

SWEETWATER UNION HIGH SCHOOL DISTRICT
DIVISION OF ADULT EDUCATION
Career Technical Education

Administrative Professional

COURSE APPROVAL

Mission: The Division of Adult Education, a community-focused organization, promotes and facilitates life-long learning for adults to meet the challenges of the 21st century.

Student Learning Outcomes

- Students will establish personal, academic and/or workforce goals and demonstrate progress toward them
- Students will solve problems
- Students will communicate clearly and collaborate with others
- Students will use resources, including technology, to research, organize and communicate information

Course approved by the Sweetwater Board of Trustees

March 21, 1974

Course Revision:

April 11, 1980

December 5, 1990

December 14, 1999

December 16, 2002

December 13, 2004

Note: Title change from “General Clerk – Office Occupations”

December 11, 2006

December 15, 2008

July 26, 2010

July 23, 2012

May 12, 2014 Nee: Office Assistant

June 27, 2016

Administrative Professional

Basic Course Information

Course Title:	Administrative Professional				
CTE Industry Sector:	Finance and Business				
Career Pathway:	Business Management				
Course Level:	<input type="checkbox"/>	Introductory	<input type="checkbox"/>	Concentration	<input checked="" type="checkbox"/> Capstone
Course Number:	2655				
CBEDS Title:	Business Technology				
CBEDS Number:	4623				
Course Hours:	Approximately 160 hours				
Prerequisites:	None				
Evaluation:	<ol style="list-style-type: none"> 1. Satisfactory participation in class discussion and activities as evaluated by the instructor. 2. Satisfactory completion of required assignments. 3. Instructor and work experience supervisor observation and assessment of student proficiency in exhibiting clerical skills. 4. Portfolio (letters, memos, collection of class activities). 				
Conditions for Repetition:	Students who fail to meet the objectives due to insufficient attendance or inability to master content may repeat the course.				
Articulation Information:	Southwest College Procedures for Office Professionals BUS218				
Articulation Credit:	4 credits				
High School elective Credit:	Upon successful completion of course objectives, participants may earn an elective credit toward high school graduation. The course may also be taken for no credit.				
Advisory Committee Meetings:	Annually				

Course Description

The Administrative Professional program is designed to provide participants with general clerical skills, communication, and a proficiency in the use of various office machinery; telephone, copier, fax, and calculator. Computer keyboarding functions, use of information technology to analyze, design and manage information. Practical clerical units are completed to help prepare the students for the office production work they will experience on the job.

Instructional Strategies

Teacher lecture and demonstration.....	20%
Teacher supervision and student practice.....	50%
Practical Work Experience (internship).....	20%
Time testing.....	10%

Instructional Materials

Textbooks:

Paperback: The Administrative Professional: Technology & Procedures (with CD-ROM), 13th Edition

Spiral bound Calculators: Printing and Display, 4th Edition

Mixed Media: Calculating Machines Simulation, Short Course

Paperback: Alphabetic Indexing Rules: Application by Computer, 4th Edition

Career Plan: How this Course fits into the Course Sequence

Sequence of Courses	Course Level			Primary Funding Source		Perkins Funded Yes or No	Total Duration (In hours)
	Intro.	Concentration	Capstone	District/COE	ROCP		
Keyboarding – Beginning & Intermediate	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes	80
File Clerk – Record Keeping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes	80
Administrative Professional	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes	160

Occupations for Identified Pathway

Pathway occupations organized by level of education and training required for workplace entry. (Asterisked occupations require certification or licensure.)	
Postsecondary Training (certification and/or AA degree)	College University (bachelor's degree or higher)
<ul style="list-style-type: none"> • Loan Specialist • Customer Service Representative * • Credit Analyst * 	<ul style="list-style-type: none"> • Appraiser * • Bank Manager * • Credit Manager *

Course Goals

1. Gain an introduction to the background of the Finance and Business Industry as well as the qualifications of successful office assistants.
2. Develop telephone skills for both computerized and traditional communication.
3. Develop typing (utilizing computer keyboarding functions), filing, and general clerical skills, and the use of various office machinery including computer communication applications for employment.
4. Develop an understanding of how to maintain a supervisor's calendar and planner utilizing computer calendar programs.
5. Develop an understanding of information technology concepts.
6. Develop an appreciation for the business skills and positive attitude necessary for success in a professional environment.
7. Learn how to develop a career plan and complete documentation such as a job application resume, and cover letter.
8. Learn work based expectations and the day-to-day aspects of running a business.

Instructional Module/Unit

Unit 1	Introduction	Class Hrs.	5	Lab Hrs.	
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Description:

Students gain an introduction to the course and learn class expectations. They are introduced to the common traits exhibited by people successfully working in this field, personal qualifications, interests, aptitudes, and knowledge of skills necessary to succeed this career pathway. Students examine the historical and economic background of this field as well as current opportunities available. In addition students will examine the personal, professional, and educational requirements needed to meet their goals.

Unit 1 Competency: Upon Completion of this unit, the student is able to:

1. Identify the personal qualifications, interests, aptitudes, knowledge and skills of successful office assistant.

2. Demonstrate an understanding of personal, professional, and educational requirements of this career field

Anchor Standard: 2.1 Recognize the elements of communication using a sender-receiver model.

Anchor Standard: 2.2 Identify barriers to accurate and appropriate communication.

Anchor Standard: 2.3 Interpret verbal and nonverbal communications and respond appropriately.

Anchor Standard: 2.4 Demonstrate elements of written and electronic communication such as accurate spelling, grammar, and format.

Anchor Standard: 3.1 Identify personal interests, aptitudes, information and skills necessary for informed career decision making.

Anchor Standard: 3.2 Evaluate personal character traits such as trust, respect, and responsibility and understand the impact they can have on career success.

Anchor Standard: 3.4 Research the scope of career opportunities available and the requirements for education, training, certification, and licensure.

Anchor Standard: 3.9 Develop a career plan that reflects career interests, pathways, and postsecondary options.

Pathway Standard: A1.1 Recognize personal traits and leadership styles of entrepreneurs and business leaders.

Pathway Standard: A3.2 Describe management's role in demonstrating leadership, motivating employees, resolving conflict, addressing stress, and recognizing formal and informal employee groups.

Pathway Standard: A3.5 Describe the role of organized labor and its influence on government and businesses.

Pathway Standard: A4.2 Explain the role of business in a free-enterprise system.

Academic Standards: LS 11.1, 11.2, 11.3,11.5, 11.6

Unit 2	Telephone Techniques	Class Hrs.	5	Lab Hrs.	10
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Description:

We will review proper telephone etiquette and the students will practice. Professionalism will be stressed at all times. Students will also be shown the correct way to take a phone messages making sure that the information that they get is complete.

Unit 2 Competency: Upon Completion of this unit, the student is able to:

1. Answer the phone in a professional manner.

2. Discuss the importance of workplace knowledge to answer telephone inquiries.

3. Discuss the appropriateness of personal calls in a business setting.

4. Taking correct, clear messages which may require the use of a computer and transfer of message via computerized program.
5. Demonstrate what to say when the supervisor is not at his/her desk.
Anchor Standard: 2.1 Recognize the elements of communication using a sender-receiver model.
Anchor Standard: 2.2 Identify barriers to accurate and appropriate communication.
Anchor Standard: 2.3 Interpret verbal and nonverbal communications and respond appropriately.
Anchor Standard: 2.4 Demonstrate elements of written and electronic communication such as accurate spelling, grammar, and format.
Anchor Standard: 5.1 Identify and ask significant questions that clarify various points of view to solve problems.
Anchor Standard: 5.2 Solve predictable and unpredictable work-related problems using various types of reasoning (inductive, deductive) as appropriate.
Anchor Standard: 5.4 Interpret information and draw conclusions, based on the best analysis, to make informed decisions.
Anchor Standard: 8.3 Demonstrate ethical and legal practices consistent with Business and Finance sector workplace standards.
Anchor Standard: 11.1 Utilize work-based/workplace learning experiences to demonstrate and expand upon knowledge and skills gained during classroom instruction and laboratory practices specific to the Business and Finance sector program of study.
Pathway Standard: A3.2 Describe management's role in demonstrating leadership, motivating employees, resolving conflict, addressing stress, and recognizing formal and informal employee groups.
Academic Standards: LS 11.1, 11.2, 11.3, 11.5, 11.6 WS 11.2, 11.4, 11.6, 11.8, 11.9

Unit 3	Production Work	Class Hrs.	5	Lab Hrs.	30
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Description

Students will shown the proper way to format documents and type them according to specific instructions. They will be exposed to the proper handling of documents, proofreading, and storage of documents.

Unit 3 Competency: Upon Completion of this unit, the student is able to:

1. Evaluate completed work products in terms of correct format.
2. Type business correspondence (memo, letter) in correct format utilizing computer keyboarding skills and computer word processing applications.
3. Follow instructions and proofread accurately.
4. Organize material and maintain an efficient work area.
5. Demonstrate how to prioritize work tasks.
6. Identify, describe, and explain basic filing methods and techniques (alpha/numeric).
7. Demonstrate job-entry proficiency in the areas of office procedures and office machinery: copier, fax, and calculator.
Anchor Standard: 2.1 Recognize the elements of communication using a sender-receiver model.
Anchor Standard: 2.2 Identify barriers to accurate and appropriate communication.
Anchor Standard: 2.3 Interpret verbal and nonverbal communications and respond appropriately.
Anchor Standard: 2.4 Demonstrate elements of written and electronic communication such as accurate spelling, grammar, and format.
Anchor Standard: 5.1 Identify and ask significant questions that clarify various points of view to solve problems.
Anchor Standard: 5.2 Solve predictable and unpredictable work-related problems using various types of reasoning (inductive, deductive) as appropriate.
Anchor Standard: 5.4 Interpret information and draw conclusions, based on the best analysis, to make

informed decisions.
Anchor Standard: 8.3 Demonstrate ethical and legal practices consistent with Business and Finance sector workplace standards.
Anchor Standard: 10.2 Comply with the rules, regulations, and expectations of all aspects of the Business and Finance sector.
Anchor Standard: 11.1 Utilize work-based/workplace learning experiences to demonstrate and expand upon knowledge and skills gained during classroom instruction and laboratory practices specific to the Business and Finance sector program of study.
Pathway Standard: A1.3 Develop personal management skills to function effectively, efficiently, and collaboratively in a business environment.
Pathway Standard: A7.2 Apply appropriate software used in business.
Pathway Standard: A7.4 Integrate appropriate use of the Internet in business.
Academic Standards: LS 11.1, 11.2, 11.3,11.5, 11.6 RSIT 11.4 WS 11.2, 11.4, 11.6, 11.8, 11.9

Unit 4	Organize Information	Class Hrs.	5	Lab Hrs.	20
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Description:

Students will be instructed in the different methods of keeping track of information and practice organizing using calendars and/or computer programs.

Unit 4 Competency: Upon Completion of this unit, the student is able to:

1. Accurately transfer information onto calendars.

2. Correctly, concisely organize all dates and information which may require the use of a computer program.

Anchor Standard: 2.1 Recognize the elements of communication using a sender-receiver model.

Anchor Standard: 2.2 Identify barriers to accurate and appropriate communication.

Anchor Standard: 2.3 Interpret verbal and nonverbal communications and respond appropriately.

Anchor Standard: 2.4 Demonstrate elements of written and electronic communication such as accurate spelling, grammar, and format.

Anchor Standard: 5.1 Identify and ask significant questions that clarify various points of view to solve problems.

Anchor Standard: 5.2 Solve predictable and unpredictable work-related problems using various types of reasoning (inductive, deductive) as appropriate.

Anchor Standard: 5.4 Interpret information and draw conclusions, based on the best analysis, to make informed decisions.

Anchor Standard: 8.3 Demonstrate ethical and legal practices consistent with Business and Finance sector workplace standards.

Anchor Standard: 11.1 Utilize work-based/workplace learning experiences to demonstrate and expand upon knowledge and skills gained during classroom instruction and laboratory practices specific to the Business and Finance sector program of study.

Pathway Standard: A7.2 Apply appropriate software used in business.

Pathway Standard: A7.4 Integrate appropriate use of the Internet in business.

Academic Standards: LS 11.1, 11.2, 11.3,11.5, 11.6 RSIT 11.4 WS 11.2, 11.4, 11.6, 11.8, 11.9

Unit 5	Technology Concepts	Class Hrs.	5	Lab Hrs.	20
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Description:

Students will be introduced to information technology concepts for use in the workplace. They will learn valuable critical thinking skills necessary to evaluate support needs, identify computer processes, and identify common industry-standard software. Students will also be instructed in the principles of having a customer-oriented service approach to users.

Unit 5 Competency: Upon Completion of this unit, the student is able to:

1. Know the processes needed to install and maintain systems.

2. Evaluate support needs for different data and systems configurations.
3. Identify and integrate various organizational systems to achieve maximum efficiency and effectiveness.
4. Understand the principles of a customer-oriented service approach to users.
5. Know common industry-standard software and its applications.
Anchor Standard: 2.1 Recognize the elements of communication using a sender-receiver model.
Anchor Standard: 2.2 Identify barriers to accurate and appropriate communication.
Anchor Standard: 2.3 Interpret verbal and nonverbal communications and respond appropriately.
Anchor Standard: 2.4 Demonstrate elements of written and electronic communication such as accurate spelling, grammar, and format.
Anchor Standard: 5.1 Identify and ask significant questions that clarify various points of view to solve problems.
Anchor Standard: 5.2 Solve predictable and unpredictable work-related problems using various types of reasoning (inductive, deductive) as appropriate.
Anchor Standard: 5.4 Interpret information and draw conclusions, based on the best analysis, to make informed decisions.
Anchor Standard: 8.3 Demonstrate ethical and legal practices consistent with Business and Finance sector workplace standards.
Anchor Standard: 11.1 Utilize work-based/workplace learning experiences to demonstrate and expand upon knowledge and skills gained during classroom instruction and laboratory practices specific to the Business and Finance sector program of study.
Pathway Standard: A1.3 Develop personal management skills to function effectively, efficiently, and collaboratively in a business environment.
Pathway Standard: A7.1 Describe appropriate computer hardware used in business.
Pathway Standard: A7.2 Apply appropriate software used in business.
Pathway Standard: A7.4 Integrate appropriate use of the Internet in business.
Academic Standards: LS 11.1, 11.2, 11.3, 11.5, 11.6 RSIT 11.4 WS 11.2, 11.4, 11.6, 11.8, 11.9

Unit 6	Workplace Environment	Class Hrs.	5	Lab Hrs.	10
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Description

Students will be taught the value of having quality business skills and a positive attitude in the workplace. They will also learn how to apply their skills to the office environment.

Unit 6 Competency: Upon Completion of this unit, the student is able to:

1. Discuss everyday business skills and the importance of following directions.

2. Develop and demonstrate a positive self-image and self-awareness.

3. Discuss the concept of teamwork and how it applies in the workplace.

4. Discuss the rapidly changing technological and global society.

Anchor Standard: 5.1 Identify and ask significant questions that clarify various points of view to solve problems.

Anchor Standard: 5.2 Solve predictable and unpredictable work-related problems using various types of reasoning (inductive, deductive) as appropriate.

Anchor Standard: 5.4 Interpret information and draw conclusions, based on the best analysis, to make informed decisions.

Anchor Standard: 8.3 Demonstrate ethical and legal practices consistent with Business and Finance sector workplace standards.

Anchor Standard: 9.3 Understand the characteristics and benefits of teamwork, leadership, and citizenship in the school, community, and workplace setting.

Anchor Standard: 11.1 Utilize work-based/workplace learning experiences to demonstrate and expand upon knowledge and skills gained during classroom instruction and laboratory practices specific to the Business and Finance sector program of study.

Pathway Standard: A1.1 Recognize personal traits and leadership styles of entrepreneurs

and business leaders.
Pathway Standard: A1.3 Develop personal management skills to function effectively, efficiently, and collaboratively in a business environment.
Pathway Standard: A3.1 Explain the organizational structure of various business environments.
Pathway Standard: 3.2 Describe management's role in demonstrating leadership, motivating employees, resolving conflict, addressing stress, and recognizing formal and informal employee groups.
Academic Standards: LS 11.1, 11.2, 11.3,11.5, 11.6 RSIT 11.4

Unit 7	Job Career Planning	Class Hrs.	5	Lab Hrs.	10
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Description:

Students create a sample cover letter, personal resume, completed job application, thank you letter, and list of personal references. They develop their personal career portfolio that contains documents for getting a job as well as a career plan and selected work samples. Students practice appropriate interviewing techniques.

Unit 7 Competency: Upon Completion of this unit, the student is able to:

1. Demonstrate the ability to write a cover letter.
2. Demonstrate the ability to complete a job application.
3. Demonstrate the ability to write a resume.
4. Demonstrate successful job interview skills.
5. Successfully assemble a personal career portfolio.
Anchor Standard: 2.1 Recognize the elements of communication using a sender-receiver model.
Anchor Standard: 2.2 Identify barriers to accurate and appropriate communication.
Anchor Standard: 2.3 Interpret verbal and nonverbal communications and respond appropriately.
Anchor Standard: 3.1 Identify personal interests, aptitudes, information and skills necessary for informed career decision making.
Anchor Standard: 3.2 Evaluate personal character traits such as trust, respect, and responsibility and understand the impact they can have on career success.
Anchor Standard: 3.4 Research the scope of career opportunities available and the requirements for education, training, certification, and licensure.
Anchor Standard: 3.9 Develop a career plan that reflects career interests, pathways, and postsecondary options.
Anchor Standard: 11.5 Create a portfolio, or similar collection of work, that offers evidence through assessment and evaluation of skills and knowledge competency as contained in the anchor standards, pathway standards, and performance indicators.
Pathway Standard: A1.1 Recognize personal traits and leadership styles of entrepreneurs and business leaders.
Academic Standards: LS 11.1, 11.2, 11.3,11.5, 11.6 WS 11.2, 11.4, 11.6

Unit 8	Work-Based Learning Experiences	Class Hrs.	5	Lab Hrs.	20
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Description

Students will be taught the work based expectations of punctuality, professionalism, dress, demeanor, and telephone etiquette. Students will engage in discussions with the instructor regarding workplace experiences and the day-to-day aspects of running a small business.

Unit 8 Competency: Upon Completion of this unit, the student is able to:

1. Demonstrate the ability to work successfully in the finance and business industry.
2. Demonstrate the ability to “go to work” with a proper attitude towards the work place expectations of punctuality, professionalism, dress, demeanor, and telephone

etiquette.
Anchor Standard: 2.1 Recognize the elements of communication using a sender-receiver model.
Anchor Standard: 2.2 Identify barriers to accurate and appropriate communication.
Anchor Standard: 2.3 Interpret verbal and nonverbal communications and respond appropriately.
Anchor Standard: 3.2 Evaluate personal character traits such as trust, respect, and responsibility and understand the impact they can have on career success.
Anchor Standard: 10.2 Comply with the rules, regulations, and expectations of all aspects of the Business and Finance sector.
Anchor Standard: 11.1 Utilize work-based/workplace learning experiences to demonstrate and expand upon knowledge and skills gained during classroom instruction and laboratory practices specific to the Business and Finance sector program of study.
Anchor Standard: 11.2 Demonstrate proficiency in a career technical pathway that leads to certification, licensure, and/or continued learning at the postsecondary level.
Pathway Standard: A1.1 Recognize personal traits and leadership styles of entrepreneurs and business leaders.
Pathway Standard: A1.3 Develop personal management skills to function effectively, efficiently, and collaboratively in a business environment.
Pathway Standard: A3.1 Explain the organizational structure of various business environments.
Pathway Standard: 3.2 Describe management's role in demonstrating leadership, motivating employees, resolving conflict, addressing stress, and recognizing formal and informal employee groups.
Academic Standards: LS 11.1, 11.2, 11.3,11.5, 11.6

Totals	Theory Hrs.	40	Lab Hrs.	120	Total Hrs.	160
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APPENDIX A:

MATRIX FOR ALL ASPECTS OF THE INDUSTRY

All Aspects of the Industry is a key element of the Carl D. Perkins Vocational and Applied Technology Education Act and the School-to Work Opportunities Act. Both acts emphasize giving students a comprehensive perspective and range of skills across an industry. The Perkins Act requires programs to “provide students with strong experience in and understanding of all aspects of the industry students are preparing to enter”. The Act identifies eight aspects in particular, which are common to any business or industry. Programs receiving Perkins funds are required to include the teaching of these concepts to provide students with the skills necessary to be successful in their employment.

STRATEGIES

Below is a matrix showing the components of “All Aspects of the Industry for the *name of Course*.” A list of strategies is provided for each component.

ASPECTS	SEQUENCE OF COURSES
	Course 1: Office Assistant
Planning	Team work and how it applies in the workplace. Prioritize work tasks.
Management	Students are led through the management of class goals and objectives to complete assignments
Finance	Develop time sheets.
Technical & Production Skills	Will learn to access information independently
Underlying Principles Of Technology	Use basic computer skills to help prepare students for the production of office work.
Labor Issues	White collar labor contracts and knowledge of are discussed. Examine workers’ rights and responsibilities.
Community Issues	Creative thinking skills will be developed through contact with the community while participating in work based learning.
Health, Safety, & Environmental Issues	Awareness of State and Federal employment laws regarding health and safety.