





Unit/Standard Number	 <p><b>High School Graduation Years 2019, 2020 and 2021</b></p> <p><b>Administrative Assistant &amp; Secretarial Science, General</b>  <b>CIP 52.0401</b>  <b>Task Grid</b></p>	<b>Proficiency Level Achieved:</b> <b>(X) Indicates Competency Achieved to Industry Proficiency Level</b>
	<b>Secondary Competency Task List</b>	
100	RESERVED	
101	RESERVED	
102	RESERVED	
103	RESERVED	
<b>200</b>	<b>COMPUTER AND INTERNET</b>	
201	Identify different types of computers, and how individual computers relate to networks.	
202	Differentiate between operating systems and applications software.	
203	Identify the functions of computer hardware, software, and peripheral devices in the Information Processing Cycle.	
204	Utilize the internet and network resources safely, legally, and ethically.	
205	Assess, interpret, and manipulate internet research.	
206	Import and export data into multiple applications.	
<b>300</b>	<b>WORD PROCESSING SOFTWARE</b>	
301	Utilize templates to prepare business documents (e.g., invoices, fax cover sheets, time sheets).	
302	RESERVED	
303	Enhance documents with graphics	
304	Create and format tables.	
305	Create and format forms.	
306	Generate form letters, mailing labels, and envelopes using mail merge.	
307	RESERVED	
308	Create, edit, and format word processing documents.	
<b>400</b>	<b>SPREADSHEET SOFTWARE</b>	
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.	
405	Create formulas and use standard functions.	
406	Create spreadsheets using range names, worksheet protection, and look-up tables.	
407	Manipulate multiple worksheets and workbooks.	
408	RESERVED	

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<b>500</b>	<b>DATABASE SOFTWARE</b>	
501	Enter data and update databases.	
502	Create databases.	
503	Query databases.	
504	Develop relationships to create queries.	
505	Create reports, forms and combo boxes.	
506	RESERVED	
<b>600</b>	<b>PRESENTATION SOFTWARE</b>	
601	Create, edit, and format presentations.	
602	Enhance a presentation with advanced features.	
603	RESERVED	
<b>700</b>	<b>DESKTOP PUBLISHING SOFTWARE</b>	
701	Create, edit, and format publications.	
702	Enhance a publication with advanced features.	
703	Understand design principles (contrast, repetition, alignment, proximity) related to page layout.	
<b>800</b>	<b>COMMUNICATIONS AND COLLABORATION</b>	
801	Utilize electronics communications software.	
802	Apply proper electronics communications etiquette.	
803	Use scheduling and contact management software.	
804	Utilize electronic collaboration tools.	
<b>900</b>	<b>OFFICE SKILLS</b>	
901	Build keyboarding speed and accuracy.	
902	Use copier and scanner features.	
903	File and manage records and materials.	
904	Process incoming and outgoing mail.	
905	Use interpersonal communication skills in a diverse work environment.	
906	Follow procedures to package and ship materials and verify and receive shipments.	
907	Compile data and compose documents.	
908	Plan travel arrangements and plan events.	
909	Create and maintain a budget.	
910	Apply proofreader's marks and revise text utilizing correct grammar, punctuation and spelling in all business communications.	

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911	Use interactive presentation devices.	
912	Utilize office reference manual.	
<b>1000</b>	<b>OFFICE MANAGEMENT</b>	
1001	Plan and manage office activities (e.g., meetings and workshops).	
1002	Describe the roles and responsibilities of an office manager.	
1003	Use proper workplace ergonomics and follow office safety practices.	
1004	Develop time management skills by setting priorities and performing multiple tasks.	
<b>1100</b>	<b>BUSINESS MATH</b>	
1101	Perform calculations using addition, subtraction, multiplication and division.	
1102	Convert decimals, percent's and fractions to their equivalent parts.	
1103	Maintain business checking and savings accounts.	
1104	Calculate discounts and sales tax.	
<b>1200</b>	<b>ACCOUNTING</b>	
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 payroll records.	
1210	Prepare payroll accounting taxes and reports.	
<b>1300</b>	<b>BUSINESS LAW AND ETHICS</b>	
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.	
<b>1400</b>	<b>OFFICE PROCEDURES AND CUSTOMER SERVICE COMMUNICATIONS</b>	

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1401	RESERVED	
1402	Describe the advantages of customer service in building a loyal customer base.	
1403	Describe how data are collected to improve customer service.	
1404	Use effective face-to-face communication with customers.	
1405	Identify the ways a customer service representative can develop a rapport with customers.	
1500	<b>BUSINESS DOCUMENTS</b>	
1501	Create, edit, and format letters.	
1502	Create, edit, and format memos.	
1503	Create, edit, and format agendas.	
1504	Create, edit, and format minutes.	
1505	Create, edit, and format press release.	
1506	Create, edit, and format itineraries.	
1507	Create, edit, and format reports.	