

Blueprint for Instruction and Assessment

Business Operations

52.0408.00



Domain	Related Standards	Instructional Time
Domain 1 Technology Applications	STANDARD 1.0 APPLY WORD PROCESSING SOFTWARE TO PRODUCE DOCUMENTS STANDARD 2.0 COMPOSE DOCUMENTS FOR PRESENTATION STANDARD 3.0 USE SPREADSHEET SOFTWARE TO PRODUCE DOCUMENTS STANDARD 4.0 APPLY COMMUNICATION, COLLABORATION, AND EMAIL SKILLS STANDARD 5.0 USE DATABASE SOFTWARE TO PRODUCE DOCUMENTS STANDARD 12.0 DEMONSTRATE PROFICIENCY NAVIGATING THE INTERNET	45-50%
Domain 2 Operations Support	STANDARD 6.0 DEMONSTRATE AN UNDERSTANDING OF THE FUNCTIONS AND RESPONSIBILITIES OF A BUSINESS ASSISTANT STANDARD 7.0 ESTABLISH AND FOLLOW PROCEDURES TO MANAGE RECORDS STANDARD 8.0 PLAN AND PARTICIPATE IN FACE-TO-FACE AND VIRTUAL MEETINGS STANDARD 9.0 PREPARE TRAVEL ARRANGEMENTS STANDARD 10.0 DEMONSTRATE TELEPHONE SKILLS TO COMMUNICATE EFFECTIVELY STANDARD 13.0 DEMONSTRATE KNOWLEDGE OF THE NEED FOR ETHICAL BEHAVIOR IN THE WORKPLACE	45-50%
Domain 3 Financial Procedures	STANDARD 11.0 MAINTAIN RECORDS AND REPORTS TO MANAGE CASH AND BANKING PROCEDURES	10-15%

Content domains are bodies of knowledge, skills, or abilities to be taught or assessed. They are clustered as related to technical standards for instruction. The suggested percentage of instructional time is listed for each domain. This blueprint corresponds with the Technical Standards endorsed on May 24, 2017.

