

**COURSE OUTLINE****Course:** 50217 OFFICE SUPPORT PROCEDURES**Total Course Hours:** 360.00**CBEDS Title:** GENERAL OFFICE OCCUPATIONS**CBEDS #:** 4615**Job Title(s):**

Receptionist, Secretary, Administrative Assistant

**Prerequisites:**

16 years old or a junior in high school

**Course Description:**

This course allows students the opportunity to translate previously learned office skills such as keyboarding, shorthand, accounting, 10-key, data entry, office equipment and word processing equipment into practice. Workplace learning in local businesses features use of modern office technologies and communication systems including current office policies and procedures. Students who complete this course should contact their college counselor regarding advanced standing and/or challenging introductory Advanced Office Occupation Administrative Assistant Career Path. Integrated throughout the course are Academic and CTE standards, which include safety, communication, technology, ethics, career planning and other employability skills.

Hours	
Class	OJT

**Occupational Competencies****1-7 on the Course Outline are generic to all BVROP courses and include the BVROP Student Outcomes**

3.00		<b>1</b>	<b><u>ORIENTATION</u></b>	<ul style="list-style-type: none"> <li>A Identifies and discusses course objectives and competencies.</li> <li>B Discusses ROP Student Outcomes.</li> <li>C Explains class attendance and behavior objectives.</li> </ul>
5.00	3.00	<b>2</b>	<b><u>HEALTH, SAFETY AND ENVIRONMENTAL MANAGEMENT</u></b>	<ul style="list-style-type: none"> <li>A Describes accident procedure.</li> <li>B Demonstrates appropriate safety practices (e.g. bending, lifting, etc.).</li> <li>C Demonstrates knowledge of classroom procedures and drills (e.g. earthquake, fire and emergency).</li> </ul>
5.00	3.00	<b>3</b>	<b><u>ETHICS AND LEGAL RESPONSIBILITIES</u></b>	<ul style="list-style-type: none"> <li>A Defines sexual harassment and discusses tactics for handling harassment situations.</li> <li>B Applies appropriate workplace behavior and standards.</li> </ul>
10.00	2.00	<b>4</b>	<b><u>LEADERSHIP AND TEAMWORK</u></b>	<ul style="list-style-type: none"> <li>A Describes the characteristics and benefits of teamwork and leadership.</li> <li>B Demonstrates ability to make appropriate decisions.</li> <li>C Works well with others and gives/takes constructive criticism.</li> </ul>
20.00	2.00	<b>5</b>	<b><u>CAREER PLANNING</u></b>	<ul style="list-style-type: none"> <li>A Prepares a finished, professional portfolio showing the best work that has been completed during the class.</li> <li>B Locates job opportunities through the use of want-ads and placement agencies.</li> <li>C Visits at least one facility related to area of training and observes jobs performed.</li> <li>D Completes a job application correctly.</li> <li>E Prepares for and critiques a simulated employment interview.</li> <li>F Discusses employee benefits and rights as related to the specific occupational job area including gender equity and equal opportunity.</li> <li>G Identifies acceptable procedures to leave a job.</li> <li>H Applies for a scholarship.</li> <li>I Completes a professional resume.</li> <li>J Demonstrates appropriate personal grooming and dress.</li> </ul>

Hours	
Class	OJT

- |       |      |
|-------|------|
| 10.00 | 5.00 |
|-------|------|
- 6 COMMUNICATION**  
**A** Uses effective workplace conversation.  
**B** Reads and interprets written information and directions.  
**C** Practices various forms of written communication appropriate to the occupation.
- |      |      |
|------|------|
| 5.00 | 2.00 |
|------|------|
- 7 STUDENT OUTCOMES**  
**A** Demonstrates Occupational Specific, Communication and Critical Thinking Skills  
**B** Demonstrates Responsible Work Ethics  
**C** Demonstrates Career/Employment Literacy  
**D** Demonstrates Effective Use of Technology
- |       |      |
|-------|------|
| 25.00 | 5.00 |
|-------|------|
- 8 POSTAL PROCEDURES**  
**A** Processes incoming and outgoing mail.  
**B** Applies knowledge of postal regulations and zip codes.  
**C** Describes inter-office mail procedures.
- |       |      |
|-------|------|
| 25.00 | 5.00 |
|-------|------|
- 9 ELECTRONIC MAIL**  
**A** Uses electronic mail.
- |       |      |
|-------|------|
| 50.00 | 5.00 |
|-------|------|
- 10 FILING**  
**A** Demonstrates accurate alphabetic filing procedures.  
**B** Uses a cross reference system.  
**C** Uses indexing and coding.  
**D** Demonstrates sorting, storing, and retrieving material filed.  
**E** Maintains tickler or follow-up file.  
**F** Establishes and/or maintains office systems (electronics/hard copy).
- |       |      |
|-------|------|
| 45.00 | 5.00 |
|-------|------|
- 11 BUSINESS MACHINES**  
**A** Demonstrates basic use of fax machine.  
**B** Demonstrates basic use of copy machine.  
**C** Demonstrates basic concepts of a computer.
- |       |      |
|-------|------|
| 35.00 | 5.00 |
|-------|------|
- 12 RECORD KEEPING**  
**A** Explains accounts payable and billing.  
**B** Explains payroll procedures (timecards, check writing, vouchers, deposits).  
**C** Creates schedules (various logs, appointment calendars, work productions).
- |       |       |
|-------|-------|
| 70.00 | 10.00 |
|-------|-------|
- 13 BUSINESS OFFICE COMPUTER APPLICATIONS**  
**A** Demonstrates a basic knowledge of word processing.  
**B** Demonstrates basic knowledge of spreadsheets.  
**C** Demonstrates basic knowledge of database.  
**D** Demonstrates basic knowledge of presentation.  
**E** Demonstrates basic knowledge of integration.  
**F** Demonstrates increase in keyboarding skills.  
**G** Demonstrates the keypad.

**TOTAL HOURS**

Class	OJT	Course
308.00	52.00	360.00