Office Administration

6622 18 weeks

6621 36 weeks

Table of Contents

Acknowledgments ......................................................................................................................................... 1
Course Description .................................................................................................................................. 3
Task Essentials Table ............................................................................................................................... 3
Curriculum Framework ............................................................................................................................. 8
Developing Communication Skills ......................................................................................................... 8
Maintaining Office Systems ..................................................................................................................... 25
Managing Financial Functions .................................................................................................................. 34
Managing Information .............................................................................................................................. 44
Processing Information and Data ............................................................................................................. 51
Organizing and Planning Functions ......................................................................................................... 76
Assisting Employees ................................................................................................................................. 88
Preparing for Industry Certification ......................................................................................................... 102
Developing Employability Skills ............................................................................................................. 105
SOL Correlation by Task ............................................................................................................................ 113
Teacher Resources ..................................................................................................................................... 119
Collaborative Lesson Ideas ....................................................................................................................... 124
Entrepreneurship Infusion Units ............................................................................................................... 125
Appendix: Credentials, Course Sequences, and Career Cluster Information ............................................. 126

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Office of Career, Technical, and Adult Education Services
Virginia Department of Education

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Course Description

Suggested Grade Level: 10 or 11 or 12

Students develop and enhance skills in processing and managing information, data, and financial functions while developing and improving communication skills and other vital competencies needed for successful employment as administrative support professionals. Students examine and employ the latest technology and software used in office systems. In addition, students study procedures involved with information processing, procurement, telecommunications, maintaining office systems, organizing and planning functions, supervising employees, and developing employability skills.

Recommended prerequisite(s): Keyboarding course(s) or teacher-approved demonstration and documentation of touch keyboarding skills

Task Essentials Table

- Tasks/competencies designated by plus icons (⊕) in the left-hand column(s) are essential
- Tasks/competencies designated by empty-circle icons (○) are optional
- Tasks/competencies designated by minus icons (⊖) are omitted
- Tasks marked with an asterisk (*) are sensitive.

<table>
<thead>
<tr>
<th>Task Number</th>
<th>6621</th>
<th>6622</th>
<th>Tasks/Competencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developing Communication Skills</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>39</td>
<td>⊕</td>
<td>⊕</td>
<td>Demonstrate professionalism in communication skills while providing support and service to customer/clients.</td>
</tr>
<tr>
<td>40</td>
<td>⊕</td>
<td>⊕</td>
<td>Place/receive telephone calls (including conference calls and virtual meetings).</td>
</tr>
<tr>
<td>41</td>
<td>⊕</td>
<td>⊕</td>
<td>Demonstrate etiquette skills while transmitting and receiving electronic communications.</td>
</tr>
<tr>
<td>42</td>
<td>⊕</td>
<td>⊕</td>
<td>Prepare business correspondence, including electronic formats.</td>
</tr>
<tr>
<td>43</td>
<td>⊕</td>
<td>⊕</td>
<td>Prepare documents using scanning and production software for presentation.</td>
</tr>
<tr>
<td>44</td>
<td>⊕</td>
<td>⊕</td>
<td>Reproduce documents and information for distribution.</td>
</tr>
<tr>
<td>45</td>
<td>⊕</td>
<td>⊕</td>
<td>Organize digital documents.</td>
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</tr>
<tr>
<td>46</td>
<td>📝</td>
<td>Prepare a disaster data protection and recovery plan.</td>
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</tr>
<tr>
<td>47</td>
<td>📝</td>
<td>Create effective work relationships.</td>
<td></td>
</tr>
<tr>
<td>48</td>
<td>📝</td>
<td>Demonstrate professional work standards.</td>
<td></td>
</tr>
<tr>
<td>49</td>
<td>📝</td>
<td>Identify emerging technology related to telecommunications.</td>
<td></td>
</tr>
<tr>
<td>50</td>
<td>📝</td>
<td>Coordinate a web conference.</td>
<td></td>
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</tbody>
</table>

**Maintaining Office Systems**

<p>| | | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>51</td>
<td>📝</td>
<td>Maintain inventory records.</td>
</tr>
<tr>
<td>52</td>
<td>📝</td>
<td>Prepare a cost analysis of hardware, furniture, equipment, and supplies.</td>
</tr>
<tr>
<td>53</td>
<td>📝</td>
<td>Maintain workstation, equipment, materials, and supplies.</td>
</tr>
<tr>
<td>54</td>
<td>📝</td>
<td>Maintain printer.</td>
</tr>
<tr>
<td>55</td>
<td>📝</td>
<td>Maintain copier.</td>
</tr>
<tr>
<td>56</td>
<td>📝</td>
<td>Maintain fax machine.</td>
</tr>
<tr>
<td>57</td>
<td>📝</td>
<td>Receive deliveries of office equipment, supplies, and other orders.</td>
</tr>
<tr>
<td>58</td>
<td>📝</td>
<td>Troubleshoot computer hardware and software problems.</td>
</tr>
</tbody>
</table>

**Managing Financial Functions**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>59</td>
<td>📝</td>
<td>Manage cash fund accounts.</td>
</tr>
<tr>
<td>60</td>
<td>📝</td>
<td>Prepare payroll records.</td>
</tr>
<tr>
<td>61</td>
<td>📝</td>
<td>Maintain check records.</td>
</tr>
<tr>
<td>62</td>
<td>📝</td>
<td>Determine budgetary requirements for the office.</td>
</tr>
<tr>
<td>63</td>
<td>📝</td>
<td>Complete purchase requisitions or purchase order.</td>
</tr>
<tr>
<td>64</td>
<td>📝</td>
<td>Prepare vouchers for payment.</td>
</tr>
<tr>
<td>65</td>
<td>📝</td>
<td>Identify various collection procedures.</td>
</tr>
<tr>
<td>66</td>
<td>📝</td>
<td>Prepare financial statements.</td>
</tr>
<tr>
<td>67</td>
<td>📝</td>
<td>Maintain records for billing.</td>
</tr>
</tbody>
</table>
### Managing Information

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<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>68</td>
<td></td>
<td></td>
<td>Maintain a professional library.</td>
</tr>
<tr>
<td>69</td>
<td></td>
<td></td>
<td>Maintain an alphabetical filing system.</td>
</tr>
<tr>
<td>70</td>
<td></td>
<td></td>
<td>Maintain subject filing system.</td>
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<tr>
<td>71</td>
<td></td>
<td></td>
<td>Maintain numerical filing system.</td>
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<tr>
<td>72</td>
<td></td>
<td></td>
<td>Maintain a manual or electronic chronological file system.</td>
</tr>
<tr>
<td>73</td>
<td></td>
<td></td>
<td>Maintain manual and electronic tickler files.</td>
</tr>
<tr>
<td>74</td>
<td></td>
<td></td>
<td>Retrieve information from manual and electronic files.</td>
</tr>
<tr>
<td>75</td>
<td></td>
<td></td>
<td>Maintain contact information.</td>
</tr>
<tr>
<td>76</td>
<td></td>
<td></td>
<td>Establish document and information storage and retrieval system to include file sharing.</td>
</tr>
<tr>
<td>77</td>
<td></td>
<td></td>
<td>Access electronic resources (e.g., Internet, Intranet).</td>
</tr>
</tbody>
</table>

### Processing Information and Data

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>78</td>
<td></td>
<td></td>
<td>Produce complex business documents.</td>
</tr>
<tr>
<td>79</td>
<td></td>
<td></td>
<td>Transcribe information from recorded media.</td>
</tr>
<tr>
<td>80</td>
<td></td>
<td></td>
<td>Dictate notes and correspondence.</td>
</tr>
<tr>
<td>81</td>
<td></td>
<td></td>
<td>Prepare documents for electronic distribution.</td>
</tr>
<tr>
<td>82</td>
<td></td>
<td></td>
<td>Enhance documents using formatting features.</td>
</tr>
<tr>
<td>83</td>
<td></td>
<td></td>
<td>Create tables.</td>
</tr>
<tr>
<td>84</td>
<td></td>
<td></td>
<td>Scan documents and images.</td>
</tr>
<tr>
<td>85</td>
<td></td>
<td></td>
<td>Create macros.</td>
</tr>
<tr>
<td>86</td>
<td></td>
<td></td>
<td>Find/replace text and data.</td>
</tr>
<tr>
<td>87</td>
<td></td>
<td></td>
<td>Merge text and data.</td>
</tr>
<tr>
<td>88</td>
<td></td>
<td></td>
<td>Convert document from one software program to another.</td>
</tr>
<tr>
<td>89</td>
<td></td>
<td></td>
<td>Develop a spreadsheet.</td>
</tr>
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</tr>
<tr>
<td><strong>90</strong></td>
<td>✗</td>
<td>✗</td>
<td>Edit a spreadsheet.</td>
</tr>
<tr>
<td><strong>91</strong></td>
<td>✗</td>
<td>✗</td>
<td>Enhance a spreadsheet by using formatting features.</td>
</tr>
<tr>
<td><strong>92</strong></td>
<td>✗</td>
<td>✗</td>
<td>Create a database.</td>
</tr>
<tr>
<td><strong>93</strong></td>
<td>✗</td>
<td>✗</td>
<td>Exhibit use of data functions.</td>
</tr>
<tr>
<td><strong>94</strong></td>
<td>✗</td>
<td>✗</td>
<td>Create queries.</td>
</tr>
<tr>
<td><strong>95</strong></td>
<td>✗</td>
<td>✗</td>
<td>Manipulate data.</td>
</tr>
<tr>
<td><strong>96</strong></td>
<td>✗</td>
<td>✗</td>
<td>Generate a database report.</td>
</tr>
<tr>
<td><strong>97</strong></td>
<td>✗</td>
<td>✗</td>
<td>Format a datasheet.</td>
</tr>
<tr>
<td><strong>98</strong></td>
<td>✗</td>
<td>✗</td>
<td>Integrate database, spreadsheet, and word processing activities.</td>
</tr>
</tbody>
</table>

**Organizing and Planning Functions**

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<thead>
<tr>
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<tbody>
<tr>
<td><strong>99</strong></td>
<td>✗</td>
<td>✗</td>
<td>Prepare presentation visuals and handouts.</td>
</tr>
<tr>
<td><strong>100</strong></td>
<td>✗</td>
<td>✗</td>
<td>Plan and build a multimedia presentation.</td>
</tr>
<tr>
<td><strong>101</strong></td>
<td>✗</td>
<td>✗</td>
<td>Demonstrate time management by monitoring workloads.</td>
</tr>
<tr>
<td><strong>102</strong></td>
<td>✗</td>
<td>✗</td>
<td>Determine most cost-effective process for reproduction of printed material.</td>
</tr>
<tr>
<td><strong>103</strong></td>
<td>✗</td>
<td>✗</td>
<td>Maintain appointment calendar, work schedules, and leave/vacation balances for employees.</td>
</tr>
<tr>
<td><strong>104</strong></td>
<td>✗</td>
<td>✗</td>
<td>Coordinate travel arrangements for employees.</td>
</tr>
<tr>
<td><strong>105</strong></td>
<td>✗</td>
<td>✗</td>
<td>Coordinate meetings, events, training, and activities for employees.</td>
</tr>
<tr>
<td><strong>106</strong></td>
<td>✗</td>
<td>✗</td>
<td>Design a physical layout of the office.</td>
</tr>
<tr>
<td><strong>107</strong></td>
<td>✗</td>
<td>✗</td>
<td>Give written/oral directions.</td>
</tr>
<tr>
<td><strong>108</strong></td>
<td>✗</td>
<td>✗</td>
<td>Follow written/oral directions.</td>
</tr>
</tbody>
</table>

**Assisting Employees**

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<tbody>
<tr>
<td><strong>109</strong></td>
<td>✗</td>
<td>✗</td>
<td>Develop an office manual of policies and procedures.</td>
</tr>
<tr>
<td><strong>110</strong></td>
<td>✗</td>
<td>✗</td>
<td>Explore strategies for improving the workplace.</td>
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<tr>
<td>111</td>
<td>Coordinate administrative support staff work schedule and workload distribution.</td>
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<td></td>
</tr>
<tr>
<td>112</td>
<td>Formulate ongoing coaching and feedback for employee performance evaluation.</td>
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</tr>
<tr>
<td>113</td>
<td>Maintain employee records.</td>
<td></td>
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</tr>
<tr>
<td>114</td>
<td>Explain the importance of confidentiality in the workplace.</td>
<td></td>
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</tr>
<tr>
<td>115</td>
<td>Coordinate mailing systems.</td>
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</tr>
<tr>
<td>116</td>
<td>Contribute to development of job descriptions for administrative support staff.</td>
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</tr>
<tr>
<td>117</td>
<td>Serve on interview panel for administrative support staff applications as prescribed by company policy.</td>
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</tr>
<tr>
<td>118</td>
<td>Provide training orientation for new administrative support staff.</td>
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<tr>
<td>119</td>
<td>Research professional and personal development opportunities.</td>
<td></td>
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</tr>
<tr>
<td>120</td>
<td>Analyze ethical issues related to office administration.</td>
<td></td>
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<tr>
<td>121</td>
<td>Participate in the development of a code of ethics for job-specific information systems.</td>
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<tr>
<td>122</td>
<td>Describe the process and requirements for obtaining industry certifications related to the Office Administration course.</td>
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<tr>
<td>123</td>
<td>Identify testing skills/strategies for a certification examination.</td>
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</tr>
<tr>
<td>124</td>
<td>Complete selected practice examinations.</td>
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</tr>
<tr>
<td>125</td>
<td>Complete an industry certification examination.</td>
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<tr>
<td>126</td>
<td>Develop a career plan.</td>
<td></td>
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</tr>
<tr>
<td>127</td>
<td>Research career opportunities in Office Administration.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>128</td>
<td>Complete a paper and electronic employment application.</td>
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<tr>
<td>129</td>
<td>Demonstrate successful interviewing techniques.</td>
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</tbody>
</table>
Compose an interview follow-up letter.

Update portfolio, including a résumé in a format suitable for print and online posting.

Identify the steps to follow in resigning from a position.

Identify potential employment barriers for nontraditional groups and ways to overcome the barriers.

Legend: ✈ Essential ☒ Non-essential ❌ Omitted

Curriculum Framework

Developing Communication Skills

Task Number 39

Demonstrate professionalism in communication skills while providing support and service to customer/clients.

Definition

Demonstration should include

- providing exemplary customer and client service while developing positive employee relations
- acting on what is best for the employee, for the company, and for the customer
- displaying courteous and effective interactions with customers, clients and fellow employees
- using exemplary communication and listening skills
- using appropriate response actions
- maintaining confidential information
- presenting a professional image during interactions
- navigating uncomfortable communication situations
- maintaining communication documentation
- using an awareness of diversity sensitivity and universal politeness
- maintaining a respectful attitude for all contacts
- interacting professionally with clients and associates
• responding promptly to requests with accuracy and a courteous demeanor.

FBLA Competitive Events and Activities Areas

Business Communication

Client Service
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Help Desk

Impromptu Speaking
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Introduction to Business

Introduction to Business Communication

Introduction to Business Procedures

Marketing
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Public Speaking I

Public Speaking II

NBEA Achievement Standards for Communication

Demonstrate how one might take personal responsibility for customer satisfaction by adopting an entrepreneurial spirit.

Demonstrate initiative to excel in providing customer service.

Discuss the concept of a comprehensive customer service philosophy.

Discuss the dilemma of deciding what is best for oneself, for the company, and for the customer.

Discuss the importance of extending courtesy when dealing with customers.

Discuss the importance of listening skills in customer/client relations.

Employ appropriate strategies for communicating with dissatisfied customers in face-to-face discussions, through digital means, and in writing.
Incorporate appropriate leadership and supervision techniques, customer service strategies, and personal ethics standards to communicate effectively with various business constituencies.

NBEA Achievement Standards for Marketing

Describe the factors that influence customer-business relationships (e.g., return policies, pricing, distribution, and advertising).

Explain ways companies show concern for customers.

Identify customer needs and reasons why customers return to the same business.

Task Number 40

Place/receive telephone calls (including conference calls and virtual meetings).

Definition

Placing/receiving should include

- following procedures necessary to place and answer calls
- prioritizing and handling various types of incoming and outgoing calls
- using a pleasant telephone voice
- communicating in a clear, concise, correct, and courteous manner on personal and professional levels
- using appropriate phone techniques to gather and record information, including personal and consumer information
- maintenance of confidential information using appropriate forwarding and referral procedures
- using interactive listening techniques
- following procedures required for placing a conference call
- conducting a virtual meeting using the Internet, audio, and video conferencing tools
- preparing written and electronic telephone messages
- making follow-up calls
- documenting call results/outcomes
- utilizing the proper equipment to set up teleconferences
- exhibiting sound judgment in the absence of supervision.
FBLA Competitive Events and Activities Areas

Client Service
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Help Desk

Impromptu Speaking
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Introduction to Business

Introduction to Business Communication

Introduction to Business Procedures

Public Speaking I

NBEA Achievement Standards for Communication

Analyze routine business problems both individually and collaboratively and respond in print and digital message form.

Communicate in a clear, complete, concise, correct, and courteous manner on personal and professional levels.

Compose digital communications such as email, text, and instant messaging.

Demonstrate a command of interactive listening techniques in a variety of settings, such as electronic meetings and video conferencing.

Discuss the importance of listening skills in customer/client relations.

Incorporate appropriate leadership and supervision techniques, customer service strategies, and personal ethics standards to communicate effectively with various business constituencies.

Use appropriate phone techniques to gather and record information.

Use the phone to gather personal and consumer information.

Use the phone to receive and place appropriate business calls.
Task Number 41

Demonstrate etiquette skills while transmitting and receiving electronic communications.

Definition

Demonstration should include

- discussing etiquette
- applying the five Cs of any written communication: clear, correct, concise, complete, and courteous
- exhibiting knowledge of laws related to using email and other digital technologies
- giving attention to organization and prompt response to digital messages (i.e., email, text, and instant messages)
- using appropriate business digital signatures
- exhibiting knowledge of blind carbon copy (Bcc) conventions
- attaching documents demonstrating knowledge of formats and file size limitations
- using correct spelling and grammar.

FBLA Competitive Events and Activities Areas

Client Service
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Help Desk

Impromptu Speaking
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Introduction to Business Communication

Introduction to Parliamentary Procedure

Public Speaking I

Public Speaking II

Microsoft Imagine Academy Resources

[2.014] Microsoft Digital Literacy: Internet and the World Wide Web—Lesson 3
Using E-Mail
NBEA Achievement Standards for Communication

Compose digital communications such as email, text, and instant messaging.

Demonstrate knowledge of legalities related to using email and other digital technologies in a business environment.

Discuss the importance of taking responsibility for all spoken and written communication and actions taken.

Discuss the importance of the use of phone and digital devices as customer service tools.

Edit and revise written work.

Employ appropriate strategies for communicating with dissatisfied customers in face-to-face discussions, through digital means, and in writing.

Exchange ideas in a formal/informal setting.

Find information on the Internet and in business databases and select appropriate materials for reports and presentations.

Incorporate appropriate leadership and supervision techniques, customer service strategies, and personal ethics standards to communicate effectively with various business constituencies.

Organize and promptly respond to digital messages such as email, text, and instant messages.

Task Number 42

Prepare business correspondence, including electronic formats.

Definition

Preparation should include

- following the five Cs of written communication: clear, correct, concise, complete, and courteous
- composing and producing letters, memos, and emails
- developing formal and informal reports with visual aids
- composing a variety of business messages
• composing messages for specific audiences
• composing business documents that reflect international differences, international politeness and incorporating current protocols
• composing digital communications such as email, texting, and instant messaging
• taking responsibility for all communication and actions taken
• applying strategies for communicating with dissatisfied customers in face-to-face discussions, through digital means, and in writing
• composing personal notes to business colleagues in special circumstances (e.g., to express congratulations, sympathy, and appreciation)
• checking to ensure message is sent to correct individual and only using “Reply all” in appropriate circumstances
• addressing sensitive issues in an appropriate manner
• maintaining the company’s professional reputation
• storing sent and received messages for rapid retrieval.

**FBLA Competitive Events and Activities Areas**

**Business Communication**

**Client Service**
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

**Computer Applications**

**Help Desk**

**Impromptu Speaking**
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

**Introduction to Business Communication**

**Introduction to Business Procedures**

**Public Speaking I**

**Public Speaking II**

**Word Processing**

**Microsoft Imagine Academy Resources**

[2.018] Microsoft Digital Literacy: Productivity Programs—Lesson 2
Common Features and Commands
[2.019] Microsoft Digital Literacy: Productivity Programs—Lesson 3
Introduction to Word Processors
NBEA Achievement Standards for Communication

Create and edit with audio and video documents.

Edit business documents to improve content and effectiveness.

Incorporate information that has been gathered from other sources into written documents by the use of paraphrasing and citations.

Prepare business communications that reflect cultural sensitivity.

Prepare formal and informal reports using suitable format and supplementing with appropriate graphics.

Prepare industry-specific technical reports incorporating graphics.

Proofread business documents to ensure that they are clear, correct, concise, complete, consistent, and courteous.

Use a variety of references and resources (both printed and digital) when writing business documents.

Write coherent business messages, instructions, descriptions, summaries, and reports using appropriate formats.

Task Number 43

Prepare documents using scanning and production software for presentation.

Definition

Preparation should include

- enhancing business documents using layout, design, and graphics production software and scanning hardware
- integrating word processing, database, spreadsheet, and presentation application data in various documents
- understanding the meaning of camera-ready (crisp, clear, straight, not previously photocopied).

FBLA Competitive Events and Activities Areas
Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

[2.019] Microsoft Digital Literacy: Productivity Programs—Lesson 3
Introduction to Word Processors

NBEA Achievement Standards for Communication

Enhance documents through the use of advanced layout, design, and graphics production software and scanning hardware.

Identify the basic skills used on the job.

Integrate functions of word processing, databases, spreadsheets, and presentation applications to various workplace scenarios.

Task Number 44

Reproduce documents and information for distribution.

Definition

Reproduction should include

- operating a copier, scanner, and printer
- evaluating documents and selecting the appropriate technology for transmitting or processing them
- sending pictures, video, and text messages digitally
- explaining procedures for distributing documents and information
- integrating use of devices such as cell phones, tablets, and other portable devices.
FBLA Competitive Events and Activities Areas

Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

NBEA Achievement Standards for Communication

Compose, deliver, and publish podcasts.

Create and deliver digital conferencing and presentations.

Design and publish an effective web page.

Discuss benefits of digital conferencing as an alternative to face-to-face collaboration.

Discuss the risks of identity theft through blogs, websites, and other digital means.

Evaluate messages and select the appropriate technology for transmitting them.

Present findings of capstone projects in a formal individual or team presentation using appropriate graphics, media, and support materials.

Research, analyze, and prepare collaboratively a spoken, written, and digital response to a complex business project.

Send pictures, video, and text messages digitally.

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Task Number 45

Organize digital documents.

Definition
Organization should include

- using Portable Document Format (PDF) files (from scans or by saving from word processing software) to create a digital library
- saving documents in a uniform manner to allow for organization and quick retrieval
- understanding Optical Character Recognition (OCR) (optical character recognition)
- using OCR to search for information in a PDF file.

FBLA Competitive Events and Activities Areas

Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

NBEA Achievement Standards for Communication

Discuss the limits and capabilities of storage media.

Use online databases and search engines to find basic business information.

NBEA Achievement Standards for Information Technology

Analyze, access, exchange, organize, and synthesize information.

Create advanced reports and queries.

Define basic database terminology (e.g., database, field, record, query, table).

Describe search strategies and use them to solve common information problems.

Extract useful information using search queries.

Find, classify, and order retrieved information.

Gather, evaluate, use, cite, and disseminate information from technology sources.
Identify the appropriate type of database for a particular situation (e.g., flat, relational).

Identify the variety of data types that are stored in database management systems.

Organize and present the results of data retrieval through reports.

Retrieve and use information from a database (e.g., Internet search tools, library databases).

Sort, prioritize, and retrieve data from databases.

Use a wide variety of information technology resources to retrieve information.

Use search procedures appropriate to type of information, nature of source, and nature of query.

Use various input technologies to enter and manipulate information appropriately.

Task Number 46

Prepare a disaster data protection and recovery plan.

Definition

Preparation should include

- comparing back-up options (both on-site and off-site)
- implementing controls to ensure the backups are completed on a regular basis
- developing a recovery plan in case of a disaster (both natural and employee-related disasters)
- utilizing cloud storage, external hard drive, and flash drive.

FBLA Competitive Events and Activities Areas

Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications
Word Processing

NBEA Achievement Standards for Information Technology

Analyze the potential societal effect of widespread reliance on information technology.

Use a logical and structured approach to isolate and identify problem sources and resolve problems.

Use various input technologies to enter and manipulate information appropriately.

Task Number 47

Create effective work relationships.

Definition

Creation should include adhering to professional standards and

- exhibiting positive work ethic, integrity, willingness to work on a team, awareness of diversity, and diplomatic conflict resolution
- demonstrating the ability to involve all participants in a meeting, including virtual participants
- extending courtesy when dealing with customers
- listening to subordinates, peers, and superiors
- demonstrating courtesy to colleagues
- maintaining professional interpersonal relationships
- recognizing when another employee needs assistance and when to make a referral
- expressing sympathy professionally
- participating in group discussions for problem solving
- demonstrating appropriate role-play situations.

FBLA Competitive Events and Activities Areas

Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures
NBEA Achievement Standards for Communication

Demonstrate effective consensus-building techniques.

Demonstrate the ability to involve all participants in a meeting, including those participating virtually.

Demonstrate ways of promoting mutual respect through role-playing.

Describe strategies for establishing reciprocal relationships with customers.

Discuss the importance of extending courtesy when dealing with customers.

Discuss the importance of listening to subordinates and peers.

Discuss the role that courtesy and gratitude to colleagues play in a business.

Incorporate appropriate leadership and supervision techniques, customer service strategies, and personal ethics standards to communicate effectively with various business constituencies.

Participate in group discussions for problem resolution.

Show interest in and support for the ideas of others.

Supervise a group activity promoting team-building concepts.

Task Number 48

Demonstrate professional work standards.

Definition

Demonstration should include
• adhering to established standards of excellence
• accepting responsibility for outcomes (positive and negative) of one’s work.

FBLA Competitive Events and Activities Areas

Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

NBEA Achievement Standards for Career Development

Enhance identified strengths related to selected career options.

Evaluate and reconcile peer feedback.

Formulate and implement a plan to address identified weaknesses.

Reassess personal strengths and weaknesses in relationship to career development.

Task Number 49

Identify emerging technology related to telecommunications.

Definition

Identification should include

• exploring new technology applications
• making recommendations for application of new communications technologies
• analyzing technology in current use in business and industry
• correlating the technology with the specific needs of a business
• participating in field trips, either face-to-face or virtual, to local businesses to view current use of technology
• participating in appropriate work-based learning activities, such as job shadowing, industry day, and mentorship.

FBLA Competitive Events and Activities Areas

Computer Applications

Database Design & Applications

Help Desk

Introduction to Business Communication

Introduction to Business Procedures

Introduction to Information Technology

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

Other Methods of Communicating on the Internet

NBEA Achievement Standards for Communication

Analyze situations in which technology can positively and negatively impact customer service.

Assess the impact of technology on meeting success.

Demonstrate knowledge of mobile technology.

Demonstrate the ability to use video broadcasting.

Demonstrate video recording and editing abilities on DVD-R (W) and CD-R (W).

Design and publish an effective web page.

Discuss benefits of digital conferencing as an alternative to face-to-face collaboration.
Discuss the risks of identity theft through blogs, websites, and other digital means.

Record, edit, and transfer MP3 files.

Use Bluetooth technology.

Use CD-ROMs, DVDs, videos, and the Internet for knowledge acquisition.

Use digital messaging technologies.

**NBEA Achievement Standards for Marketing**

Describe the opportunities created by the Internet.

Determine new ways of marketing products, using emerging and evolving technologies.

Explain the importance of having a technological edge over the competition (e.g., faster to market with new products).

Identify how technology affects competition and marketing decisions.

Identify ways that evolving technologies (e.g., e-commerce and wireless technologies) affect marketing strategy.

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**Task Number 50**

**Coordinate a web conference.**

**Definition**

Coordination should include

- reserving the appropriate venue and necessary equipment
- notifying the participants of the date, time, length, purpose, and dial-in number or web address
- conveying name and number to contact if there are any difficulties
- preparing and distributing materials and agenda as needed prior to conference
- ensuring that all equipment (e.g., computers, fax, telephone, electronic tablet) is working properly
- making emergency change notifications as necessary
- securing technical support.
Maintaining Office Systems

Task Number 51

Maintain inventory records.

Definition

Maintenance should include preparation of records such as hardware, software, furniture, equipment, supplies, warranty/service contract documentation, preventative maintenance, repair of equipment, and

- setting up a database for inventory
- populating electronic and manual inventory records
- developing troubleshooting techniques
- adhering to current office policies and procedures
- keeping maintenance records for all office equipment
- maintaining accurate list of vendors who service various types of equipment
- maintaining a schedule of all warranty values and ensuring that timely warranty maintenance occurs.

FBLA Competitive Events and Activities Areas

Computer Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

FBLA Competitive Events and Activities Areas

Computer Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing
Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

NBEA Achievement Standards for Accounting

Determine the cost of inventory for merchandising and manufacturing businesses and apply appropriate valuation methods.

Determine the costs of property, plant and equipment, natural resources, and intangible assets.

Explain the difference between the periodic and perpetual inventory methods.

Identify and apply internal control procedures used to safeguard assets and ensure the integrity of the accounting information system.

Identify and describe the cost flow assumptions for inventory and explain the impact on the balance sheet and income statement.

Identify, calculate, and record depreciation, depletion, and amortization and explain the impact on the financial statements.

NBEA Achievement Standards for Computation

Calculate inventory turnover at cost and at retail for a given period.

Calculate inventory valuation according to different plans including LIFO, FIFO, specific identification, and weighted average.

Calculate the annual and accumulated depreciation or cost recovery of plant assets (e.g., straight-line, declining balance, Accelerated Cost Recovery System, and IRS methods).

NBEA Achievement Standards for Entrepreneurship

Understand the importance of inventory control systems.
NBEA Achievement Standards for Information Technology

Analyze cost benefit and life cycle of hardware.

NBEA Achievement Standards for Management

Define inventory control.

Evaluate a system for maintaining inventory control.

Identify inventory control concerns.

Identify methods of inventory control.

Task Number 52

Prepare a cost analysis of hardware, furniture, equipment, and supplies.

Definition

Preparation should include

- discussing the importance of inventory records
- determining the value of inventory (e.g., hardware, software, furniture, equipment, and supplies)
- recording the cost benefit and life cycle of inventory items
- evaluating hardware vendors, warranties, and purchasing options.

FBLA Competitive Events and Activities Areas

Accounting I

Accounting II

Banking and Financial Systems

Business Communication

Business Financial Plan
Business Plan

Entrepreneurship
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Introduction to Business Procedures

NBEA Achievement Standards for Accounting

Explain the purpose of cost allocation.

Identify and describe the cost flow assumptions for inventory and explain the impact on the balance sheet and income statement.

Identify, calculate, and record depreciation, depletion, and amortization and explain the impact on the financial statements.

NBEA Achievement Standards for Information Technology

Analyze cost benefit and life cycle of hardware.

Evaluate hardware vendors, warranties, and purchasing options.

NBEA Achievement Standards for Marketing

Analyze the cost benefit of different technological approaches to marketing (e.g., electronic versus print media).

Identify the most efficient means (e.g., cost benefit analysis) for distributing different types of products and services.

Task Number 53

Maintain workstation, equipment, materials, and supplies.

Definition

Maintenance should include
• identifying/maintaining resources for the use and care of hardware (e.g., manuals, online help, and help desks)
• following correct procedures for
  o shutting down hardware
  o troubleshooting office hardware and other equipment problems, according to manufacturer's specifications and established office procedures
• maintaining a neat and organized workstation with necessary supplies and materials.

FBLA Competitive Events and Activities Areas

Computer Applications

Database Design & Applications

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

[Introduction to Computers]
[Windows 7 Lesson Plan: Installing Windows 7]
[5.176] Windows 7 Higher Education: Lesson 2—Exercise 1
[Upgrading (project)]

NBEA Achievement Standards for Information Technology

Explain the purpose, operation, and care of hardware components.

Identify and use appropriate help resources for hardware (e.g., help desks, online help, manuals).

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Task Number 54

Maintain printer.

Definition
Maintenance should include loading paper, cleaning printer, changing cartridge, ordering printer supplies, and

- identifying resources for the use and care of hardware (e.g., manuals, online help, and help desks) following procedures for loading paper, cleaning the printer, clearing the printer of paper jams, and changing the toner cartridge, according to manufacturer's specifications
- determining procurement and storage of adequate everyday use and periodic replacement supplies
- identifying a backup printing procedure or agreement with another department for continued printing operations as needed.

FBLA Competitive Events and Activities Areas

Computer Applications
Database Design & Applications
Introduction to Business Procedures
Spreadsheet Applications
Word Processing

NBEA Achievement Standards for Information Technology

Explain the purpose, operation, and care of hardware components.

Identify and use appropriate help resources for hardware (e.g., help desks, online help, manuals).

Task Number 55

Maintain copier.

Definition

Maintenance should include adding toner, loading paper, clearing paper path, cleaning glass, ordering copier supplies, and

- identifying resources for the use and care of hardware (e.g., manuals, online help, and help desks)
• following procedures when adding toner, loading paper, clearing paper path, and cleaning glass, according to manufacturer's specifications
• determining procurement and storage of supplies adequate for everyday use and periodic replacement
• following procedures for fax transmittal and receiving through a computer fax
• identifying a back-up copier procedure or agreement with another department for continued operations as needed.

FBLA Competitive Events and Activities Areas

Computer Applications

Database Design & Applications

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

NBEA Achievement Standards for Information Technology

Explain the purpose, operation, and care of hardware components.

Identify and use appropriate help resources for hardware (e.g., help desks, online help, manuals).

Task Number 56

Maintain fax machine.

Definition

Maintenance should include loading paper, changing cartridge, ordering fax supplies, and

• identifying resources for the use and care of hardware (e.g., manuals, online help, and help desks)
• following procedures including loading paper, clearing paper jams, and changing cartridge, according to manufacturer's specifications
• determining procurement and storage of supplies adequate for everyday use and periodic replacement
• identifying a back-up fax procedure or agreement with another department for continued operations as needed.

FBLA Competitive Events and Activities Areas

Computer Applications

Database Design & Applications

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

NBEA Achievement Standards for Information Technology

Explain the purpose, operation, and care of hardware components.

Identify and use appropriate help resources for hardware (e.g., help desks, online help, manuals).

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Task Number 57

Receive deliveries of office equipment, supplies, and other orders.

Definition

Receiving should include verifying orders, processing forms, storing and distributing items, and

• following designated procedures
• reconciling the packing slip with the shipment
• maintaining a record-keeping and/or filing procedure for forms and receipts
• processing orders for payment.

FBLA Competitive Events and Activities Areas

Introduction to Business Procedures
NBEA Achievement Standards for Entrepreneurship

Select and complete appropriate records for a planned business.
Select appropriate channels of distribution to reach a target market.
Understand the importance of inventory control systems.

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Task Number 58

Troubleshoot computer hardware and software problems.

Definition

Troubleshooting should include

- identifying resources for the use and care of hardware and software (e.g., manuals, online help, and help desks)
- caring for the equipment according to manufacturer’s operating instructions
- following troubleshooting guidelines to recognize and correct minor problems
- inspecting and cleaning equipment regularly
- reporting problems immediately, following office procedures.

FBLA Competitive Events and Activities Areas

Computer Applications

Computer Problem Solving

Database Design & Applications

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

Using the Action Center to Maintain Your Computer, Back Up Your Data, and Troubleshoot Problems
Managing Financial Functions

Task Number 59

Manage cash fund accounts.

Definition

Management of cash fund accounts (providing cash for small expenditures) should include petty cash and cash advance and should

- follow office and generally accepted accounting procedures for establishing, making payments, replenishing, and keeping records for cash fund accounts, such as petty cash and cash advance
- utilize spreadsheet software to record transactions and records.

FBLA Competitive Events and Activities Areas

Accounting I

Accounting II

Banking and Financial Systems

Business Communication

Business Financial Plan

Business Plan

Entrepreneurship
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Introduction to Business Procedures
NBEA Achievement Standards for Accounting

Identify and apply internal control procedures used to safeguard assets and ensure the integrity of the accounting information system.

Use the statement of cash flow to analyze business activities (operating, investing, financing).

NBEA Achievement Standards for Computation

Calculate the cash flow and determine cash sufficiency for a given period of time.

Maintain a columnar cash record.

Reconcile and replenish petty cash fund and cash drawer.

NBEA Achievement Standards for Entrepreneurship

Identify and complete basic records for a business (e.g., cash sales receipts, credit card receipts, and checkbook entries).

Task Number 60

Prepare payroll records.

Definition

Preparation of records should include

- identifying industry software used to automate the payroll process (e.g., QuickBooks)
- outlining physical and electronic procedures for submitting federal and state taxes
- calculating gross earnings (e.g., salary, hourly rate, commission, per diem, tips, or production)
- calculating, maintaining, and updating payroll withholdings, Social Security and Medicare deductions, other deductions, and net earnings
- completing the employer's quarterly and annual federal and state tax returns, which includes the calculations for employee and employer taxes
- maintaining payroll register and individual earnings record
- maintaining confidentiality
• keeping records on all leave earned and used
• preparing an accurate overview of pre- and post-tax deductions from an employee’s paycheck.

FBLA Competitive Events and Activities Areas

Accounting I
Accounting II
Banking and Financial Systems
Business Communication
Business Financial Plan
Business Plan
Introduction to Business Procedures

NBEA Achievement Standards for Accounting
Apply appropriate accounting practices to payroll.
Calculate employer's payroll taxes.
Prepare payroll reports.

NBEA Achievement Standards for Computation
Calculate gross earnings (e.g., salary, hourly rate, commission, per diem, tips, or production).
Calculate payroll withholdings, Social Security and Medicare deductions, other deductions, and net earnings.
Complete the employer's quarterly federal tax return, which includes the calculations for employee and employer taxes.
Maintain payroll register and individual earnings record.
Task Number 61

Maintain check records.

Definition

Maintenance should include

- reconciling a checking account statement
- writing checks
- preparing deposits
- deducting bank charges
- maintaining an accurate account balance
- coordinating with financial institution personnel as needed
- recording fees, automated teller machine (ATM) withdrawals, and deposits
- recording electronic funds transfers (EFT), online payments, and debit card transactions.

FBLA Competitive Events and Activities Areas

Accounting I

Accounting II

Banking and Financial Systems

Business Communication

Business Financial Plan

Business Plan

Introduction to Business Procedures

NBEA Achievement Standards for Computation

Complete check records (e.g., check register and deposit slips).

Reconcile the bank statement with the check register.

Task Number 62
Determine budgetary requirements for the office.

Definition

Determination should include

- an office budget (a financial plan for allocating resources)
- a process for reviewing the previous year's data to evaluate past expenses and attainable goals for periodic and year-to-date (YTD) performance reports
- a procedure for requesting and receiving quotes for budgeted items to be replaced or purchased
- a report on competitive prices of office supplies and equipment for budgetary requirements
- access to current office supply and equipment catalogs and sources, both online and in hard-copy format
- budget performance reports through the annual budget cycle.

FBLA Competitive Events and Activities Areas

Accounting I

Accounting II

Banking and Financial Systems

Business Communication

Business Financial Plan

Business Plan

Introduction to Business Procedures

NBEA Achievement Standards for Accounting

Describe how accounting information facilitates management decision-making.

Prepare master and flexible budgets and use them to evaluate performance.

NBEA Achievement Standards for Computation

Prepare a budget.
Task Number 63

Complete purchase requisitions or purchase order.

Definition

Completion of a purchase requisition (or purchase order) should

- provide authorization to purchase items
- describe the details or items ordered and the address for shipping
- use math skills to determine costs, taxes, discounts, and totals
- follow mandatory procurement training/certification guidelines.

FBLA Competitive Events and Activities Areas

Accounting I

Accounting II

Banking and Financial Systems

Business Communication

Business Financial Plan

Business Plan

Introduction to Business Procedures

NBEA Achievement Standards for Communication

Compose and produce a variety of business messages and reports using correct style, format, and content.

Integrate functions of word processing, databases, spreadsheets, and presentation applications to various workplace scenarios.

Task Number 64
Prepare vouchers for payment.

Definition

Preparation should include

- making sure all necessary documents are available
- verifying every detail required on the form
- obtaining the proper signatures as required by procurement/accounting policies and procedures
- filing the voucher appropriately.

FBLA Competitive Events and Activities Areas

Accounting I

Accounting II

Banking and Financial Systems

Business Communication

Business Financial Plan

Business Plan

Introduction to Business Procedures

NBEA Achievement Standards for Communication

Compose and produce a variety of business messages and reports using correct style, format, and content.

Integrate functions of word processing, databases, spreadsheets, and presentation applications to various workplace scenarios.

Task Number 65

Identify various collection procedures.

Definition
Identification should include

- researching and discussing the legal aspects, rights, and responsibilities of consumers according to credit legislation (e.g., truth-in-lending, fair credit reporting, equal credit opportunity, and fair debt collection)
- outlining procedures for receiving
  - cash
  - checks
  - electronic transfers
  - credit card payments
  - electronic payments from apps (such as PayPal, Apple Pay, Google Wallet, etc.)
- updating policies and confidentiality procedures when accepting and handling personal information.

FBLA Competitive Events and Activities Areas

Accounting I

Accounting II

Banking and Financial Systems

Business Communication

Business Financial Plan

Business Plan

Introduction to Business Procedures

NBEA Achievement Standards for Personal Finance

Analyze factors that affect the choice of credit, the cost of credit, and the legal aspects of using credit.

Analyze the sources of assistance for debt management.

Compare and contrast the legal aspects of different forms of credit (e.g., title transfer, responsibility limits, collateral requirements, and co-signing).

Describe the risks and responsibilities associated with using credit.

Identify strategies for effective debt management.
Research rights and responsibilities of consumers according to credit legislation (e.g., truth-in-lending, fair credit reporting, equal credit opportunity, and fair debt collection).

Task Number 66

Prepare financial statements.

Definition

Preparation should include the following:

- producing a trial balance to make sure all accounts are current and accurate; take steps to correct accounts, if necessary, before printing balance sheet, income statement, and other financial statements.
- identifying the financial information needed to prepare the balance sheet, income statement, or other financial statements
- producing the financial statements.

FBLA Competitive Events and Activities Areas

Accounting I

Accounting II

Banking and Financial Systems

Business Communication

Business Plan

Introduction to Business Procedures

NBEA Achievement Standards for Accounting

Assess the financial condition and operating results of a company and analyze and interpret financial statements and information to make informed business decisions.

Determine the impact on the financial statements when assets are sold, disposed, or rendered obsolete.

Discuss the information that can be obtained from analyzing financial statements.
Identify and explain common methods for manipulating financial statements and financial ratios.

Identify sources for obtaining financial reports.

NBEA Achievement Standards for Computation

Reconcile the bank statement with the check register.

Task Number 67

Maintain records for billing.

Definition

Maintenance should include following procedures for filing

- correspondence
- telephone calls
- fax transmissions
- photocopies

that require billing for payment.

FBLA Competitive Events and Activities Areas

Accounting I

Accounting II

Banking and Financial Systems

Business Communication

Business Financial Plan

Business Plan

Introduction to Business Procedures

NBEA Achievement Standards for Communication
Discuss and identify ways to keep business data secure from theft and destruction.

Discuss the limits and capabilities of storage media.

Identify techniques to protect confidential messages that are transmitted digitally.

Integrate functions of word processing, databases, spreadsheets, and presentation applications to various workplace scenarios.

NBEA Achievement Standards for Computation

Select and use appropriate tools when solving problems (e.g., paper and pencil, manipulatives, hand-held calculators, Web calculators, computer numerical keypads, spreadsheets, personal desktop assistants, and cell phones.

Managing Information

Task Number 68

Maintain a professional library.

Definition

Maintenance should include

- researching, identifying, and compiling resources to maintain a professional library of magazines, professional journals, books, and electronic information
- discarding or archiving items that have been replaced or that contain obsolete information.

FBLA Competitive Events and Activities Areas

Business Communication

Introduction to Business Communication

Introduction to Business Procedures
Journalism

NBEA Achievement Standards for Communication

Expand scope of reading materials to include general business publications.

Task Number 69

Maintain an alphabetical filing system.

Definition

Maintenance should include

- implementation of an alphabetical filing system that follows the alphabetic filing rules published by the Association of Records Managers and Administrators (ARMA) International
- storage of electronic or paper files.

FBLA Competitive Events and Activities Areas

Introduction to Business Communication

Introduction to Business Procedures

Journalism

Microsoft Imagine Academy Resources

[2.009] Microsoft Digital Literacy: Computer Basics—Lesson 4
Computer Operating Systems

NBEA Achievement Standards for Information Technology

Analyze, access, exchange, organize, and synthesize information.

Find, classify, and order retrieved information.
Task Number 70

Maintain subject filing system.

Definition

Maintenance should include

- implementation of a subject filing system that follows the filing rules published by ARMA International
- storage of electronic or paper files.

FBLA Competitive Events and Activities Areas

Business Communication

Introduction to Business Communication

Introduction to Business Procedures

Journalism

Microsoft Imagine Academy Resources


NBEA Achievement Standards for Information Technology

Analyze, access, exchange, organize, and synthesize information.

Find, classify, and order retrieved information.

Task Number 71

Maintain numerical filing system.

Definition

Maintenance should include
• implementation of a numerical filing system that follows the filing rules published by ARMA International
• storage of electronic or paper files.

FBLA Competitive Events and Activities Areas

Business Communication

Introduction to Business Communication

Introduction to Business Procedures

Journalism

NBEA Achievement Standards for Information Technology

Analyze, access, exchange, organize, and synthesize information.

Find, classify, and order retrieved information.

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Task Number 72

Maintain a manual or electronic chronological file system.

Definition

Maintenance should include

• implementation of a chronological filing system that follows the filing rules published by ARMA International
• storage of electronic and paper files.

FBLA Competitive Events and Activities Areas

Journalism

Microsoft Imagine Academy Resources

Office Lesson Plan: Managing Files
[5.022] Intro Windows 7: Lesson 2—Project 1
File Management (project)

NBEA Achievement Standards for Information Technology

Analyze, access, exchange, organize, and synthesize information.

Find, classify, and order retrieved information.

Task Number 73

Maintain manual and electronic tickler files.

Definition

Maintenance should include

- developing a tickler file
- utilizing a chronological calendaring system for future actions, ordered by date, using cards or electronic files.

FBLA Competitive Events and Activities Areas

Business Communication

Introduction to Business Communication

Introduction to Business Procedures

NBEA Achievement Standards for Information Technology

Analyze, access, exchange, organize, and synthesize information.

Find, classify, and order retrieved information.

Task Number 74

Retrieve information from manual and electronic files.

Definition
Retrieval should be made manually (filing cabinets, hard copy) and/or electronically (file management system).

FBLA Competitive Events and Activities Areas

Business Communication

Introduction to Business Communication

Introduction to Business Procedures

Microsoft Imagine Academy Resources

[2.009] Microsoft Digital Literacy: Computer Basics—Lesson 4
Computer Operating Systems

NBEA Achievement Standards for Information Technology

Analyze, access, exchange, organize, and synthesize information.

Find, classify, and order retrieved information.

Task Number 75

Maintain contact information.

Definition

Maintenance should include a consistent order of

- frequently used addresses and telephone numbers
- database of all employees, associates, clients, and vendors
- frequent updates to maintain correct contact information.

FBLA Competitive Events and Activities Areas

Business Communication

Introduction to Business Communication

Introduction to Business Procedures
Microsoft Imagine Academy Resources

[3.060] OneNote 2010: Beginner Skills—E-Learning Module 1
Communicating and Connecting with Contacts

NBEA Achievement Standards for Information Technology

Analyze, access, exchange, organize, and synthesize information.

Find, classify, and order retrieved information.

Task Number 76

Establish document and information storage and retrieval system to include file sharing.

Definition

Establishment should

- follow office procedures regarding various manual and electronic storage options
- designate authorization to access documents and information in a storage database
- maintain confidentiality and security, following established procedures for storage, retrieval, sharing, and shredding of documents.

FBLA Competitive Events and Activities Areas

Business Communication

Introduction to Business Communication

Introduction to Business Procedures

NBEA Achievement Standards for Information Technology

Analyze, access, exchange, organize, and synthesize information.

Find, classify, and order retrieved information.

Use a wide variety of information technology resources to retrieve information.
Task Number 77

Access electronic resources (e.g., Internet, Intranet).

Definition

Access should include

- preparing guidelines/office procedures
- selecting from a variety of electronic resources to retrieve information
- analyzing, exchanging, organizing, and synthesizing information
- classifying and ordering retrieved information
- utilizing proper security measures.

FBLA Competitive Events and Activities Areas

Business Communication

Introduction to Business Communication

Introduction to Business Procedures

Management Information Systems
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Microsoft Imagine Academy Resources

[2.012] Microsoft Digital Literacy: Internet and the World Wide Web—Lesson 1
The Internet
[2.044] Finding and Evaluating Resources on the Web—Lesson 1
Introduction to Search Engines
Exploring Search Techniques

Processing Information and Data
Task Number 78

Produce complex business documents.

Definition

Production should involve

- creating grammatically correct word processing documents such as reports, proposals, and memos
- developing spreadsheets
- developing databases
- developing presentations
- utilizing various input technologies to accurately enter numerical and non-numerical data.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

Creating Programmed Elements to Automate Tasks and Add Functionality to Database Objects and Controls

Using Advanced Features of Excel 2010

Adding Information, Multimedia Elements, and Animation Enhancements to a Slide Show

Working with Controls

Access Entire Lesson Plan
NBEA Achievement Standards for Communication

Enhance documents through the use of advanced layout, design, and graphics production software and scanning hardware.

Incorporate the use of the Internet to complete complex projects requiring the use of competitive intelligence techniques (research on competition, markets, and customer attitudes).

NBEA Achievement Standards for Information Technology

Prepare projects that include a variety of media (e.g., images, text, video, and audio).

Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Task Number 79

Transcribe information from recorded media.

Definition

Transcription should include items such as minutes of meetings, correspondence, reports, and

- retrieving information from various media sources (i.e., minutes, correspondence, memos, reports)
- ensuring proper use and knowledge of transcription software.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Database Design & Applications
Task Number 80

Dictate notes and correspondence.

Definition

Dictation should demonstrate effective speaking skills and result in writing that is grammatically correct, properly punctuated, and edited with attention to sentence and paragraph structure, spelling, and format.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Database Design & Applications
Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

NBEA Achievement Standards for Information Technology

Apply a variety of input technologies to maximize productivity.

Develop proper input techniques (e.g., keyboarding, 10-key touch pad, scanning, speech recognition, handtyping, digital inking, digital cameras, student response systems, and the use of a touch screen, mouse or stylus).

Explore translation and digital language input tools and resources for effective global communication.

Task Number 81

Prepare documents for electronic distribution.

Definition

Preparation should include documents such as email or PDF documents and

- applying the five Cs (i.e., clear, correct, concise, complete, courteous) to the writing
- editing with attention to sentence and paragraph structure
- using appropriate business format
- safeguarding confidential messages
- checking and replying to emails promptly
- verifying the recipient or distribution list
- archiving important emails in electronic folders according to type or categories for easy retrieval.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications
Task Number 82

Enhance documents using formatting features.

Definition

Enhancements include typography and graphics and should be made to demonstrate the appropriate use of formatting features, including

- fonts
- bold, italics, underline, shading, and highlighting, size, color, borders, indentation, spacing, headers, and footers
- indentation, justification, and margins
- graphics.

FBLA Competitive Events and Activities Areas

Computer Applications

Database Design & Applications

Graphic Design
Introduction to Business Communication

Introduction to Business Procedures

Publication Design

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

[2.019] Microsoft Digital Literacy: Productivity Programs—Lesson 3
Introduction to Word Processors

Creating and Managing Documents

Enhancing Documents

Word Lesson Plan: Formatting Text

Word Lesson Plan: Revising the Document Layout

Word Lesson Plan: Working with Graphics

Editing an Essay (project)

NBEA Achievement Standards for Communication

Enhance documents through the use of advanced layout, design, and graphics production software and scanning hardware.

NBEA Achievement Standards for Information Technology

Prepare projects that include a variety of media (e.g., images, text, video, and audio).

Use advanced features of productivity software.

Use the collaborative features of productivity software to accomplish organizational tasks.
Task Number 83

Create tables.

Definition

Creation includes formatting and

- determining number of rows and columns
- keying data
- applying formatting features such as color scheme, table AutoFormat, AutoFit, and Distribute
- integrating tables into existing documents
- incorporating visual enhancements (font, justification, page breaks, etc.).

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

[2.019] Microsoft Digital Literacy: Productivity Programs—Lesson 3
Introduction to Word Processors

Enhancing and Reviewing Documents

Word Lesson Plan: Organizing Content

Using Tables (project)

NBEA Achievement Standards for Information Technology
Evaluate the effectiveness of software to solve specific problems.

Identify productivity software appropriate for specific tasks.

Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Task Number 84

Scan documents and images.

Definition

Scanning should include

- correctly placing document or image in scanner
- operating the scanner hardware and software
- printing or copying scanned document or image into a separate document according to manufacturer's specifications and office procedures
- storing scanned documents for retrieval
- using software to enhance scans (by selecting orientation, file size and extension type selection, sharpness, etc.).

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

NBEA Achievement Standards for Information Technology

Select appropriate input technology to optimize performance.
Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Use the collaborative features of productivity software to accomplish organizational tasks.

Use various input technologies to enter and manipulate information appropriately.

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**Task Number 85**

**Create macros.**

**Definition**

Creating a macro (a saved series of commands and keystrokes used to record repetitive phrases such as the complimentary close of a letter) should include

- starting the macro recorder
- performing prescribed sequence of actions
- using the keypad to activate the macro
- keeping a record of macros created and the number/function assigned to them for easy retrieval
- entering and verifying names and addresses in the macro for company contacts.

**FBLA Competitive Events and Activities Areas**

**Business Communication**

**Computer Applications**

**Database Design & Applications**

**Introduction to Business Communication**

**Introduction to Business Procedures**

**Spreadsheet Applications**

**Word Processing**

**Microsoft Imagine Academy Resources**
NBEA Achievement Standards for Information Technology

Evaluate the effectiveness of software to solve specific problems.

Identify productivity software appropriate for specific tasks.

Use advanced features of productivity software.

Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Task Number 86

Find/replace text and data.

Definition

Finding/replacing should be used

- to find certain words or phrases and replace them with desired information to make document-wide substitutions in software applications
- as a means of sequencing multiple data replacements for text applications
- to sort feature comparisons.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications
Task Number 87

Merge text and data.

Definition

Merging should include an awareness of table fields, rows, and columns contained in the database before

- creating a destination document (i.e., a form letter)
- creating a data source (i.e., names and addresses)
- merging the two documents.

FBLA Competitive Events and Activities Areas

Computer Applications

Word Processing

Microsoft Imagine Academy Resources

Creating and Managing Documents

NBEA Achievement Standards for Information Technology

Use advanced features of productivity software.

Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Microsoft Imagine Academy Resources

Creating Complex Documents

Word Lesson Plan: Mail Merge and Reviewing Documents

Mail Merge (project)

NBEA Achievement Standards for Information Technology

Evaluate the effectiveness of software to solve specific problems.

Identify productivity software appropriate for specific tasks.

Use advanced features of productivity software.

Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Task Number 88

Convert document from one software program to another.

Definition

Conversion of document will result from

- saving a document in one software program
- retrieving and saving the document in another software program format
- opening the document in the new software program.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

NBEA Achievement Standards for Information Technology
Demonstrate the transferability of skills between productivity software applications.

Identify productivity software appropriate for specific tasks.

Select and integrate productivity software products appropriate for various computer platforms.

Use the collaborative features of productivity software to accomplish organizational tasks.

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**Task Number 89**

**Develop a spreadsheet.**

**Definition**

Development should include

- considering the desired result of the spreadsheet
- designing the spreadsheet layout
- formatting for printing or manipulating
- keying text and numeric data into a spreadsheet
- using cells, rows, columns, labels, values, formulas, tabs, and other necessary features of spreadsheets with accuracy
- setting up and sharing and linking the data between tabs and with other spreadsheets and databases
- creating special reports and extractions.

**FBLA Competitive Events and Activities Areas**

**Business Communication**

**Computer Applications**

**Database Design & Applications**

**Introduction to Business Communication**

**Introduction to Business Procedures**

**Spreadsheet Applications**

**Word Processing**
Microsoft Imagine Academy Resources

[2.020] Microsoft Digital Literacy: Productivity Programs—Lesson 4
Introduction to Spreadsheet Programs
[3.008] Excel 2010: Beginner Skills—E-Learning Module 1
Creating and Editing Worksheets
Excel Lesson Plan: Understanding Microsoft Office Excel 2010
[5.064] Excel 2010 Secondary Schools: Lesson 1—Project 1
Purchasing a Car (project)

NBEA Achievement Standards for Information Technology

Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Task Number 90

Edit a spreadsheet.

Definition

Editing should include

- changing data
- sorting data
- deleting data
- moving data
- copying data
- linking data
- creating reports
- adding formulas
- adding charts and graphics
- editing for desired output.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Database Design & Applications
NBEA Achievement Standards for Information Technology

Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Task Number 91

Enhance a spreadsheet by using formatting features.

Definition

Enhancement should include applying various features to change

- page orientation
- text attributes
- column width and height
- row width and height
- alignments
- text color
- style formatting
- conditional formatting
- themes.
FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

[2.020] Microsoft Digital Literacy: Productivity Programs—Lesson 4
Introduction to Spreadsheet Programs

Formatting Worksheet Data

Excel Lesson Plan: Understanding Microsoft Office Excel 2010

Excel Lesson Plan: Format a Workbook

Workout Spreadsheet (project)

NBEA Achievement Standards for Communication

Enhance documents through the use of advanced layout, design, and graphics production software and scanning hardware.

NBEA Achievement Standards for Information Technology

Use advanced features of productivity software.

Use the collaborative features of productivity software to accomplish organizational tasks.

Task Number 92
Create a database.

Definition

Creation should include

- assessing database purpose and needs
- naming and saving databases
- formatting the database table fields
- importing data from external applications
- using features (e.g., fields, records, queries, forms, reports)
- designing forms
- keying data into a database table or form
- using database sharing features.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

[2.020] Microsoft Digital Literacy: Productivity Programs—Lesson 4
Introduction to Spreadsheet Programs

Creating and Editing a Database

Access Lesson Plan: Create Database Tables Using Access

Summer Jobs (project)

NBEA Achievement Standards for Communication
Use basic applications (word processing, spreadsheets, databases, presentations, and graphics).

NBEA Achievement Standards for Information Technology

Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Task Number 93

Exhibit use of data functions.

Definition

Exhibition should include manipulating fields, records, queries, forms, and

- moving fields
- adding records
- deleting records
- altering records.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

[2.022] Microsoft Digital Literacy: Productivity Programs—Lesson 6
Introduction to Database Programs
NBEA Achievement Standards for Communication

Use basic applications (word processing, spreadsheets, databases, presentations, and graphics).

NBEA Achievement Standards for Information Technology

Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Task Number 94

Create queries.

Definition

Creation should include

- setting search parameters to help find specific data within a database
- using a query building tool to create a query.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications
Word Processing

Microsoft Imagine Academy Resources

[2.022] Microsoft Digital Literacy: Productivity Programs—Lesson 6
Introduction to Database Programs
Creating and Using a Query
Access Lesson Plan: Query a Database
Summer Job Openings (project)

NBEA Achievement Standards for Communication

Use basic applications (word processing, spreadsheets, databases, presentations, and graphics).

Use online databases and search engines to find basic business information.

NBEA Achievement Standards for Information Technology

Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Task Number 95

Manipulate data.

Definition

Manipulation should include

- sorting the data in ascending and descending order
- filtering the data to show only those that satisfy necessary criterion
- using password protection features.

FBLA Competitive Events and Activities Areas

Business Communication
Task Number 96

Generate a database report.

Definition

Generating should include

- determining the information needed in a report
- configuring the report format in the database
- conducting a query
- printing a report of the information
- creating forms using design view and wizards.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications
Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

[2.022] Microsoft Digital Literacy: Productivity Programs—Lesson 6

NBEA Achievement Standards for Information Technology

Select and apply the appropriate productivity software to complete tasks.

Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Use the collaborative features of productivity software to accomplish organizational tasks.

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Task Number 97

Format a datasheet.

Definition

Formatting should include

- modifying font style, size, and color
- modifying table borders
- using graphics to illustrate a report.
FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

[2.022] Microsoft Digital Literacy: Productivity Programs—Lesson 6
[Introduction to Database Programs](#)

[Creating and Editing a Database](#)

[Access Lesson Plan: Modify Database Tables](#)

[Summer Job Openings (project)](#)

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**Task Number 98**

Integrate database, spreadsheet, and word processing activities.

**Definition**

Integration should include

- creating a document or spreadsheet to be inserted into a presentation
- creating a chart or graph from spreadsheet data to be inserted into a presentation
- creating a customized graphic
- creating a hyperlink to an external file
- linking spreadsheet and word processing documents
- copying data from one program to another
• performing merge/insert functions with database, spreadsheet, and/or word processing activities
• titling the insertion of an isolated graphic
• verifying the accuracy of the insertion or merge activity.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

Excel Lesson Plan: Working with Charts and Graphics

Expression Web Lesson Plan: Using Hyperlinks on a Webpage

Word Lesson Plan: Working with Graphics

[5.068] Excel 2010 Secondary Schools: Lesson 6—Project 1
Nutritional Project (project)

[5.099] Expressions Web 4 Higher Education: Lesson 5—Exercise 1
Hyperlinks (project)

NBEA Achievement Standards for Communication

Integrate functions of word processing, databases, spreadsheets, and presentation applications to various workplace scenarios.

NBEA Achievement Standards for Information Technology

Select and integrate productivity software products appropriate for various computer platforms.
Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Use the collaborative features of productivity software to accomplish organizational tasks.

Organizing and Planning Functions

Task Number 99

Prepare presentation visuals and handouts.

Definition

Preparation should include

- formatting presentation materials
- creating visual aids
- ensuring the equipment is ready for the presentation
- ensuring any necessary peripherals (e.g., screens, presentation clickers, pointers, etc.) are available and in working order.

The media for the visual aid should be chosen based on budget, available equipment, and time, and should include

- a visual interpretation of the information
- documentation of any sources used
- printed handouts for distribution and presenter use.

FBLA Competitive Events and Activities Areas

American Enterprise Project

Business Communication

Business Financial Plan

Business Plan
Community Service Project

Computer Applications

Database Design & Applications

Introduction to Business Communication

Introduction to Business Procedures

Partnership with Business Project

Sales Presentation

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources

Introduction to Presentation Programs

Finalizing a Slide Show and Preparing it for Delivery

PowerPoint Lesson Plan: Formatting a Presentation for Printing

How to Presentation (project)

Task Number 100

Plan and build a multimedia presentation.

Definition

Planning includes choosing a subject, gathering supporting information, and outlining the sequence of the presentation. Building involves creating the slides, a process that should include

- selecting a theme, layout, and color scheme for the slides
- writing, formatting, and placing text
- selecting appropriate sounds and transitions
- supporting the information with charts and graphs.
FBLA Competitive Events and Activities Areas

3D Animation
American Enterprise Project
Business Communication
Business Financial Plan
Business Plan
Coding and Programming
Community Service Project
Computer Game & Simulation Programming
Digital Video Production
E-Business
Electronic Career Portfolio
Graphic Design
Introduction to Business Communication
Introduction to Business Presentation
Mobile Application Development
Partnership with Business Project
Public Service Announcement
Publication Design
Sales Presentation
Website Design
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

NBEA Achievement Standards for Information Technology
Analyze multimedia delivery tools and their impact on business functions.

Configure multimedia delivery tools (e.g., blogs, podcasting, webcasting).

Create multimedia content and prepare it for delivery (e.g., compression, resolution).

Select and apply multimedia software appropriate for specific tasks.

Select and integrate multimedia software products appropriate for various computer platforms.

Troubleshoot multimedia software and projects.

Use multimedia software to create media rich projects.

Task Number 101

Demonstrate time management by monitoring workloads.

Definition

Demonstration should include

- prioritizing tasks and workload
- planning work to be accomplished in a given time frame
- completing projects in the time allotted
- managing interruptions
- keeping management apprised of any projected time management problems.

FBLA Competitive Events and Activities Areas

Computer Applications

Database Design & Applications

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

NBEA Achievement Standards for Career Development
Describe appropriate time management techniques and their application in the workplace.

Describe techniques for demonstrating personal accountability and work productivity.

NBEA Achievement Standards for Management

Analyze a personal time-management schedule for a given time period.

Design and implement a time-management schedule as a result of a time-management analysis.

Evaluate and modify a time-management plan as appropriate.

Utilize information and technology tools to conduct business effectively and efficiently.

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**Task Number 102**

**Determine most cost-effective process for reproduction of printed material.**

**Definition**

Determination should be made by weighing the options/features that affect cost when printing materials, including

- the need to print in color
- desired copy quality
- desired number of copies
- equipment capabilities and reliability
- alternate reproduction options from various sources based on criteria required
- alternate equipment purchase and use vs. outsourcing.

**FBLA Competitive Events and Activities Areas**

**Computer Applications**

**Database Design & Applications**

**Introduction to Business Procedures**
Spreadsheet Applications

Word Processing

NBEA Achievement Standards for Management

Evaluate the effectiveness and efficiency of a production schedule.

Identify information used in decision making in the business environment.

Interpret, analyze, and synthesize information for use in decision making.

Utilize information and technology tools to conduct business effectively and efficiently.

Task Number 103

Maintain appointment calendar, work schedules, and leave/vacation balances for employees.

Definition

Maintenance should include

- using a calendar (paper or electronic)
- setting appointments
- allowing for travel time between appointments
- handling appointment requests
- avoiding scheduling conflicts
- handling cancellations
- using a tickler file or electronic reminder
- communicating changes with supervisor
- honoring the preferences of supervisor, (e.g., only scheduling certain types of appointments in the morning, afternoon, etc.)
- printing a calendar from an electronic calendar program
- prioritizing requests for employees' time.

FBLA Competitive Events and Activities Areas

Computer Applications
NBEA Achievement Standards for Career Development

Describe appropriate time management techniques and their application in the workplace.

Describe techniques for demonstrating personal accountability and work productivity.

NBEA Achievement Standards for Information Technology

Select and apply the appropriate productivity software to complete tasks.

Task Number 104

Coordinate travel arrangements for employees.

Definition

Coordination should include

- following company policy regarding approval, budgets, and reimbursements
- confirming appointments
- making reservations
- preparing an itinerary
- requesting and processing travel payments to vendors and employees.

FBLA Competitive Events and Activities Areas
Computer Applications

Introduction to Business Procedures

Word Processing

Microsoft Imagine Academy Resources

[3.062] OneNote 2010: Beginner Skills—E-Learning Module 3 Planning with the Calendar, Tasks, Notes, and Journal Features

NBEA Achievement Standards for Career Development

Demonstrate project planning and management skills.

Describe techniques for demonstrating personal accountability and work productivity.

NBEA Achievement Standards for Information Technology

Use productivity software to create documents, research topics and take notes, categorize data, and perform calculations to improve academic achievement across the curriculum.

Task Number 105

Coordinate meetings, events, training, and activities for employees.

Definition

Coordination should include

- following company policy regarding travel approval, travel budgets, and submitting reimbursements
- determining audience and contacts
- researching/securing activity location
- preparing/presenting an activity budget
- inviting speakers/presenters
- developing handouts and audio/visual materials
- ordering supplies, awards, etc.
- coordinating and procuring any catering or refreshment sources
- issuing meeting invitations
- monitoring RSVPs
- conducting the event
- compiling attendee evaluations
- reconciling and paying invoices.

**FBLA Competitive Events and Activities Areas**

**Computer Applications**

**Introduction to Business Procedures**

**Word Processing**

**Microsoft Imagine Academy Resources**

Managing Contacts and Schedules

**NBEA Achievement Standards for Communication**

Assess the impact of physical environment on meeting success.

Assess the impact of technology on meeting success.

Demonstrate the ability to involve all participants in a meeting, including those participating virtually.

Demonstrate the skills necessary for leading a group in goal-setting activities.

Describe the importance of preparing and distributing an agenda prior to the meeting.

Discuss leadership qualities (trustworthiness, ethical behavior, tact, courtesy, and positive attitude) and their importance in one's personal development.

Explain why each meeting should have a purpose.

Organize and lead informal groups.

Participate in group activities in a supervisory capacity.

Plan, organize, and conduct meetings to achieve identified purposes.
Supervise a group activity promoting team-building concepts.

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**Task Number 106**

**Design a physical layout of the office.**

**Definition**

Design should include ergonomics and

- workstation requirements
- design for optimal work flow
- organizational makeup
- office safety and comfort
- budget considerations
- consideration of any handicapped accessibility needs and compliance with Americans with Disabilities Act of 1990 (ADA) requirements.

**FBLA Competitive Events and Activities Areas**

**Computer Applications**

**Introduction to Business Procedures**

**Word Processing**

**Microsoft Imagine Academy Resources**

[2.003] Microsoft Digital Literacy: First Course—Lesson 2
Mousing Around
[2.004] Microsoft Digital Literacy: First Course—Lesson 3
Keyboarding

**NBEA Achievement Standards for Career Development**

Discuss techniques for analyzing ways to improve performance.

**NBEA Achievement Standards for Communication**

Assess the impact of physical environment on meeting success.
NBEA Achievement Standards for Management

Evaluate how businesses are organized to achieve desired goals.

Task Number 107

Give written/oral directions.

Definition

Giving directions should include geographic locations, equipment operation, completion of office tasks, and

- written directions for
  - planning the communication
  - drafting a written message
  - editing for final copy

- oral directions for
  - planning the communication
  - articulating ideas
  - pronouncing words clearly
  - overcoming the barriers that contribute to communication breakdown.

FBLA Competitive Events and Activities Areas

Computer Applications

Impromptu Speaking
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Introduction to Business Procedures

Public Speaking I

Public Speaking II

Word Processing
NBEA Achievement Standards for Career Development

Determine the appropriate mode of communication (e.g., print, electronic, face-to-face) for various workplace communications.

Develop effective oral communication skills that include listening, active listening, and nonverbal skills.

NBEA Achievement Standards for Management

Select the appropriate technology tools for conveying information, solving problems, and expediting business processes.

Use electronic resources to access and transmit information.

Utilize information and technology tools to conduct business effectively and efficiently.

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Task Number 108

Follow written/oral directions.

Definition

Following directions should include

- using listening skills
- asking questions to clarify points, if necessary
- making notes as needed
- taking initiative
- completing the desired task.

FBLA Competitive Events and Activities Areas

Computer Applications

Impromptu Speaking
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Introduction to Business Procedures
Public Speaking I
Public Speaking II
Word Processing

NBEA Achievement Standards for Career Development

Develop effective oral communication skills that include listening, active listening, and nonverbal skills.

NBEA Achievement Standards for Communication

Follow spoken directions.

Listen attentively for the purpose of taking accurate notes or completing forms.

Listen for meaning.

Read and follow directions.

Assisting Employees

Task Number 109

Develop an office manual of policies and procedures.

Definition

Development should include

- the collection of established
  - policies (guidelines used in making decisions regarding specific, recurring situations within an organization)
• procedures (lists of steps to be followed for performing certain work in daily operations of the business)
• a plan for regular reviews and updates to the policy and procedure manual.

FBLA Competitive Events and Activities Areas

Computer Applications

Entrepreneurship
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Introduction to Business Procedures

Word Processing

NBEA Achievement Standards for Management

Describe human resource functions and their importance to an organization's successful operation.

Examine methods of conducting a needs analysis to determine human resource requirements.

Identify factors used in scheduling and the tools that assist in the process.

Task Number 110

Explore strategies for improving the workplace.

Definition

Exploration should include

• effective communication skills (verbal and nonverbal)
• effective human relations skills
• goals, strategies, and objectives as well as vision and mission statements to help employees understand and embrace change
• meetings to help employees understand, accept, and implement organizational changes and to promote the exchange of ideas.

FBLA Competitive Events and Activities Areas
Business Communication

Computer Applications

Entrepreneurship
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Impromptu Speaking
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Introduction to Business Communication

Introduction to Business Procedures

Public Speaking I

Public Speaking II

Word Processing

NBEA Achievement Standards for Career Development
Demonstrate project planning and management skills.

NBEA Achievement Standards for Management
Analyze the impact of performance appraisals on motivation and job performance.
Examine methods of conducting a needs analysis to determine human resource requirements.
Examine the relationship between goal-setting and performance expectations.

Task Number 111
Coordinate administrative support staff work schedule and workload distribution.

Definition
Coordination should include

- defining duties and tasks
- assessing current strategies
- establishing workload distribution by setting office goals, priorities, and deadlines
- setting work schedule
- communicating/distributing work schedule
- coordinating schedules to avoid conflicts.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Introduction to Business Communication

Introduction to Business Procedures

Word Processing

NBEA Achievement Standards for Career Development

Demonstrate project planning and management skills.

NBEA Achievement Standards for Management

Analyze how the impact of human resource activities help organizations to achieve their goals.

Analyze the impact of performance appraisals on motivation and job performance.

Define human resource planning.

Examine methods of conducting a needs analysis to determine human resource requirements.

Task Number 112
Formulate ongoing coaching and feedback for employee performance evaluation.

Definition

Formulation should adhere to company policy and should include

- adhering to policies for employee assessment
- considering employee relations and labor laws
- assessing/tracking employee performance
- providing feedback to employee to improve job performance
- assessing team/individual contributions to the project
- assessing/identifying strengths and weaknesses of individuals and teams
- developing plans to close performance gaps
- preparing for possible changes in technology
- mediating differences among team members
- setting goals to ensure win-win outcomes
- providing access to training to enhance employee skills
- contributing to employee performance evaluations
- providing recommendations for employee training
- providing suggestions for awards, pay adjustments, and bonuses.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Impromptu Speaking
The topic for this event changes from year to year. The annual topic may or may not correlate with this particular course. Please refer to the current Virginia FBLA State Handbook.

Introduction to Business Communication

Introduction to Business Procedures

Public Speaking I

Public Speaking II

Word Processing

NBEA Achievement Standards for Career Development

Demonstrate appropriate employee and customer interactions in workplace situations.
Demonstrate appropriate employer and employee interactions in workplace situations.

Demonstrate appropriate interpersonal skills for working with and for others.

Explain how feedback can be incorporated to make changes and improve performance.

Identify techniques for encouraging others to enhance their performance.

Identify ways to use feedback to improve skills.

Task Number 113

Maintain employee records.

Definition

Maintenance of employee records may include

- recording and updating
  - employment application and documentation
  - employment interview notes
  - attendance
  - sick leave
  - vacation
  - payroll
  - salary deferral/elections for voluntary benefits (e.g., 401(k), optional benefits provided to employees)
  - job and performance descriptions and evaluations
  - production records
  - personal information and emergency contact notes
  - training records
  - commendation and award records
  - records of disciplinary actions
  - records of disciplinary actions
  - retirement and pension records
- knowledge of what information can and cannot be included in the employee personnel file.
FBLA Competitive Events and Activities Areas

Accounting I

Accounting II

Computer Applications

Introduction to Business Communication

Introduction to Business Procedures

Word Processing

NBEA Achievement Standards for Entrepreneurship

Describe the type of data that is kept in each business record.

Identify and complete basic records for a business (e.g., cash sales receipts, credit card receipts, and checkbook entries).

Identify records needed for the day-to-day operation of a planned business.

Identify the reasons for keeping business records.

Task Number 114

Explain the importance of confidentiality in the workplace.

Definition

Explanation should include

- legal expectations regarding confidentiality of personal information
- the impact that a breach of confidentiality would have on a person’s life
- the impact of unprofessional and detrimental disclosures about the organization’s business
- data, document, and information security awareness.

FBLA Competitive Events and Activities Areas

Accounting I
Task Number 115

Coordinate mailing systems.

Definition

Coordination should include alternative delivery services and

- sorting and distributing incoming mail
- opening, date stamping, and annotating incoming mail
- documenting receipt of mail
- referring, routing, and prioritizing mail
- preparing outgoing mail
- identifying the classes of domestic mail
- explaining the various services provided by the United States Postal Service (USPS)
- arranging for courier and overnight services
- sending materials through an interoffice mail system
- using electronic mail
- composing a variety of business messages
- composing simple requests for information, reports, and summaries.

FBLA Competitive Events and Activities Areas

Computer Applications

Introduction to Business Communication

Introduction to Business Procedures
Word Processing

NBEA Achievement Standards for Communication

Create and deliver digital conferencing and presentations.

Demonstrate ability to view or attend digital conferences.

Discuss rules of safe and appropriate conduct when using the Internet and email.

Evaluate messages and select the appropriate technology for transmitting them.

Identify techniques to protect confidential messages that are transmitted digitally.

Use a variety of references and resources (both printed and digital) when writing business documents.

Use email to receive and send basic messages.

Task Number 116

Contribute to development of job descriptions for administrative support staff.

Definition

Contribution should include

- studying samples of job descriptions
- understanding legal issues related to job descriptions
- writing a statement identifying skills, duties, and qualifications
- modifying job descriptions to cover the work needed.

FBLA Competitive Events and Activities Areas

Computer Applications

Introduction to Business Communication

Introduction to Business Procedures
Job Interview

Word Processing

NBEA Achievement Standards for Entrepreneurship

Develop job descriptions for positions in a planned business.

Task Number 117

Serve on interview panel for administrative support staff applications as prescribed by company policy.

Definition

Serving on an interview panel includes adhering to company policy and

- researching legislation affecting the recruitment and selection process (e.g., affirmative action, right to privacy, and ADA)
- identifying selection tools (e.g., interviews, tests, and reference checks) and discussing why each is used
- assisting in the preparation of interview questions as requested
- serving on the interview panel as requested.

Interview should include an ordered set of questions asked in the same manner of all applicants; the panel approach is designed to gain different perspectives on prospective employees. Serving on an interview panel should include research of local company guidelines and legal considerations and the creation of a pool of appropriate interview questions.

FBLA Competitive Events and Activities Areas

Computer Applications

Future Business Leader

Introduction to Business Communication

Introduction to Business Procedures

Word Processing
NBEA Achievement Standards for Communication

Serve effectively as interviewer or interviewee in employment, public relations, civic, media, and community situations.

NBEA Achievement Standards for Management

Identify legislation affecting the recruitment and selection process (e.g., affirmative action, right to privacy, and Americans with Disabilities Act).

Identify selection tools (e.g., interviews, tests, and reference checks) and determine why they are used.

Task Number 118

Provide training orientation for new administrative support staff.

Definition

Provision should include

- a discussion of why orientation and training are necessary for successful employee performance
- an introduction to company policies and procedures
- the completion of necessary forms and records for human resources.

Orientation can be conducted pre- or post-hire. Practicing a combination of both methods is typical and usually effective. Policy and procedures manuals should be reviewed thoroughly during orientation.

FBLA Competitive Events and Activities Areas

Future Business Leader

Introduction to Business Procedures

Job Interview

NBEA Achievement Standards for Entrepreneurship
Outline a training program for new employees.

NBEA Achievement Standards for Management

Explain why orientation and training are necessary for successful employee performance.

Identify appropriate orientation activities and training programs.

Task Number 119

Research professional and personal development opportunities.

Definition

Research should include

- assessing in-house training opportunities
- documenting available training through vendors, business schools, community colleges, and colleges/universities
- locating online seminars or Webinars.

Training topics for administrative support staff might include

- new company policies (in-house only)
- office equipment and technology training
- computer hardware and software training, including industry certifications
- communications/language arts
- CPR training
- sexual harassment prevention and response training
- disaster preparedness training.

FBLA Competitive Events and Activities Areas

Future Business Leader

Introduction to Business Procedures

Job Interview
Microsoft Imagine Academy Resources

[N2.010] Microsoft Digital Literacy: Computer Basics—Lesson 5
Career Opportunities
[N2.058] Student Career Portal—Get Started
Get Started Web Page

NBEA Achievement Standards for Entrepreneurship

Outline a training program for new employees.

NBEA Achievement Standards for Management

Explain why orientation and training are necessary for successful employee performance.

Identify appropriate orientation activities and training programs.

---

**Task Number 120**

**Analyze ethical issues related to office administration.**

**Definition**

Analysis should include examination of

- various schools of ethical thought as they relate to business decisions
- the ethical responsibility of business professions and society
- ethical dilemmas faced by managers
- business code of ethics
- importance of ethical standards in conducting business
- office situations that deal with ethical issues.

**FBLA Competitive Events and Activities Areas**

**Business Ethics**

**Future Business Leader**

**Introduction to Business Procedures**

**Job Interview**
NBEA Achievement Standards for Management

Analyze various schools of ethical thought as they relate to business decisions.

Demonstrate awareness of ethical responsibility to business professions and society.

Describe ethical dilemmas faced by managers.

Examine a business code of ethics.

Explain the importance of ethical standards in conducting business.

Task Number 121

Participate in the development of a code of ethics for job-specific information systems.

Definition

Participation should include emphasis on

- trustworthiness and honesty
- responsibility, accountability, and self-reliance
- respect for the law
- fiscal responsibility
- security and maintenance of confidential information.

FBLA Competitive Events and Activities Areas

Business Ethics

Computer Applications

Future Business Leader

Introduction to Business Procedures

Job Interview

Microsoft Imagine Academy Resources
NBEA Achievement Standards for Management

Identify ethical considerations resulting from various situations (e.g., technological advances, international competition, employer-employee relationships, and consumer relations).

Preparing for Industry Certification

Task Number 122

Describe the process and requirements for obtaining industry certifications related to the Office Administration course.

Definition

The description should include a list of industry certifications related to the Office Administration course and the process/requirements for obtaining the certifications from

- official websites of the testing organization/vendor
- materials from publishers that have developed practice materials and tests based on information from the testing organization/vendor
- information from certified instructors or industry-certified professionals
- information in the "Course Description" section of this document.

FBLA Competitive Events and Activities Areas

Computer Applications

Database Design & Applications

Introduction to Business Procedures

Job Interview
Spreadsheet Applications
Word Processing

Task Number 123

Identify testing skills/strategies for a certification examination.

Definition

The identification of testing skills and strategies should be undertaken by

- conducting an Internet research project
- reviewing materials from exam and practice-exam publishers
- interviewing certified instructors and/or industry-certified professionals.

FBLA Competitive Events and Activities Areas

Computer Applications
Database Design & Applications
Introduction to Business Procedures
Job Interview

Task Number 124

Complete selected practice examinations.

Definition

The demonstration should include successfully completing practice examinations for selected certifications related to the course obtained from vendor websites and/or materials from publishers. The level of performance on a practice examination serves as a gauge of the applicant's readiness for formal industry testing.
FBLA Competitive Events and Activities Areas

Computer Applications

Database Design & Applications

Electronic Career Portfolio

Introduction to Business Procedures

Job Interview

Spreadsheet Applications

Word Processing

Task Number 125

Complete an industry certification examination.

Definition

Completion should be representative of skills learned in this course (e.g., MOS, IC3, NOCTI) and will be achieved when the student applicant earns an examination score deemed passing by the testing organization. Qualifying examinations are those currently approved at the state level as representative of Office Administration skills. These may be found in the Virginia Department of Education's Administrative Planning Guide. Students are encouraged to attain industry certification as evidence of office administration skill and general employability.

FBLA Competitive Events and Activities Areas

Computer Applications

Database Design & Applications

Electronic Career Portfolio

Introduction to Business Procedures

Job Interview
Developing Employability Skills

Task Number 126

Develop a career plan.

Definition

Development should include

- describing electronic and telecommunication job search tools (e.g., Internet job banks, electronic résumés, and electronic, telephone, and videoconferencing interviews)
- developing a list of career network contacts
- researching career clusters through a variety of resources (e.g., field trips, speakers, online searches, case studies, job shadowing, and community service).

FBLA Competitive Events and Activities Areas

Computer Applications

Database Design & Applications

Electronic Career Portfolio

Introduction to Business Procedures

Job Interview

Spreadsheet Applications

Word Processing

Microsoft Imagine Academy Resources
NBEA Achievement Standards for Career Development

Assemble a career management file for use in lifelong career activities that includes transcripts, diplomas, certificates, licenses, forms of identification, and educational and employment history information.

Describe electronic and telecommunication job search tools (e.g., Internet job banks; electronic resumes; and electronic, telephone, and videoconferencing interviews).

Develop a list of career network contacts.

Research career clusters through a variety of resources (e.g., field trips, speakers, online searches, case studies, job shadowing, and community service).

---

Task Number 127

Research career opportunities in Office Administration.

Definition

Research should yield current information about the careers available in the Office Administration field and should include

- preparation and aptitude required for each
- opportunities for advancement
- employment trends in the field
- using job databanks
- matching an individual’s abilities, aptitudes, and job expectations with industry standards.

Research should result in a pool of job titles related to the office administration field. It should include the preparation required for each, opportunities for advancement, and employment trends in the field. The career search should require students to use job databanks that match an individual’s abilities, aptitudes, and job expectations with industry standards.

FBLA Competitive Events and Activities Areas

Computer Applications
Task Number 128

Complete a paper and electronic employment application.

Definition

Completion of a paper application should reflect attention to the following concerns:

- parts of an employment application (name, address, education, work experiences, job title, references, other qualifications)
- legibility
- accuracy of application documents
- preparation (always have copies of résumé and all other relevant information, including copies of any certification, grades or award documents)
- references (ask permission before using)
- availability of blue and black ink pens to complete information.

Completion of an electronic application form should include the following

- complete, accurate, and effectively organized information
- additional criteria specifically related to electronic transmittal of such information (e.g., attention to security concerns, inclusion of keywords to enhance interest in the application, use of scanner-friendly format).
Introduction to Business Procedures

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson

Scholarships

Spreadsheet Applications

Word Processing

NBEA Achievement Standards for Career Development

Demonstrate the ability to complete an online job application accurately.

Task Number 129

Demonstrate successful interviewing techniques.

Definition

Demonstration should include

- preparing a list of common mistakes made by interviewees
- demonstrating how to properly research an organization prior to an interview to ensure knowledge
- preparing a list of questions to ask an interviewer
- preparing responses to commonly asked interview questions
- preparing a one-minute elevator speech for self-marketing
- creating a resume with a clearly defined position objective
- creating a list of at least three references that can be used for applications
- displaying appropriate business attire, makeup, accessories
- using appropriate hand shake
- asking appropriate questions.

FBLA Competitive Events and Activities Areas

Electronic Career Portfolio

Future Business Leader
Introduction to Business Procedures

Job Interview

L. Marguerite Crumley, Frank Manning Peele, Foundation's Sarah Lowe Thompson Scholarships

NBEA Achievement Standards for Career Development

Demonstrate appropriate interviewing techniques through participation in mock or actual interviews.

Identify steps to prepare for an interview.

Model behavior that contributes to a successful interview.

NBEA Achievement Standards for Communication

Prepare a list of common mistakes made by interviewees.

Prepare a list of questions to ask an interviewer.

Prepare responses to commonly asked interview questions.

Task Number 130

Compose an interview follow-up letter.

Definition

Composition should include

- demonstration of the importance of preparing and sending a follow-up letter
- appropriate business letter format
- appreciation for the interview as a business courtesy
- reminder of the applicant's qualifications
- confirmation of the applicant's interest in the job
- request for further action, such as a second interview.

FBLA Competitive Events and Activities Areas
Electronic Career Portfolio

Future Business Leader

Introduction to Business Procedures

Job Interview

Word Processing

NBEA Achievement Standards for Career Development

Explain the importance of appropriate interview follow-up techniques.

List tasks to be completed following the interview.

NBEA Achievement Standards for Communication

Write a formal application message, resume, and follow-up message for a job opportunity.

Write a job interview thank-you message.

Task Number 131

Update portfolio, including a résumé in a format suitable for print and online posting.

Definition

Update should include

- sample cover letters
- letters of recommendation
- examples of work and technical skills
- awards
- résumé
- documentation of extracurricular activities and community service activities
- documents that represent applicant’s qualifications, knowledge, skills, and ability
- relevant course work
- thorough review of documents for spelling and grammar mistakes
• industry certifications.

FBLA Competitive Events and Activities Areas

Electronic Career Portfolio

Future Business Leader

Introduction to Business Procedures

Job Interview

Word Processing

Microsoft Imagine Academy Resources


NBEA Achievement Standards for Career Development

Develop a career portfolio of items including resumes, sample cover letters, letters of recommendation, examples of work and technical skills, awards, and documentation of extracurricular activities and community service activities.

Task Number 132

Identify the steps to follow in resigning from a position.

Definition

Identification should include

- preparation of an oral or written resignation from the job
- a provision of ample time to find a replacement—usually two weeks
• an offer to provide special assistance to supervision and co-workers inheriting the work before leaving the position
• an offer to train the replacement if appropriate.

**FBLA Competitive Events and Activities Areas**

**Electronic Career Portfolio**

**Future Business Leader**

**Introduction to Business Procedures**

**Job Interview**

**Word Processing**

**NBEA Achievement Standards for Career Development**

Demonstrate appropriate techniques for resigning from a position.

---

**Task Number 133**

**Identify potential employment barriers for nontraditional groups and ways to overcome the barriers.**

**Definition**

Identification should include stereotypes, biases, and discriminatory behaviors that may impact opportunities for women and men in certain occupations.

Ways to overcome barriers should include an understanding of

• the changing roles of men and women in the workplace and the family
• effective interaction with people from various cultural, ethnic, and racial backgrounds
• the use of culturally and racially sensitive language and actions
• the need to accommodate disabled employees so that they have the opportunity to effectively perform their work
• avoidance of sexual references and gender-based activities in the workplace
• the ethical and legal need for equal treatment of all people in the workplace
• the need to recognize and learn about the diversity of religion within the organization
• the need to learn from and celebrate the diversity within an organization
• trends in the workplace
• legal practices in hiring and promoting
• opportunities to overcome barriers through scholarships, job training programs, mentorships, and minority assistance programs
• identification of websites to assist minority job applicants.

**FBLA Competitive Events and Activities Areas**

**Electronic Career Portfolio**

**Future Business Leader**

**Introduction to Business Procedures**

**Job Interview**

**NBEA Achievement Standards for Career Development**

Identify stereotypes, biases, and discriminatory behaviors that may impact opportunities for women and men in certain occupations.

Identify the changing roles of men and women in the workplace and the family.

Identify trends in the changing workplace.

**NBEA Achievement Standards for Communication**

Interact effectively with people from various cultural, ethnic, and racial backgrounds by using culturally sensitive language.

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**SOL Correlation by Task**

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>English:</th>
</tr>
</thead>
<tbody>
<tr>
<td>39</td>
<td>Demonstrate professionalism in communication skills while providing support and service to customer/clients.</td>
<td>10.1, 11.1, 12.1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>History and Social Science: GOVT.16</td>
</tr>
<tr>
<td>40</td>
<td>Place/receive telephone calls (including conference calls and virtual meetings).</td>
<td>10.1, 10.5, 10.6, 11.1, 11.5, 11.6, 12.1, 12.5, 12.6</td>
</tr>
<tr>
<td></td>
<td>Task</td>
<td>Courses and Languages</td>
</tr>
<tr>
<td>---</td>
<td>----------------------------------------------------------------------</td>
<td>------------------------------------------------------------</td>
</tr>
<tr>
<td>41</td>
<td>Demonstrate etiquette skills while transmitting and receiving electronic communications.</td>
<td>History and Social Science: VUS.14, English: 10.1, 10.5, 10.6, 10.7, 11.1, 11.5, 11.6, 11.7, 12.1, 12.5, 12.6, 12.7</td>
</tr>
<tr>
<td>42</td>
<td>Prepare business correspondence, including electronic formats.</td>
<td>History and Social Science: GOVT.16, VUS.13, VUS.14, English: 10.1, 10.6, 10.7, 11.1, 11.6, 11.7, 12.1, 12.6, 12.7</td>
</tr>
<tr>
<td>43</td>
<td>Prepare documents using scanning and production software for presentation.</td>
<td>Mathematics: COM.1, COM.12, History and Social Science: VUS.13, VUS.14</td>
</tr>
<tr>
<td>44</td>
<td>Reproduce documents and information for distribution.</td>
<td>History and Social Science: VUS.13, VUS.14, Mathematics: COM.1</td>
</tr>
<tr>
<td>45</td>
<td>Organize digital documents.</td>
<td>Mathematics: COM.16, History and Social Science: GOVT.16, VUS.14</td>
</tr>
<tr>
<td>46</td>
<td>Prepare a disaster data protection and recovery plan.</td>
<td>Mathematics: COM.16, History and Social Science: GOVT.16, VUS.14</td>
</tr>
<tr>
<td>47</td>
<td>Create effective work relationships.</td>
<td>History and Social Science: GOVT.16, VUS.14, Mathematics: COM.1</td>
</tr>
<tr>
<td>48</td>
<td>Demonstrate professional work standards.</td>
<td>History and Social Science: GOVT.16, Mathematics: COM.1</td>
</tr>
<tr>
<td>49</td>
<td>Identify emerging technology related to telecommunications.</td>
<td>History and Social Science: VUS.13, VUS.14, Mathematics: COM.1</td>
</tr>
<tr>
<td>50</td>
<td>Coordinate a web conference.</td>
<td>Mathematics: COM.16, History and Social Science: GOVT.16, VUS.14</td>
</tr>
<tr>
<td>51</td>
<td>Maintain inventory records.</td>
<td>Mathematics: COM.10, COM.15, History and Social Science: GOVT.16, VUS.14</td>
</tr>
<tr>
<td>52</td>
<td>Prepare a cost analysis of hardware, furniture, equipment, and supplies.</td>
<td>Mathematics: A.9, PS.2*, History and Social Science: VUS.13, VUS.14</td>
</tr>
<tr>
<td>53</td>
<td>Maintain workstation, equipment, materials, and supplies.</td>
<td>Mathematics: A.9, PS.2*, History and Social Science: VUS.13, VUS.14</td>
</tr>
<tr>
<td>54</td>
<td>Maintain printer.</td>
<td>Mathematics: A.9, PS.2*, History and Social Science: VUS.13, VUS.14</td>
</tr>
<tr>
<td>55</td>
<td>Maintain copier.</td>
<td>Mathematics: A.9, PS.2*, History and Social Science: VUS.13, VUS.14</td>
</tr>
<tr>
<td></td>
<td>Task Description</td>
<td>Subject Areas</td>
</tr>
<tr>
<td>---</td>
<td>----------------------------------------------------------------------------------</td>
<td>---------------------------------------------------</td>
</tr>
<tr>
<td>56</td>
<td>Maintain fax machine.</td>
<td>English: 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>History and Social Science: VUS.14</td>
</tr>
<tr>
<td>58</td>
<td>Troubleshoot computer hardware and software problems.</td>
<td>English: 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>59</td>
<td>Manage cash fund accounts.</td>
<td>English: 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mathematics: A.1, A.3, A.4, A.5, COM.1</td>
</tr>
<tr>
<td>60</td>
<td>Prepare payroll records.</td>
<td>History and Social Science: GOVT.1, GOVT.16</td>
</tr>
<tr>
<td>61</td>
<td>Maintain check records.</td>
<td>Mathematics: A.1, A.3, A.4, A.5</td>
</tr>
<tr>
<td>62</td>
<td>Determine budgetary requirements for the office.</td>
<td>English: 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mathematics: A.1, A.3, A.4, A.5, COM.11</td>
</tr>
<tr>
<td>63</td>
<td>Complete purchase requisitions or purchase order.</td>
<td>Mathematics: A.1, A.3, A.4, A.5</td>
</tr>
<tr>
<td>64</td>
<td>Prepare vouchers for payment.</td>
<td>Mathematics: A.1, A.3, A.4, A.5</td>
</tr>
<tr>
<td>65</td>
<td>Identify various collection procedures.</td>
<td>English: 10.5, 10.6, 10.7, 11.5, 11.6, 11.7, 12.5, 12.6, 12.7</td>
</tr>
<tr>
<td></td>
<td></td>
<td>History and Social Science: VUS.13, VUS.14</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mathematics: COM.1</td>
</tr>
<tr>
<td>66</td>
<td>Prepare financial statements.</td>
<td>Mathematics: A.1, A.3, A.4, A.5, COM.1</td>
</tr>
<tr>
<td>67</td>
<td>Maintain records for billing.</td>
<td>English: 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>History and Social Science: VUS.13</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mathematics: COM.1, COM.16</td>
</tr>
<tr>
<td>68</td>
<td>Maintain a professional library.</td>
<td>English: 10.5, 10.6, 10.7, 11.5, 11.6, 11.7, 12.5, 12.6, 12.7</td>
</tr>
<tr>
<td>69</td>
<td>Maintain an alphabetical filing system.</td>
<td>English: 10.5, 10.8, 11.5, 11.8, 12.5, 12.8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mathematics: COM.1, COM.16</td>
</tr>
<tr>
<td>70</td>
<td>Maintain subject filing system.</td>
<td>English: 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mathematics: COM.1, COM.16</td>
</tr>
<tr>
<td>#</td>
<td>Task Description</td>
<td>Language References</td>
</tr>
<tr>
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</tr>
<tr>
<td>71</td>
<td>Maintain numerical filing system.</td>
<td>English: 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>72</td>
<td>Maintain a manual or electronic chronological file system.</td>
<td>English: 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>73</td>
<td>Maintain manual and electronic tickler files.</td>
<td></td>
</tr>
<tr>
<td>74</td>
<td>Retrieve information from manual and electronic files.</td>
<td></td>
</tr>
<tr>
<td>75</td>
<td>Maintain contact information.</td>
<td></td>
</tr>
<tr>
<td>76</td>
<td>Establish document and information storage and retrieval system to include file sharing.</td>
<td>English: 10.5, 11.5, 12.5</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>77</td>
<td>Access electronic resources (e.g., Internet, Intranet).</td>
<td>English: 10.5, 10.8, 11.5, 11.8, 12.5, 12.8</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>78</td>
<td>Produce complex business documents.</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>79</td>
<td>Transcribe information from recorded media.</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>80</td>
<td>Dictate notes and correspondence.</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>81</td>
<td>Prepare documents for electronic distribution.</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>82</td>
<td>Enhance documents using formatting features.</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>83</td>
<td>Create tables.</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>84</td>
<td>Scan documents and images.</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>85</td>
<td>Create macros.</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>86</td>
<td>Find/replace text and data.</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>87</td>
<td>Merge text and data.</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>88</td>
<td>Convert document from one software program to another.</td>
<td>English: 10.6, 10.7, 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td></td>
<td>Task Description</td>
<td>Mathematics:</td>
</tr>
<tr>
<td>---</td>
<td>---------------------------------------------------------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>89</td>
<td>Develop a spreadsheet.</td>
<td>COM.1, COM.9, COM.16</td>
</tr>
<tr>
<td>90</td>
<td>Edit a spreadsheet.</td>
<td>COM.1, COM.9, COM.12</td>
</tr>
<tr>
<td>91</td>
<td>Enhance a spreadsheet by using formatting features.</td>
<td>COM.1, COM.11, COM.12</td>
</tr>
<tr>
<td>92</td>
<td>Create a database.</td>
<td>COM.1, COM.2, COM.16</td>
</tr>
<tr>
<td>93</td>
<td>Exhibit use of data functions.</td>
<td>COM.1, COM.7, COM.10</td>
</tr>
<tr>
<td>94</td>
<td>Create queries.</td>
<td>COM.1, COM.9</td>
</tr>
<tr>
<td>95</td>
<td>Manipulate data.</td>
<td></td>
</tr>
<tr>
<td>96</td>
<td>Generate a database report.</td>
<td>COM.1</td>
</tr>
<tr>
<td>97</td>
<td>Format a datasheet.</td>
<td>COM.1, COM.12</td>
</tr>
<tr>
<td>98</td>
<td>Integrate database, spreadsheet, and word processing activities.</td>
<td>COM.1, COM.9</td>
</tr>
<tr>
<td>99</td>
<td>Prepare presentation visuals and handouts.</td>
<td>COM.1, COM.12</td>
</tr>
<tr>
<td>100</td>
<td>Plan and build a multimedia presentation.</td>
<td>10.1, 10.2, 10.6, 10.7, 11.1, 11.2, 11.6, 11.7, 12.1, 12.2, 12.6, 12.7</td>
</tr>
<tr>
<td>101</td>
<td>Demonstrate time management by monitoring workloads.</td>
<td>COM.1, COM.12</td>
</tr>
<tr>
<td>102</td>
<td>Determine most cost-effective process for reproduction of printed material.</td>
<td>A.1, A.3, A.4, A.5</td>
</tr>
<tr>
<td>103</td>
<td>Maintain appointment calendar, work schedules, and leave/vacation balances for employees.</td>
<td>COM.1</td>
</tr>
<tr>
<td>104</td>
<td>Coordinate travel arrangements for employees.</td>
<td>10.5, 11.5, 12.5</td>
</tr>
<tr>
<td>105</td>
<td>Coordinate meetings, events, training, and activities for employees.</td>
<td>A.1, A.3</td>
</tr>
<tr>
<td>106</td>
<td>Design a physical layout of the office.</td>
<td>10.1, 10.5, 11.1, 11.5, 12.1, 12.5</td>
</tr>
<tr>
<td>107</td>
<td>Give written/oral directions.</td>
<td>10.1, 10.6, 10.7, 11.1, 11.6, 11.7, 12.1, 12.6, 12.7</td>
</tr>
<tr>
<td>108</td>
<td>Follow written/oral directions.</td>
<td></td>
</tr>
<tr>
<td>109</td>
<td>Develop an office manual of policies and procedures.</td>
<td>10.5, 10.6, 11.5, 11.6, 12.5, 12.6</td>
</tr>
<tr>
<td>110</td>
<td>Explore strategies for improving the workplace.</td>
<td>10.5, 11.5, 12.5</td>
</tr>
<tr>
<td></td>
<td>Task Description</td>
<td>History and Social Science: GOVT.16</td>
</tr>
<tr>
<td>---</td>
<td>----------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>111</td>
<td>Coordinate administrative support staff work schedule and workload distribution.</td>
<td></td>
</tr>
<tr>
<td>112</td>
<td>Formulate ongoing coaching and feedback for employee performance evaluation.</td>
<td>Historical and Social Science: GOVT.16</td>
</tr>
<tr>
<td>113</td>
<td>Maintain employee records.</td>
<td></td>
</tr>
<tr>
<td>114</td>
<td>Explain the importance of confidentiality in the workplace.</td>
<td>Historical and Social Science: GOVT.16</td>
</tr>
<tr>
<td>115</td>
<td>Coordinate mailing systems.</td>
<td></td>
</tr>
<tr>
<td>116</td>
<td>Contribute to development of job descriptions for administrative support staff.</td>
<td></td>
</tr>
<tr>
<td>117</td>
<td>Serve on interview panel for administrative support staff applications as prescribed by company policy.</td>
<td></td>
</tr>
<tr>
<td>118</td>
<td>Provide training orientation for new administrative support staff.</td>
<td></td>
</tr>
<tr>
<td>119</td>
<td>Research professional and personal development opportunities.</td>
<td></td>
</tr>
<tr>
<td>120</td>
<td>Analyze ethical issues related to office administration.</td>
<td>Historical and Social Science: VUS.14</td>
</tr>
<tr>
<td>121</td>
<td>Participate in the development of a code of ethics for job-specific information systems.</td>
<td></td>
</tr>
<tr>
<td>122</td>
<td>Describe the process and requirements for obtaining industry certifications related to the Office Administration course.</td>
<td>Historical and Social Science: GOVT.16</td>
</tr>
<tr>
<td>123</td>
<td>Identify testing skills/strategies for a certification examination.</td>
<td>Historical and Social Science: VUS.14</td>
</tr>
<tr>
<td>124</td>
<td>Complete selected practice examinations.</td>
<td>Historical and Social Science: VUS.14</td>
</tr>
<tr>
<td>125</td>
<td>Complete an industry certification examination.</td>
<td>Historical and Social Science: VUS.14</td>
</tr>
</tbody>
</table>
Develop a career plan.  
English: 10.5, 10.6, 10.8, 11.5, 11.6, 11.8, 12.5, 12.6, 12.8
History and Social Science: VUS.14
Mathematics: COM.1

Research career opportunities in Office Administration.  
English: 10.5, 10.8, 11.5, 11.8, 12.5, 12.8

Complete a paper and electronic employment application.  
English: 10.5, 10.6, 11.5, 11.6, 12.5, 12.6
History and Social Science: VUS.14
Mathematics: COM.1

Demonstrate successful interviewing techniques.  
English: 10.5, 10.6, 11.5, 11.6, 12.5, 12.6

Compose an interview follow-up letter.  
English: 10.1, 10.6, 10.7, 11.1, 11.6, 11.7, 12.1, 12.6, 12.7

Update portfolio, including a résumé in a format suitable for print and online posting.  
English: 10.1, 10.6, 10.7, 11.1, 11.6, 11.7, 12.1, 12.6, 12.7
Mathematics: COM.1, COM.12

Identify the steps to follow in resigning from a position.

Identify potential employment barriers for nontraditional groups and ways to overcome the barriers.  
History and Social Science: GOVT.16

Teacher Resources

Instructional Scenarios

Time Management

How Can I Help Everybody?

Duty Areas

- Developing Business Communication Skills
- Organizing and Planning Functions

Scenario
Mary, a receptionist, has been employed at Washington Business Systems for less than a year. Her attendance record and the quality of her work are excellent. Her employer has often complimented Mary on her excellent rapport with customers. Mary comes from a large family. Her siblings have frequent problems and rely on her for advice. As a result, she receives between three and five telephone calls at work each day from her family. In addition, Mary may receive emails from her family members at work each day. Mary was raised with a strong sense of family commitment, so she believes all these personal family problems can and should be given attention, even during work time. Mary feels that these calls and emails are not affecting her customers on the telephone or at her desk because they receive her immediate attention and are her priority.

Big Question

Should personal calls be allowed during the workday? Explain.

Focused Questions

1. What do you think of Mary’s attitude and beliefs?
2. Do you think that Mary’s customers are receiving her immediate attention and are her priority all day on the job? Explain.
3. What are some possible solutions to Mary's dilemma?

SOL Correlation

English 11.4, 11.10, 12.4

Project-Based Assessment

- Small-group presentation/discussion on big and focused questions
- Written report/assignment, answering all questions

Resources


Help, I'm Drowning!

Duty Areas

- Developing Business Communication Skills
- Organizing and Planning Functions

Scenario
Walter works as an administrative assistant for five real estate agents. He also answers the phone and greets potential clients when they drop in at the agency office. He shares his feelings as follows: “It seems like I’m in a swamp with a bunch of alligators. The agents are constantly bringing in work that they want done immediately. They always seem to expect me to drop everything to do their work. Even when the workload slacks off, I feel so disorganized; it seems impossible to get caught up. I can’t concentrate on anything for very long because clients keep coming in and interrupting me. Then there’s the telephone—the worst interruption of all. I think I’m going to scream! I don’t even have time to check my personal email some days.” You are a close friend of Walter’s. He confides his opinion to you one day while you are having lunch together.

**Big Question**

As a trusted friend, what advice would you give Walter?

**Focused Questions**

1. What do you think of Walter’s attitude and beliefs in this situation?
2. Do you think that Walter might try keeping a daily time log? Why, or Why not?
3. Does prioritizing help with organizing work and time management? How?
4. Should employees communicate with their personal email on the job? Explain.

**SOL Correlation**

*English* 11.4, 11.10, 12.4

**Project-Based Assessment**

- Small-group presentation/discussion on big and focused questions
- Written report/assignment, answering all questions
- Detailed daily time log and written follow-up. Did you learn of any time management strategies you could use to improve your performance? Explain.

**Resources**


**Where's My Work Desk?**

**Duty Areas**

- Developing Business Communication Skills
- Organizing and Planning Functions
Scenario

Jasper Wallace has a basket on his desk marked for incoming work. He has asked his supervisor several times to place any work for his attention in this basket, since his desk tends to get cluttered because of interruptions throughout the day. Nevertheless, his supervisor repeatedly comes in asking for work that Jasper has never seen. When he looks through the piles of paper on this desk, Jasper finds the requested items.

Big Question

Does an organized desk assist with effective time management? Explain.

Focused Questions

1. What could Jasper do to help improve this situation?
2. Would it be helpful to communicate once again with his supervisor?
3. What might he say to his supervisor?

SOL Correlation

English 11.4, 11.10, 12.4

Project-Based Assessment

- Small-group presentation/discussion on big and focused questions
- Written report/assignment, answering all questions

Resources


Time Is Money

Duty Areas

- Workplace Readiness Skills: Personal Qualities and People Skills
- Developing Business Communication Skills
- Organizing and Planning Functions

Scenario

The clerk in a law office has been asked to keep a daily log of the work assignments that are completed. This log is to include the amount of time spent on paperwork for individual clients as well as the amount spent on general office tasks. The employer uses this log to determine how
much time should be billed to each client. The clerk sometimes spends more time on a project than the boss would consider reasonable, so the clerk will adjust the time record. On other occasions the clerk might forget to make note of the time spent on each task and will construct a log based on estimates. Since the employer has never questioned the recordings in the daily log, the clerk is confident that the entries are reasonable.

**Big Questions**

1. Does the clerk handle this situation ethically?
2. Does keeping a daily log of assignments help an employee stay organized and manage their time effectively? Explain.

**Focused Questions**

1. Is this method of keeping the daily log ethical? Why, or why not?
2. How might the clerk and the employer benefit by providing the precise length of time spent on each task?

**SOL Correlation**

English 11.4, 11.10, 12.4

**Project-Based Assessment**

- Small-group presentation/discussion on big and focused questions
- Written report/assignment, answering all questions

**Resources**

- Personal Development for Life and Work. Thomson/South-Western. ISBN: (8th ed.) 0-538-69795-4 or (9th ed.) 0-538-44148-8

**Let Me Check the Calendar**

**Duty Areas**

- Developing Business Communication Skills
- Organizing and Planning Functions

**Scenario**

Katie was in the habit of scheduling her employer’s appointments and carefully keeping a calendar of events. One day, Katie woke up with a terrible cold and felt she should not go to the office. She called her employer and explained. When Katie returned to the office, someone else had done the scheduling. That person had set some overlapping appointments and had not blocked out time for a special meeting for her employer. In addition, the
person had ignored a block of time (two weeks) that Katie had blocked due to her employer’s vacation. There are now twelve clients scheduled during this time period on her employer’s calendar.

**Big Question**

How can Katie fix the scheduling (calendar) situation?

**Focused Questions**

- How should Katie prioritize the scheduling events for her employer’s calendar?
- How should Katie explain the corrections to the clients?
- What could be done in the future to avoid this problem?

**SOL Correlation**

English 11.4, 11.10, 12.4

**Project-Based Assessment**

- Small-group presentation/discussion on big and focused questions
- Written report/assignment, answering all questions

**Resources**

- Personal Development for Life and Work. Thomson/South-Western. ISBN: (8th ed.) 0-538-69795-4 or (9th ed.) 0-538-44148-8

**Collaborative Lesson Ideas**

**How Do They Do Business There?**

**Subjects**
Office Administration, Spanish (or any foreign language), World Geography

**Objectives**

- Explore the business customs, body language, and mannerisms of other cultures.
- Develop an awareness of cultural diversity and business etiquette as it relates to conducting business in a foreign country.

**Real World Application**
Today’s business professionals must be able to communicate and conduct business with a global population. It is important to their success that they be knowledgeable and aware of business customs, body language, and mannerisms of other cultures.

**Materials Needed**
• Computers with Internet access
• Poster board
• Paper, pen, and pencils

Activities

• Choose a country in which you are interested.
• Research the accepted business practices, manners, customs, and body language prevalent in the country.
• Interview by Internet, email, or by telephone an American member of the business community in the country to ask about his/her experiences in business.
• Design a graphic or a poster with a map of the country as the focal point and illustrate the types of businesses conducted.
• Present findings to the class, using the graphic/poster as the chief visual aid.
• After all presentations, the class decides on the fundamentals that any businessperson should know about any foreign country before conducting business there.

Extended Activities

• Conduct a study of local businesses to determine the needs and attitudes of the area. Study how these needs and attitudes are reflected in company policy and guidelines.
• In collaboration with local businesses, develop a brochure for new employees that instructs them in the local customs and attitudes reflected in the business. This brochure could become a fundamental part of a new employee’s training.

Evaluation of Student Performance
Individual papers, brochures, and presentations should be evaluated on the basis of the teacher’s criteria.

Related Standards of Learning
English 9.1, 9.5, 10.1, 10.5, 11.1, 11.5, 12.1, 12.5
World Geography WG.4

This lesson plan submitted by Powhatan High School
Pat Orange, Business teacher
Victor Peña, Spanish teacher

Entrepreneurship Infusion Units

Entrepreneurship Infusion Units may be used to help students achieve additional, focused competencies and enhance the validated tasks/competencies related to identifying and starting a new business venture. Because the unit is a complement to certain designated courses and is not mandatory, all tasks/competencies are marked “optional.”
Appendix: Credentials, Course Sequences, and Career Cluster Information

Industry Credentials: Only apply to 36-week courses

- A*S*K Fundamental Business Concepts Assessment
- Administrative Assisting Assessment
- Administrative Services Assessment
- Cloud Essentials Certification Examination
- College and Work Readiness Assessment (CWRA+)
- Communication Skills for Business Examination
- General Management Assessment
- Human Resources Management Assessment
- IC3 Digital Literacy Certification Examination
- Microsoft 365 Fundamentals Examination
- Microsoft Certified Azure Fundamentals Examination
- Microsoft Dynamics 365 Fundamentals Examination
- Microsoft Office Specialist (MOS) Examinations
- National Career Readiness Certificate Assessment
- Workplace Readiness Skills for the Commonwealth Examination

Concentration sequences: A combination of this course and those below, equivalent to two 36-week courses, is a concentration sequence. Students wishing to complete a specialization may take additional courses based on their career pathways. A program completer is a student who has met the requirements for a CTE concentration sequence and all other requirements for high school graduation or an approved alternative education program.

- Accounting (6320/36 weeks)
- Accounting, Advanced (6321/36 weeks)
- Business Law (6131/36 weeks)
- Business Law (6132/18 weeks)
- Business Management (6135/36 weeks)
- Business Management (6136/18 weeks)
- Computer Information Systems (6612/36 weeks)
- Computer Information Systems (6614/18 weeks)
- Computer Information Systems, Advanced (6613/36 weeks)
- Computer Information Systems, Advanced (6615/18 weeks)
- Computer Network Software Operations (6650/36 weeks)
- Computer Network Software Operations, Advanced (6651/36 weeks)
- Cybersecurity Software Operations (6304/36 weeks)
- Database Design and Management (Oracle) (6660/36 weeks)
- Design, Multimedia, and Web Technologies (6630/36 weeks)
- Design, Multimedia, and Web Technologies (6632/18 weeks)
- Design, Multimedia, and Web Technologies, Advanced (6631/36 weeks)
- Design, Multimedia, and Web Technologies, Advanced (6633/18 weeks)
- Digital Applications (6611/36 weeks)
- Digital Applications (6617/18 weeks)
- Information Technology Fundamentals (6670/36 weeks)
• International Baccalaureate Business Management (IB6135/36 weeks)
• International Baccalaureate Information Technology in a Global Society (IB6613/36 weeks)
• Java Programming (Oracle) (6661/36 weeks)
• Legal Administration (6735/36 weeks)
• Legal Administration (6736/18 weeks)
• Medical Administration (6730/36 weeks)
• Medical Administration (6731/18 weeks)
• Office Specialist I--Preparation (6740/36 weeks)
• Office Specialist II--Preparation (6741/36 weeks)
• Office Specialist III--Preparation (6742/36 weeks)
• Principles of Business and Marketing (6116/18 weeks)
• Principles of Business and Marketing (6115/36 weeks)
• Programming (6640/36 weeks)
• Programming, Advanced (6641/36 weeks)

Career Cluster: Arts, Audio/Video Technology and Communications

<table>
<thead>
<tr>
<th>Pathway</th>
<th>Occupations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printing Technology</td>
<td>Production, Planning, Expediting Clerk</td>
</tr>
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</table>

Career Cluster: Business Management and Administration

<table>
<thead>
<tr>
<th>Pathway</th>
<th>Occupations</th>
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<tbody>
<tr>
<td>Administrative Support</td>
<td>Administrative Assistant</td>
</tr>
<tr>
<td></td>
<td>Dispatcher</td>
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<td></td>
<td>Executive Assistant</td>
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<td></td>
<td>Office Manager</td>
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<td></td>
<td>Paralegal</td>
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<td></td>
<td>Receptionist</td>
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<tr>
<td>General Management</td>
<td>Administrative Services Manager</td>
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<td></td>
<td>Facilities Manager</td>
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<td></td>
<td>General Manager</td>
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<td></td>
<td>Office Manager</td>
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<tr>
<td></td>
<td>Operations Manager</td>
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<td></td>
<td>Purchasing Manager</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Administrative Assistant</td>
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<tr>
<td>Management</td>
<td>Compliance Officer</td>
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<td></td>
<td>EEO Specialist</td>
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<td></td>
<td>Human Resources Manager</td>
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<tr>
<td></td>
<td>Occupational Analyst</td>
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<tr>
<td>Operations Management</td>
<td>Billing Manager</td>
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<tr>
<td></td>
<td>Facilities Manager</td>
</tr>
<tr>
<td></td>
<td>General Manager</td>
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<tr>
<td></td>
<td>Purchasing Manager</td>
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<tr>
<td></td>
<td>Shipping and Receiving Clerk</td>
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### Career Cluster: Information Technology

<table>
<thead>
<tr>
<th>Pathway</th>
<th>Occupations</th>
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<tbody>
<tr>
<td>Information Support and</td>
<td>Administrative Assistant</td>
</tr>
<tr>
<td>Services</td>
<td>Applications Integrator</td>
</tr>
<tr>
<td></td>
<td>Computer Support Specialist</td>
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<tr>
<td></td>
<td>Data Entry Specialist</td>
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<td></td>
<td>Front Office Assistant</td>
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</tbody>
</table>

### Career Cluster: Transportation, Distribution and Logistics

<table>
<thead>
<tr>
<th>Pathway</th>
<th>Occupations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health, Safety and Environmental</td>
<td>Health, Safety, and Environment Manager</td>
</tr>
<tr>
<td>Management</td>
<td></td>
</tr>
<tr>
<td>Sales and Service</td>
<td>Billing Clerk</td>
</tr>
<tr>
<td></td>
<td>Customer Service Representative (CSR)</td>
</tr>
<tr>
<td></td>
<td>Dispatcher</td>
</tr>
<tr>
<td></td>
<td>Office Manager</td>
</tr>
<tr>
<td></td>
<td>Parts Salesperson</td>
</tr>
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<td></td>
<td>Statement Clerk</td>
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