



# **BUSINESS OPERATIONS 52.0408.00**

## **TECHNICAL STANDARDS**

An Industry Technical Standards Validation Committee developed and validated these standards on April 28, 2022. The Arizona Career and Technical Education Quality Commission, the validating authority for the Arizona Skills Standards Assessment System, endorsed these standards on May 25, 2022.

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 SY2023-2024.**

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 UTILIZE TECHNOLOGY TOOLS TO MANAGE BUSINESS OPERATIONS**

- 1.1 Use word processing software to create and manage documents (i.e., format text, create tables and lists, manage references including footnotes, endnotes, bibliography, and captions for figures and tables, etc.)
- 1.2 Use spreadsheet software to create and manage worksheets and workbooks (e.g., determine print area, cells, ranges, tables, and charts; and perform operations using formulas and functions)
- 1.3 Use database software functions and procedures to create tables, forms, reports, and queries
- 1.4 Use presentation software (i.e., PowerPoint, MS Publisher, Google Slides, Prezi, Canva, Adobe slate, etc.) to create and manage presentations (i.e., format text, customize graphics, insert tables: develop charts, graphics, and media; apply transitions, animations, timing, etc.)
- 1.5 Use communication software and web-based tools to create, send, and manage messages, calendars, contacts, groups, and to conduct meetings (i.e., Microsoft, Google, etc.)
- 1.6 Follow procedures to organize and maintain electronic files locally and on network drives and shared drives

### **STANDARD 2.0 DEMONSTRATE THE RESPONSIBILITIES OF A BUSINESS OPERATIONS ASSISTANT**

- 2.1 Explore entry-level career opportunities in business operations (e.g., virtual assistant, customer service rep, telemarketing, receptionist, office manager, clerk, and administrative assistant)
- 2.2 Identify major skills needed by the business operations assistant (e.g., proficiency in keyboarding skills, excellent communication skills, ability to juggle multiple tasks, and strong organizational, critical thinking, and interpersonal skills)
- 2.3 Compare and contrast management practices (i.e., to control design, implementation, and creation of products and services, etc.) and business operations practices (i.e., to control ordering supplies, scheduling labor and use of facilities, etc.)
- 2.4 Identify skills needed in project management (e.g., effective communication, negotiation, scheduling and time management, leadership, risk management, and critical thinking and problem solving)

### **STANDARD 3.0 ESTABLISH AND ADHERE TO OFFICE PROCEDURES**

- 3.1 Explore processes/procedures to organize, retrieve, and archive physical and electronic records to ensure security and easy retrieval of information and data
- 3.2 Explain the established procedure for maintaining and destroying physical and electronic organizational records
- 3.3 Explain the process and benefits of electronic and physical mailings and when to use each
- 3.4 Explain notarization and medallion signature guarantees as an office function
- 3.5 Demonstrate telephone etiquette and customer service skills to communicate, record, and deliver accurate messages to appropriate parties

### **STANDARD 4.0 PLAN AND PARTICIPATE IN VIRTUAL MEETINGS AND IN-PERSON COLLABORATIONS**

- 4.1 Prepare and assemble materials and documents for meetings (i.e., agendas, executive summaries, status updates, etc.)
- 4.2 Reserve meeting space and technology needs
- 4.3 Document attendance, notes, and prepare meeting minutes
- 4.4 Demonstrate familiarity with virtual platforms and the features and differences of each (i.e., MS Teams, Google Meets, Zoom, etc.)

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## **STANDARD 5.o PREPARE TRAVEL ARRANGEMENTS**

- 5.1 Select suitable lodging and transportation according to company policy
- 5.2 Research domestic/international time zones, customs, and currency exchange rates for traveler
- 5.3 Plan travel and meeting itinerary according to company policy including electronics, accessories, and travel documents
- 5.4 Prepare travel claims and post travel for reimbursement to traveler according to company policy

## **STANDARD 6.o MANAGE CASH AND BANKING PROCEDURES**

- 6.1 Manage and reconcile petty cash following company procedures
- 6.2 Explain the connection of the accounting ledger to the balance sheet to the income statement transaction
- 6.3 Prepare a bank deposit according to a business's procedures for making deposits
- 6.4 Identify business payment options (e.g., credit card, pcard, checks, and electronic transfers)
- 6.5 Review a business's procedure for cash transactions

## **STANDARD 7.o DEMONSTRATE PROFICIENCY IN NAVIGATING THE INTERNET**

- 7.1 Characterize URLs (Universal Resource Locators) and associated protocols (e.g., .com, .org, .edu, .gov, .net, and .mil) to access systems, obtain information, and exchange files and messages
- 7.2 Use internet search engines to find information or other websites (i.e., Google, Yahoo, Bing, etc.)
- 7.3 Explain the three main types of search engines (e.g., web crawlers, directories, and sponsored links)
- 7.4 Compare and contrast methods of online storage and transfer of files (ftp) (e.g., Dropbox, iCloud Drive, Microsoft OneDrive, and Google Drive)

## **STANDARD 8.o DEMONSTRATE ETHICAL STANDARDS AND SAFETY POLICIES IN THE WORKPLACE**

- 8.1 Distinguish between conflict of interest and intellectual property
- 8.2 Differentiate between confidential and privileged information
- 8.3 Explain copyright infringement as an ethical issue
- 8.4 Define "misappropriation of company assets" (e.g., the misuse of company resources such as time, materials, supplies, equipment, information, intellectual property, electronic mail, and computer systems)
- 8.5 Identify standard safety precautions in the workplace (i.e., OSHA regulations, posting caution signs, use of fire extinguishers, first aid stations, etc.)
- 8.6 Explain ergonomic injuries in business operations occupations (i.e., carpal tunnel syndrome, tendinitis, muscle strain, lower back injuries, etc.)
- 8.7 Explain the effect of diversity and inclusion standards in the workplace (i.e., more diversity to leadership, builds relationships, acknowledges cultural values, accepts different perspectives, etc.)

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