Processes

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

#### Performance Standard 7.3: File/Records Management

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

#### Performance Standard 7.4: Business Organization

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

#### Performance Standard 7.5: Office Tools and Equipment

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