

# Office & Administrative Technology

## (12003)

**Rational Statement:**

Focuses on self-directed skills in various office concepts. The course content is varied and may include customer care, office etiquette, office management, records management including filing, mailing procedures, transcription and basic business mathematics. Skills may also be gained in a variety of office equipment such as computers, calculators, and fax machines.

**Suggested Grade Level:**

Grades 10 - 12

**Topics Covered:**

- **Careers in Office and Business**
- **Communication in an Office Setting**
- **Skills in Office Communication**
- **Technology in Office Management and Administration**

| <b>Indicator #1: Explore business/office careers for future employment.</b>                      |   |
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| <b>Bloom's Taxonomy Level</b>  | <b>Standard and Examples</b>  |
| Applying   | <p><b>OTECH.1.1 Investigate office and technology careers in office and business industry</b></p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Apply personal career goals, skills, interests, and values to an appropriate career and job choice</li> <li>• Describe career opportunities in office and business management</li> </ul>  |
| Applying   | <p><b>OTECH.1.2 Develop employability skills.</b></p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Complete a cover letter, job application, paper and electronic resumes</li> <li>• Practice interview skills – mock interviews</li> <li>• Complete career portfolio containing resumes, cover letters, letter of recommendation, transcripts, awards and samples of work and technical skills</li> </ul> |
| <b>Indicator #2: Demonstrate ability to communicate professionally within an office setting.</b> |   |
| <b>Bloom's Taxonomy Level</b>  | <b>Standard and Examples</b>  |
| Applying   | <p><b>OTECH.2.1 Demonstrate effective customer relation skills.</b></p>   |

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|  | <p>Examples:</p> <ul style="list-style-type: none"> <li>• Greet and direct visitors in the office</li> <li>• Demonstrate proper telephone etiquette including greeting callers, fielding, screening calls, and recording and delivering messages</li> <li>• Employ appropriate strategies for communicating with dissatisfied customers face-to-face and in writing</li> <li>• Compose, deliver and publish podcasts</li> </ul>   |
| Applying   | <p><b>OTECH.2.2 Demonstrate positive interpersonal communication within the workplace.</b></p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Identify the various communication styles and learning how to deal with them</li> <li>• Discuss the role of courtesy and gratitude in the workplace</li> <li>• Understand office politics, its role in the workplace, and chain of command</li> <li>• Create and edit with audio and video document</li> </ul> |
| <b>Indicator #3: Develop skills necessary to complete office and business duties and responsibilities.</b> |   |
| <b>Bloom's Taxonomy Level</b>  | <b>Standard and Examples</b>  |
| Creating   | <p><b>OTECH.3.1 Design business documents using the correct format.</b></p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Create commonly used business documents such as interoffice memos, block style letters, travel itineraries, expense reports, business reports and business meeting documents</li> <li>• Create office policy manual</li> </ul>  |
| Applying   | <p><b>OTECH.3.2 Use computer technology to manage office records.</b></p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Create an office filing system</li> <li>• Create employee files and payroll</li> <li>• Manage customer accounts</li> <li>• Create office budget and expense records</li> <li>• Maintain inventory records</li> </ul>  |
| <b>Indicator #4: Enhance office efficiency using technology.</b>   |   |
| <b>Bloom's Taxonomy Level</b>  | <b>Standard and Examples</b>  |
| Applying   | <p><b>OTECH.4.1 Integrate functions of word processing, databases, spreadsheets and presentation applications to various workplace scenarios.</b></p>   |

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|           | <p>Examples:</p> <ul style="list-style-type: none"><li>• Prepare and present projects related to various office tasks and management</li><li>• Demonstrate the functions of software to accomplish specific tasks</li></ul>  |
| Analyzing | <p><b>OTECH.4.2 Use digital communication and examine the risks involved.</b></p> <p>Examples:</p> <ul style="list-style-type: none"><li>• Use collaboration tools such as discussion boards, portals, blogs and wikis to facilitate group work</li><li>• Create and deliver digital conferencing and presentations</li><li>• Identify techniques to protect confidential messages that are transmitted digitally</li><li>• Address the ethical issues regarding ownership and use of digitally generated information including plagiarism and copyright issues</li><li>• Discuss appropriate and safe online behavior</li></ul> |