

**Florida Department of Education  
CURRICULUM FRAMEWORK**

**Program Title:** Administrative Assistant  
**Program Type:** Job Preparatory  
**Occupational Area:** Business Technology Education  
**Components:** Core and Four Occupational Completion Points

	<u>Secondary</u>	<u>PSAV</u>
<b>Program Number:</b>	<b>8212400</b>	<b>B070401</b>
CIP Number:	0507.040101	0507.040101
Grade Level:	9-12, 30, 31	30, 31
Standard Length:	7 credits	1050 hours
Certification:	BUS ED @4 1 @2 VOE @7 TEACH CBE @7 STENOG @4 CLERICAL @7 G SECRETAR @7 G MANAG SUPV @7 G	BUS E @4 1 @2 VOE @7 TEACH CBE @7 STENOG @4 CLERICAL @7 G SECRETAR @7 G MANAG SUPV @7 G
CTSO:	FBLA BPA	Phi Beta Lambda BPA
Coop Method:	Yes	Yes
Apprenticeship:	No	No
Facility Code:	212	212
Basic Skills:		
	Math	10
	Language	10
	Reading	10

- I. **PURPOSE:** This program is designed to prepare students for employment as a File Clerk, General Office Clerk, Secretary, and Administrative Assistant.

This program offers a broad foundation of knowledge and skills expanding the traditional role of the Administrative Assistant. The content includes the use of technology to develop communications skills, higher level thinking skills, and decision making skills; the performance of office procedures tasks; the production of quality work in an efficient manner using advanced features of business software applications; research of job opportunities; and the production of high quality employment portfolios and job-seeking documents.

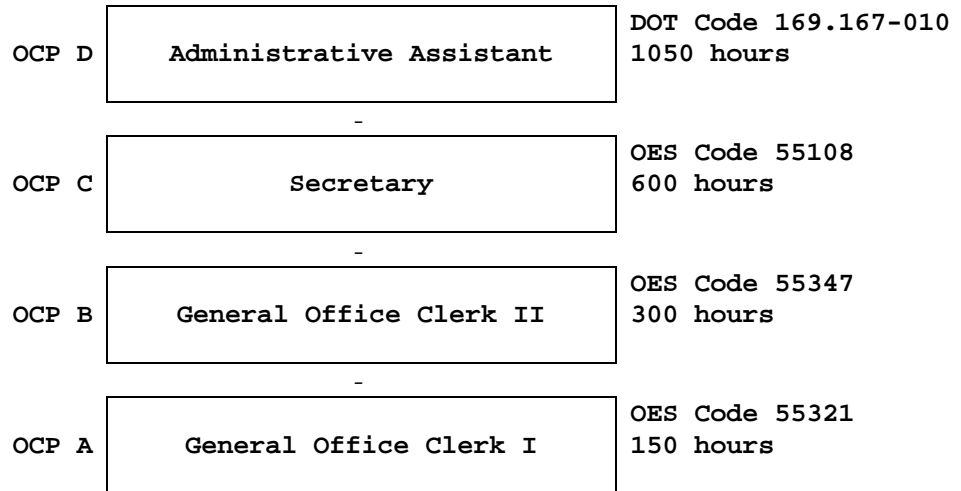
The program focuses on broad, transferable skills and stresses understanding and demonstration of the following elements of the office support services industry: planning; management; finance; technical and production skills; underlying principles of technology; labor issues; community issues; and health, safety, and environmental issues.

- II. **PROGRAM STRUCTURE:** This program is a planned sequence of instruction consisting of the Business Technology Education Core (Business Systems and Technology 1 - OCP A and Business Systems and Technology 2 - OCP B) and two additional occupational completion points. Secondary or postsecondary students who have previously completed the Business Technology Education Core will

not have to repeat the core. A student who completes the applicable competencies at any occupational completion point may either continue with the training program or exit as an occupational completer.

The following diagram illustrates the Office Supervision (Administrative Assistant) program structure:

**Office Support Services Cluster  
Secondary and Postsecondary Adult Vocational**



When offered at the secondary level, this program consists of the following courses which include the Business Technology Education Core:

- Business Technology Education Core
- 8209020 - Business Systems and Technology 1
- 8209030 - Business Systems and Technology 2
  
- 8212110 - Administrative Office Technology 1
- 8212120 - Business Software Applications 1
- 8212410 - Administrative Office Technology 2
- 8212420 - Administrative Office Technology 3
- 8212160 - Business Software Applications 2

III. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program and include the use of keyboarding systems, transcription equipment, computers, and peripheral equipment.

IV. **SPECIAL NOTES:** Future Business Leaders of America (secondary) and Phi Beta Lambda (postsecondary) are the appropriate vocational student organizations for providing leadership learning experiences and for reinforcing specific vocational skills. Vocational student organizations, when provided, shall be an integral part of the vocational instructional program, and the activities of such organizations are defined as part of the curriculum in accordance with Rule 6A-6.065, FAC.

Cooperative training - OJT is appropriate for this program. Whenever cooperative training - OJT is offered, the following are required for each student: a training plan, signed by the

student, teacher, and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a workstation that reflects equipment, skills, and tasks that are relevant to the occupation which the student has chosen as a career goal. The student must receive compensation for work performed.

In accordance with Rule 6A-10.040, FAC., the minimum basic skills grade levels required for postsecondary adult vocational students is as follows: OCP A, B, and C—Mathematics 9.0, Language 9.0, Reading 9.0; OCP D—Mathematics 10.0, Language 10.0, Reading 10.0. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

This program may be offered in courses. Vocational credit shall be awarded to the student on a transcript in accordance with Section 230.643 F.S.

The standard length of this program is 1050 hours.

To be transferable statewide between institutions, this program must have been reviewed, and a "transfer value" assigned the curriculum content by the appropriate Statewide Course Numbering System discipline committee. This does not preclude institutions from developing specific program or course articulation agreements with each other.

The particular outcomes and student performance standards which the handicapped student must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEPs. The job title for which the student is being trained must be designated in the IEP.

SCANS Competencies: Instructional strategies for this program must include methods that require students to identify, organize, and use resources appropriately; to work with each other cooperatively and productively; to acquire and use information; to understand social, organizational, and technological systems; and to work with a variety of tools and equipment. Instructional strategies must also incorporate the methods to improve students' personal qualities and high-order thinking skills.

Equipment List: A generic equipment list is available for this program.

- V. **INTENDED OUTCOMES:** After completing the following competencies, the student will have achieved the occupational completion point of File Clerk and the student will be able to:

**OCCUPATIONAL COMPLETION POINT - DATA CODE A**  
GENERAL OFFICE CLERK I - OES Code 55321

01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. Apply ergonomic principles applicable to the configuration of computer workstations. [Student Performance

- Standards: 01.01, 01.02, 01.03, 01.04, 01.05, 01.06, 01.07, 01.08.]
- 02.0 Use technology to enhance communications in technical reading, writing, speaking, listening, and viewing. [Student Performance Standards: 02.01, 02.02, 02.03, 02.04, 02.05.]
  - 03.0 Use technology to apply and enhance communication skills in technical reading, writing. [Student Performance Standards: 03.01, 03.02, 03.03, 03.04, 03.05, 03.06.]
  - 04.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. Demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member. [Student Performance Standards: 04.01, 04.02, 04.03.]
  - 05.0 Practice quality performance in the learning environment and the workplace. [Student Performance Standards: 05.01, 05.02.]
  - 06.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 06.01, 06.02, 06.03.]
  - 07.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 07.01, 07.02, 07.03.]
  - 08.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. [Student Performance Standards: 08.01, 08.02, 08.03.]
  - 09.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. Experience work-based learning through job shadowing, mentoring, e-coaching, etc. [Student Performance Standards: 09.01, 09.02, 09.03, 09.04, 09.05, 09.06, 09.07, 09.08.]
  - 10.0 Demonstrate personal and interpersonal skills appropriate for the workplace. [Student Performance Standards: [10.01, 10.02, 10.03.]
  - 11.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 11.01, 11.02.]

**OCCUPATIONAL COMPLETION POINT - DATA CODE B**

GENERAL OFFICE CLERK II - OES Code 55347

- 01.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 01.07, 01.08, 01.09, 01.10, 01.11, 01.12.]
- 02.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels. [Student Performance Standards: 02.07, 02.08, 02.09.]
- 03.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. [Student Performance

- Standards: 03.03, 03.04, 03.05, 03.06, 03.08, 03.09, 03.10.]
- 04.0 Use information to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 04.03.]
  - 05.0 Analyze current and emerging workplace trends and issues and determine potential impact on career and job objectives and workplace performance. [Student Performance Standards: 05.03, 05.04.]
  - 06.0 Develop an awareness of management functions and organizational structures as they relate to today's workplace and employer/employee roles. [Student Performance Standards: 06.03, 06.04.]
  - 07.0 Practice quality performance in the learning environment and the workplace. [Student Performance Standards: 07.03, 07.04.]
  - 08.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 08.04, 08.05.]
  - 09.0 Apply mathematical operations and processes as well as financial planning strategies to commonly occurring situations in the workplace to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 09.05.]
  - 10.0 Assess personal strengths and weaknesses as they relate to job objectives, career exploration, personal development, and life goals. [Student Performance Standards: 10.03, 10.04.]
  - 11.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals. [Student Performance Standards: 11.05, 11.06, 11.07.]
  - 12.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. [Student Performance Standards: 12.01, 12.02.]
  - 13.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 13.01.]

**OCCUPATIONAL COMPLETION POINT - DATA CODE C**

SECRETARY - OES Code 55108

Intended outcomes of OCP A and OCP B must be completed previously or concurrently. After completing the following additional competencies, the student will have achieved the occupational completion point of Secretary and the student will be able to:

- 02.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels. [Student Performance Standard: 02.10, 02.11.]
- 03.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance. [Student Performance Standard: 03.11.]

- 07.0 Practice quality performance in the learning environment and the workplace. [Student Performance Standard: 07.05.]
- 08.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance.  
[Student Performance Standards: 08.06, 08.07, 08.08.]
- 11.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal and professional goals.  
[Student Performance Standard: 11.08.]
- 12.0 Demonstrate human relations/interpersonal skills appropriate for the workplace. [Student Performance Standard: 12.03.]
- 13.0 Perform office functions and responsibilities to accomplish job objectives and enhance workplace performance.  
[Student Performance Standards: 13.02, 13.03, 13.04, 13.05, 13.06, 13.07.]
- 15.0 Use technology to increase administrative office support productivity and enhance workplace performance. [Student Performance Standards: 15.01, 15.02, 15.03, 15.04, 15.05, 15.07, 15.08.]
- 20.0 Participate in work-based learning experiences. [Student Performance Standards: 20.01, 20.02, 20.03, 20.04, 02.05.]

**OCCUPATIONAL COMPLETION POINT - DATA CODE D**

ADMINISTRATIVE ASSISTANT - DOT Code 169.167-010

Intended outcomes OCP A, OCP B, and OCP C must be completed previously. After completing the following competencies, the student will have achieved the occupational completion point of Administrative Assistant and the student will be able to:

- 02.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels. [Student Performance Standards: 02.12, 02.13, 02.14.]
- 04.0 Use information to accomplish job objectives and enhance workplace performance.  
[Student Performance Standard: 04.04.]
- 08.0 Incorporate appropriate leadership and supervision techniques, customer service strategies, and standards of personal ethics to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 08.09, 08.10, 08.11.]
- 14.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance. [Student Performance Standards: 14.01, 14.02, 14.03, 14.04, 14.05, 14.06, 14.07.]
- 15.0 Use technology to increase administrative office support productivity and enhance workplace performance.  
[Student Performance Standards: 15.06, 15.09.]
- 20.0 Participate in work-based learning experiences. [Student Performance Standards: 20.05, 20.06, 20.07, 20.08, 20.09.]

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

Program Title: Administrative Assistant  
Secondary Number: 8212000  
Postsecondary Number: B070401

OCCUPATIONAL COMPLETION POINT - DATA CODE A  
GENERAL OFFICE CLERK I - OES 55321

INFORMATION SYSTEMS

01.0 DEMONSTRATE KNOWLEDGE, SKILL, AND APPLICATION OF INFORMATION SYSTEMS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE. APPLY ERGONOMIC PRINCIPLES APPLICABLE TO THE CONFIGURATION OF COMPUTER WORKSTATIONS.-The student will be able to:

- 01.01 Develop keyboarding skills to enter and manipulate text and data. LA.B.1.4.3
- 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks. LA.B.2.4.4
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software. LA.B.2.4.4, LA.A.2.4.6
- 01.05 Demonstrate basic file management skills. LA.A.2.4.2, LA.B.2.4.4, LA.B.2.4.6
- 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment. LA.D.2.4.4
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

WORKPLACE COMMUNICATIONS

02.0 USE TECHNOLOGY TO APPLY AND ENHANCE COMMUNICATION SKILLS IN TECHNICAL READING, WRITING, SPEAKING, LISTENING, AND VIEWING-The student will be able to:

- 02.01 Select and use appropriate modes of communication for specific job and work situations. LA.B.2.4.4
- 02.02 Organize ideas and communicate oral and written messages appropriate to listeners and situations in workplace and business environments. LA.B.2.4.2
- 02.03 Use listening, speaking, and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers. LA.C.1.4.1, LA.C.3.4.1, HE.B.3.4.1
- 02.04 Select and use standard written business communication formats. LA.B.1.4.1, LA.B.1.4.3
- 02.05 Use professional business vocabulary appropriate for entry-level jobs in business environments. LA.A.1.4.3

- 03.0 USE TECHNOLOGY TO APPLY AND ENHANCE COMMUNICATION SKILLS IN TECHNICAL READING, WRITING –The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications.  
LA.B.1.4.1
  - 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience.  
LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3
  - 03.03 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications. LA.B.2.4.1, LA.B.2.4.2
  - 03.04 Explore and demonstrate effective and efficient use of telecommunications systems including telephone techniques for handling incoming and placing outgoing business calls.  
LA.B.1.4.3
  - 03.05 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.06 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.

#### **MANAGEMENT**

- 04.0 DEVELOP AN AWARENESS OF MANAGEMENT FUNCTIONS AND ORGANIZATIONAL STRUCTURES AS THEY RELATE TO TODAY'S WORKPLACE AND EMPLOYER/EMPLOYEE ROLES. DEMONSTRATE INITIATIVE, COURTESY, LOYALTY, HONESTY, COOPERATION AND PUNCTUALITY AS A TEAM MEMBER–The student will be able to:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.

#### **CURRENT TRENDS/ISSUES IN THE WORKPLACE**

- 05.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE–The student will be able to:
- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
  - 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).

#### **MANAGEMENT**



06.0 INCORPORATE APPROPRIATE LEADERSHIP AND SUPERVISION TECHNIQUES, CUSTOMER SERVICE STRATEGIES, AND STANDARDS OF PERSONAL ETHICS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
- 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
- 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.

#### **COMPUTATION AND FINANCE**

07.0 APPLY MATHEMATICAL OPERATIONS AND PROCESSES AS WELL AS FINANCIAL PLANNING STRATEGIES TO COMMONLY OCCURRING SITUATIONS IN THE WORKPLACE AND TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 07.01 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures. MA.E.1.4.1, MA.E.A.4.2
- 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time). MA.B.3.4.1
- 07.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate. MA.A.3.4.3

#### **JOB READINESS AND CAREER DEVELOPMENT**

08.0 ASSESS PERSONAL STRENGTHS AND WEAKNESSES AS THEY RELATE TO JOB OBJECTIVES, CAREER EXPLORATION, PERSONAL DEVELOPMENT, AND LIFE GOALS—The student will be able to:

- 08.01 Assess, analyze and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
- 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
- 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.

09.0 INCORPORATE KNOWLEDGE GAINED FROM INDIVIDUAL ASSESSMENT AND JOB/CAREER EXPLORATION TO DESIGN AN INDIVIDUAL CAREER PLAN THAT REFLECTS THE TRANSITION FROM SCHOOL TO WORK, LIFELONG LEARNING, AND PERSONAL AND PROFESSIONAL GOALS. EXPERIENCE WORK-BASED LEARNING THROUGH JOB SHADOWING, MENTORING, E-COACHING, ETC. —The student will be able to:

- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
- 09.02 Use career resources to develop an information base that reflects local and global business related occupations and

- opportunities for continuing education and workplace experience.
- 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up). LA.C.3.4.4
  - 09.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
  - 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
  - 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
  - 09.08 Experience work-based learning through volunteerism, job shadowing, mentoring, e-coaching, etc.

**HUMAN RELATIONS/INTERPERSONAL SKILLS**

- 10.0 DEMONSTRATE PERSONAL AND INTERPERSONAL SKILLS APPROPRIATE FOR THE WORKPLACE—The student will be able to:
  - 10.01 Accept constructive criticism. SS.B.1.4.5
  - 10.02 Apply appropriate strategies to manage and resolve conflict in work situations. LA.D.1.4.2, SS.B.1.4.5, HE.B.3.4.5
  - 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).

**ADMINISTRATIVE OFFICE PROCEDURES**

- 11.0 PERFORM OFFICE FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:
  - 11.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.). LA.A.2.4.4, LA.A.2.4.7, LA.A.2.4.8, LA.B.2.4.2
  - 11.02 Demonstrate knowledge of ethical behavior in a business environment (e.g., confidentiality of information, employee right to know, hiring practices, plagiarism, copyright violations, sexual harassment, mission statement, code of ethics, etc.).

**OCCUPATIONAL COMPLETION POINT - DATA CODE B**

GENERAL OFFICE CLERK II OES - 55347

Intended outcomes of OCP A must be completed previously or concurrently.

**INFORMATION SYSTEMS**

- 01.0 DEMONSTRATE KNOWLEDGE, SKILL, AND APPLICATION OF INFORMATION SYSTEMS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:
  - 01.07 Enhance proficiency with touch keyboarding skills (speed and accuracy) to enter and manipulate data.
  - 01.08 Use current and emerging computer technology and software to

- perform personal and business related tasks, solve problems, and organize and communicate information.
- 01.09 Troubleshoot problems with computer hardware, peripherals, and other office equipment.
  - 01.10 Use communications and networking systems to perform tasks and solve problems in business environments.
  - 01.11 Describe ergonomic principles important to the configuration of computer workstations.
  - 01.12 Describe ethical issues and problems associated with computers and information systems.

#### **WORKPLACE COMMUNICATIONS**

- 02.0 APPLY COMMUNICATION SKILLS (READING, WRITING, SPEAKING, LISTENING, AND VIEWING) IN A COURTEOUS, CONCISE, AND CORRECT MANNER ON PERSONAL AND PROFESSIONAL LEVELS—The student will be able to:
  - 02.07 Select and use modes of communications appropriate to specific job and workplace situations.
  - 02.08 Select and use standard written communication formats used for professional and business communication.
  - 02.09 Use professional business vocabulary appropriate for internal and external communications in business environments.
- 03.0 USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF COMMUNICATIONS IN ORDER TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:
  - 03.03 Use the writing process to create business-related documents appropriate to the subject matter, purpose, and audience.
  - 03.04 Revise and edit business-related documents to ensure correct grammar, spelling, punctuation, and format.
  - 03.05 Use database, spreadsheet, and integrated software packages to enhance written business communications.
  - 03.06 Use presentation software to enhance personal and professional communications.
  - 03.08 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.09 Explore current and emerging telecommunication systems.
  - 03.10 Discuss communication systems—cultural, organizational, technological, and interpersonal.
- 04.0 USE INFORMATION TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:
  - 04.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail) to solve business problems and complete business tasks.

#### **CURRENT TRENDS/ISSUES IN THE WORKPLACE**

- 05.0 ANALYZE CURRENT AND EMERGING WORKPLACE TRENDS AND ISSUES AND DETERMINE POTENTIAL IMPACT ON CAREER AND JOB OBJECTIVES AND WORKPLACE PERFORMANCE—The student will be able to:
  - 05.03 Identify, define, and discuss current trends and issues that impact global and local business/workplace environments.

- 05.04 Communicate (individually and in groups) current and emerging business trends and recommend strategies for controlling the impact of these trends on personal and professional levels.

#### **MANAGEMENT**

- 06.0 DEVELOP AN AWARENESS OF MANAGEMENT FUNCTIONS AND ORGANIZATIONAL STRUCTURES AS THEY RELATE TO TODAY'S WORKPLACE AND EMPLOYER/EMPLOYEE ROLES—The student will be able to:

06.03 Design, implement, and evaluate organizational structures for managing project teams.

06.04 Demonstrate an awareness of the employee's role in maintaining productive business environments in today's workplace.

- 07.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE—The student will be able to:

07.03 Routinely assess personal performance and identify and implement strategies for improvement.

07.04 Assess peers and/or group members' performance in order to develop and implement strategies for improvement.

- 08.0 INCORPORATE APPROPRIATE LEADERSHIP AND SUPERVISION TECHNIQUES, CUSTOMER SERVICE STRATEGIES, AND STANDARDS OF PERSONAL ETHICS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

08.04 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.

08.05 Facilitate focus group discussions regarding service, supervision, and ethical considerations that impact the workplace, business, or learning environment.

#### **COMPUTATION AND FINANCE**

- 09.0 APPLY MATHEMATICAL OPERATIONS AND PROCESSES AS WELL AS FINANCIAL PLANNING STRATEGIES TO COMMONLY OCCURRING SITUATIONS IN THE WORKPLACE TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

09.05 Select and use the correct mathematical process to solve complex problem situations that are typical of business settings and use formulas when appropriate.

#### **JOB READINESS AND CAREER DEVELOPMENT**

- 10.0 ASSESS PERSONAL STRENGTHS AND WEAKNESSES AS THEY RELATE TO JOB OBJECTIVES, CAREER EXPLORATION, PERSONAL DEVELOPMENT, AND LIFE GOALS—The student will be able to:

10.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.

10.04 Reassess and analyze individual talents, interests, and personal characteristics and relate to desired career options.

11.0 INCORPORATE KNOWLEDGE GAINED FROM INDIVIDUAL ASSESSMENT AND JOB/CAREER EXPLORATION TO DESIGN AN INDIVIDUAL CAREER PLAN THAT REFLECTS THE TRANSITION FROM SCHOOL TO WORK, LIFELONG LEARNING, AND PERSONAL AND PROFESSIONAL GOALS--The student will be able to:

- 11.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 11.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
- 11.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.

#### **HUMAN RELATIONS/INTERPERSONAL SKILLS**

12.0 DEMONSTRATE HUMAN RELATIONS/INTERPERSONAL SKILLS APPROPRIATE FOR THE WORKPLACE--The student will be able to:

- 12.01 Accept constructive criticism.
- 12.02 Apply appropriate strategies to manage conflict in work situations.

#### **ADMINISTRATIVE OFFICE PROCEDURES**

13.0 PERFORM OFFICE FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE--The student will be able to:

- 13.01 Perform office tasks (e.g., filing and records management, scheduling, reprographics, and mail handling).

#### **OCCUPATIONAL COMPLETION POINT - DATA CODE C**

SECRETARY - OES 55108

Intended outcomes of OCP A and OCP B must be completed previously or concurrently.

#### **WORKPLACE COMMUNICATIONS**

02.0 APPLY COMMUNICATION SKILLS (READING, WRITING, SPEAKING, LISTENING, AND VIEWING) IN A COURTEOUS, CONCISE, AND CORRECT MANNER ON PERSONAL AND PROFESSIONAL LEVELS--The student will be able to:

- 02.10 Use job specific terminology if training for specialized support fields (e.g., construction, education, real estate) or use advanced business vocabulary.
- 02.11 Integrate all forms of communication in the successful pursuit of a secretarial career.

03.0 USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF COMMUNICATIONS IN ORDER TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE--The student will be able to:

- 03.11 Write complex executive level business communications.

#### **MANAGEMENT**

- 07.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE—The student will be able to:
- 07.05 Discuss performance evaluation methods and instruments used to assess employee progress and performance.
- 08.0 INCORPORATE APPROPRIATE LEADERSHIP AND SUPERVISION TECHNIQUES, CUSTOMER SERVICE STRATEGIES, AND STANDARDS OF PERSONAL ETHICS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:
- 08.06 Discuss the main causes of accidents in the office and identify preventive measures.
  - 08.07 Discuss the role of agencies that establish and monitor health and safety standards (e.g., OSHA) and discuss standards established by these agencies.
  - 08.08 Discuss the responsibilities organizations have to their employees (e.g., Right to Work laws, risk management).

#### **JOB READINESS AND CAREER DEVELOPMENT**

- 11.0 INCORPORATE KNOWLEDGE GAINED FROM INDIVIDUAL ASSESSMENT AND JOB/CAREER EXPLORATION TO DESIGN AN INDIVIDUAL CAREER PLAN THAT REFLECTS THE TRANSITION FROM SCHOOL TO WORK, LIFELONG LEARNING, AND PERSONAL AND PROFESSIONAL GOALS—The student will be able to:
- 11.08 Plan ethical, political strategies to achieve goals and advance careers.

#### **HUMAN RELATIONS/INTERPERSONAL SKILLS**

- 12.0 DEMONSTRATE HUMAN RELATIONS/INTERPERSONAL SKILLS APPROPRIATE FOR THE WORKPLACE—The student will be able to:
- 12.03 Develop professional workplace relationship skills both internally and externally to include team building, group dynamics, and conflict resolution.

#### **ADMINISTRATIVE OFFICE PROCEDURES**

- 13.0 PERFORM OFFICE FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:
- 13.02 Apply the use of information management tools (e.g., calendars, ticklers, schedulers) to develop and coordinate distribution of work.
  - 13.03 Maintain equipment and supplies.
  - 13.04 Perform financial functions (e.g., payroll, invoices, bank deposits, travel vouchers).
  - 13.05 Transcribe machine dictation.
  - 13.06 Perform specialized records management functions.
  - 13.07 Determine the most efficient method to send mail (e.g., fax, e-mail, external/internal courier systems, U.S. mail).
- 15.0 USE TECHNOLOGY TO INCREASE ADMINISTRATIVE OFFICE SUPPORT PRODUCTIVITY AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 15.01 Access, process, and transmit information through all mediums (e.g., fax, e-mail, modem, Internet, teleconferencing).
- 15.02 Create documents using advanced features in word processing, database, spreadsheet, presentation, and multimedia software.
- 15.03 Install and update software for current office use.
- 15.04 Use technology to research, compile, create, and deliver an oral presentation.
- 15.05 Key with speed and accuracy to meet industry standards for employment as a secretary.
- 15.07 Perform integrated functions using various software applications.
- 15.08 Perform proofreading skills including electronic reference tools.

**WORK-BASED LEARNING**

20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:

- 20.01 Participate in work-based learning experiences in the secretarial field.
- 20.02 Discuss the use of technology in the secretarial field.
- 20.03 Compare and contrast the software applications used in the secretarial field.
- 20.04 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.
- 20.05 Participate in work-based learning experiences in an administrative office environment.

**OCCUPATIONAL COMPLETION POINT - DATA CODE D**

ADMINISTRATIVE ASSISTANT DOT 169.167-010

Intended outcomes of OCP A, OCP B, and OCP C must be completed previously.

**WORKPLACE COMMUNICATIONS**

02.0 APPLY COMMUNICATION SKILLS (READING, WRITING, SPEAKING, LISTENING, AND VIEWING) IN A COURTEOUS, CONCISE, AND CORRECT MANNER ON PERSONAL AND PROFESSIONAL LEVELS—The student will be able to:

- 02.12 Deliver impromptu and planned speeches.
- 02.13 Synthesize information from multiple speakers in a group and respond in an effective manner.
- 02.14 Communicate in a multicultural setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds).

04.0 USE INFORMATION TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 04.04 Gather and compile data for supervisors and for company reports.

**MANAGEMENT**

08.0 INCORPORATE APPROPRIATE LEADERSHIP AND SUPERVISION TECHNIQUES, CUSTOMER SERVICE STRATEGIES, AND STANDARDS OF PERSONAL ETHICS TO

ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 08.09 Serve as interviewer, interviewee, and liaison in public relations, civic, media, community, and employment situations.
- 08.10 Train and assist others in business behavior, procedures, and skills.
- 08.11 Demonstrate leadership behavior to include delegation of duties.

14.0 PERFORM ADMINISTRATIVE OFFICE FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 14.01 Organize and conduct a meeting using parliamentary procedures.
- 14.02 Perform budgeting and accounting procedures.
- 14.03 Plan and arrange business functions.
- 14.04 Plan and design the physical layout of an office to meet ergonomic and federal requirements.
- 14.05 Analyze equipment specifications to meet required needs and make purchase recommendations.
- 14.06 Maintain and utilize a resource library.
- 14.07 Perform specialized office procedures.

15.0 USE TECHNOLOGY TO INCREASE ADMINISTRATIVE OFFICE SUPPORT PRODUCTIVITY AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 15.06 Key with speed and accuracy to meet industry standards for employment as an executive secretary or administrative assistant.
- 15.09 Integrate all forms of communication in the successful pursuit of a career as an executive secretary or administrative assistant.

#### **WORK-BASED LEARNING**

20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:

- 20.05 Participate in work-based learning experiences in an administrative office environment.
- 20.06 Discuss the use of technology in an administrative office environment.
- 20.07 Compare and contrast the software applications used in an administrative office environment.
- 20.08 Discuss the changing role of administrative support in today's business environment and the ways to manage stress related to these changes.
- 20.09 Discuss the management/supervisory skills needed in an administrative office environment.



Florida Department of Education  
**STUDENT PERFORMANCE STANDARDS**

Secondary Course Number: 8209020  
**Course Title:** Business Systems and Technology 1  
 (Business Systems and Technology)  
**Course Credit:** 1

**COURSE DESCRIPTION:**

This course is designed to provide a basic overview of current business and information systems and trends and to introduce students to the basic skills and foundations required for today's business environments. Emphasis is placed on developing proficiency with touch keyboarding and fundamental computer applications, so that they may be used as communication tools for enhancing personal and workplace proficiency in an information based society. After successful completion of this core course, students will have met Occupational Completion Point - Data Code A, General Office Clerk - OES 55321.

**INFORMATION SYSTEMS**

01.0 DEMONSTRATE KNOWLEDGE, SKILL, AND APPLICATION OF INFORMATION SYSTEMS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE. APPLY ERGONOMIC PRINCIPLES APPLICABLE TO THE CONFIGURATION OF COMPUTER WORKSTATIONS.-The student will be able to:

- 01.01 Develop keyboarding skills to enter and manipulate text and data. LA.B.1.4.3
- 01.02 Describe and use current and emerging computer technology and software to perform personal and business related tasks. LA.B.2.4.4
- 01.03 Identify and describe communications and networking systems used in workplace environments.
- 01.04 Use reference materials such as on-line help, vendor bulletin boards, tutorials, and manuals available for application software. LA.B.2.4.4, LA.A.2.4.6
- 01.05 Demonstrate basic file management skills. LA.A.2.4.2, LA.B.2.4.4, LA.B.2.4.6
- 01.06 Troubleshoot problems with computer software, hardware, peripherals, and other office equipment. LA.D.2.4.4
- 01.07 Describe ethical issues and problems associated with computers and information systems.
- 01.08 Apply ergonomic principles applicable to the configuration of computer workstations.

**WORKPLACE COMMUNICATIONS**

02.0 USE TECHNOLOGY TO APPLY AND ENHANCE COMMUNICATION SKILLS IN TECHNICAL READING, WRITING, SPEAKING, LISTENING, AND VIEWING-The student will be able to:

- 02.01 Select and use appropriate modes of communication for specific job and work situations. LA.B.2.4.4

- 02.02 Organize ideas and communicate oral and written messages appropriate to listeners and situations in workplace and business environments. LA.B.2.4.2
  - 02.03 Use listening, speaking, and nonverbal skills and strategies to communicate effectively with supervisors, co-workers, and customers. LA.C.1.4.1, LA.C.3.4.1, HE.B.3.4.1
  - 02.04 Select and use standard written business communication formats. LA.B.1.4.1, LA.B.1.4.3
  - 02.05 Use professional business vocabulary appropriate for entry-level jobs in business environments. LA.A.1.4.3
- 03.0 USE TECHNOLOGY TO APPLY AND ENHANCE COMMUNICATION SKILLS IN TECHNICAL READING, WRITING –The student will be able to:
- 03.01 Select and use word processing software and accompanying features to enhance written business communications. LA.B.1.4.1
  - 03.02 Use the writing process to create/edit business documents appropriate to the subject matter, purpose, and audience. LA.B.1.4.1, LA.B.1.4.2, LA.B.1.4.3
  - 03.03 Use database, spreadsheet, presentation software, scheduling, and integrated software packages to enhance communications. LA.B.2.4.1, LA.B.2.4.2
  - 03.04 Explore and demonstrate effective and efficient use of telecommunications systems including telephone techniques for handling incoming and placing outgoing business calls. LA.B.1.4.3
  - 03.05 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.06 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail, voice mail) to solve business problems and complete business tasks.

#### **MANAGEMENT**

- 04.0 DEVELOP AN AWARENESS OF MANAGEMENT FUNCTIONS AND ORGANIZATIONAL STRUCTURES AS THEY RELATE TO TODAY'S WORKPLACE AND EMPLOYER/EMPLOYEE ROLES. DEMONSTRATE INITIATIVE, COURTESY, LOYALTY, HONESTY, COOPERATION AND PUNCTUALITY AS A TEAM MEMBER—The student will be able to:
- 04.01 Explore, design, implement, and evaluate organizational structures and cultures for managing project teams.
  - 04.02 Explore and demonstrate an awareness of current trends in business and the employee's role in maintaining productive business environments in today's global workplace.
  - 04.03 Collaborate with individuals and teams to complete tasks and solve business-related problems and demonstrate initiative, courtesy, loyalty, honesty, cooperation, and punctuality as a team member.

#### **CURRENT TRENDS/ISSUES IN THE WORKPLACE**

- 05.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE—The student will be able to:

- 05.01 Assess personal, peer, and group performance and identify and implement strategies for improvement (e.g., organizational skills, note taking/outlining, advance organizers, reasoning skills, problem-solving and decision-making skills).
- 05.02 Develop criteria for assessing products and processes that incorporate effective business practices (e.g., time management, productivity, total quality management).

**MANAGEMENT**

06.0 INCORPORATE APPROPRIATE LEADERSHIP AND SUPERVISION TECHNIQUES, CUSTOMER SERVICE STRATEGIES, AND STANDARDS OF PERSONAL ETHICS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 06.01 Demonstrate an awareness of quality service and the personal and professional standards required to establish an effective service-based culture in the workplace, business, or learning environment.
- 06.02 Identify, analyze, and implement managerial skills necessary for maintaining a high quality work environment, goals, and strategic planning in business settings.
- 06.03 Follow accepted rules, regulations, policies, procedures, processes, and workplace safety.

**COMPUTATION AND FINANCE**

07.0 APPLY MATHEMATICAL OPERATIONS AND PROCESSES AS WELL AS FINANCIAL PLANNING STRATEGIES TO COMMONLY OCCURRING SITUATIONS IN THE WORKPLACE AND TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 07.01 Analyze, interpret, compile and demonstrate the ability to present/communicate data in understandable and measurable terms using common statistical procedures. MA.E.1.4.1, MA.E.A.4.2
- 07.02 Use common standards of measurement including the metric system in solving work-related or business problems (e.g., length, weight, currency, time). MA.B.3.4.1
- 07.03 Select and use the correct mathematical processes and tools to solve complex problem settings that are typical of business settings and use formulas when appropriate. MA.A.3.4.3

**JOB READINESS AND CAREER DEVELOPMENT**

08.0 ASSESS PERSONAL STRENGTHS AND WEAKNESSES AS THEY RELATE TO JOB OBJECTIVES, CAREER EXPLORATION, PERSONAL DEVELOPMENT, AND LIFE GOALS—The student will be able to:

- 08.01 Assess, analyze and reassess individual talents, aptitudes, interests, and personal characteristics as they relate to potential future careers in business environments.
- 08.02 Use personal assessment tools to identify personal strengths and weaknesses related to learning and work environments.
- 08.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.

10.0 INCORPORATE KNOWLEDGE GAINED FROM INDIVIDUAL ASSESSMENT AND JOB/CAREER EXPLORATION TO DESIGN AN INDIVIDUAL CAREER PLAN THAT REFLECTS THE TRANSITION FROM SCHOOL TO WORK, LIFELONG LEARNING, AND PERSONAL AND PROFESSIONAL GOALS. EXPERIENCE WORK-BASED LEARNING THROUGH JOB SHADOWING, MENTORING, E-COACHING, ETC. -The student will be able to:

- 09.01 Analyze personal skills and aptitudes in comparison with various business related job and career options.
- 09.02 Use career resources to develop an information base that reflects local and global business related occupations and opportunities for continuing education and workplace experience.
- 09.03 Demonstrate job-seeking skills required for entry-level employment (e.g., resume, application, interview, follow up). LA.C.3.4.4
- 09.04 Design, initiate, refine, and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 09.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
- 09.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.
- 09.08 Experience work-based learning through volunteerism, job shadowing, mentoring, e-coaching, etc.

#### **HUMAN RELATIONS/INTERPERSONAL SKILLS**

10.0 DEMONSTRATE PERSONAL AND INTERPERSONAL SKILLS APPROPRIATE FOR THE WORKPLACE-The student will be able to:

- 10.01 Accept constructive criticism. SS.B.1.4.5
- 10.02 Apply appropriate strategies to manage and resolve conflict in work situations. LA.D.1.4.2, SS.B.1.4.5, HE.B.3.4.5
- 10.03 Demonstrate personal and interpersonal skills appropriate for the workplace (e.g., responsibility, dependability, punctuality, integrity, positive attitude, initiative, and respect for self and others, professional dress, etc.).

#### **ADMINISTRATIVE OFFICE PROCEDURES**

11.0 PERFORM OFFICE FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE-The student will be able to:

- 11.01 Perform business tasks (e.g., filing and records management, scheduling, reprographics, mail handling, etc.). LA.A.2.4.4, LA.A.2.4.7, LA.A.2.4.8, LA.B.2.4.2
- 11.02 Demonstrate knowledge of ethical behavior in a business environment (e.g., confidentiality of information, employee right to know, hiring practices, plagiarism, copyright violations, sexual harassment, mission statement, code of ethics, etc.).

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

Secondary Course Number: 8209030  
Course Title: Business Systems and Technology 2  
Course Credit: 1

**COURSE DESCRIPTION:**

This course is designed to build upon the experiences and content of Business Systems and Technology 1 so that a fundamental core of knowledge, skills, and attitudes required for today's business environment is established. Emphasis is placed on developing proficiency with database, spreadsheet, presentation, and integrated software applications as tools for accomplishing business related job objectives and enhancing workplace performance. After successful completion of the Business Technology Education Core courses (Business Systems and Technology 1 and 2), students will have met Occupational Completion Point - Data Code B, General Office Clerk II - OES 55347.

**INFORMATION SYSTEMS**

01.0 DEMONSTRATE KNOWLEDGE, SKILL, AND APPLICATION OF INFORMATION SYSTEMS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 01.07 Enhance proficiency with touch keyboarding skills (speed and accuracy) to enter and manipulate data.
- 01.08 Use current and emerging computer technology and software to perform personal and business related tasks, solve problems, and organize and communicate information.
- 01.09 Troubleshoot problems with computer hardware, peripherals, and other office equipment.
- 01.10 Use communications and networking systems to perform tasks and solve problems in business environments.
- 01.11 Describe ergonomic principles important to the configuration of computer workstations.
- 01.12 Describe ethical issues and problems associated with computers and information systems.

**WORKPLACE COMMUNICATIONS**

02.0 APPLY COMMUNICATION SKILLS (READING, WRITING, SPEAKING, LISTENING, AND VIEWING) IN A COURTEOUS, CONCISE, AND CORRECT MANNER ON PERSONAL AND PROFESSIONAL LEVELS—The student will be able to:

- 02.07 Select and use modes of communications appropriate to specific job and workplace situations.
- 02.08 Select and use standard written communication formats used for professional and business communication.
- 02.09 Use professional business vocabulary appropriate for internal and external communications in business environments.

03.0 USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF COMMUNICATIONS IN ORDER TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 03.03 Use the writing process to create business-related documents appropriate to the subject matter, purpose, and audience.
  - 03.04 Revise and edit business-related documents to ensure correct grammar, spelling, punctuation, and format.
  - 03.05 Use database, spreadsheet, and integrated software packages to enhance written business communications.
  - 03.06 Use presentation software to enhance personal and professional communications.
  - 03.08 Use computer networks (e.g., Internet, on-line databases, e-mail) to facilitate collaborative or individual learning and communication.
  - 03.09 Explore current and emerging telecommunication systems.
  - 03.10 Discuss communication systems—cultural, organizational, technological, and interpersonal.
- 04.0 USE INFORMATION TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:
- 04.03 Respond to and utilize information derived from multiple sources (e.g., written documents, instructions, e-mail) to solve business problems and complete business tasks.

**CURRENT TRENDS/ISSUES IN THE WORKPLACE**

- 05.0 ANALYZE CURRENT AND EMERGING WORKPLACE TRENDS AND ISSUES AND DETERMINE POTENTIAL IMPACT ON CAREER AND JOB OBJECTIVES AND WORKPLACE PERFORMANCE—The student will be able to:
- 05.03 Identify, define, and discuss current trends and issues that impact global and local business/workplace environments.
  - 05.04 Communicate (individually and in groups) current and emerging business trends and recommend strategies for controlling the impact of these trends on personal and professional levels.

**MANAGEMENT**

- 06.0 DEVELOP AN AWARENESS OF MANAGEMENT FUNCTIONS AND ORGANIZATIONAL STRUCTURES AS THEY RELATE TO TODAY'S WORKPLACE AND EMPLOYER/EMPLOYEE ROLES—The student will be able to:
- 06.03 Design, implement, and evaluate organizational structures for managing project teams.
  - 06.04 Demonstrate an awareness of the employee's role in maintaining productive business environments in today's workplace.
- 07.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE—The student will be able to:
- 07.03 Routinely assess personal performance and identify and implement strategies for improvement.
  - 07.04 Assess peers and/or group members' performance in order to develop and implement strategies for improvement.
- 08.0 INCORPORATE APPROPRIATE LEADERSHIP AND SUPERVISION TECHNIQUES, CUSTOMER SERVICE STRATEGIES, AND STANDARDS OF PERSONAL ETHICS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 08.04 Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.
- 08.05 Facilitate focus group discussions regarding service, supervision, and ethical considerations that impact the workplace, business, or learning environment.

#### **COMPUTATION AND FINANCE**

- 09.0 APPLY MATHEMATICAL OPERATIONS AND PROCESSES AS WELL AS FINANCIAL PLANNING STRATEGIES TO COMMONLY OCCURRING SITUATIONS IN THE WORKPLACE TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 09.05 Select and use the correct mathematical process to solve complex problem situations that are typical of business settings and use formulas when appropriate.

#### **JOB READINESS AND CAREER DEVELOPMENT**

- 10.0 ASSESS PERSONAL STRENGTHS AND WEAKNESSES AS THEY RELATE TO JOB OBJECTIVES, CAREER EXPLORATION, PERSONAL DEVELOPMENT, AND LIFE GOALS—The student will be able to:

- 10.03 Analyze job and career requirements and relate career interests to opportunities in the global economy.
- 10.04 Reassess and analyze individual talents, interests, and personal characteristics and relate to desired career options.

- 11.0 INCORPORATE KNOWLEDGE GAINED FROM INDIVIDUAL ASSESSMENT AND JOB/CAREER EXPLORATION TO DESIGN AN INDIVIDUAL CAREER PLAN THAT REFLECTS THE TRANSITION FROM SCHOOL TO WORK, LIFELONG LEARNING, AND PERSONAL AND PROFESSIONAL GOALS--The student will be able to:

- 11.05 Refine and implement a plan to facilitate personal growth and skill development related to anticipated job requirements and career expectations.
- 11.06 Demonstrate an awareness of specific job requirements and career paths (e.g., requirements, characteristics needed) in business environments.
- 11.07 Demonstrate an awareness of the potential impact of local and global trends on career plans and life goals.

#### **HUMAN RELATIONS/INTERPERSONAL SKILLS**

- 12.0 DEMONSTRATE HUMAN RELATIONS/INTERPERSONAL SKILLS APPROPRIATE FOR THE WORKPLACE—The student will be able to:

- 12.01 Accept constructive criticism.
- 12.02 Apply appropriate strategies to manage conflict in work situations.

#### **ADMINISTRATIVE OFFICE PROCEDURES**

- 13.0 PERFORM OFFICE FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

13.01 Perform office tasks (e.g., filing and records management, scheduling, reprographics, and mail handling).



Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

**Secondary Course Number:** 8212110  
**Course Title:** Administrative Office Technology 1  
**Course Credit:** 1

**COURSE DESCRIPTION:**

This course is designed to assist with administrative and general office duties in a support capacity. This course explores and expands the core competencies in the areas of personal and professional development and promotes application of higher level office procedures tasks and communications skills through the use of technology. After successful completion of Administrative Office Technology 1 and Business Software Applications 1, students will have met Occupational Completion Point - Data Code C, Secretary - OES Code 55108.

**WORKPLACE COMMUNICATIONS**

02.0 APPLY COMMUNICATION SKILLS (READING, WRITING, SPEAKING, LISTENING, AND VIEWING) IN A COURTEOUS, CONCISE, AND CORRECT MANNER ON PERSONAL AND PROFESSIONAL LEVELS—The student will be able to:

02.10 Use job specific terminology if training for specialized support fields (e.g., construction, education, real estate) or use advanced business vocabulary.

02.11 Integrate all forms of communication in the successful pursuit of a secretarial career.

03.0 USE TECHNOLOGY TO ENHANCE THE EFFECTIVENESS OF COMMUNICATIONS IN ORDER TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

03.11 Write complex executive level business communications.

**MANAGEMENT**

07.0 PRACTICE QUALITY PERFORMANCE IN THE LEARNING ENVIRONMENT AND THE WORKPLACE—The student will be able to:

07.05 Discuss performance evaluation methods and instruments used to assess employee progress and performance.

08.0 INCORPORATE APPROPRIATE LEADERSHIP AND SUPERVISION TECHNIQUES, CUSTOMER SERVICE STRATEGIES, AND STANDARDS OF PERSONAL ETHICS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

08.06 Discuss the main causes of accidents in the office and identify preventive measures.

08.07 Discuss the role of agencies that establish and monitor health and safety standards (e.g., OSHA) and discuss standards established by these agencies.

08.08 Discuss the responsibilities organizations have to their employees (e.g., Right to Work laws, risk management).

**JOB READINESS AND CAREER DEVELOPMENT**

11.0 INCORPORATE KNOWLEDGE GAINED FROM INDIVIDUAL ASSESSMENT AND JOB/CAREER EXPLORATION TO DESIGN AN INDIVIDUAL CAREER PLAN THAT REFLECTS THE TRANSITION FROM SCHOOL TO WORK, LIFELONG LEARNING, AND PERSONAL AND PROFESSIONAL GOALS—The student will be able to:

11.08 Plan ethical, political strategies to achieve goals and advance careers.

#### **HUMAN RELATIONS/INTERPERSONAL SKILLS**

12.0 DEMONSTRATE HUMAN RELATIONS/INTERPERSONAL SKILLS APPROPRIATE FOR THE WORKPLACE—The student will be able to:

12.03 Develop professional workplace relationship skills both internally and externally to include team building, group dynamics, and conflict resolution.

#### **ADMINISTRATIVE OFFICE PROCEDURES**

13.0 PERFORM OFFICE FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

13.02 Apply the use of information management tools (e.g., calendars, ticklers, schedulers) to develop and coordinate distribution of work.

13.03 Maintain equipment and supplies.

13.04 Perform financial functions (e.g., payroll, invoices, bank deposits, travel vouchers).

13.05 Transcribe machine dictation.

13.06 Perform specialized records management functions.

13.07 Determine the most efficient method to send mail (e.g., fax, e-mail, external/internal courier systems, U.S. mail).

#### **WORK-BASED LEARNING**

20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:

20.01 Participate in work-based learning experiences in the secretarial field.

20.02 Discuss the use of technology in the secretarial field.

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

**Secondary Course Number:** 8212120  
**Course Title:** Business Software Applications 1  
**Course Credit:** 1

**COURSE DESCRIPTION:**

This course is designed to develop proficiency in using the advanced features of software programs to perform office related tasks. After successful completion of Administrative Office Technology 1 and Business Software Applications 1, students will have met Occupational Completion Point - Data Code C, Secretary - OES Code 55108.

**ADMINISTRATIVE OFFICE PROCEDURES**

15.0 USE TECHNOLOGY TO INCREASE ADMINISTRATIVE OFFICE SUPPORT PRODUCTIVITY AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 15.01 Access, process, and transmit information through all mediums (e.g., fax, e-mail, modem, Internet, teleconferencing).
- 15.02 Create documents using advanced features in word processing, database, spreadsheet, presentation, and multimedia software.
- 15.03 Install and update software for current office use.
- 15.04 Use technology to research, compile, create, and deliver an oral presentation.
- 15.05 Key with speed and accuracy to meet industry standards for employment as a secretary.
- 15.07 Perform integrated functions using various software applications.
- 15.08 Perform proofreading skills including electronic reference tools.

**WORK-BASED LEARNING**

20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:

- 20.01 Participate in work-based learning experiences in the secretarial field.
- 20.03 Compare and contrast the software applications used in the secretarial field.
- 20.04 Discuss organizational networks or charts and describe the relationships between positions and responsibilities.

**Florida Department of Education  
STUDENT PERFORMANCE STANDARDS**

**Secondary Course Number:** 8212410  
**Course Title:** Administrative Office Technology 2  
**Course Credit:** 1

**COURSE DESCRIPTION:**

This course explores and expands the competencies learned in Administrative Office Technology 1 and promotes application of higher level office procedures tasks and communication skills. After successful completion of Administrative Office Technology 2, Administrative Office Technology 3, and Business Software Applications 2, students will have met Occupational Completion Point - Data Code D, Administrative Assistant - DOT Code 169.167-010.

**WORKPLACE COMMUNICATIONS**

02.0 APPLY COMMUNICATION SKILLS (READING, WRITING, SPEAKING, LISTENING, AND VIEWING) IN A COURTEOUS, CONCISE, AND CORRECT MANNER ON PERSONAL AND PROFESSIONAL LEVELS—The student will be able to:

- 02.12 Deliver impromptu and planned speeches.
- 02.13 Synthesize information from multiple speakers in a group and respond in an effective manner.
- 02.14 Communicate in a multicultural setting (e.g., with people from varying international, cultural, ethnic, and racial backgrounds).

04.0 USE INFORMATION TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 04.04 Gather and compile data for supervisors and for company reports.

**MANAGEMENT**

08.0 INCORPORATE APPROPRIATE LEADERSHIP AND SUPERVISION TECHNIQUES, CUSTOMER SERVICE STRATEGIES, AND STANDARDS OF PERSONAL ETHICS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 08.09 Serve as interviewer, interviewee, and liaison in public relations, civic, media, community, and employment situations.
- 08.11 Demonstrate leadership behavior to include delegation of duties.

14.0 PERFORM ADMINISTRATIVE OFFICE FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

- 14.01 Organize and conduct a meeting using parliamentary procedures.
- 14.03 Plan and arrange business functions.

- 14.06 Maintain and utilize a resource library.
- 14.07 Perform specialized office procedures.

**WORK-BASED LEARNING**

- 20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:
  - 20.05 Participate in work-based learning experiences in an administrative office environment.
  - 20.06 Discuss the use of technology in an administrative office environment.

Florida Department of Education  
STUDENT PERFORMANCE STANDARDS

**Secondary Course Number:** 8212420  
**Course Title:** Administrative Office Technology 3  
**Course Credit:** 1

**COURSE DESCRIPTION:**

This course expands the competencies learned in Administrative Office Technology 2. Students are required to perform higher level thinking and decision making and to use technology as a resource to efficiently perform systematic procedural tasks and to produce quality work in an efficient manner. After successful completion of Administrative Office Technology 2, Administrative Office Technology 3, and Business Software Applications 2, students will have met Occupational Completion Point - Data Code D, Administrative Assistant - DOT Code 169.167-010.

**MANAGEMENT**

08.0 INCORPORATE APPROPRIATE LEADERSHIP AND SUPERVISION TECHNIQUES, CUSTOMER SERVICE STRATEGIES, AND STANDARDS OF PERSONAL ETHICS TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

08.10 Train and assist others in business behavior, procedures, and skills.

14.0 PERFORM ADMINISTRATIVE OFFICE FUNCTIONS AND RESPONSIBILITIES TO ACCOMPLISH JOB OBJECTIVES AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

14.02 Perform budgeting and accounting procedures.

14.04 Plan and design the physical layout of an office to meet ergonomic and federal requirements.

14.05 Analyze equipment specifications to meet required needs and make purchase recommendations.

**WORK-BASED LEARNING**

20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:

20.05 Participate in work-based learning experiences in an administrative office environment.

20.08 Discuss the changing role of administrative support in today's business environment and the ways to manage stress related to these changes.

20.09 Discuss the management/supervisory skills needed in an administrative office environment.

## STUDENT PERFORMANCE STANDARDS

**Secondary Course Number:** 8212160  
**Course Title:** Business Software Applications 2  
**Course Credit:** 1

### COURSE DESCRIPTION:

This course is designed to use technology to produce high quality employment portfolios, research job opportunities, and compile and disseminate job-seeking documents. After successful completion of Administrative Office Technology 2, Administrative Office Technology 3, and Business Software Applications 2, students will have met Occupational Completion Point - Data Code D, Administrative Assistant - DOT Code 169.167-010.

15.0 USE TECHNOLOGY TO INCREASE ADMINISTRATIVE OFFICE SUPPORT PRODUCTIVITY AND ENHANCE WORKPLACE PERFORMANCE—The student will be able to:

15.06 Key with speed and accuracy to meet industry standards for employment as an executive secretary or administrative assistant.

15.09 Integrate all forms of communication in the successful pursuit of a career as an executive secretary or administrative assistant.

### WORK-BASED LEARNING

20.0 PARTICIPATE IN WORK-BASED LEARNING EXPERIENCES—The student will be able to:

20.05 Participate in work-based learning experiences in an administrative office environment

20.07 Compare and contrast the software applications used in an administrative office environment.