

# ADMINISTRATIVE ASSISTANT/1: OFFICE PROCEDURES (90 Hours)

Course No.: 75-35-50

## COMPETENCY CHECKLIST

Student Name \_\_\_\_\_

Teacher Name \_\_\_\_\_ School Site \_\_\_\_\_

Start Date \_\_\_\_\_ Completion Date \_\_\_\_\_ Certificate Date \_\_\_\_\_

Teacher Signature \_\_\_\_\_ Student Signature \_\_\_\_\_

(Signatures verify completion of course competencies)

**A. ORIENTATION AND SAFETY (5 hrs)**

- \_\_\_\_\_ 1. Scope and purpose of course
- \_\_\_\_\_ 2. Classroom policies and procedures
- \_\_\_\_\_ 3. Importance of prioritizing work
- \_\_\_\_\_ 4. First aid/emergency procedures
- \_\_\_\_\_ 5. Occupations in Finance and Business
- \_\_\_\_\_ 6. OSHA laws governing computer operators
- \_\_\_\_\_ 7. Copyright laws pertaining to computers
- \_\_\_\_\_ 8. Define ergonomics
- \_\_\_\_\_ 9. Ergonomic practices
- \_\_\_\_\_ 10. Avoiding repetitive strain injuries
- \_\_\_\_\_ 11. Correct typing technique and posture
- \_\_\_\_\_ 12. Proper keyboard and monitor angle
- \_\_\_\_\_ 13. Benefits of breaks to relax muscles
- \_\_\_\_\_ 14. Stretches for wrists/neck/shoulders
- \_\_\_\_\_ 15. Proper use of mouse
- \_\_\_\_\_ 16. Equivalent keyboard commands
- \_\_\_\_\_ 17. Safety test

**B. RESOURCE MANAGEMENT (1 hr)**

- \_\_\_\_\_ 1. Define terms
- \_\_\_\_\_ 2. Management of resources
- \_\_\_\_\_ 3. Examples of effective management
- \_\_\_\_\_ 4. Economic benefits and liabilities
- \_\_\_\_\_ 5. Environmental benefits and liabilities

**C. INTEGRATED OFFICE TOOLS AND EQUIPMENT (5 hrs)**

- \_\_\_\_\_ 1. Office tools and equipment
- \_\_\_\_\_ 2. Collating techniques

**D. ELECTRONIC CALCULATING MACHINES (5 hrs)**

- \_\_\_\_\_ 1. Machine parts
- \_\_\_\_\_ 2. Proper posture and fingering techniques
- \_\_\_\_\_ 3. Basic computations on machine
- \_\_\_\_\_ 4. Accuracy & speed in financial transactions

**E. TELEPHONE TECHNIQUES (10 hrs)**

- \_\_\_\_\_ 1. Features/functions of equipment
- \_\_\_\_\_ 2. Types of telephone services
- \_\_\_\_\_ 3. Types of calls
- \_\_\_\_\_ 4. Phone service features
- \_\_\_\_\_ 5. Phone book/directory assistance/internet search
- \_\_\_\_\_ 6. Techniques in placing calls
- \_\_\_\_\_ 7. Demonstrate telephone skills

**F. E-MAILS (5 hrs)**

- \_\_\_\_\_ 1. Define terms related to electronic mail (E-mail)
- \_\_\_\_\_ 2. Open/Sort/Distribute incoming emails
- \_\_\_\_\_ 3. E-mail procedures
- \_\_\_\_\_ 4. Sample e-mail responses for templates

**G. MAIL (4 hrs)**

- \_\_\_\_\_ 1. Open/Sort/Distribute incoming mail/faxes
- \_\_\_\_\_ 2. Handling/prioritizing/distributing mail
- \_\_\_\_\_ 3. Proper addressing/posting of envelopes
- \_\_\_\_\_ 4. Proper zip codes
- \_\_\_\_\_ 5. Classes of mail & preparing outgoing mail
- \_\_\_\_\_ 6. Common shipping terms and services
- \_\_\_\_\_ 7. Parcel post chart
- \_\_\_\_\_ 8. Weigh outgoing mail/Calculate the postage
- \_\_\_\_\_ 9. Sample mail responses for templates

**H. REPROGRAPHICS (4 hrs)**

- \_\_\_\_\_ 1. Define reprographics
- \_\_\_\_\_ 2. Types of reprographic equipment
- \_\_\_\_\_ 3. Parts and function of repro equipment
- \_\_\_\_\_ 4. Positioning copy and determining tone
- \_\_\_\_\_ 5. Document-loading
- \_\_\_\_\_ 6. Collating operation

**I. DATA VERIFICATION (5 hrs)**

- \_\_\_\_\_ 1. Read and analyze correspondence
- \_\_\_\_\_ 2. Transfer document data to form/verify
- \_\_\_\_\_ 3. Verify document list against source
- \_\_\_\_\_ 4. Sort business documents into subgroups
- \_\_\_\_\_ 5. Calculator tape versus handwritten figures
- \_\_\_\_\_ 6. Mailing list/Address envelopes/sort by zip
- \_\_\_\_\_ 7. Use internet to research/verify data

**J. RECORDS MANAGEMENT (15 hrs)**

- \_\_\_\_\_ 1. Types of filing systems
- \_\_\_\_\_ 2. Types of records
- \_\_\_\_\_ 3. Indexing rules
- \_\_\_\_\_ 4. Demonstrate use of indexing rules
- \_\_\_\_\_ 5. Active/inactive records management
- \_\_\_\_\_ 6. Alphabetic filing
- \_\_\_\_\_ 7. Demonstrate use of alphabetic filing
- \_\_\_\_\_ 8. Numeric filing
- \_\_\_\_\_ 9. Demonstrate use of numeric filing
- \_\_\_\_\_ 10. Elements of geographic filing
- \_\_\_\_\_ 11. Demonstrate use of geographic filing
- \_\_\_\_\_ 12. Elements of subject/category filing
- \_\_\_\_\_ 13. Demonstrate use of subject/category files
- \_\_\_\_\_ 14. Mastery of filing systems
- \_\_\_\_\_ 15. Attention to details/thoroughness in filing
- \_\_\_\_\_ 16. Record management tasks

**K. REFERENCE MATERIALS (5 hrs)**

- \_\_\_\_\_ 1. Features/functions of reference materials
- \_\_\_\_\_ 2. Incorporate data/info. into documents

**L. TRAVEL ARRANGEMENTS (3 hrs)**

- \_\_\_\_\_ 1. Business travel
- \_\_\_\_\_ 2. Arrangements via internet/travel agents
- \_\_\_\_\_ 3. Selection of travel arrangements
- \_\_\_\_\_ 4. Sample business travel folders

**M. BUSINESS ETHICS AND ATTITUDES (20 hrs)**

- \_\_\_\_\_ 1. Ethics, attitudes, and behavior
- \_\_\_\_\_ 2. Attitudes in Business world
- \_\_\_\_\_ 3. Positive and negative attitudes
- \_\_\_\_\_ 4. Controlling anger/poor decision making
- \_\_\_\_\_ 5. Meeting/greeting people/making intros
- \_\_\_\_\_ 6. Human relations and oral communications
- \_\_\_\_\_ 7. Personality traits on productivity
- \_\_\_\_\_ 8. First impressions
- \_\_\_\_\_ 9. Effective communication & ability to listen
- \_\_\_\_\_ 10. Body language
- \_\_\_\_\_ 11. Types of dishonesty in office environment
- \_\_\_\_\_ 12. Verbalizing opinions
- \_\_\_\_\_ 13. Making judgments

- \_\_\_\_\_ 14. Discriminatory behavior
- \_\_\_\_\_ 15. Conflict resolution
- \_\_\_\_\_ 16. Sexual harassment & reporting procedures
- \_\_\_\_\_ 17. Organization in office environment
- \_\_\_\_\_ 18. Coordination in daily office setting
- \_\_\_\_\_ 19. Organizational structure/line of authority
- \_\_\_\_\_ 20. Managerial skills and types of managers
- \_\_\_\_\_ 21. Relationships in office setting
- \_\_\_\_\_ 22. Personal hygiene, nutrition, & health care
- \_\_\_\_\_ 23. Personal image
- \_\_\_\_\_ 24. Appropriate business garments/clothing
- \_\_\_\_\_ 25. Positive and negative personal habits
- \_\_\_\_\_ 26. Plan a work wardrobe
- \_\_\_\_\_ 27. Dress wearing professional business attire
- \_\_\_\_\_ 28. Case studies using business ethics

**N. EMPLOYABILITY SKILLS (3 hrs)**

- \_\_\_\_\_ 1. Employer requirements
- \_\_\_\_\_ 2. Identify potential employers
- \_\_\_\_\_ 3. Design sample resumes
- \_\_\_\_\_ 4. Filling out job application
- \_\_\_\_\_ 5. Legible/ accurate/complete information
- \_\_\_\_\_ 6. Enthusiasm on job
- \_\_\_\_\_ 7. Appropriate appearance on job
- \_\_\_\_\_ 8. Upgrading job skills
- \_\_\_\_\_ 9. Customer service