

**ADMINISTRATIVE SUPPORT TECHNOLOGY
CODE: 5122**

COURSE DESCRIPTION: Administrative Support Technology, a required course in the Administrative Services program, is designed to provide an in-depth review of the major responsibilities and tasks performed in the administrative support position. The objectives of the course are to enhance technology, decision-making, and communication skills; solve business-oriented problems; manage processes and procedures found within various types of organizations; and demonstrate proficient supervisory, management, finance, and professional skills.

OBJECTIVE: Given the necessary equipment, supplies, and facilities, the student will be able to successfully complete all of the following core standards.

RECOMMENDED GRADE LEVELS:	10-12
COURSE CREDIT:	1 unit
PREREQUISITE:	Digital Literacy Skills
COMPUTER REQUIREMENT:	One computer per student
RESOURCES:	Instructional Materials

A. SAFETY

Proficient professionals know the academic subject matter, including safety as required for proficiency within their area. They will use this knowledge as needed in their role. The following accountability criteria are considered essential for students in any program of study.

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. STUDENT ORGANIZATIONS

Proficient professionals know the academic subject matter, including professional development, required for proficiency within their area. They will use this knowledge as needed in their role. The following accountability criteria are considered essential for students in any program of study.

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.

C. TECHNOLOGY KNOWLEDGE

Proficient professionals know the academic subject matter, including the ethical use of technology as needed in their role. The following accountability criteria are considered essential for students in any program of study.

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; cyberbullying, 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.

D. PERSONAL QUALITIES AND EMPLOYABILITY SKILLS

Proficient professionals know the academic subject matter, including positive work practices and interpersonal skills, as needed in their role. The following accountability criteria are considered essential for students in any program of study.

1. Demonstrate creativity and innovation.
2. Demonstrate critical thinking and problem-solving skills.
3. Demonstrate initiative and self-direction.
4. Demonstrate integrity.
5. Demonstrate work ethic.
6. Demonstrate conflict resolution skills.
7. Demonstrate listening and speaking skills.
8. Demonstrate respect for diversity.
9. Demonstrate customer service orientation.
10. Demonstrate teamwork.

E. PROFESSIONAL KNOWLEDGE

Proficient professionals know the academic subject matter, including positive work practices and interpersonal skills, as needed in their role. The following accountability criteria are considered essential for students in any program of study.

1. Demonstrate global or “big picture” thinking.
2. Demonstrate career and life management skills and goal-making.
3. Demonstrate continuous learning and adaptability skills to changing job requirements.
4. Demonstrate time and resource management skills.
5. Demonstrates information literacy skills.
6. Demonstrates information security skills.
7. Demonstrates information technology skills.
8. Demonstrates knowledge and use of job-specific tools and technologies.
9. Demonstrate job-specific mathematics skills.
10. Demonstrates professionalism in the workplace.
11. Demonstrate reading and writing skills.
12. Demonstrates workplace safety.

F. THE OFFICE ENVIRONMENT

Proficient administrative professionals understand the working environments within various business organizations as needed in their role. The following accountability criteria are considered essential for students in the Administrative Services program of study.

1. Identify the different ways businesses are organized (e.g., sole proprietorship, partnership, corporation, limited liability, not-for-profit entities, government units).
2. Identify the purpose and various functions found in the organizational structure.
3. Differentiate between a remote/virtual versus in-person workplace environment.
4. Compare and contrast the different products and services offered by businesses (i.e., manufacture, merchandise, service, and wholesale).

G. MANAGEMENT AND LEADERSHIP STYLES

Proficient administrative professionals understand leadership and its role in the business world as needed in their role. The following accountability criteria are considered essential for students in the Administrative Services program of study.

1. Identify the various functions and responsibilities involved at the different levels of management.
2. List characteristics of effective leaders.
3. Identify and demonstrate different types of leadership styles.
4. List factors involved in employee appraisal.

5. Analyze the importance of teamwork skills to reach common goals.

H. ETHICS IN THE OFFICE

Proficient administrative professionals build on their knowledge of ethics and how it impacts the business environment as needed in their role. The following accountability criteria are considered essential for students in the Administrative Services program of study.

1. Demonstrate professionalism and identify values of a strong work ethic.
2. Model appropriate customer service when working with internal or external customers.
3. Analyze the significance of confidentiality in the office setting.

I. TIME, TASK, AND RESOURCE MANAGEMENT

Proficient administrative professionals implement tools and strategies to increase effective use of time, tasks, and resource management needed for their role. The following accountability criteria are considered essential for students in the Administrative Services program of study.

1. Plan and follow a work schedule.
2. Maintain a weekly/monthly time log.
3. Develop and manage an electronic office calendar.
4. Develop a workflow to complete various projects.
5. Identify characteristics of an efficiently organized workstation.
6. Analyze the impact of ergonomics on employee productivity
7. Create/maintain employee emergency contact information.

J. TECHNOLOGY EQUIPMENT AND SOFTWARE

Proficient administrative professionals compare and contrast the multiple processes involved in maintaining and supporting technology, equipment, and software as needed in their role. The following accountability criteria are considered essential for students in the Administrative Services program of study.

1. Identify the various types of technology used in the workplace considering situational and budgetary requirements.
2. Research the positive and negative impacts of technology on the workplace (i.e., viruses, phishing, etc.)
3. Identify strategies to prevent the negative impacts of technology in the workplace.
4. Analyze internet use policies and procedures appropriate for the office environment.
5. Analyze the key functional components of digital devices (eg., input, output, processor, operating system, software applications, memory, storage, etc.)
6. Describe various types of productivity and operating systems software (ex. application software, database management, networking software (Mac, Windows, Linux, ChromeOS, iOS, Android, etc.) and their uses in the office.

7. Demonstrate the steps and processes to set up and care for all devices in an office setting.
8. Describe the various data storage tools and data organization methods (e.g., backup, restore, and compress files).
9. Identify the components and configurations of networks.
10. Develop procedures to ensure the technology, equipment, and software are kept up to date for proper operation.
11. Discuss technology device trends as applied to business environments.

K. DOCUMENT PREPARATION

Proficient administrative professionals demonstrate how to use various computer software to complete tasks in a timely manner. They will use this knowledge as needed in their role. The following accountability criteria are considered essential for students in the administrative services program of study.

1. Identify terms commonly used in document processing.
2. Create and organize electronic files using folders and subfolders.
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. Prepare mail merge.
11. Locate and use various templates.
12. Prepare correspondence (e.g., memo, business letter, electronic mail).
13. Prepare spreadsheets including appropriate formulas, headings, and formatting.
14. Design and create various documents using desktop-publishing applications (e.g., Canva, Adobe InDesign, MS Publisher, Adobe CC, PosterMyWall, etc.)
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).
17. Integrate office applications to create information.
18. Prepare agenda and compile materials for meetings.
19. Prepare minutes as a written record of official business.

L. MEETING PREPARATION AND EQUIPMENT USE

Proficient administrative professionals demonstrate how to prepare for and facilitate business meetings. They will use this knowledge as needed in their role. The following accountability criteria are considered essential for students in the Administrative Services program of study.

1. Prepare materials for copying and distribution.

2. Photocopy a document using multiple features (e.g., collating, stapling, simplexing, duplexing) of a copier, if available.
3. Locate and retrieve data from various sources (e.g., local drive, network drives, and internet).
4. Plan and prepare high-quality visual aids/handouts that can be shared in a virtual meeting.
5. Setup and install tools and equipment to facilitate web-based meetings.
6. Demonstrate tools within the virtual meeting environment (e.g., screen share, virtual whiteboard, screen recording, video production, and chat if district allowed).

M. BUSINESS COMMUNICATION AND TECHNOLOGY

Proficient administrative professionals demonstrate how to complete oral and written communications using various technology tools as needed in their role. The following accountability criteria are considered essential for students in the Administrative Services program of study.

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. Communicate with liaisons inside and outside the company (e.g., business partners, business professional organizations, maintenance, and technology support).
9. Process/prioritize, file, and archive electronic mail.
10. Create and maintain electronic distribution lists.
11. Communicate following appropriate netiquette guidelines.

N. TELEPHONE SERVICES AND TECHNOLOGY

Proficient administrative professionals demonstrate appropriate actions involved with telephone services and technology as needed in their role. The following accountability criteria are considered essential for students in the administrative services program of study.

1. Identify various telephone services and types of calls appropriate for the business (e.g., VOIP, MS Teams).
2. Locate telephone numbers and addresses using appropriate resources (i.e., search engine, white pages).
3. Model the proper techniques for using the telephone (i.e., answering, screening, or transferring calls, placing the caller on hold, or taking messages).
4. Explain the use of multi-line phones and conference calls.
5. Use appropriate decision--making skills when creating, retrieving, and processing voicemail messages and faxes.

O. FILING/RECORDS MANAGEMENT

Proficient administrative professionals demonstrate various procedures involved with maintaining files and records as needed in their role. The following accountability criteria are considered essential for students in the Administrative Services program of study.

1. Maintain supplies and equipment inventory.
2. Identify types of filing supplies, procedures, and systems. (i.e., alphabetic, numeric, name/subject).
3. File office information manually and electronically.
4. Retrieve information from files.
5. List the phases of a file/record life cycle.
6. Identify procedures on maintaining backup of records and/or files.
7. Identify policy and procedure for purging records and/or files.

P. MAIL SERVICES AND PROCEDURES

Proficient administrative professionals demonstrate how to process mail as needed in their role. The following accountability criteria are considered essential for students in the administrative services program of study.

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, interoffice).
4. Identify equipment and supplies used to process mail. (e.g., postage scales, labels, stamping machine).

Q. FINANCIAL FUNCTIONS

Proficient administrative professionals complete financial functions as needed in their role. The following accountability criteria are considered essential for students in the Administrative Services program of study.

1. Prepare bank records to include deposit slips, checks, ledgers, and bank reconciliation forms.
2. Identify payroll procedures to include maintaining time sheets and vacation/sick time, and calculating wages.
3. Prepare financial reports (e.g., income statements, balance sheets, cash flow statements).
4. Establish, maintain, and replenish petty cash.
5. Demonstrate use of a 10-key keypad.
6. Prepare and process purchase orders, invoices, and receipt payments used in accounts payable and accounts receivable.

R. MANAGEMENT SUPPORT FUNCTIONS

Proficient administrative professionals complete management support functions as needed in their role. The following accountability criteria are considered essential for students in the Administrative Services program of study.

1. Use technology tools to collect and analyze data to prepare reports.
2. Plan a business trip to include accommodations for various forms of transportation, hotel, meals, and itineraries.
3. Plan organization/department activities.

S. CAREER DEVELOPMENT

Proficient administrative professionals demonstrate how to prepare to enter the business workplace. They will use this knowledge as needed in their role. The following accountability criteria are considered essential for students in the administrative services program of study.

1. Identify and evaluate different career opportunities using online resources, such as LinkedIn, Indeed, etc.
2. Identify appropriate dress and grooming for the workplace.
3. Develop an electronic portfolio to include a resume, sample application letter, exemplar work samples, references, certifications, etc.
4. Identify interview behaviors and question responses considered to be appropriate or inappropriate.
5. Identify the processes with changing jobs (e.g., letter of resignation, severance pay, exit interview).
6. Identify methods of continuing education.
7. Research certifications appropriate to the profession.
8. Research the role and purpose of a notary in the office environment.

[Additional Course Materials & Resources](#)

[Course Academic Standards and Indicators](#)