ADMINISTRATIVE SUPPORT TECHNOLOGY
COURSE CODE: 5122

COURSE DESCRIPTION: This course is designed to provide an overview of the major responsibilities and tasks in an administrative support position. The objectives of the course are to enhance technical skills; solve business-oriented problems; manage general office tasks; and demonstrate effective supervisory, management, and human relations 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: Computer Applications or Integrated Business Applications 1

COMPUTER REQUIREMENT: one computer per student

RESOURCES:

www.mysctextbooks.com

A. SAFETY AND ETHICS

1. Identify major causes of work-related accidents in offices.
2. Describe the threats to a computer network, methods of avoiding attacks, and options in dealing with virus attacks.
3. Identify potential abuse and unethical uses of computers and networks.
4. Explain the consequences of illegal, social, and unethical uses of information technologies (e.g., piracy; illegal downloading; licensing infringement; inappropriate uses of software, hardware, and mobile devices).
5. Differentiate between freeware, shareware, and public domain software copyrights.
6. Discuss computer crimes, terms of use, and legal issues such as copyright laws, fair use laws, and ethics pertaining to scanned and downloaded clip art images, photographs, documents, video, recorded sounds and music, trademarks, and other elements for use in Web publications.
7. Identify netiquette including the use of e-mail, social networking, blogs, texting, and chatting.
8. Describe ethical and legal practices in business professions such as safeguarding the confidentiality of business-related information.

B. EMPLOYABILITY SKILLS

1. Identify positive work practices (e.g., appropriate dress code for the workplace, personal grooming, punctuality, time management, organization).
2. Demonstrate positive interpersonal skills (e.g., communication, respect, teamwork).

C. STUDENT ORGANIZATIONS

1. Explain how related student organizations are integral parts of career and technology education courses.
2. Explain the goals and objectives of related student organizations.
3. List opportunities available to students through participation in related student organization conferences/competitions, community service, philanthropy, and other activities.
4. Explain how participation in career and technology education student organizations can promote lifelong responsibility for community service and professional development.

D. DOCUMENT SKILLS

1. Key mailable business documents in acceptable format.
2. Address envelopes/labels (including special notations such as “personal” and “confidential”) in the style currently recommended by the United States Postal Service (USPS).

E. INFORMATION PROCESSING

1. Edit documents.
2. Identify terms commonly used in information processing.
3. Demonstrate ability to use reliable references.
4. Identify characteristics of an efficiently organized workstation.
5. Identify the differences between stand-alone and networked computers.

F. TELEPHONE TECHNIQUES

1. Identify telephone services and types of calls.
2. Locate telephone numbers and addresses.
3. Identify proper techniques for answering, screening, and placing calls.
4. Identify proper techniques for placing a caller on hold, transferring a call, and/or taking a message.

G. FILING/RECORDS MANAGEMENT

1. Identify types of filing supplies, procedures, and systems.
2. File office information manually and electronically.
3. Retrieve information from files.
4. List the phases of a record life cycle.

H. MAIL PROCESSING

1. Process incoming and outgoing mail.
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. BUSINESS COMMUNICATION

1. Follow oral and written instructions.
2. Annotate letters, reports, and news articles.
3. Edit documents using proofreader's marks.
4. Identify the process of transcribing documents from recorded materials.
5. Identify good listening skills.
6. Deliver an oral presentation.
7. Interpret nonverbal communications.

J. BUSINESS-ORIENTED TASKS

1. Plan a business trip.
2. Prepare an itinerary.
3. Prepare an agenda for a meeting.
4. Prepare bank records and bank reconciliation forms.
5. Identify payroll procedures.
6. Prepare business reports.
7. Solve problems involving percentages and discounts using a calculator.

K. CAREER DEVELOPMENT

1. Evaluate career opportunities.
2. Identify sources of employment opportunities.
3. Compose a letter of application.
4. Compose a resume.
5. Complete a job application form.
6. Identify behaviors considered to be appropriate or inappropriate in a job interview.

7. Compose a follow-up letter.
8. Compose a letter of resignation.

L. PROFESSIONALISM

1. Identify appropriate work habits and ethics.
2. Identify personal qualities that promote good human relations.
3. Identify the skills necessary to work as a team member.
4. Identify appropriate dress for the workplace.
5. Identify personality traits that increase job performance.

M. DECISION MAKING

1. List the steps in problem solving.
2. Establish priorities for effective completion of tasks.
3. Select items to include in a new employee's orientation.

N. LEADERSHIP

1. List characteristics of effective leaders.
2. Identify different types of leadership styles.

O. MANAGEMENT

1. Identify the functions of management.
2. List the responsibilities involved at the different levels of management.
3. Format an organizational chart.
4. List factors involved in employee appraisal.
5. Set priorities for workflow.
6. Develop efficient procedures for workflow.
7. Define ergonomics and its effect on employee productivity.

Reviewed February 2010