

**DESE Model Curriculum: Business Technology** (CIP Code: 11.0103)

GRADE LEVEL/UNIT TITLE: 11-12/Apply Administrative Assistant Skills

<b>COURSE INTRODUCTION</b>		
<p>This course is designed to help students develop the qualities, knowledge, and skills necessary for working in a business. Students enhance computer application skills as they develop competencies needed by administrative support professionals. The content includes the use of technology to develop communication skills, the performance of office procedures tasks, the production of quality work using advanced features of business software applications, and the production of high quality employment portfolios and job-seeking documents. In addition, this course provides training or skills many employers find deficient: dealing with other people, using the telephone, organizing work, and handling other crucial tasks. <b>Course</b></p> <p>Course Rationale: This area of instruction provides content for employment in one of the largest major occupational groups--administrative support. Demand in this career area will continue to expand as businesses utilize advanced office technology to increase their production efficiency and improve the quality of their products and services. This area of instruction benefits students by enhancing the software application skills and communication competencies needed by administrative support professionals and those students continuing their education.</p>		
<b>UNIT DESCRIPTION</b>	<b>SUGGESTED UNIT TIMELINE</b>	
Effectively apply business administrative skills that would be used in the workplace. These skills include filing, coordinate business travel, preparing documents, operating a 10-key calculator all through critical-thinking and problem-solving skills.	1 month	
	<b>CLASS PERIOD (min.)</b>	
	50	
<b>ESSENTIAL QUESTIONS</b>		
<ol style="list-style-type: none"> <li>How does one manage information and utilize technology effectively?</li> <li>In the age of information, how can data be best stored, retrieved, and organized for reporting and analysis, in order to improve business operations?</li> <li>How can the use of electronic resources increase productivity in school and the workplace?</li> </ol>		
<b>ESSENTIAL MEASURABLE LEARNING OBJECTIVES</b>	<b>NBEA STANDARD</b>	<b>DOK</b>
1. Effectively represent the organization to current and potential clients using appropriate customer service skills	CD.III.D.4.1 CD.III.D.4.1	4
2. Manage electronic and/or paper financial records	A.III.3.1	2
3. Establish and maintain records management systems	IT.III.1.2	2
4. Operate a 10-key calculator	CP.I.1.2 IT.IV.1.1	2
5. Prepare travel, meeting and events documents	IB.I.D.3.1 COMM.I.D.3.14	3
6. Maintain electronic calendaring	IT.V.1.1	2
7. Produce business documents from dictated material	COMM.IV.3.6	2
8. Apply critical-thinking and problem-solving skills to business decisions	MAN.I.A.2.1	4
9. Explore methods for economical and efficient inventory management	A.IV.B.3-4.3	3

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<b>OBJ. #</b>	<b>INSTRUCTIONAL STRATEGIES</b>
2, 3	1. Present PowerPoint on proper filing and records management
5, 7, 8	2. Independent practice, observe & offer assistance as needed
4	3. Review 10-key touch typing methods and proceed with online practice
<b>OBJ. #</b>	<b>INSTRUCTIONAL ACTIVITIES</b>
2, 3	1. Complete the exercises from the PowerPoint applying proper filing and records management
5, 7, 8	2. Team project for planning a senior trip using critical-thinking and problem-solving skills to meet the guidelines provided by the instructor
4	3. Complete the drills on the provided website to demonstrate an understanding of the 10-key touch type method