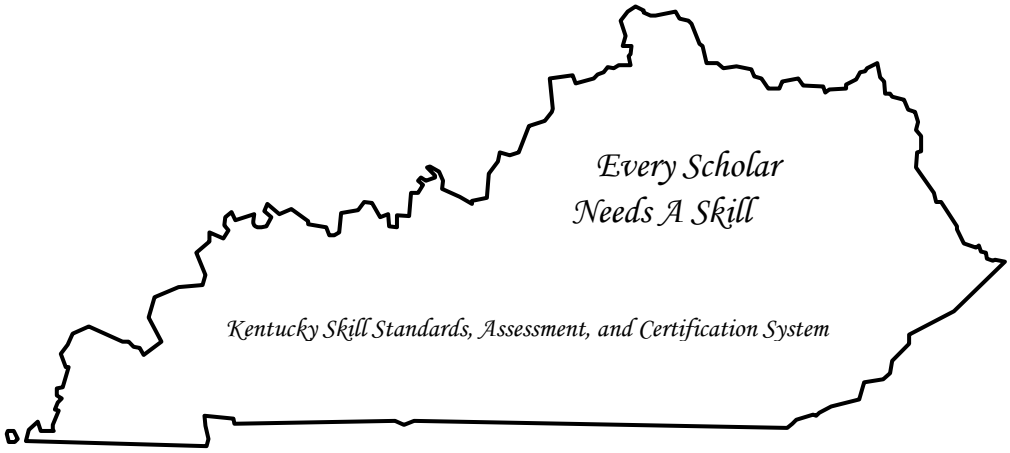
Kentucky

Administrative Support Services

Skill Standards



Established by the Administrative Support Services Skill Standards Task Force

Revised
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As Project Coordinator's for the Administrative Support Services Skill Standards Project, we have been privileged to work with outstanding business and industry representatives and teachers from secondary business education programs across the state. This group has reviewed, endorsed, edited, rewritten, and revised documentation relating to this skill standards project.

The mission of the Administrative Support Services Skill Standards Task Force was to develop a user-friendly document that would serve as a tool for instruction for all business education teachers. Our hope is that schools/teachers will use this document as a framework for further curriculum development and alignment. Future plans for the Task Force will include regular reviews and updates to the document and development and review of skill standards assessment items.

A project of this significance relies heavily on the support and cooperation of many. The state effort could not have been accomplished without the persistence and guidance from Pamela Moore, State Skill Standards Project Director, and Mikala Rahn, national consultant for the effort. On behalf of the Kentucky Department of Education, Division of Career and Technical Education, I would like to acknowledge the support of the Administrative Support Services Skill Standards Task Force and the contribution they made to this project. The following persons served on this task force:

Karen Nash, Scott County High School
Brenda Buffin, Bardstown High School
Shelia Macy, Breckinridge County ATC
Tracy Taylor, Scott County High School
Linda Cook, Woodford County High School

The following business and industry representatives assisted with the development and/or review of the project and have endorsed the attached standards:

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Steve Small, Business/Marketing Education Consultant
Nancy Graham, Business/Marketing Education Consultant
Kentucky Department of Education
Division of Career and Technical Education
Mavis Sparks, Business/Marketing Technologies Coordinator
Department for Technical Education

INTRODUCTION
Administrative Support Services

Millions of Americans spend much of each workday in offices. The technological innovations of the last decade have created a widespread need for knowledge and skills that are commonly referred to as office competencies. Whatever their fields of specialization or careers, workers share a need to know how to perform efficiently and effectively in offices.

The Administrative Support Services Profession

The office environment is constantly changing. Workers must now be able to handle multi-office tasks. The recruiter in a human resources department, the technician in a chemical laboratory, the curator in a museum, the buyer in a department store, and the Certified Public Accountant in a public accounting firm all perform a range of office tasks during a typical work week. All office workers, regardless of their responsibilities, must understand the significance of office functions in relation to their work and to the total organization.

Even though many employees in today's organization handle various office tasks, there are individuals, as well as entire departments, that devote full time to administrative support services, sometimes referred to as office support services. For example, some organizations have a word processing center where reports, letters, and other documents are prepared. Specialized office functions are often seen as a vital link between the aspirations and accomplishments of the company.

The United States Department of Labor publishes, The Occupational Outlook Handbook, which discusses the major occupations in the country. In projecting employment to 2005, the government's economists predicted a rate of increase for administrative support occupations to be 4.3 percent. There are over 3.3 million people who work as secretaries and 1.4 million who work as information clerks. These are among the largest of all the job groups in the United States workforce.

Preparation for Tomorrow's Workforce

Carl D. Perkins Vocational and Technology Act of 1990 mandates broad vocational, rather than job-specific, training and an integration of academic and vocational content. The Act requires programs to provide students with a general understanding of "all aspects of an industry." More recently, the first of the five Indicators of Performance in the new Perkins legislation addresses "student attainment of challenging state-established academic and vocational/technical skill proficiencies."

Skills standards are the performance specifications that identify the knowledge, skills, and abilities an individual needs to succeed in the workplace. Identifying the necessary skills is critical to preparing students for entry into employment. Skill standards provide a common vocabulary to enhance communication between:

- Employers and Job Seekers--to specify the knowledge, skills, aptitudes and attitudes required for recruitment, hiring, and retention in a company or within an industry.

- Employers and Schools or Job Training Programs--to encourage the alignment of school curricula with industry requirements, to update educational objectives as workplace demands change, and to ensure a better return on public and private education and training investments.
- Employers or Job Seekers and Schools or Job Training Programs--to help employees and job seekers make sound decisions about their own education and training needs in a changing market place.

In the most successful workplaces the only constant is change. Jobs that were previously simple now require high performance work processes and enhanced skills in order to compete globally. Because skill standards reflect these changing workplace realities, they are a key device for helping applicants and employees enjoy greater career opportunities and achieve higher standards of living and economic security.

Kentucky's Certification System

Because of the importance of skill standards today to education, employers, and students who desire jobs after graduation from high school, the Division of Career and Technical Education in conjunction with employers from the Kentucky Chapter of the International Association of Administrative Professionals (IAAP) are working together to develop a system that certifies that students have attained the necessary skills for employment. The first step in developing this system is the development of skill standards that describe the necessary **occupational, academic,** and **employability** skills needed to enter the industry. Mastery of these standards would signal to employers that the students are employable and ready to begin employment within the industry. Certified students would be ready to be trained in specific skills by employers or enter employers' training programs. Certified students may also wish to continue their training in a more specialized training such as becoming a Certified Professional Secretary (CPS).

In order to insure that students in fact have attained the necessary skills identified in this standards document, students are assessed on the standards. The assessment system includes three components:

- Multiple- choice test specifically testing the mastery of the skill standards
- Problem- based scenarios to test the students' problem-solving and decision-making skills related to their occupational standards
- Performance- based test used to evaluate students' ability in software applications for an entry-level position.

Students that pass each of the components at a specified percentage previously set, will receive a certificate to provide to employers communicating mastery of the standards.

Program Areas for Administrative Support Services Skill Standards

The following are recommended courses that a student would need to complete to receive a career major in Administrative Support Services.

Keyboarding Applications – Keyboarding Applications will develop the touch system of keying with added emphasis on the development of proper keyboarding techniques, speed, and accuracy. Six to nine weeks are spent developing the touch system. The student applies techniques for proofreading, editing, word division, capitalization, and punctuation

for production of mail able copies of letters, simple business forms, tabulated information, and manuscripts. A computerized workstation with appropriate software is required for each student.

Accounting I – The accounting principles taught in this course are based on a double-entry system and include preparing worksheets, journals, ledgers, payroll taxes, and financial statements for a sole proprietorship, partnership, and corporation. Opportunities for exposure to automated accounting are provided.

Word Processing – The student spends two to three weeks reviewing the touch system of keying with emphasis on proper technique and developing speed and accuracy. The student applies techniques for composing, proofreading, editing, word division, capitalization, and punctuation for production of mail able copies of letters, business forms, tables, and reports. In-depth instruction for the generation of desktop publishing documents, spreadsheets, graphics, graphs, charts, and databases through application is a vital part of this course.

Electronic Office – This course refines the skills established in previous business courses using the most up-to-date technology. Emphasis is on computer simulations that best prepare students for the 21st century. A computerized workstation with industry-standard software is suggested for each student. The course content includes advanced word processing applications, database management, spreadsheet applications, employability skills, communication skills, ethical considerations, and office environment management.

The following is a list of the elective courses from which a student may choose to complete the Administrative Support Services career major requirements:

Business Principles and Applications
Computer Applications
Advanced Computer Applications
Business Communications
Business Economics
Business Management

To be successful in the assessment process of the Administrative Support Skill Standard Certificate a student needs to complete three of these four courses:

Computer Applications
Keyboarding Applications
Accounting I
Electronic Office

Leadership development and employability skills are supplemented in all of these courses through the career and technical student organizations, Future Business Leaders of America, through various projects and activities.

The Skill Standards Document

This document describes the skill standards developed to be assessed in the certification process. Current curriculum in Business offered in your school should be aligned to these standards. Standards are divided into **occupational, academic,** and **employability** skills. Following the list of standards are two crosswalks. A crosswalk shows the relationship between a set of standards (in this case the Administrative Support Services Skill Standards) and another set of standards. In the first crosswalk, the Administrative Support Services Skill Standards are crossed with the Kentucky **Academic Expectations**. It provides direction to both academic and vocational educators in the natural points of integration. The second crosswalk crosses the Administrative Support Services Skill Standards with **SCANS** skills. **SCANS** (Secretary's Commission for Achieving Necessary Skills) was developed by the Federal Department of Labor in 1990-1991 with employers from all over the nation. It describes the necessary foundation skills and competencies necessary to succeed in the workplace. Kentucky's Workforce Roundtable and other organizations have adopted these "employability" skills to communicate industry's needs to schools.

If you have any questions about the skill standards, crosswalks, or certification system, please contact:

Nancy Graham
Program Consultant
Kentucky Department of Education
Division of Career and Technical Education
2110 Capital Plaza Tower
500 Mero Street
Frankfort, KY 40601
502-564-3775
ngraham@kde.state.ky.us

Steve Small
Program consultant
Kentucky Department of Education
Division of Career and Technical Education
2110 Capital Plaza Tower
500Mero Street
Frankfort, KY 40601
502-564-3775
ssmall @kde.state.ky.us

	OCCUPATIONAL STANDARDS
OA	**Perform Administrative Support Functions**
OA001	Prepare agenda and compile materials for meetings
OA002	Develop a plan for organizing one's own work
OA003	Coordinate one's own work
OA004	Gather and compile data for supervisor and for company reports
OA005	Demonstrate the ability to maintain supervisor's appointment calendar
OA006	Assist others in operating equipment
OA007	Order and maintain inventory of supplies
OA008	Maintain inventory of forms
OA009	Maintain confidential material
OA010	Maintain current technical knowledge
OAO11	Develop liaisons outside the company
OAO12	Participate in task forces
OA013	Prepare materials for copying
OA014	Secure document notarization
OA015	Process packages
OA016	Process mail
OA017	Utilize courier services
OA018	Distribute materials
OA019	Access/utilize information
OA020	Direct inquiries
OA021	Maintain filing system
OA022	Maintain reference library
OA023	Maintain secure filing system
OA024	Set up personal record management system
OA025	Maintain biographical data
OA026	Access files
OA027	Maintain clippings file
OA028	Maintain tickler file
OA029	Maintain historical records
OA030	File materials
OA031	Demonstrate an understanding of proper office procedures
OA032	Have the ability to purge records and/or files
OB	**Demonstrate Communication and Telecommunication Skills**
OB001	Prepare and deliver oral presentations
OB002	Maintain telephone log
OB003	Handle routine telephone communications
OB004	Receive visitors and clients
OB005	Process electronic mail
OB006	Process voice mail
OB007	Retrieve messages
OB008	Process fax/modem documents
OC	**Apply Math and Financial Skills**
OC001	Process invoices for payment

OC002	Prepare bank deposits
OC003	Prepare purchase requisitions
OD	**Demonstrate Effective Written Skills**
OD001	Transcribe notes
OD002	Take dictation at the keyboard
OE	**Understand and Perform Reprographic Procedures**
OE001	Photocopy a document
OE002	Decide on the best process for reproducing printed materials
OF	**Demonstrate Basic Computer Skills**
OF001	Key documents
OF002	Insert a graphic in document
OF003	Design a table
OF004	Design forms
OF005	Complete preprinted forms
OF006	Print information
OF007	Scan data or graphics into a document electronically
OF008	Revise existing document
OF009	Access the Help function
OF010	Locate data
OF011	Develop and revise a data base
OF012	Merge text
OF013	Prepare an index of the word processing directory/subdirectory
OF014	Create high-quality visual aids
OF015	Match software to work on hand
OF016	Create a template using word processing software
OF017	Prepare document using spreadsheet software package
OF018	Create a new document
OF019	Lay out a desktop-published document using available equipment
OF020	Create desktop-publishing documents
OF021	Create charts and graphs
OF022	Create templates
OF023	Custom design a desktop-published document
OF024	Manipulate operating system to improve performance
OF025	Maintain system to improve performance
OF026	Maintain system data integrity
OF027	Update software programs on PC operating system
OF028	Maintain PC operating system for use
	EMPLOYABILITY STANDARDS
EA	**Exhibit Workplace Skills**
EA001	Demonstrate consistently punctual arrival
EA002	Document regular attendance
EA003	Demonstrate enthusiasm and confidence about work and learning new skills
EA004	Demonstrate appropriate dress and hygiene for successful employment
EA005	Demonstrate the ability to act in a polite and respectful way towards co-workers
EA006	Demonstrate the ability to complete tasks on time and accurately

EA007	Demonstrate the ability to make career decisions
EA008	Prepare a resume and letter of application or interest
EA009	Fill out an application for employment
EA010	Participate in an employment interview
EA011	Follow directions and procedures
EA012	Accept constructive criticism
EA013	Work with minimal supervision
EB	**Understands Workforce Issues**
EB001	Recognize the difference between a team environment workplace and a conventional workplace
EB002	Identify the characteristics of a diverse workforce
EB003	Identify ethical characteristics and behaviors
EB004	Differentiate between good and poor business ethics
EB005	Match employee responsibilities to employer expectations
EB006	Define discrimination, harassment, and equity
EB007	Demonstrate non-discriminatory behavior
EB008	Maintain confidentiality and sensitivity of company information
	ACADEMIC STANDARDS
AA	**Apply Math and Financial Skills**
AA001	Add, subtract, multiply, and divide with the use of a calculator
AA002	Add, subtract, multiply, and divide without the use of a calculator
AA003	Balance cash and receipts
AA004	Balance bank statements with checkbook
AA005	Maintain accounting journal
AB	**Demonstrate Effective Written Skills**
AB001	Prepare correspondence
AB002	Compose written documents
AB003	Write copy to be keyed
AB004	Use correct pronunciation
AB005	Use correct spelling
AB006	Write with accuracy, brevity, and clarity
AB007	Detect all content, format, and type errors

Administrative Support Crosswalk of Skill Standards to Academic Expectations and SCANS

	Skill Standards		Kentucky Academic Expectations		SCANS
	OCCUPATIONAL STANDARDS				
OA	**Perform Administrative Support Functions**				
OA001	Prepare agenda and compile materials for meetings	1.2 1.3 1.4 1.11 5.1	Reading Observing Listening Writing Critical Thinking	C1 C5 C6 F1	Allocates Time Acquires and Evaluates Information Organizes and Maintains Information Reading
OA002	Develop a plan for organizing one′s own work	3.1 3.3 3.7 4.4 5.1	Positive Growth in Self-Concept Task/Project Adaptable and Flexible Learn On One=s Own Rights and Responsibilities Critical Thinking	C1 C4 C5 C6 C16 F5 F9 F13 F16	Allocates Time Allocates Human Resources Acquires and Evaluates Information Organizes and Maintains Information Monitors and Corrects Performance Listening Problem Solving Responsibility Self-Management
OA003	Coordinate one′s own work	3.1 3.3 3.4 3.5 3.6 3.7 4.4 5.4	Positive Growth in Self-Concept Task/Project Adaptable and Flexible Resourceful and Creative Self-Control and Self-Discipline Make Decisions Based on Ethical Values Learn On One's Own Rights and Responsibilities Decision Making	C1 C4 C6 C16 F5 F6 F7 F8 F12 F13 F16	Allocates Time Allocates Human Resources Organizes and Maintains Information Monitors and Corrects Performance Listening Speaking Creative Thinking Decision Making Reasoning Responsibility Self-Management
OA004	Gather and compile data for supervisor and for company reports	1.2 1.3 1.4 1.11 5.1	Reading Observing Listening Writing Critical Thinking	C5 C6 C7 C8 F1 F2 F5 F6 F8 F9 F17	Acquires and Evaluates Information Organizes and Maintains Information Interprets and Communicates Information Uses Computers to Process Information Reading Writing Listening Speaking Decision Making Problem Solving Integrity/Honesty

Administrative Support Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
OA005	Demonstrate the ability to maintain supervisor's appointment calendar	1.2 1.3 1.4 1.10 3.4 5.1 6.1	Reading Observing Listening Classifying Resourceful and Creative Critical Thinking Applying Multiple Perspectives	C1 C3 C5 C6 F5 F6 F8 F13 F17	Allocates Time Allocates Materials and Facility Resources Acquires and Evaluates Information Organizes and Maintains Information Listening Speaking Decision Making Responsibility Integrity/Honesty
OA006	Assist others in operating equipment	1.16	Using Electronic Technology	C9 C10 C14 C16 C18 C19 F5 F6 F15	Participates Teaches Others Works with Cultural Diversity Monitors and Corrects Performance Selects Technology Applies Technology to a Task Listening Speaking Social
OA007	Order and maintain inventory of supplies	1.10	Classifying	C1 C3 C6 C20 F13 F17	Allocates Time Allocates Materials and Facility Resources Organizes and Maintains Information Maintains and Troubleshoots Technology Responsibility Integrity/Honesty
OA008	Maintain inventory of forms	1.10	Classifying	C3 C6	Allocates Materials and Facility Resources Organizes and Maintains Information
OA009	Maintain confidential material	3.6 3.5 4.4	Make Decisions Based on Ethical Values Self-Control and Self-Discipline Rights and Responsibilities	C6 C9 C11 C12 C15 F13 F17	Organizes and Maintains Information Participates Serves Clients/Customers Exercise Leadership Understands Systems Responsibility Integrity/Honesty

Administrative Support Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
OA010	Maintain current technical knowledge	1.1 2.38	Accessing Sources of Information Post-Secondary Opportunity Search	C16 C20 F1 F2 F5 F6 F16	Monitors and Corrects Performance Maintains and Troubleshoots Technology Reading Writing Listening Speaking Self-Management
OAO11	Develop liaisons outside the company	2.38 4.1 4.6	Post-Secondary Opportunity Search Interpersonal Skills Open Mind to Alternative Perspectives	C5 F5 F6 F15 F16	Acquires and Evaluates Information Listening Speaking Social Self-Management
OAO12	Participate in task forces	2.38 4.1 4.3 4.4 4.5 4.6	Post-Secondary Opportunity Search Interpersonal Skills Consistent, Responsive, Caring Behavior Rights and Responsibilities Sensitive to Multicultural World View Open Mind to Alternative Perspectives	C7 C9 C12 C14 C15 C17 F5 F6 F13 F16 F17	Interprets and Communicates Information Participates Exercises Leadership Works with Cultural Diversity Understands Systems Improves and Designs Systems Listening Speaking Responsibility Self-Management Integrity/Honesty
OA013	Prepare materials for copying	1.2 1.16	Reading Using Electronic Technology	C6 C19	Organizes and Maintains Information Applies Technology to a Task
OA014	Secure document notarization	1.1 1.2 1.10	Accessing Sources of Information Reading Classifying	C6 F13 F17	Organizes and Maintains Information Responsibility Integrity/Honesty
OA015	Process packages	1.2	Reading	C6	Organizes and Maintains Information
OA016	Process mail	1.2	Reading	C6	Organizes and Maintains Information
OA017	Utilize courier services	1.2 1.3 1.4	Reading Observing Listening	C6 F9	Organizes and Maintains Information Problem Solving
OA018	Distribute materials	1.2	Reading	C3 C7 C9 F1	Allocates Materials and Facility Resources Interprets and Communicates Information Participates Reading

Administrative Support Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
OA019	Access/utilize information	1.1 5.1	Accessing Sources of Information Critical Thinking	C5 C6 C7 C8	Acquires and Evaluates Information Organizes and Maintains Information Interprets and Communicates Information Uses Computers to Process Information
OA020	Direct inquiries	1.12 4.1	Speaking Interpersonal Skills	C1 C7 C9 C11 F1 F5 F6 F7 F8 F9 F13 F15	Allocates Time Interprets and Communicates Information Participates Serves Clients/Customers Writing Listening Speaking Creative Thinking Decision Making Problem Solving Responsibility Social
OA021	Maintain filing system				
OA022	Maintain reference library				
OA023	Maintain secure filing system				
OA024	Set up personal record management system				
OA025	Maintain biographical data				
OA026	Access files				

Administrative Support Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
OA027	Maintain clippings file				
OA028	Maintain tickler file				
OA029	Maintain historical records				
OA030	File materials				
OA031	Demonstrate an understanding of proper office procedures				
OA032	Have the ability to purge records and/or files				
OB	**Demonstrate Communication and Telecommunication Skills**				
OB001	Prepare and deliver oral presentations	1.11 1.12 5.3	Writing Speaking Conceptualizing	C7 F6 F8 F15	Interprets and Communicates Information Speaking Decision Making Social
OB002	Maintain telephone log	1.10 1.11	Classifying Writing	C6 F1 F2 F5 F6 F13	Organizes and Maintains Information Reading Writing Listening Speaking Responsibility
OB003	Handle routine telephone communications	1.12	Speaking	C7 C9	Interprets and Communicates Information Participates

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Skill Standards		Kentucky Academic Expectations		SCANS	
OB004	Receive visitors and clients	4.1	Interpersonal Skills	C11 F5 F6 F13 F15	Serves Clients/Customers Listening Speaking Responsibility Social
OB005	Process electronic mail	1.3 1.16	Observing Using Electronic Technology	C8 C18 C19 F13	Uses Computers to Process Information Selects Technology Applies Technology to a Task Responsibility
OB006	Process voice mail	1.4	Listening	C6 F2 F5 F13	Organizes and Maintains Information Writing Listening Responsibility
OB007	Retrieve messages	1.4	Listening	C6 F2 F5 F13	Organizes and Maintains Information Writing Listening Responsibility
OB008	Process fax/modem documents	1.3	Observing	C6 C19 F5	Organizes and Maintains Information Applies Technology to a Task Listening
OC	**Apply Math and Financial Skills**				
OC001	Process invoices for payment	1.10	Classifying	C2 C6 F4 F13 F17	Allocates Money Organizes and Maintains Information Mathematics Responsibility Integrity/Honesty
OC002	Prepare bank deposits	1.10 2.7 2.8	Classifying Number Mathematical Procedures	C6 F4 F13	Organizes and Maintains Information Mathematics Responsibility
OC003	Prepare purchase requisitions	1.10 2.7 2.8 5.1	Classifying Number Mathematical Procedures Critical Thinking	C5 F4 F13 F17	Acquires and Evaluates Information Mathematics Responsibility Integrity/Honesty
OD	**Demonstrate Effective Written Skills**				

Administrative Support Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
OD001	Transcribe notes	1.11	Writing	F1 F2 F5	Reading Writing Listening
OD002	Take dictation at the keyboard	1.4	Listening	C8 C19 F5	Uses Computers to Process Information Applies Technology to a Task Listening
OE	**Understand and Perform Reprographic Procedures**				
OE001	Photocopy a document	1.16	Using Electronic Technology	C19	Applies Technology to a Task
OE002	Decide on the best process for reproducing printed materials	5.1	Critical Thinking	C1 C3 C4 C12 C13 C18 F5 F6 F8 F12	Allocates Time Allocates Materials and Facility Resources Allocates Human Resources Exercise Leadership Negotiates to Arrive at a Decision Selects Technology Listening Speaking Decision Making Reasoning
OF	**Demonstrate Basic Computer Skills**				
OF001	Key documents	1.16	Using Electronic Technology	C6 C19 F1	Organizes and Maintains Information Applies Technology to a Task Reading
OF002	Insert a graphic in document	1.16	Using Electronic Technology	C19	Applies Technology to a Task
OF003	Design a table	1.16 5.2	Using Electronic Technology Creative Thinking	C5 C6 C19 F7	Acquires and Evaluates Information Organizes and Maintains Information Applies Technology to a Task Creative Thinking
OF004	Design forms	1.16 5.2	Using Electronic Technology Creative Thinking	C5 C6 C19 F7	Acquires and Evaluates Information Organizes and Maintains Information Applies Technology to a Task Creative Thinking
OF005	Complete preprinted forms	1.16	Using Electronic Technology	F1 F5 F8	Reading Listening Decision Making
OF006	Print information	1.16	Using Electronic Technology	C18 C19	Selects Technology Applies Technology to a Task

Administrative Support Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
OF007	Scan data or graphics into a document electronically	1.16	Using Electronic Technology	C18 C19	Selects Technology Applies Technology to a Task
OF008	Revise existing document	1.16 5.2	Using Electronic Technology Creative Thinking	C6 F1 F2 F8 F11 F13	Organizes and Maintains Information Reading Writing Decision Making Know How to Learn Responsibility
OF009	Access the Help function	1.16	Using Electronic Technology	C9 C12 C14 F1 F5	Participates Exercises Leadership Works with Cultural Diversity Reading Listening
OF010	Locate data	1.1	Accessing Sources of Information	F1 F7 F9 F12	Reading Creative Thinking Problem Solving Reasoning
OF011	Develop and revise a data base	1.16 5.2	Using Electronic Technology Creative Thinking	C5 C6 C8 C15 C17 C18 C19 F1 F9 F12	Acquires and Evaluates Information Organizes and Maintains Information Uses Computers to Process Understands Systems Improves and Designs Systems Selects Technology Applies Technology to a Task Reading Problem Solving Reasoning
OF012	Merge text	1.16	Using Electronic Technology	C8 C18 C19	Uses Computers to Process Information Selects Technology Applies Technology to a Task
OF013	Prepare an index of the word processing directory/subdirectory	1.10 1.16	Classifying Using Electronic Technology	C8 C18 C19	Uses Computers to Process Information Selects Technology Applies Technology to a task
OF014	Create high-quality visual aids	1.2 1.3 1.13 1.16 5.2	Reading Observing Visual Arts Using Electronic Technology Creative Thinking	C7 F7 F10	Interprets and Communicates Information Creative Thinking Seeing Things in the Mind=s Eye

Administrative Support Crosswalk of Skill Standards to Academic Expectations and SCANS

Skill Standards		Kentucky Academic Expectations		SCANS	
OF015	Match software to work on hand	1.16	Using Electronic Technology	C8 C18 C19 F5 F8 F16	Uses Computers to Process Information Selects Technology Applies Technology to a Task Listening Decision Making Self-Management
OF016	Create a template using word processing software	1.16 5.2	Using Electronic Technology Creative Thinking	C8 C18 C19 F1 F9 F12	Uses Computers to Process Information Selects Technology Applies Technology to a Task Reading Problem Solving Reasoning
OF017	Prepare document using spreadsheet software package	1.16 5.3	Using Electronic Technology Conceptualizing	C8 C18 C19 F9 F12	Uses Computers to Process Information Selects Technology Applies Technology to a Task Problem Solving Reasoning
OF018	Create a new document	1.16 5.2	Using Electronic Technology Creative Thinking	C8 C18 C19	Uses Computers to Process Information Selects Technology Applies Technology to a Task
OF019	Lay out a desktop-published document using available equipment	1.13 1.16	Visual Arts Using Electronic Technology	C18 C19 F1 F2 F7 F10	Selects Technology Applies Technology to a Task Reading Writing Creative Thinking Seeing Things in the Mind=s Eye
OF020	Create desktop-publishing documents	1.13 1.16 5.2	Visual Arts Using Electronic Technology Creative Thinking	C18 C19 F1 F7 F10	Selects Technology Applies technology to a Task Reading Creative Thinking Seeing Things in the Mind's Eye
OF021	Create charts and graphs	1.16 2.7 2.8 5.2	Using Electronic technology Number Mathematical Procedures Creative Thinking	C6 C7 C18 C19 F1 F7 F12	Organizes and Maintains Information Interprets and Communicates Information Selects Technology Applies Technology to a Task Reading Creative Thinking Reasoning

Administrative Support Crosswalk of Skill Standards to Academic Expectations and SCANS

	Skill Standards	Kentucky Academic Expectations		SCANS	
OF022	Create templates	1.16 5.2	Using Electronic Technology Creative Thinking	C18 C19 F7 F12	Selects Technology Applies Technology to a Task Creative Thinking Reasoning
OF023	Custom design a desktop-published document	1.13 1.16 5.2	Visual Arts Using Electronic Technology Creative Thinking	C5 C7 C18 C19 F1 F5 F7 F9 F10 F12	Acquires and Evaluates Information Interprets and Communicates Information Selects Technology Applies Technology to a Task Reading Listening Creative Thinking Problem Solving Seeing Things in the Mind=s Eye Reasoning
OF024	Manipulate operating system to improve performance	1.16 5.1	Using Electronic Technology Critical Thinking	C8 C16 C17 C20 F9 F12 F16	Uses Computers to Process Information Monitors and Corrects Performance Improves and Designs Systems Maintains and Troubleshoots Technology Problem Solving Reasoning Self-Management
OF025	Maintain system to improve performance	1.16 5.1	Using Electronic Technology Critical Thinking	C16 C20 F9 F12 F16	Monitors and Corrects Performance Maintains and Troubleshoots Technology Problem Solving Reasoning Self-Management
OF026	Maintain system data integrity	1.16	Using Electronic Technology	C6	Organizes and Maintains Information
OF027	Update software programs on PC operating system	1.16	Using Electronic Technology	C20	Maintains and Troubleshoots Technology
OF028	Maintain PC operating system for use	1.16 5.8	Using Electronic Technology Problem Solving	C20 F9 F12 F13 F16	Maintains and Troubleshoots Technology Problem Solving Reasoning Responsibility Self-Management
	EMPLOYABILITY STANDARDS				
EA	**Exhibit Workplace Skills**				

Administrative Support Crosswalk of Skill Standards to Academic Expectations and SCANS

	Skill Standards	Kentucky Academic Expectations		SCANS	
EA001	Demonstrate consistently punctual arrival	2.17 3.5	Cultural Diversity Self-Control and Self-Discipline	F13 F16 F17	Responsibility Self-Management Integrity/Honesty
EA002	Document regular attendance	2.17 3.5	Cultural Diversity Self-Control and Self-Discipline	C6 F13 F16 F17	Organizes and Maintains Information Responsibility Self-Management Integrity/Honesty
EA003	Demonstrate enthusiasm and confidence about work and learning new skills	2.37 2.38 3.5 3.7	Employability Skills Post-Secondary Opportunity Search Self-Control and Self-Discipline Learn On One=s Own	C9 C12 F5 F6 F11 F15 F16	Participates Exercises Leadership Listening Speaking Knowing How To Learn Social Self-Management
EA004	Demonstrate appropriate dress and hygiene for successful employment	2.30 2.32 2.37 3.5	Consumerism Mental and Emotional Wellness Employability Skills Self-Control and Self-Discipline	C6 F1 F5 F16	Organizes and Maintains Information Reading Listening Self-Management
EA005	Demonstrate the ability to act in a polite and respectful way towards co-workers	2.37 2.38 3.5 4.1 4.3	Employability Skills Post-Secondary Opportunity Search Self-Control and Self-Discipline Interpersonal Skills Consistent, Responsive, Caring Behavior	F5 F6	Listening Speaking
EA006	Demonstrate the ability to complete tasks on time and accurately	2.37 2.38	Employability Skills Post-Secondary Opportunity Search	C6 C9 C11 C16 F13 F16 F17	Organizes and Maintains Information Participates Serves Clients/Customers Monitors and Corrects Performance Responsibility Self-Management Integrity/Honesty
EA007	Demonstrate the ability to make career decisions	2.37 2.38 5.1	Employability Skills Post-Secondary Opportunity Search Critical Thinking	C5 F8 F11 F13 F14	Acquires and Evaluates Information Decision Making Knowing How to Learn Responsibility Self-Esteem

Administrative Support Crosswalk of Skill Standards to Academic Expectations and SCANS

	Skill Standards		Kentucky Academic Expectations		SCANS
EA008	Prepare a resume and letter of application or interest	2.37 2.38 5.3	Employability Skills Post-Secondary Opportunity Search Conceptualizing	C8 C19 F1 F2 F8 F11	Uses Computers to Process Information Applies Technology to a Task Reading Writing Decision Making Knowing How to Learn
EA009	Fill out an application for employment	2.37 2.38	Employability Skills Post-Secondary Opportunity Search	C7 C19 F1 F2	Interprets and Communicates Information Applies Technology to a Task Reading Writing
EA010	Participate in an employment interview	2.37 2.38	Employability Skills Post-Secondary Opportunity Search	C7 C14 F5 F6 F11 F12 F15 F16 F17	Interprets and Communicates Information Works with Cultural Diversity Listening Speaking Knowing How to Learn Reasoning Social Self-Management Integrity/Honesty
EA011	Follow directions and procedures	1.2 1.3 1.4 2.37	Reading Observing Listening Employability Skills	C6 F12 F13	Organize and Maintains Information Reasoning Responsibility
EA012	Accept constructive criticism	2.37 4.1 4.4 4.6	Employability Skills Interpersonal Skills Rights and Responsibility Open Mind to Alternative Perspectives	C6 C7 C9 C12 C16 F5 F6 F11 F13 F14 F16	Organizes and Maintains Information Interprets and Communicates Information Participates Exercises Leadership Monitors and Corrects Performance Listening Speaking Knowing How to Learn Responsibility Self-Esteem Self-Management

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	Skill Standards	Kentucky Academic Expectations		SCANS	
EA013	Work with minimal supervision	2.37 3.3 3.4 3.5 3.7 4.4 5.1 5.4 6.1	Employability Skills Adaptable and Flexible Resourceful and Creative Self-Control and Self-Discipline Learn On One=s Own Rights and Responsibilities Critical Thinking Decision Making Applying Multiple Perspectives	C5 C6 C7 C8 C9 C12 C16 C18 C19 F1 F2 F3 F4 F5 F7 F8 F9 F11 F12 F13 F16 F17	Acquires and Evaluates Information Organizes and Maintains Information Interprets and Communicates Information Uses Computers to Process Information Participates Exercises Leadership Monitors and Corrects Performance Selects Technology Applies Technology to a Task Reading Writing Arithmetic Mathematics Listening Creative Thinking Decision Making Problem Solving Knowing How to Learn Reasoning Responsibility Self-Management Integrity/Honesty
EB	**Understands Workforce Issues**				
EB001	Recognize the difference between a team environment workplace and a conventional workplace	1.2 1.3 1.4 4.1 4.2 4.5	Reading Observing Listening Interpersonal Skills Productive Team Skills Multicultural Sensitivity	C7 C9 C15	Interprets and Communicates Information Participates Understands Systems
EB002	Identify the characteristics of a diverse workforce	2.17 2.27 4.5 4.6 5.3	Cultural Diversity Language Multicultural Sensitivity Open Mind to Alternative perspectives Conceptualizing	C7 C9 C14 F13 F15 F16 F17	Interprets and Communicates Information Participates Works with Cultural Diversity Responsibility Social Self-Management Integrity/Honesty

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Skill Standards		Kentucky Academic Expectations		SCANS	
EB003	Identify ethical characteristics and behaviors	1.3 2.33 3.6 3.5	Observing Community Health System Make Decisions Based on Ethical Values Self-Control and Self-Discipline	C7 C9 F13 F15 F16 F17	Interprets and Communicates Information Participates Responsibility Social Self-Management Integrity/Honesty
EB004	Differentiate between good and poor business ethics	3.6 5.4	Ethical Values Decision Making	C5 C6 C7 F17	Acquires and Evaluates Information Organizes and Maintains Information Interprets and Communicates Information Integrity/Honesty
EB005	Match employee responsibilities to employer expectations	3.3 4.1 4.4	Adaptable and Flexible Interpersonal Skills Rights and Responsibilities	C6 C7 C11 F13 F17	Organizes and Maintains Information Interprets and Communicates Information Serves Clients/Customers Responsibility Integrity/Honesty
EB006	Define discrimination, harassment, and equity	2.16 2.17 2.32 2.37 3.6	Structure and Function of Social System Cultural Diversity Mental and Emotional Wellness Employability Skills Make Decisions Based on Ethical Values	C6 C7 C14 F5 F6 F11 F12 F16 F17	Organizes and Maintains Information Interprets and Communicates Information Works with Cultural Diversity Listening Speaking Knowing How to Learn Reasoning Self-Management Integrity/Honesty
EB007	Demonstrate non-discriminatory behavior	3.5 2.37 5.4	Self-Control and Self-Discipline Employability Skills Decision Making	C6 C7 F1 F5 F6 F8 F13 F15 F16 F17	Organizes and Maintains Information Interprets and Communicates Information Reading Listening Speaking Decision Making Responsibility Social Self-Management Integrity/Honesty
EB008	Maintain confidentiality and sensitivity of company information	3.6	Make Decisions Based on Ethical Values	C6 F13 F16 F17	Organizes and Maintains Information Responsibility Self-Management Integrity/Honesty

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	Skill Standards		Kentucky Academic Expectations		SCANS
	ACADEMIC STANDARDS				
AA	**Apply Math and Financial Skills**				
AA001	Add, subtract, multiply, and divide with the use of a calculator	1.6 1.9 2.8	Computing Mathematical Reasoning Mathematical Procedures	C19 F3 F9	Applies Technology to a Task Arithmetic Problem Solving
AA002	Add, subtract, multiply, and divide without the use of a calculator	1.6 1.9 1.10 2.7 2.8	Computing Mathematical Reasoning Classifying Number Mathematical Procedures	F3 F9	Arithmetic Problem Solving
AA003	Balance cash and receipts	1.10 2.7 2.8	Classifying Number Mathematical Procedures	C2 C6 F4 F13 F17	Allocates Money Organizes and Maintains Information Mathematics Responsibility Integrity/Honesty
AA004	Balance bank statements with checkbook	1.10 2.7 2.8	Classifying Number Mathematical Procedures	C6 F4 F13 F17	Organizes and Maintains Information Mathematics Responsibility Integrity/Honesty
AA005	Maintain accounting journal	1.10 2.7 2.8	Classifying Number Mathematical Procedures	C6 F4 F13 F17	Organizes and Maintains Information Mathematics Responsibility Integrity/Honesty
AB	**Demonstrate Effective Written Skills**				
AB001	Prepare correspondence	1.11 5.3	Writing Conceptualizing	C7 C8 C11 F1 F2 F5 F12 F16	Interprets and Communicates Information Uses Computers to Process Information Serves Clients/Customers Reading Writing Listening Reasoning Self-Management
AB002	Compose written documents	1.11 5.2	Writing Creative Thinking	C5 C7 C15 F2 F9	Acquires and Evaluates Information Interprets and Communicates Information Understands Systems Writing Problem Solving

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Skill Standards		Kentucky Academic Expectations		SCANS	
AB003	Write copy to be keyed	1.11	Writing	F2 F7	Writing Creative Thinking
AB004	Use correct pronunciation	1.4 1.12	Listening Speaking	C7 C9 F5 F6	Interprets and Communicates Information Participates Listening Speaking
AB005	Use correct spelling	1.11	Writing	C7 F2 F8	Interprets and Communicates Information Writing Decision Making
AB006	Write with accuracy, brevity, and clarity	1.11 5.1	Writing Critical Thinking	C5 C6 C7 C8 C19 F1 F2 F7 F8 F13	Acquires an Evaluates Information Organizes and Maintains Information Interprets and Communicates Information Uses Computers to Process Information Applies Technology to a Task Reading Writing Creative Thinking Decision Making Responsibility
AB007	Detect all content, format, and type errors	1.11 1.16 5.5	Writing Using Electronic Technology Problem Solving	C5 C8 C16 C19 F1 F2 F9 F12	Acquires and Evaluates Information Uses Computers to Process Information Monitors and Corrects Performance Applies Technology to a Task Reading Writing Problem Solving Reasoning