



BUSINESS OPERATIONS 52.0400.00

TECHNICAL STANDARDS

An Industry Technical Standards Validation Committee developed and validated these standards on February 14, 2017. Standards 1.0 through 5.0 are aligned with Microsoft Office Specialist certification requirements. The Arizona Career and Technical Education Quality Commission, the validating authority for the Arizona Skills Standards Assessment System, endorsed these standards on May 24, 2017.

Note: Arizona's Professional Skills are taught as an integral part of the Business Operations program.

The Technical Skills Assessment for Business Operations is available SY2017-2018.

Note: In this document i.e. explains or clarifies the content and e.g. provides examples of the content that must be taught.

STANDARD 1.0 APPLY WORD PROCESSING SOFTWARE TO PRODUCE DOCUMENTS

- 1.1 Create and manage documents
- 1.2 Format text, paragraphs, and sections
- 1.3 Create tables and lists
- 1.4 Create and manage references (e.g., footnotes, endnotes, bibliography, citation, table of contents, and figure and table captions)
- 1.5 Insert and format graphic elements

STANDARD 2.0 COMPOSE DOCUMENTS FOR PRESENTATION

- 2.1 Create and manage presentations
- 2.2 Insert and format text, shapes, and images
- 2.3 Insert tables, charts, graphics, and media
- 2.4 Apply transitions, animations, and timing
- 2.5 Manage multiple presentations
- 2.6 Use outline presentation technologies in addition to PPT and slides (i.e., Prezi, Adobe Slate, etc.)

STANDARD 3.0 USE SPREADSHEET SOFTWARE TO PRODUCE DOCUMENTS

- 3.1 Create and manage worksheets and workbooks (e.g., print area and print scaling)
- 3.2 Manage data cells and ranges
- 3.3 Create tables
- 3.4 Perform operations with formulas and functions
- 3.5 Create charts and objects

STANDARD 4.0 APPLY COMMUNICATION, COLLABORATION, AND EMAIL SKILLS

- 4.1 Configure email client
- 4.2 Create, format, organize, and manage messages
- 4.3 Create and manage calendars, meetings, notes, and tasks
- 4.4 Create and manage contacts and groups

STANDARD 5.0 USE DATABASE SOFTWARE TO PRODUCE DOCUMENTS

- 5.1 Maintain and edit a database
- 5.2 Identify queries
- 5.3 Create forms
- 5.4 Create reports
- 5.5 Determine tables and fields

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STANDARD 6.0 DEMONSTRATE AN UNDERSTANDING OF THE FUNCTIONS AND RESPONSIBILITIES OF A BUSINESS ASSISTANT

- 6.1 Explore career opportunities for a business assistant (e.g., virtual assistant, receptionist, office manager, clerk, and administrative assistant)
- 6.2 Demonstrate proficiency in keyboard functions and keyboarding skills (minimum 40 wpm)
- 6.3 Compare and contrast the functions of management (i.e., planning, organizing, staffing, directing, controlling, etc.) and their relationship
- 6.4 Practice project management skills
- 6.5 Explain the purpose of notarization and medallion/signature guarantee
- 6.6 Prepare a physical mailing (e.g., labels, handwritten, and postcards)

STANDARD 7.0 ESTABLISH AND FOLLOW PROCEDURES TO MANAGE RECORDS

- 7.1 Create a filing system to preserve and retrieve records
- 7.2 File, archive, and destroy materials according to regulatory policy to manage records
- 7.3 Choose document priorities to interpret file hierarchy
- 7.4 Use computer skills to manage electronic files

STANDARD 8.0 PLAN AND PARTICIPATE IN FACE-TO-FACE AND VIRTUAL MEETINGS

- 8.1 Prepare and assemble materials and documentation for meetings
- 8.2 Prepare meeting facilities and equipment (e.g., reserve space and ensure technology is functioning)
- 8.3 Take notes and prepare meeting minutes and related documentation

STANDARD 9.0 PREPARE TRAVEL ARRANGEMENTS

- 9.1 Select suitable lodging and transportation to arrange travel according to company policy
- 9.2 Plan travel and meeting itinerary
- 9.3 Prepare travel claims post travel for reimbursement to traveler
- 9.4 Apply knowledge of domestic/international time zones and currency exchange rates

STANDARD 10.0 DEMONSTRATE TELEPHONE SKILLS TO COMMUNICATE EFFECTIVELY

- 10.1 Record and deliver accurate messages to appropriate parties
- 10.2 Use professional telephone etiquette and screening techniques when placing and receiving calls

STANDARD 11.0 MAINTAIN RECORDS AND REPORTS TO MANAGE CASH AND BANKING PROCEDURES

- 11.1 Perform transactions to manage petty cash and banking procedures
- 11.2 Maintain accurate balance sheets/ledgers
- 11.3 Organize and tally receipts and proof work to prepare bank deposits
- 11.4 Identify various forms of business payment options (e.g., credit card, pcard, checks, and electronic transfers)

STANDARD 12.0 DEMONSTRATE PROFICIENCY NAVIGATING THE INTERNET

- 12.1 Characterize Universal Resource Locators (URLs) and associated protocols (e.g., .com, .org, .edu, .gov, .net, and .mil)
- 12.2 Demonstrate proficiency in using search engines and applying operators and filters
- 12.3 Compare and contrast various methods of online storage and transfer of files

STANDARD 13.0 DEMONSTRATE KNOWLEDGE OF THE NEED FOR ETHICAL BEHAVIOR IN THE WORKPLACE

- 13.1 Explain concepts of conflict of interest and intellectual property
- 13.2 Evaluate reasons for keeping employer and customer information confidential and/or privileged
- 13.3 Explore ethical issues arising from copyright infringements (e.g., downloading and sharing applications without license(s), copyright laws, and regulatory control)
- 13.4 Identify and describe use and misuse of company resources (e.g., using office for personal use and stealing office supplies)

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