

Student's Name/Initials

/

Date

Teacher's Initials

Date

**STUDENT PROFILE
ADMINISTRATIVE SUPPORT TECHNOLOGY
COURSE CODE: 5122**

DIRECTIONS: Evaluate the student using the applicable rating scales below and check the appropriate box to indicate the degree of competency. The ratings 3, 2, 1, and N are not intended to represent the traditional school grading system of A, B, C, and D. The description associated with each of the ratings focuses on the level of student performance or cognition for each of the competencies listed below.

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. The course is recommended for students in grades 10-12. The prerequisite for this course is Computer Applications or Integrated Business Applications 1.

CREDIT: 1 unit

PERFORMANCE RATING

- 3 - Skilled--can perform task independently with no supervision
- 2 - Moderately skilled--can perform task completely with limited supervision
- 1 - Limitedly skilled--requires instruction and close supervision
- N - No exposure--has no experience or knowledge of this task

COGNITIVE RATING

- 3 - Knowledgeable--can apply the concept to solve problems
- 2 - Moderately knowledgeable--understands the concept
- 1 - Limited knowledge--requires additional instruction
- N - No exposure--has not received instruction in this area

A. Safety and Ethics

3 2 1 N

- 1. Identify major causes of work-related accidents in offices.
- 2. Describe the threat of viruses 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 and unethical uses of information technologies, e.g., privacy; illegal downloading; copyright violations; licensing infringement; and 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

3 2 1 N

- 1. Identify positive work attitudes, e.g., appropriate dress code for the workplace, personal grooming,

punctuality, time management, organization).

- 2. Demonstrate positive interpersonal skills, e.g., communication, respect, and teamwork.

C. Student Organizations

3 2 1 N

- 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

3 2 1 N

- — — — 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

3 2 1 N

- — — — 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

3 2 1 N

- — — — 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 caller on hold, transferring a call, and/or taking a message.

G. Filing/Records Management

3 2 1 N

- — — — 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

3 2 1 N

- — — — 1. Process incoming mail and outgoing mail.
- — — — 2. Identify special mail services through 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

3 2 1 N

- — — — 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

3 2 1 N

- — — — 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

3 2 1 N

- — — — 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

3 2 1 N

- — — — 1. Identify appropriate work habits and ethics.
- — — — 2. Identify personal qualities that promote good human relations.
- — — — 3. Identify 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

3 2 1 N

- — — — 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

3 2 1 N

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

O. Management

3 2 1 N

- ___ ___ ___ ___ 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.