

Administrative Services Pathway

Career Cluster: Management and Administration

Cluster Big Idea:

- Organization

Cluster Enduring Understandings:

- Organization provides the framework for management.
- Management requires effective relationships and succinct communications.
- Managing a business requires an understanding of all business functions.

Cluster Essential Questions:

- How is business organized effectively?
- How is each employee responsible for an effective organization?
- What makes an effective manager?

Pathway Big Idea:

- Organization

Pathway Enduring Understandings:

- The best leaders have the best support people working for them.
- Administrative service positions form the foundation of an organized business.

Pathway Essential Questions:

- Why are administrative service positions important to the management of a business?
- How can administrative service positions be organized to affect the management of a business?

Standard Statement: Students will apply management theories and functions to achieve organizational goals.

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Pathway Knowledge and Skills (what students should know and be able to do):

Knowledge	Skills
Recognize appropriate software for various tasks	Use appropriate software for various tasks
Understand the relationship of self with others	Manage records
Recognize the aspects of a safe working environment	Create and maintain calendars
Realize that ethics play a large part in business communications	Basic computer troubleshooting
	Active listening
	Effective verbal communication
	Effective written communication
	Follow directions through reading

Pathway Careers: Administrative Assistant, Executive Assistant, Office Manager, Administrative Support, Front Office Assistant, Information Assistant, Desktop Publisher, Customer Service Assistant, Communications Equipment Operator, Computer Operator, Court Reporter, Stenographer, Dispatcher, Shipping & Receiving Personnel, Records Processing Occupations including Library Assistant & Order Processor, Medical Transcriptionist, Legal Secretary, Paralegal

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Instructional Area: Business Law

Performance Element AS.01: Maintain internal controls.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
Describe legal issues affecting businesses. Describe the nature of legally binding contracts. Discuss the nature of debtor-creditor relationships.	Explain regulation and compliance. Describe the qualities of an adequate system of internal accounting control.	Describe the risks of inadequate internal accounting records.

Instructional Area: Financial Analysis

Performance Element AS.02: Understand the fundamental principles of money needed to make financial exchanges.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
Explain legal responsibilities associated with financial exchanges. Implementing/understanding basic accounting procedures. Identify types of currency (e.g., paper money, coins, banknotes, government bonds, treasury notes). Describe functions of money (e.g., medium of exchange, unit of measure, store of value). Describe sources of income (e.g., wages/salaries, interest, rent, dividends, transfer payments).	Explain the nature of business reporting requirements. Explain types of business ownership.	

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Performance Element AS.03: Analyze financial needs and goals to determine financial requirements.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
Develop personal budget. Set financial goals. Explain the nature of financial needs (e.g., college, retirement, wills, insurance, etc.).		

Instructional Area: Human Resource Management

Performance Element AS.04: Evaluate the tools, techniques, and systems that administrative services supervisors use to plan, staff, lead, and organize their human resources.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
Utilize note-taking strategies. Organize information. Select and use appropriate graphic aids.	Describe why decisions are based on facts, legality, ethics, and company goals and culture. Identify appropriate problem-solving tools and techniques.	Explain how conflicts affect the workplace. Utilize conflict resolution skills.
Performance Element AS.05: Analyze the processes and systems that monitor, plan, and control the day-to-day administrative activities required for a business to function.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
	Describe why decisions are based on facts, legality, ethics, and company goals and culture. Identify the different components of oral and written information (e.g., accuracy, adequacy,	Identify appropriate problem-solving tools and techniques. Explain how conflicts affect the workplace.

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	appropriateness, clarity, conclusions, solutions, facts, and opinions).	
Performance Element AS.06: Explain written organizational policies, rules, and procedures to help employees perform their jobs.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
Recognize or reward employees. Implement organizational skills (e.g., create staff schedule). Train staff. Assess employee performance.	Locate appropriate information on organizational policies in handbooks and manuals.	Discuss how organizational policies and rules influence a specific work situation.
Performance Element AS.07: Maintain a safe working environment.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
	Demonstrate knowledge of the relationships between health, safety, and productivity. Identify the health and safety standards established by government agencies. Use company and manufacturer references to access necessary safety information.	Ensure a clean work area is maintained. Solve safety problems with decision-making and critical-thinking strategies. Demonstrate knowledge of ergonomics and repetitive strain injury.

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Instructional Area: Business Professionals of America (BPA)

Performance Element AS.08: Participate in professional activities to develop career skills and an awareness of employer expectations.
Performance Element AS.09: Participate in civic activities and provide service to the chapter, school, community, or country.
Performance Element AS.10: Participate in fiscal planning to help the organization finance its activities.
Performance Element AS.11: Participate in entrepreneurial activities to gain knowledge of free enterprise.

Performance Elements 12-23 should be integrated into all Instructional Areas.

Career Development

Performance Element AS.12: Develop personality traits that foster career advancement.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
Identify desirable personality traits that are important for business professionals. Exhibit self-confidence. Demonstrate interest and enthusiasm. Demonstrate initiative. Demonstrate responsible behavior. Demonstrate honesty and integrity. Demonstrate ethical work habits.		

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Maintain a positive attitude. Demonstrate self-control Explain how feedback aids personal growth. Adjust to change. Respect the privacy of others. Show empathy for others. Exhibit cultural sensitivity.		
Performance Element AS.13: Acquire self-development skills to enhance relationships and improve efficiency in the work environment.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
	Maintain appropriate personal appearance. Set personal goals. Explain the need for innovation skills. Make decisions. Demonstrate problem-solving skills. Demonstrate appropriate creativity. Use time-management skills.	
Performance Element AS.14: Implement job-seeking skills to obtain employment.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
Utilize job-search strategies. Complete a job application. Interview for a job. Write a follow-up letter after a job interview.		

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<p>Write a letter of application.</p> <p>Prepare a résumé.</p> <p>Use networking techniques to identify employment opportunities.</p> <p>Describe ways to obtain work experience (e.g., volunteer activities or internships).</p> <p>Explain the need for an employee to engage in ongoing education.</p> <p>Explain possible advancement patterns for jobs.</p> <p>Identify the skills needed to enhance career progression.</p> <p>Utilize resources that can contribute to professional development (e.g., trade journals or periodicals, professional or trade associations, classes or seminars, trade shows, and mentors).</p>		
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Communication Skills

<p>Performance Element AS.15: Analyze tools, strategies, and systems that administrative services employees need to access, process, maintain, evaluate, and disseminate information to support managers.</p>		
<p>Performance Indicators:</p>		
<p>Core Level</p>	<p>Mid Level</p>	<p>Exit Level</p>
<p>Identify sources that provide relevant, valid written material.</p> <p>Extract relevant information from written materials.</p> <p>Apply written directions to achieve tasks.</p> <p>Analyze company resources to ascertain policies and procedures.</p>	<p>Analyze time management processes.</p> <p>Utilize current technology to manage time.</p>	

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Performance Element AS.16: Develop techniques and strategies that foster self-understanding and enhance relationships.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
<p>Explain the nature of effective verbal communication.</p> <p>Ask relevant questions.</p> <p>Interpret nonverbal cues.</p> <p>Provide legitimate responses to inquiries.</p> <p>Give verbal directions.</p> <p>Employ communication codes that are appropriate for the target audience.</p> <p>Defend ideas objectively.</p> <p>Handle telephone calls in a professional manner.</p> <p>Participate in group discussions.</p> <p>Create oral presentations.</p>	<p>Demonstrate conflict resolution skills.</p> <p>Identify appropriate work ethic standards and recognize stereotypes and personal biases.</p>	<p>Consider necessary and important factors when completing evaluations.</p> <p>Recognize and address harassment issues.</p> <p>Explain why diversity is an asset to a company.</p>
Performance Element AS.17: Build interpersonal skills and use them with team members.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
<p>Explain the nature of positive customer relationships.</p> <p>Demonstrate a customer-service mind-set.</p> <p>Reinforce service orientation through communication.</p>	<p>Demonstrate an understanding of group dynamics.</p> <p>Promote teamwork, leadership, and empowerment.</p> <p>Identify strategies for fostering creativity.</p>	<p>Demonstrate self-discipline, self-worth, a positive attitude, and integrity.</p> <p>Demonstrate flexibility and a willingness to learn new skills and acquire knowledge.</p> <p>Exhibit commitment to a company.</p>

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Performance Element AS.18: Demonstrate the concepts, strategies, and systems used in administrative services to obtain and convey ideas and information.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
Respond to customer inquiries. Explain business policies to customers.	Listen actively. Adapt language (e.g., diction, structure, or style) for the audience, purpose, and situation. Utilize voicemail and messaging systems. Operate fax and modem machines.	Apply proper procedures for Internet communications. Use appropriate Internet communications.
Performance Element AS.19: Use reading strategies to follow instructions and decipher meaning, technical concepts, and vocabulary.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
Identify sources that provide relevant, valid written material. Extract relevant information from written materials. Apply written directions to achieve tasks. Analyze company resources to ascertain policies and procedures.	Use a reading strategy to achieve an intended purpose. Analyze information presented in a variety of formats, such as tables, lists, and figures. Identify key technical concepts and vocabulary. Interpret technical materials used.	Use information gathered from written material to lay out steps that can be applied to another task or in new situation. Write a set of directions for others that shares information learned and how to apply that information to another task or in a new situation.

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Information Management

Performance Element AS.20: Use appropriate software to produce business documents.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
<p>Demonstrate personal information management and productivity applications.</p> <p>Demonstrate basic word processing skills.</p> <p>Demonstrate basic Internet search skills.</p> <p>Demonstrate basic presentation applications.</p> <p>Demonstrate basic database applications.</p> <p>Use an integrated business software application package.</p> <p>Demonstrate basic spreadsheet applications.</p>	<p>Select and use software appropriate for the type of document being produced.</p> <p>Create a Web page using the appropriate software.</p>	<p>Create and maintain data using database management software.</p> <p>Compose and edit a wide variety of documents using standard office software.</p>
Performance Element AS.21: Establish and follow procedures to manage records.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
<p>Make decisions.</p> <p>Demonstrate problem-solving skills.</p> <p>Demonstrate appropriate creativity.</p> <p>Use time-management skills.</p>	<p>Collect and organize oral and written information.</p> <p>Implement a filing system appropriate for the media or documents that are being stored.</p> <p>Implement a retention system appropriate for the media or documents that are being stored.</p>	<p>Identify optimal methods of records management.</p> <p>Perform electronic and manual filing operations.</p> <p>Maintain inventory records.</p> <p>Determine when it is necessary to perform an audit of records.</p>

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Performance Element AS.22: Prepare scheduling functions.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
Use time-management skills.	<p>Create calendars or schedules using manual and electronic means.</p> <p>Use software applications to maintain appointment calendars that contain addresses, e-mail addresses, and phone numbers.</p>	
Performance Element AS.23: Perform basic computer system operations, maintenance, and troubleshooting.		
Performance Indicators:		
Core Level	Mid Level	Exit Level
	<p>Use a logical and structured approach to identify and resolve problems.</p> <p>Use technical language in order to communicate with support technicians.</p>	<p>Use a variety of resources (e.g., hardware, software, or online resources) to identify and resolve problems.</p> <p>Use technical language in order to communicate with support technicians.</p>