Business, Management and Administration

Pathway: Administrative & Information Support

Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
BAPF02.01	Information Processing	#4: Advanced Business Technology Applications	Use word processing software to produce documents.	Use keyboarding skills to key new documents.	Complete with 100% accuracy and within allotted time.
					Format correctly.
					Free of smudges and extraneous marks.
					Incorporate use of spell check, Thesaurus, and/or grammar check features.
					Free of unnecessary computer commands.
				Use software techniques to insert a graphic in document.	Complete with 100% accuracy and within allotted time.
					Placement most effective.
					Properly captioned.
					Free of unnecessary computer commands.
				Use software commands to design a table.	Complete with 100% accuracy and within allotted time.
					Display relationship among groups of data.
					Use borders, lines, and leaders, to emphasize relationship among data groups.
					Format to meet data requirements.
					Free of unnecessary commands.
				Use computer software to design forms.	Complete with 100% accuracy and within allotted time.
					Provide sufficient space to contain data allotted.
					Record data in logical arrangement.
					Free of unnecessary commands.
				Apply computer skills to complete preprinted forms.	Information in specified allotted areas.
					Appears slightly above horizontal lines.
					Complete with 100% accuracy.
				Use a scanner to scan data and insert data into a document electronically.	Complete with 100% accuracy.
					Scan data into specified location.
					Free of unnecessary commands.
				Use software commands to merge text.	Complete with 100% accuracy and within allotted time.
					Free of unnecessary commands.
					Format to meet assignment requirements.

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Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
BAPF02.02	Information Processing	#4: Advanced Business Technology Applications	Prepare documents for presentation.	Use traditional notation to proofread and edit documents.	Identify and use proofreaders' marks to indicate all errors in format.
					Identify and use proofreaders' marks to indicate all errors in content.
					Identify and use proofreaders' marks to indicate all errors in spelling and grammar.
				Secure document notarization.	Sign document in presence of notary by signatory.
					Verify Notary Public document's execution by proper person.
					Complete correct data and signatures in proper blanks.
					Confirm expiration date of notary commission.
					Affix seal or stamp as required by local law.
				Utilize resource materials to prepare documents.	Access on-line resources.
					Access library and other resource materials.
					Collect information.
					Evaluate information.
					Document sources.
BAPF02.03	Information Processing	#4: Advanced Business Technology Applications	Use database software to produce documents.	Use database software to create databases.	Choose appropriate software.
					Define fields and type of data.
					Enter database structure.
					Define relationships of tables.
				Use data entry techniques to enter information in databases.	Enter data into databases, tables and/or forms.
					Edit data in databases, tables and/or forms.
					Create interface user form for easier entry of data.
					Be able to import and/or export databases.
				Use appropriate commands to retrieve data and create reports from database.	Retrieve data from tables and queries.
					Create queries.
					Create and print reports.

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Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
BAPF02.04	Information Processing	#4: Advanced Business Technology Applications	Use spreadsheet software to produce documents.	Use spreadsheet software to create spreadsheets.	Choose appropriate software for creating spreadsheets.
					Enter labels and values into spreadsheet cells.
					Format labels and values.
				Enter appropriate formulas and functions in a document.	Develop formulas and enter appropriate functions.
					Check formulas and functions with sample values.
				Create components to analyze spreadsheet data.	Produce and print graphs.
					Produce PivotCharts.
					Create "what if" scenarios.
					Print reports.
					Print formulas.
BAPF02.05	Information Processing	#4: Advanced Business Technology Applications	Choose appropriate software to enter information.	Analyze, compare and contrast available software packages to use.	Review software package.
					Develop a cost/benefit analysis.
					Rank software to select.
				Use appropriate software to generate information reports.	Enter appropriate data.
					Generate output.
					Evaluate output and adjust as needed.
				Review software package to select the best choice.	Compare efficiency.
					Compare costs.
					Compare benefits.
BAPF03.01	Manage Records and Files	#10: Records Management	Establish and follow procedures to manage paper/manual records.	Establish a filing system to preserve records.	Compare basic filing systems.
					Index and code records.
				File, retain, and discard materials in a timely manner to manage records.	Retrieve records.
					Refile records.
					Establish retention schedule.
					Transfer or discard records.
				Destroy records as required to maintain company security.	Develop and apply retention policies.
					Apply retention policies.
					Maintain destruction records.
					Use appropriate destruction methods.

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Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
BAPF03.02	Manage Records and Files	#10: Records Management	Establish and follow procedures for electronic filing.	Establish document priorities to interpret file hierarchy.	Explain file hierarchy.
					Establish folder/subfolder organization.
					Identify file pathways.
				Employ computer skills to manage electronic files.	Organize information into appropriate folders.
					Purge files.
BAPF03.03	Manage Records and Files	#10: Records Management	Establish and follow procedures for image processing.	Prepare records to track image processing.	Compare methods of processing.
					Select image processing methods.
					Organize records for processing.
				Retain, transfer and discard files as necessary to manage records.	Retrieve records.
					Refile records.
					Establish retention schedule for records.
					Transfer or discard records.
				Develop guidelines for the destruction of records.	Apply retention policies.
					Use appropriate destruction method.
					Maintain destruction records.
BAPF06.01	Organizing and Planning	#7: Computer Systems Operations #11: Project Management	Apply planning and time management principles to accomplish workplace efficiency and achieve company objectives.	List appointments and itineraries to maintain calendars.	Keep record of boss's appointments and itineraries.
					Keep record of individual appointments.
					Synchronize manual and electronic calendars.
					"Hot synk" handheld computers with desktops.
				Set priorities and schedule work to organize workload.	Establish "To do" lists with due dates.
					Determine office priorities.
					Organize work in logical sequence.
					Coordinate work with others to meet priorities.
					Meet deadlines.
				Exercise good housekeeping to maintain a clean and functional work environment.	Organize and categorize office work, supplies, and resources.
					Remove clutter from work area.
					Return materials to their proper place.

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Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
BAPF06.02	Organizing and Planning	#5: Principles of Management #7: Computer Systems Operations #11: Project Management	Plan and participate in meetings.	Assemble materials to prepare for meetings.	Prepare agenda.
					Reserve meeting room.
					Prepare meeting materials and handouts.
					Setup audio visual equipment.
				Take notes and handle materials to support a meeting.	Record minutes.
					Troubleshoot unexpected problems.
					Disseminate materials.
				Prepare notes and process travel claims to provide meeting follow-up.	Transcribe minutes, (print) and distribute.
					Summarize action plan.
					Prepare or process travel reimbursement.
BAPF06.03	Organizing and Planning	#7: Computer Systems Operations #11: Project Management	Prepare a maintenance schedule to maintain and manage equipment and supplies.	Establish procedures to maintain equipment and supplies.	Determine equipment needed.
					Determine supplies needed.
					Establish equipment and supplies maintenance system.
					Schedule equipment maintenance procedure.
					Utilize equipment and supplies maintenance procedures.
				Organize purchasing and inventory to manage equipment and supplies.	Purchase, inventory, and maintain equipment.
					Purchase, inventory, disburse, and reorder supplies.
				Train equipment operators to operate equipment.	Operate equipment.
					Train or assist personnel in equipment operation.
					Troubleshoot equipment.
					Schedule equipment service.
BAPF06.04	Organizing and Planning	#7: Computer Systems Operations #11: Project Management	Prepare travel arrangements.	Select suitable lodging and transportation to arrange travel for a supervisor.	Search the best prices and location for transportation and hotels.
					Arrange transportation.
					Make hotel arrangements.
					Prepare and process travel reimbursements.
				Organize schedules to prepare itinerary.	Collect pertinent information.
					Prepare documents in correct format and order.
					Disseminate itinerary to appropriate personnel.

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Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
BAPF07.01	Communication Skills	#3: Business Communications #9: Advanced Business Communications	Use telephone skills to communicate effectively.	Utilize effective resources to achieve good telephone performance.	Use telephone directories.
					Use internet yellow/white pages.
					Use company or agency directories.
					Use toll free directories including web site directories.
				Record messages and deliver to appropriate parties to complete telephone communications.	Record message accurately, legibly and completely.
					Deliver message to appropriate person/department.
				Coordinate times and participants to set up conference calls.	Coordinate participants.
					Follow calling procedures.
					Troubleshoot any problems.
				Employ telephone etiquette to place and receive calls.	Use proper telephone etiquette.
					Follow company policy.
					Plan and organize call.
					Transfer calls to correct person.
BAPF07.02	Communication Skills	#3: Business Communications #9: Advanced Business Communications	Select appropriate formats to prepare internal and external written documents.	Select format and procedure to produce memoranda appropriate for a given purpose.	Select proper layout, i.e., direct, indirect.
					Use correct grammar, spelling, punctuation and other English mechanics.
					Prepare in correct memo format.
					Key without error.
					Disseminate to appropriate persons.
				Select document type and layout to produce business letters.	Determine use of document, e.g., sales, claims, good news.
					Prepare with correct layout.
					Use correct grammar, spelling, punctuation and other English mechanics.
					Key without error.
				Select appropriate writing method to produce a variety of reports.	Determine purpose of report.
					Select proper method of writing, e.g., short, informal.
					Prepare tables, graphs, and graphics.
					Use references and prepare notations and bibliography.
					Use correct grammar, spelling, punctuation and other English mechanics.
					Key without error.

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Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
BAPF08.01	Financial Skills	#6: Business Finance #8: Accounting	Maintain records and reports to manage cash and banking procedures.	Record transactions to manage cash fund accounts.	Keep records of petty cash disbursements.
					Replenish petty cash.
					Increase or decrease as necessary.
				Tally receipts and proof work to prepare bank deposits.	Prepare endorsement.
					Reconcile.
					Proof totals.
				Practice good bookkeeping guidelines to reconcile bank statements.	Compare checkbook to bank statement.
					Add deposits not credited.
					Subtract checks not cleared.
					Subtract bank charges from checkbook.
					Ensure bank statement balance equals checkbook balance.
BAPF08.02	Financial Skills	#6: Business Finance #8: Accounting	Maintain employee time cards to manage payroll procedures.	Use a spreadsheet to prepare payroll.	Create payroll spreadsheet.
					Proof time cards.
					Maintain accurate employee payroll records.
				Enter appropriate date and print checks to process payroll.	Enter variable data.
					Verify data entry.
					Produce payroll report/checks.
BAPF09.01	Computer Systems Operations and Troubleshooting	#7: Computer Systems Operations	Study component operation to prevent, diagnose, and solve computer operations problems.	Check hard drive and files to maintain computer operating systems.	Manipulate operating system to improve performance.
					Optimize hard drive.
					Delete temporary files.
					Delete unnecessary data files.
				Employ updated virus protection software to maintain system data integrity.	Install and update applications software.
					Install and update virus protection.
					Perform backups and other utilities.
					Perform maintenance.

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Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
			(CONTINUED)	Inspect and troubleshoot to diagnose and solve computer operation problems.	Inspect personal computer component hardware.
					Describe network fundamentals.
					Analyze operating system components.
					Troubleshoot computer operation problems.
				Inspect and troubleshoot to diagnose and solve peripheral operation problems.	Install/reinstall drivers.
					Maintain peripherals.
					Explain peripheral configurations.
					Ensure appropriate connections.
					Create a checklist for troubleshooting peripherals.

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