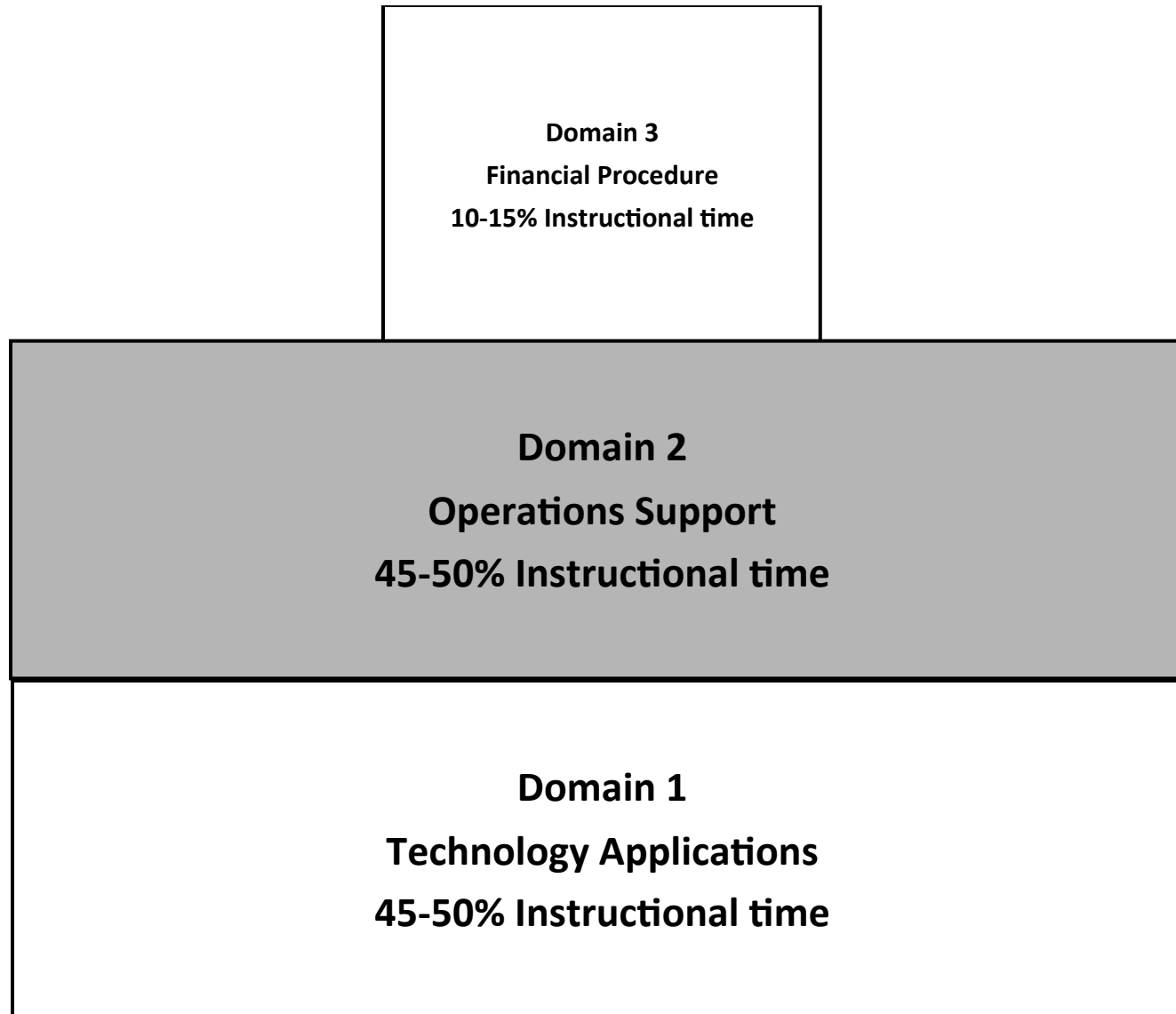


# Content Domains

Business Operations and Assistant Services 52.0400.00



The technical standards for the Business Operations and Assistant Services Program are clustered in 3 domains. The greatest percentage of instructional time will be spent on domains 1 and 2 with less time on domain 3. Students who complete the program should demonstrate a thorough knowledge in each of these domains.

# Blueprint for Instruction and Assessment

Business Operations and Assistant Services  
52.0400.00

Domain	Related Standards	Instructional Time
Domain 1 Technology Applications	<b>STANDARD 1.0</b> APPLY WORD PROCESSING SOFTWARE TO PRODUCE DOCUMENTS <b>STANDARD 2.0</b> COMPOSE DOCUMENTS FOR PRESENTATION <b>STANDARD 3.0</b> USE SPREADSHEET SOFTWARE TO PRODUCE DOCUMENTS <b>STANDARD 4.0</b> APPLY COMMUNICATION, COLLABORATION, AND EMAIL SKILLS <b>STANDARD 5.0</b> USE DATABASE SOFTWARE TO PRODUCE DOCUMENTS <b>STANDARD 12.0</b> DEMONSTRATE PROFICIENCY NAVIGATING THE INTERNET	45-50%
Domain 2 Operations Support	<b>STANDARD 6.0</b> DEMONSTRATE AN UNDERSTANDING OF THE FUNCTIONS AND RESPONSIBILITIES OF A BUSINESS ASSISTANT <b>STANDARD 7.0</b> ESTABLISH AND FOLLOW PROCEDURES TO MANAGE RECORDS <b>STANDARD 8.0</b> PLAN AND PARTICIPATE IN FACE-TO-FACE AND VIRTUAL MEETINGS <b>STANDARD 9.0</b> PREPARE TRAVEL ARRANGEMENTS <b>STANDARD 10.0</b> DEMONSTRATE TELEPHONE SKILLS TO COMMUNICATE EFFECTIVELY <b>STANDARD 13.0</b> DEMONSTRATE KNOWLEDGE OF THE NEED FOR ETHICAL BEHAVIOR IN THE WORKPLACE	45-50%
Domain 3 Financial Procedures	<b>STANDARD 11.0</b> MAINTAIN RECORDS AND REPORTS TO MANAGE CASH AND BANKING PROCEDURES	10-15%

Content domains are bodies of knowledge, skills or abilities to be taught or assessed. They are clustered as related to technical standards for instruction. The suggested percentage of instructional time is listed for each domain. Instructional time corresponds to the percentage of assessment items included on the Technical Skills Assessment 2017