

Competency Task List – Secondary Component
Administrative Assistant & Secretarial Science, General CIP 52.0401
High School Graduation Years 2022, 2023, 2024

100 Reserved

| Item | Task | (X) Indicates Proficiency ¹ | Secondary Course Crosswalk |
|------|----------|--|----------------------------|
| 101 | RESERVED | | |
| 102 | RESERVED | | |
| 103 | RESERVED | | |

200 Computer and Internet

| Item | Task | (X) Indicates Proficiency ¹ | Secondary Course Crosswalk |
|------|--|--|----------------------------|
| 201 | Identify different types of devices and how they relate to networks (wired vs. wireless). | | |
| 202 | Differentiate between operating systems and applications software. | | |
| 203 | Identify the functions of computer hardware, software, apps, and peripheral devices in the Information Processing Cycle. | | |
| 204 | Utilize the internet and network resources. | | |
| 205 | Assess, interpret, and manipulate intranet and internet research. | | |
| 206 | Import and export data using multiple applications. | | |
| 207 | Identify various video/audio conferencing platforms and how they can be used for meetings and collaboration. | | |

300 Document Processing Software

| Item | Task | (X) Indicates Proficiency ¹ | Secondary Course Crosswalk |
|------|---|--|----------------------------|
| 301 | Utilize templates to prepare documents, e.g., invoices, fax cover sheets, time sheets. | | |
| 302 | RESERVED | | |
| 303 | Enhance documents with graphics. | | |
| 304 | Create and format letters, forms, memos, agendas, minutes, press releases, itineraries and reports, and tables in document processing software. | | |
| 305 | RESERVED | | |
| 306 | Generate form letters, mailing labels, envelopes, and emails using mail merge. | | |
| 307 | RESERVED | | |
| 308 | Create, edit, and format documents. | | |

400 Spreadsheet Software

| Item | Task | (X) Indicates Proficiency ¹ | Secondary Course Crosswalk |
|------|---|--|----------------------------|
| 401 | Create, edit, and format spreadsheets. | | |
| 402 | Enhance spreadsheets with graphics. | | |
| 403 | Integrate worksheet applications through pasting, linking, and embedding. | | |
| 404 | Create, format, and modify charts using spreadsheet software. | | |
| 405 | Create formulas and use standard functions using spreadsheet software. | | |
| 406 | RESERVED | | |
| 407 | Manipulate multiple worksheets and workbooks. | | |
| 408 | RESERVED | | |
| 409 | Summarize complex data facts, including pivot-tables and look-up tables. | | |

500 Database Software

| Item | Task | (X) Indicates Proficiency ¹ | Secondary Course Crosswalk |
|------|--|--|----------------------------|
| 501 | Enter data and update databases. | | |
| 502 | Create databases. | | |
| 503 | Query databases. | | |
| 504 | Develop relationships to create queries. | | |
| 505 | Create reports and forms/combo boxes. | | |
| 506 | RESERVED | | |

600 Presentation Software

| Item | Task | (X) Indicates Proficiency ¹ | Secondary Course Crosswalk |
|------|--|--|----------------------------|
| 601 | Create, edit, and format presentations. | | |
| 602 | Enhance a presentation with advanced features. | | |
| 603 | RESERVED | | |

700 Desktop Publishing Software

| Item | Task | (X) Indicates Proficiency ¹ | Secondary Course Crosswalk |
|------|--|--|----------------------------|
| 701 | Create, edit, and format publications. | | |
| 702 | Enhance a publication with advanced features. | | |
| 703 | Apply design principles of contrast, repetition, alignment, proximity as they relate to page layout. | | |

800 Communications and Collaboration

| Item | Task | (X) Indicates Proficiency ¹ | Secondary Course Crosswalk |
|------|--|--|----------------------------|
| 801 | Utilize electronics communications software. | | |
| 802 | Apply electronics and phone communications etiquette. | | |
| 803 | Use scheduling and contact management software. | | |
| 804 | Utilize electronic collaboration tools. | | |
| 805 | Distinguish and utilize different types of social media. | | |

900 Office Skills

| Item | Task | (X) Indicates Proficiency ¹ | Secondary Course Crosswalk |
|------|--|--|----------------------------|
| 901 | Build keyboarding speed and accuracy. | | |
| 902 | Use copier, fax, and scanner features. | | |
| 903 | File and manage physical and electronic records and materials. | | |
| 904 | Process incoming and outgoing mail. | | |
| 905 | Use interpersonal communication skills in a diverse work environment. | | |
| 906 | Follow procedures to package, ship materials, verify, and receive shipments. | | |
| 907 | Compile data and compose documents. | | |
| 908 | Plan travel arrangements and events. | | |
| 909 | Create and maintain a budget. | | |
| 910 | Apply proofreader's marks and revise text. | | |
| 911 | Use interactive presentation devices. | | |
| 912 | Utilize office reference manuals/materials. | | |
| 913 | Integrate various office software. | | |

1000 Office Management

| Item | Task | (X) Indicates Proficiency ¹ | Secondary Course Crosswalk |
|------|---|--|----------------------------|
| 1001 | Plan and manage office activities, e.g., agendas, minutes, meetings, and workshops. | | |
| 1002 | Describe the roles and responsibilities of an office manager within the organizational chart. | | |
| 1003 | Use workplace ergonomics and follow office safety practices. | | |
| 1004 | Utilize time management skills by setting priorities and performing multiple tasks. | | |
| 1005 | Create, maintain, implement, and follow policy/procedure manual. | | |

1100 Business Math

| Item | Task | (X) Indicates Proficiency ¹ | Secondary Course Crosswalk |
|------|---|--|----------------------------|
| 1101 | Perform calculations using addition, subtraction, multiplication, and division. | | |
| 1102 | Convert decimals, percents, and fractions to their equivalent parts. | | |
| 1103 | Maintain business checking and savings accounts. | | |
| 1104 | Calculate discounts and sales tax. | | |

1200 Accounting

| Item | Task | (X) Indicates Proficiency ¹ | Secondary Course Crosswalk |
|------|---|--|----------------------------|
| 1201 | Apply the accounting equation and classify accounts. | | |
| 1202 | Analyze transactions effecting assets, liabilities, and owner's equity. | | |
| 1203 | Analyze transactions into debit and credit parts. | | |
| 1204 | Post to general ledger. | | |
| 1205 | Reconcile bank statements and establish and replenish petty cash fund. | | |
| 1206 | Prepare worksheet and adjusting entries. | | |

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|------|---|--|--|
| 1207 | Prepare balance sheet and income statement. | | |
| 1208 | Record adjusting and closing entries. | | |
| 1209 | Prepare timesheets payroll records. | | |
| 1210 | Prepare payroll accounting taxes and reports. | | |
| 1211 | Identify types of accounting software. | | |

1300 Business Law and Ethics

| Item | Task | (X) Indicates Proficiency ¹ | Secondary Course Crosswalk |
|------|--|--|----------------------------|
| 1301 | RESERVED | | |
| 1302 | Explain crimes often associated with business and organizations, e.g., embezzlement, extortion, computer crimes. | | |
| 1303 | Identify proper use of business technology and property, e.g., computers, cell phones, telephones. | | |
| 1304 | Explain the importance of confidentiality in the workplace. | | |
| 1305 | Compare types of contracts, including related accountability. | | |
| 1306 | Identify laws/acts pertaining to business. | | |
| 1307 | Display professionalism and workplace integrity. | | |

1400 Office Procedures and Customer Service Communications

| Item | Task | (X) Indicates Proficiency ¹ | Secondary Course Crosswalk |
|------|---|--|----------------------------|
| 1401 | RESERVED | | |
| 1402 | Describe the advantages of customer service in building a loyal customer base. | | |
| 1403 | RESERVED | | |
| 1404 | Use effective face-to-face or remote communication with internal and external customers. | | |
| 1405 | Identify the ways a customer service representative can develop a rapport with customers. | | |

1500 Reserved

| Item | Task | (X) Indicates Proficiency ¹ | Secondary Course Crosswalk |
|------|----------|--|----------------------------|
| 1501 | RESERVED | | |
| 1502 | RESERVED | | |
| 1503 | RESERVED | | |
| 1504 | RESERVED | | |
| 1505 | RESERVED | | |
| 1506 | RESERVED | | |
| 1507 | RESERVED | | |

¹ Student Demonstrated Entry-Level Industry Proficiency as Indicated by (X)

Secondary CTE Instructor Signature _____ Date _____

Student Signature _____ Date _____