

**ADMINISTRATIVE SUPPORT TECHNOLOGY COURSE**  
**COURSE CODE: 5122**  
**STUDENT PROFILE (EFFECTIVE 2017-18)**

<b>Student's Name:</b>		<b>Teacher's Name:</b>			
<b>School Year/Semester:</b>		<b>Date Begin:</b>			
<b>Grade:</b>		<b>Date Completed</b>			
<p><b>Directions:</b> Document student's progress using the applicable rating scales below: Enter date of completion under the appropriate column.</p> <p>0 - Has not received instruction in this area / <b>no experience or knowledge of this task (N/A)</b></p> <p>1 – Can apply and perform <b>independently (80-100)</b></p> <p>2 – Can perform the task completely with <b>limited supervision (70-79)</b></p> <p>3 – Requires additional instruction and or <b>close supervision (60-69)</b></p>					
<b>A. SAFETY</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
1	Review school safety policies and procedures.				
2	Review classroom safety rules and procedures.				
3	Review safety procedures for using equipment in the classroom.				
4	Identify major causes of work-related accidents in office environments.				
5	Demonstrate safety skills in an office/work environment.				
<b>B. STUDENT ORGANIZATIONS</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
1	Identify the purpose and goals of a Career and Technology Student Organization (CTSO).				
2	Explain how CTSOs are integral parts of specific clusters, majors, and/or courses.				
3	Explain the benefits and responsibilities of being a member of a CTSO.				
4	List leadership opportunities that are available to students through participation in CTSO conferences, competitions, community service, philanthropy, and other activities.				
5	Explain how participation in CTSOs can promote lifelong benefits in other professional and civic organizations.				
<b>C. TECHNOLOGY KNOWLEDGE</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
1	Demonstrate proficiency and skills associated with the use of technologies that are common to a specific occupation				
2	Identify proper netiquette when using e-mail, social media, and other technologies for communication purposes.				
3	Identify potential abuse and unethical uses of laptops, tablets, computers, and/or networks.				



4	Explain the consequences of social, illegal, and unethical uses of technology, e.g., piracy; illegal downloading; licensing infringement; inappropriate uses of software, hardware, and mobile devices in the work environment.				
5	Discuss legal issues and the terms of use related to copyright laws, fair use laws, and ethics pertaining to downloading of images, photographs, documents, video, sounds, music, trademarks, and other elements for personal use.				
6	Describe ethical and legal practices of safeguarding the confidentiality of business-related information.				
7	Describe possible threats to a laptop, tablet, computer, and/or network and methods of avoiding attacks.				
<b>D. PERSONAL QUALITIES AND EMPLOYABILITY SKILLS</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
1	Demonstrate punctuality.				
2	Demonstrate self-representation.				
3	Demonstrate work ethic.				
4	Demonstrate respect.				
5	Demonstrate time management.				
6	Demonstrate integrity.				
7	Demonstrate leadership.				
8	Demonstrate teamwork and collaboration.				
9	Demonstrate conflict resolution.				
10	Demonstrate perseverance.				
11	Demonstrate commitment.				
12	Demonstrate a healthy view of competition				
13	Demonstrate a global perspective.				
14	Demonstrate health and fitness.				
15	Demonstrate self-direction.				
16	Demonstrate lifelong learning.				
<b>E. PROFESSIONAL KNOWLEDGE</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
1	Demonstrate effective speaking and listening skills.				
2	Demonstrate effective reading and writing skills.				
3	Demonstrate mathematical reasoning.				



4	Demonstrate job-specific mathematics skills.				
5	Demonstrate critical-thinking and problem-solving skills.				
6	Demonstrate creativity and resourcefulness.				
7	Demonstrate an understanding of business ethics.				
8	Demonstrate confidentiality.				
9	Demonstrate an understanding of workplace structures, organizations, systems, and climates.				
10	Demonstrate diversity awareness.				
11	Demonstrate job acquisition and advancement skills.				
12	Demonstrate task management skills.				
13	Demonstrate customer-service skills.				
<b>F. ADMINISTRATIVE SUPPORT FUNCTIONS</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
1	Develop and manage an electronic office calendar.				
2	Order and maintain inventory of supplies.				
3	Obtain document notarization.				
4	Set up personal record management system (e.g., telephone numbers, addresses, employee/customer profiles).				
5	Maintain employee emergency contact information.				
6	Receive visitors and clients.				
7	Retrieve and process voice mail messages.				
8	Process fax documents.				
9	Process, file, and archive electronic mail.				
10	Create and maintain electronic distribution lists.				
11	Set priorities for workflow.				
12	Develop efficient procedures for workflow.				
13	Demonstrate use of 10-Keypad.				
14	Identify characteristics of an efficiently organized workstation.				
15	Define ergonomics and its effect on employee productivity.				
<b>G. DOCUMENT PREPARATION</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
1	Create and organize electronic files using folders and subfolders.				



2	Identify terms commonly used in document processing.				
3	Key and edit mailable business documents in acceptable format.				
4	Create envelopes/labels (including special notations such as "personal" and "confidential") in the style currently recommended by the United States Postal Service (USPS).				
5	Complete pre-printed and electronic forms.				
6	Scan data or graphics for document use.				
7	Revise existing documents.				
8	Insert a graphic image.				
9	Design a table.				
10	Develop, revise, and create queries and reports using database software.				
11	Prepare mail merge.				
12	Locate and use templates.				
13	Prepare spreadsheets including appropriate formulas, headings, and formatting.				
14	Design and create desktop-publishing documents.				
15	Create charts and graphs.				
16	Print spreadsheets and/or formulas using appropriate page setup (e.g., orientation, scaling, margins, headers/footers, print area, and gridlines).				
<b>H. MEETING PREPARATION AND EQUIPMENT USE</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
1	Prepare materials for copying and distribution.				
2	Photocopy a document using multiple features (e.g., collating, stapling, simplexing, duplexing) of a copier.				
3	Locate and retrieve data from various sources (e.g., local drive, network drives, and internet).				
4	Create high-quality visual aids.				
5	Setup and install audio visual equipment.				
6	Participate in web-based and video conferencing.				
7	Discuss technology device trends as applied to business environments.				
<b>I. BUSINESS COMMUNICATION</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
1	Follow oral and written instructions.				



2	Annotate letters, reports, and news articles.				
3	Demonstrate appropriate grammar, spelling, and punctuation usage.				
4	Edit documents using proofreader's marks.				
5	Identify good listening skills.				
6	Deliver an oral presentation.				
7	Interpret nonverbal communications.				
8	Prepare correspondence (e.g., memo, business letter, electronic mail).				
9	Prepare agenda and compile materials for meetings.				
10	Prepare minutes as written record of official business.				
11	Communicate with liaisons outside the company (e.g., business partners, business professional organizations).				
<b>J. TELEPHONE TECHNIQUES</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
1	Identify telephone services and types of calls.				
2	Locate telephone numbers and addresses using appropriate resources, i.e. search engine, white pages.				
3	Demonstrate proper techniques for answering, screening, and placing calls.				
4	Demonstrate proper techniques for placing a caller on hold, transferring a call, and/or taking a message.				
5	Explain the use of multi-line phones and conference calls.				
<b>K. FILING / RECORDS MANAGEMENT</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
1	Identify types of filing supplies, procedures, and systems. (i.e. alphabetic, numeric, name/subject).				
2	File office information manually and electronically.				
3	Retrieve information from files.				
4	List the phases of a record life cycle.				
5	Identify policy and procedure for purging records and/or files.				
<b>L. MAIL SERVICES AND PROCEDURES</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
1	Process incoming and outgoing mail (i.e. sorting, distributing, routing, etc.).				
2	Identify special mail services through the USPS (certified, registered, return receipt, etc.).				
3	Identify alternative couriers (FedEx, UPS, DHL, inter-office).				
4	Use electronic mail.				



5	Identify equipment used in processing mail. (i.e. postage scales).				
<b>M. FINANCIAL FUNCTIONS</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
1	Prepare bank records and bank reconciliation forms.				
2	Identify payroll procedures.				
3	Prepare business reports.				
4	Journalize and post entries to establish and replenish petty cash.				
<b>N. MANAGEMENT FUNCTIONS</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
1	Collect data for supervisor and compile report.				
2	Demonstrate the ability to maintain supervisor's hourly appointment calendar.				
3	Demonstrate effective management of office projects and meeting deadlines.				
4	Understand procedures for purchasing, shipping, and receiving.				
5	Describe various types of shipping services and their costs.				
6	Investigate various alternatives for making travel arrangements.				
7	Plan and organize a meeting.				
8	Prepare an agenda for a meeting.				
9	Plan a business trip.				
10	Prepare an itinerary.				
11	Plan organization/department activities to support decision management.				
<b>O. MANAGEMENT AND LEADERSHIP STYLES</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
1	Identify the functions of management.				
2	List the responsibilities involved at the different levels of management.				
3	List characteristics of effective leaders.				
4	Identify different types of leadership styles.				
5	Format an organizational chart.				
6	List factors involved in employee appraisal.				
<b>P. CAREER DEVELOPMENT</b>		<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
1	Evaluate career opportunities.				



2	Identify sources of employment opportunities.				
3	Identify appropriate dress and grooming for the workplace.				
4	Develop an electronic portfolio for career opportunities				
5	Compose a letter of application.				
6	Compose a resume.				
7	Complete a job application form.				
8	Identify behaviors considered to be appropriate or inappropriate in a job interview.				
9	Compose a follow-up letter.				
10	Compose a letter of resignation.				

