



TENNESSEE DEPARTMENT OF  
**EDUCATION**  
FIRST TO THE TOP

## Administrative Management

<b>Primary Career Cluster:</b>	Business, Management & Administration
<b>Consultant:</b>	Joy Smith, (615) 532-6248, <a href="mailto:Joy.Smith@tn.gov">Joy.Smith@tn.gov</a>
<b>Course Code(s):</b>	5895
<b>Recommended Prerequisite(s):</b>	Keyboarding 4-8; Document Formatting (5909); Computer Applications (5891/3638/3721)
<b>Credit:</b>	1 to 2** ( <i>Recommended two-credit hour block for students pursuing certification and/or advanced training</i> )
<b>Grade Level:</b>	11-12
<b>Aligned Student Organization(s):</b>	DECA: <a href="http://www.decatn.org">www.decatn.org</a> FBLA: <a href="http://www.fblatn.org">www.fblatn.org</a> Sarah Williams, (615) 532-2829, <a href="mailto:Sarah.G.Williams@tn.gov">Sarah.G.Williams@tn.gov</a>
<b>Teacher Resources:</b>	<a href="http://www.state.tn.us/education/cte/BusinessManagementAdministration.shtml">http://www.state.tn.us/education/cte/BusinessManagementAdministration.shtml</a>

### Course Description

This capstone course provides advanced training, including hands-on experiences, for students pursuing a career in business management & administration. Skills developed in previous courses will be incorporated and enhanced through a multi-tasking environment using a variety of input technologies. Procedures and concepts are related to information processing systems, administrative/information management, problem solving, reasoning, team-building, time management, business standards, feasibility studies, cost/budgeting, professional leadership, ethical and legal issues, ethical and legal issues, mathematics, and communications. Production and administrative skills are developed to meet industry standards.

The student will play a variety of roles in completing tasks. Team activities will be evaluated as a group. Collaboration with other courses can enhance student' learning and expand their experiences. This course may articulate to a post-secondary program. (*A computerized workstation with dedicated office suite, voice technology, and page layout software and Internet connectivity is necessary for each student.*)

### Course Standards

#### Standard 1.0

**The student will develop and apply concepts related to human relations, safety, career development, communications, and leadership skills for a global workplace.**

**The student will:**

- 1.1 Demonstrate sensitivity to personal, societal, corporate, and governmental responsibility to community and global issues.
- 1.2 Demonstrate the interpersonal, teamwork, and leadership skills needed to function in diverse business settings, including the global marketplace.
- 1.3 Communicate effectively as writers, listeners, and speakers in diverse social and business settings.
- 1.4 Apply the critical-thinking and soft skills needed to function in students' multiple roles as citizens, consumers, workers, managers, business owners, and directors of their own futures.
- 1.5 Analyze and follow policies for managing legal and ethical issues in organizations and in a technology-based society.
- 1.6 Investigate the life-long learning skills that foster flexible career paths and confidence in adapting to a workplace that demands constant retooling.
- 1.7 Assess personal skills, abilities, aptitudes, and personal strengths and weaknesses as they relate to career exploration and apply knowledge gained from individual assessment to research and develop an individual career plan.
- 1.8 Examine the goals and principles of Future Business Leaders of America.
- 1.9 Investigates online and office safety procedures and passes a written safety examination with 100% accuracy.
- 1.10 Demonstrates parliamentary procedure through office staff/chapter organizational meetings.
- 1.11 Apply appropriate typography concepts to industry documents.

**Sample Performance Task**

- Design and produce a team project on legal and ethical issues that includes issues and penalties for plagiarism, copied text that does not require permission, and copied data that requires permission and the process used in obtaining permission. Obtain formal permission for use of quotations, art form, design, music, and photographs. Develop and present a total team project utilizing various technology components and appropriate typography concepts.

**Standard 2.0**

**Students will examine the role of an administrative professional in the organization.**

**The student will:**

- 2.1 Analyze the relationship of the administrative professional to the overall corporation.
- 2.2 Identify competencies required in the world of business.
- 2.3 Interpret expectations of workplace standards.
- 2.4 Analyze the role of international business and its importance on careers and doing business at the local, state, national, and international levels.

**Sample Performance Task**

- Diagram an organizational chart for a sample business.



### **Standard 3.0**

**The student will effectively use resources that support work activities, time management, workstation components, and safety in the work environment.**

**The student will:**

- 3.1 Analyze the importance of time management for personal and professional applications.
- 3.2 Evaluate personal and professional time management procedures to increase productivity.
- 3.3 Examine factors related to ergonomics and its importance to the office worker.
- 3.4 Establish safety and security measures necessary in the work environment.

#### **Sample Performance Task**

- Complete a daily time log. Determine the most and least productive time periods.
- Design a tickler file to promote efficient time management.
- Maintain time log and tickler file for a portfolio sample.

### **Standard 4.0**

**The student will apply various input technologies to productively and effectively create and transmit professionally composed and formatted documents.**

**The student will:**

- 4.1 Demonstrate the functions, applications, and common features of word processing software.
- 4.2 Apply the different stages of the document cycle.
- 4.3 Create a variety of business forms and documents.
- 4.4 Apply effective procedures for composing effective business communications.
- 4.5 Utilize a variety of input technologies to include voice and handwriting recognition tools.
- 4.6 Apply information processing systems hardware and software appropriately to accomplish tasks across the curriculum.
- 4.7 Demonstrate the ability to access reference materials in a variety of locations.

#### **Sample Performance Task**

- Demonstrate information processing employability standards by completing a minimum of four multi-page-multi application simulated or real tasks such as a student handbook, etc.

### **Standard 5.0**

**Students will apply various communication strategies and techniques to effectively interact with clients and customers.**

**The student will:**

- 5.1 Demonstrate techniques for handling interoffice, incoming, and outgoing mail.
- 5.2 Identify the equipment, techniques, and procedures used for telecommunication at the local, state, national, and international level.



- 5.3 Practice appropriate telephone procedures for greeting callers, taking messages, and responding to customer inquiries.
- 5.4 Apply interpersonal techniques appropriate in relating to and working with clients, customers, and co-workers in the workplace including diverse populations (cultural, ethnic, national, etc.).
- 5.5 Plan, prepare, and deliver a multimedia presentation.

### **Sample Performance Task**

- Role-play
  - Incoming and outgoing calls.
  - Preparing telephone messages.
  - Composing and keying e-mail messages.
- Simulate a role-playing situation involving an irate client or employee.
- Apply management and problem-solving skills in resolving the situation.

### **Standard 6.0**

**Students will maintain various records management systems.**

**The student will:**

- 6.1 Manage paper and magnetic records and media.
- 6.2 Examine alphabetic, numeric, chronological, geographic, and subject filing systems.
- 6.3 Relate the reprographic processes to records management.
- 6.4 Use computer-assisted retrieval systems to manage magnetic and micro imaging media.
- 6.5 Use imaging systems to convert and store data in a digitized format.
- 6.6 Examine procedures and methods for disposal of records.

### **Sample Performance Task**

- Perform record management procedures using a variety of media, including paper, magnetic and electronic media.
- Complete simulated records management tasks.

### **Standard 7.0**

**The student will examine concepts and procedures used in managing financial activities.**

**The student will:**

- 7.1 Analyze procedures for effective professional money management and budgeting. (*Math CLE 3102.5.2*)
- 7.2 Use financial records essential to daily operations of a business.
- 7.3 Calculate mathematical computations related to financial management. (*Math CLE 3103.2.3; CLE 3102.5.1*)

### **Sample Performance Task**

- Create, follow, and record protocol for financial management in simulated projects.



## **Standard 8.0**

**The student will apply procedures for planning meetings and travel.**

**The student will:**

- 8.1 Prepare documents related to planning and carrying out a meeting.
- 8.2 Plan and prepare appropriate documents for a business trip.

### **Sample Performance Task**

- Research a location for a business meeting including facilities, travel, lodging, and leisure activities and prepare an itinerary and cost analysis.

## **Standard 9.0**

**The student will perform activities and demonstrate knowledge essential to planning career strategies and continuous self-improvement.**

**The student will:**

- 9.1 Develop skills necessary for initial employment.
- 9.2 Demonstrate the ability to complete a job search.
- 9.3 Compose employability documents.
- 9.4 Practice job-interviewing techniques.
- 9.5 Develop a strategy for improvement and advancement in the workforce.
- 9.6 Develop a comprehensive portfolio.

### **Sample Performance Task**

- Locate an occupation in the Occupational Outlook Handbook (either printed or on the Internet) and prepare a report of a related occupation.

## **Standard 10.0\*\***

**The student will participate in a work-based learning program.**

**The student will:**

- 10.1 Apply administrative office procedures to a work-based situation.
- 10.2 Integrate time management principles in organizing an individualized schedule that includes school, work, social, and other activities.
- 10.3 Evaluate and apply principles of ethics as they relate to the work-based experience.
- 10.4 Employ the principles of safety to the work-based experience.

### **Sample Performance Tasks**

- Compose and maintain a journal that includes general work site experiences, time management planning, and evaluation of ethical behavior.
- Create a training manual for a new employee outlining the safety considerations for the job.
- Keep a report of wages and hours on the job.



### **Standard 11.0\*\***

**The student will complete a specialized program of study.**

**The student will:**

- 11.1 Create real-world documents and publications using software to demonstrate formatting skills.
- 11.2 Complete one or more comprehensive simulations or projects.
- 11.3 Incorporate learning from the overall CTE program into one or more projects.

#### **Sample Performance Tasks**

- Completes a comprehensive simulation in general, legal, or medical office procedures.

### **Standard 12.0\*\***

**The student will develop a comprehensive electronic employment portfolio.**

**The student will:**

- 12.1 Research and analyze individual career portfolios.
- 12.2 Prepare a portfolio to include a repertoire of information, such as personal career goals, resume, work experiences, achievements and awards, community service, samples of work, and picture gallery.

#### **Sample Performance Tasks**

- Develop a comprehensive electronic employment portfolio using the applied task developed in Standards 1 through 12, in addition to the work-based learning activity.

### **Standard 13.0\*\***

**The student will advance toward expert level in the technological area of choice.**

**The student will:**

- 13.1 Perform advanced functions using a software package.
- 13.2 Work toward industry certification in one or more software applications.
- 13.3 Demonstrate knowledge of articulation opportunities in post-secondary training.
- 13.4 Apply administrative skills to school-wide projects and activities as deemed by the administrative staff.
- 13.5 Discuss the need for life-long learning and retraining as a result of technological changes in the work environment.

#### **Sample Performance Tasks**

- Study and sit for sample assessment exams for one or more industry certifications.

### **Standard 14.0\*\***

**The student will develop the administrative management skills needed to assist the business executive in the efficient and successful operation of the business.**



**The student will:**

- 14.1 Efficiently utilize time management.
- 14.2 Demonstrate effective communication skills.
- 14.3 Understand financial calculations used by the business professional.
- 14.4 Demonstrate critical thinking and problem solving.

**Sample Performance Tasks**

- Develops a flowchart for a project that includes beginning and completion dates for the project, the various steps involved, and the different phases of the project.

