

**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 <sup>1</sup>	Secondary Course Crosswalk
101	RESERVED		
102	RESERVED		
103	RESERVED		

**200 Computer and Internet**

Item	Task	(X) Indicates Proficiency <sup>1</sup>	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 <sup>1</sup>	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 <sup>1</sup>	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 <sup>1</sup>	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 <sup>1</sup>	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 <sup>1</sup>	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 <sup>1</sup>	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 <sup>1</sup>	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 <sup>1</sup>	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 <sup>1</sup>	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 <sup>1</sup>	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.		

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 <sup>1</sup>	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 <sup>1</sup>	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 <sup>1</sup>	Secondary Course Crosswalk
1501	RESERVED		
1502	RESERVED		
1503	RESERVED		
1504	RESERVED		
1505	RESERVED		
1506	RESERVED		
1507	RESERVED		

<sup>1</sup> Student Demonstrated Entry-Level Industry Proficiency as Indicated by (X)

Secondary CTE Instructor Signature \_\_\_\_\_ Date \_\_\_\_\_

Student Signature \_\_\_\_\_ Date \_\_\_\_\_