

STRANDS AND STANDARDS

BUSINESS OFFICE SPECIALIST



Course Description

This course applies advanced concepts and principles using word processing, spreadsheets, and electronic slideshow software. Students may have the opportunity to obtain industry certifications through either Google, Microsoft, and YouScience. The certification is recognized worldwide as the best method for employers to validate computer skill proficiency. Students will integrate the applications learned. This course builds on skills included in Digital Literacy.

Intended Grade Level	9-12
Units of Credit	.5
Core Code	32.02.00.00.216
Concurrent Enrollment Core Code	32.02.00.13.216
Prerequisite	None
Skill Certification Test Number	251
Test Weight	.05
License Area of Concentration	CTE and/or Secondary Education 6-12
Required Endorsement(s)	
Endorsement 1	Business & Marketing (CTE/General)
Endorsement 2	Business & Marketing Info Management L1

Strand 1

Students will be able to identify common features and organize files across a variety of software programs.

Standard 1

Demonstrate these common functions in software applications.

- Cut
- Copy
- Paste
- Undo
- Redo
- Save
- Modify print settings
- Export as PDF
- Find
- Find + Replace
- Spell check
- Zoom
- Format and edit text options
 - Font Style
 - Font Color
 - Font Size
 - Bold
 - Italicized
 - Underline
- Apply various font styles and font sizes to the text within a document
- **Headers:** located in the margin area at the top of a page. This information is repeated on each page and thus enables the reader to easily navigate the document.
- **Footers:** located in the margin area at the bottom of a page. This information is repeated on each page and thus enables the reader to easily navigate the document.
- Apply advanced text options using **superscript**, **subscript**, and capitalization (lowercase, uppercase, title case)
- Insert hyperlinks
- Insert symbols and special characters
- Identify the difference between Save and Save As.
 - **Save** is a command that creates an original file and location or updates changes made in a document while keeping the original file name and location.
 - **Save As** is a command that creates a copy of a current document and allows the user to rename and/or relocate the document.

Standard 2

Demonstrate best practices for file management.

- Perform basic **file management system** tasks.
 - Define file management system as software that manages the storage of data files.
- Create and delete files.
 - Define **file** as storage of computer-recorded data.

- Create and delete folders.
 - Define **folders** as an icon on a computer used to access a directory of file storage.
- Create subfolders.
 - Define **subfolders** as a folder contained within another folder.
- Duplicate files.
- Identify where deleted content is contained (i.e. recycle bin, trash can, permanently deleted).
- Demonstrate the ability to sort and locate files based on search terms and file type.
- Rename files and save in a new location.

Standard 3

Identify and navigate through common software application screen components

- Locate the various toolbars, menus, and document window
- Utilize the ruler to edit a document
- Explain the purpose of the status bar
- Identify and explore the different options within the navigation pane
- Apply and edit the different zoom options
- Utilize the scroll bars to navigate through a document
- Identify the purpose for different graphic objects (WordArt, image/picture, shapes, and text boxes)
- Apply and edit different graphic object formats (size and position, text wrapping, borders and shading, shape fill/outline, rotate/flip)

STRAND 2

Students will explore word processing software and the many practical and creative applications for both personal and career development

Standard 1

Apply and format basic editing and formatting tools within a document

- **Built-in styles:** combinations of formatting characteristics that you can apply to text to quickly change its appearance. For example, applying the Heading 1 style might make the text bold, Arial, and 16 point, and applying the Heading 2 style makes text bold, italic, Arial, and 14 point.
- **Paragraph options:** Paragraph formatting commands are in the Home → Paragraph group. Left to right, from the top, you find buttons to add bullets and numbers, apply indents, and short paragraphs, show the paragraph mark, align paragraphs, adjust line spacing, change the background color, and add borders.
- **Tabs:** used for aligning text in a word processor by moving the cursor to a predefined position
- **Background:** color/page color
- **Watermark:** a faint design made in some paper during manufacture that is visible when held against the light and typically identifies the maker
- **Paragraph Spacing:** determines the amount of space above or below a paragraph
- **Vertical Text alignment:** determines the position of the text within a section of a document relative to the top and bottom margins
- **Horizontal Text alignment:** positions the text evenly between the margins on either side of the page.
- **Paragraph Indent options:** (left, right, hanging, and first line)
- **Text bullets and numbering:** (customize and list levels)
- **Format images:** size & rotation, text wrapping, color adjustments, borders

Standard 2

Identify, and define functions used to review, navigate and edit a document

- **Thesaurus:** to explore alternative words. Lists words in groups of synonyms and related concepts.
- **Format painter:** lets you copy all of the formattings from one object and apply it to another one
- **Bookmark:** used to help navigate through a document. A bookmark is a feature that lets you tag words, pictures, charts, or other objects to quickly find and view them again later.

Standard 3

Modify a table within a document through the use of insert, delete, and select the entire table.

Define the parts of a table.

- **Rows:** horizontal alignment of data
- **Columns:** vertical alignment of data
- **Cells:** part of a table where a row and column intersect and leave a field to enter text into
 - Size, merge, and split cells within a table
- Enhance the appearance of a table using borders, shading/color, and styles
- Align text within a table and a cell (top, bottom, right, left, center) Use icons for text
- Sort data within a table
 - **Alphabetically:** the order of the letters of the alphabet
 - **Numerically:** sorted by numbers

Standard 4

Insert references appropriately to a document. **References** provide the information for readers to identify and retrieve each work cited in the text. Cover the following references and when it is important to use each one.

Commonly used in formal reports, thesis papers, project reports, and business plans

- **Cover page:** represents the main highlighted part of your document that contains the document title, pictures, company logo, or information about the document file.
- **Table of contents:** listing all the headings in the document in outline order, as well as the page number that each heading appears on.
- **Citations:** the way you tell your readers that certain material in your work came from another source and gives your readers the information necessary to find that source again. Citations may include Information about the Author(s) or Editor(s). The Title of the Work. The Publisher. The Date published.
- **Footnote:** appears on the bottom of the page that contains the sentence to which it refers.
- **Endnotes:** are listed at the end of the paper on separate pages
- **Bibliography:** list of sources referred to in a document
- **Caption Properties:** the text identifies or describes the object with which it is associated an image, textbox, and figure
- **Comments:** useful when needing to make note of something that requires attention or needs fixed, or provide additional information to others reading the document.

Standard 5

Format and customize page layout options within a document.

- **Templates:** predefined page layout, fonts, margins, and styles to enhance productivity
- **Margins:** the blank spaces that line the top, bottom, and left and right sides of a document.

- **Section breaks:** used to divide the document into sections, change the layout or formatting in one section of your document
- **Page breaks:** mark the point at which one-page ends and the next page begins
- **Page orientation:** portrait (vertical) or landscape (horizontal) layout
- **Page numbers** within a document
- **Columns** within a document (multiple columns, spacing between columns, lines between columns)

Performance Skills

Use word processing software to create a project. Encourage students to create a project with personal interest to promote the use and exploration of word processing programs for individual use.

- Create a Report, Newsletter, Brochure, Blog post, Magazine Article, or Infographic

STRAND 3

Students will explore spreadsheets and the careers that use them. Spreadsheets can be used to solve problems that require organization, calculation, scheduling, and other work-related needs.

Standard 1

Identify, define and modify cells, worksheets, and workbooks in a spreadsheet program. Include customizing, formatting, and layout options; creating, opening, importing and exporting, copying, and moving worksheets in a workbook.

- **Workbooks:** a single spreadsheet
- **Worksheets:** a group of worksheets, identified by tabs at the bottom of a worksheet.
- **Cell References:** A definition in a cell that refers to the contents of another cell
- **Formula bar:** a field at the top of a spreadsheet that shows the contents of the current cell and allows you to create and view formulas.
- **Name box:** lets you select cells or ranges by entering a reference or range name.
- **Sheet Tabs:** Reference labels on a workbook that identifies the data inside the worksheet.
- File formats for spreadsheets
 - .xls, csv
- Edit and customize text formatting
 - Merge & center
 - **Wrap text:** a command that formats the text in a cell to wrap a line underneath each other.
 - Align text
- Edit and customize **Number formatting:** to change the appearance of a number within a cell to reflect the type of information being displayed.
 - General
 - Currency
 - Accounting
 - Date & time
 - Decimal
- Apply and modify styles to cell
 - Wrap text
 - Cell styles
 - Cell alignment

- Apply and manage view options
 - **Freeze panes:** keeps specific rows or columns visible when you scroll in the worksheet.
 - **Split window:** you can view two areas of a sheet by splitting it into separate panes where you can scroll in both panes independently.
 - **Zoom:** changes the scale of a worksheet. When you want to see more or less of a worksheet, use Zoom to increase or decrease the magnification.
 - Continue a series or pattern into neighboring cells using the **fill handle:** a feature used to extend and fill several numbers, dates, or text to other cells.
- Edit and customize cell size (row height, column width,)
- **AutoFit:** automatically adapts to appropriate height and width based on font size.

Standard 2

Manage Data to create, format, and modify tables, charts, and graphs

- Insert, move, delete, and copy a worksheet **range:** a collection of cells
- Utilize **named range:** naming a range of cells.
- Manipulate data in worksheets
 - **Auto Fill:** when entering a predictable series, it will automatically enter data.
 - paste options
- **Sort and filter** data within a worksheet
 - **Ascending:** from A-Z or from the smallest number to largest.
 - **Descending:** from Z-A or from largest number to smallest.
 - Multiple fields
- Create charts
 - **Line chart:** displays data points connected by straight lines and shows information (trends) that changes over time.
 - **Pie chart:** displays data in a circular graph showing the percentage of the whole.
 - **Column chart:** displays rectangular bars to show a comparison between categories.
- Modify and format charts
 - Add **data series:** a row or column of numbers that are entered in a worksheet and then used to plot a chart.
 - Add and modify **chart elements:** this makes your chart easier to read such as chart titles, legends, and data labels.
 - Apply **chart layouts:** contains the information for the structure and design of the various graphs.
 - Apply **chart styles:** adjusts the format of several chart elements all at once.
- Summarize data visually
 - **Sparklines:** tiny chart in a worksheet cell that provides a visual representation of data.
 - **Conditional formatting:** changes the appearance of a cell range based on a condition.

Standard 3

Differentiate and apply formulas and functions

FORMULA SYNTAX		
START	FUNCTION	ARGUMENTS
=	SUM	(A1+A2)

- **Formulas vs. Functions**
 - **Formula:** an expression that operates on values in a range of cells or a cell. For example, =A1+A2+A3, which finds the sum of the range of values from cell A1 to cell A3.
 - **Function** predefined formulas in Excel. For example: =SUM(A1:A3). The function sums all the values from A1 to A3.
- Insert cell references
 - **Relative reference:** a cell reference is a relative reference, which means that the reference is relative to the location of the cell.
 - **Absolute reference:** a reference that is “locked” so that rows and columns won’t change when copied.
 - **Mixed references:** only part of the reference is fixed, either the row or the column, and the other part is relative.
- Coding functions including

SUM	=SUM(A1:A2)
IF STATEMENTS	=IF(B2>=50, “PASS”, “FAIL”)
MAX	=MAX(C3:C8)
MIN	=MIN(C3:C8)
COUNT	=COUNT(B4:B8)
COUNTIF	=COUNTIF(A2:A13, “collar”)
VLOOKUP	=VLOOKUP(C5,B\$4:\$D\$10,2)
HLOOKUP	=HLOOKUP(C5,A\$9:A\$12,3)

- Apply **total rows style:** a preset style for totals.
- View in **show formula** mode: displays formulas and functions in the worksheet.
- Error messages
 - **Formatting Error #####**
 - **Name Error (#NAME?)**
 - **Value Error (#VALUE!)**
 - **Division Error (#DIV? 0!)**
 - **Null Error (#NULL!)**
 - **Reference Error (#REF!)**

Performance Skills

Use spreadsheet software to problem-solve and create a project. Encourage students to create a project with personal interest to promote the use and exploration of spreadsheet programs for individual use.

- Create a budget, invoice, chart, or order form.

STRAND 4

Students will explore and create a slideshow to learn essential communication for real-world and office applications.

Standard 1

Identify, define and modify a slideshow by learning the essentials needed for the office.

- Customize slideshow:
 - **Modify placeholders:** a preformatted container on a slide for content (text, graphics, or video). The preset formatting makes it easier to format slides consistently.
 - **Modify layout**
 - **Size:** change the size of the slide(s)
 - **Theme:** preset formatting of a slideshow in text size, colors, placement, and graphic features.
 - **Font style**
 - **Format background**
- Edit basic **slide master/theme builder:** this is the top slide in a hierarchy of slides that stores information about the theme.
- Arrange and title **Sections:** to organize your slides into meaningful groups
- Insert and edit objects
 - **Picture**
 - **Table**
 - **Chart**
 - **Diagram/SmartArt:** is a visual representation of your information and ideas
 - **Sound**
 - **Video**
- Slide management
 - **Insert**
 - **Move**
 - **Delete**
 - **Reuse: obtain slide(s) from another slideshow**

Standard 2

Demonstrate and use enhanced tools to make slideshows more engaging to the audience.

- Apply custom **animation effects:** Applied to text, images, or graphics that move when entering or leaving a slide for added emphasis.
 - Entrance
 - Emphasis
 - Exit
 - Motion path
- Apply a **transition:** the visual effect that occurs when you move from one slide to the next during a presentation to a slide(s) within a slideshow
- Edit animation **timing:** the time that it takes for an object to enter or exit the slide.
- **Slide order:** rearrange the slides
- **Format images and shapes:**
 - **Size & rotation**
 - **Text wrapping - formatting words around an image**
 - **Color adjustments**

- **Borders**
- Insert
 - Screenshots + screen clippings
 - **Hyperlinks:** a link from a file or document, typically activated by clicking on a highlighted word or image on the screen
 - **Action buttons:** an object on a slide that performs an action when clicked
 - **Speaker notes:** notes visible in the presenter view but not the audience
- Add **alt text** to graphic elements for accessibility: tells a screen reader what is in the image
- Configure slideshow options
 - **Set up timings:** slide(s) move on a chosen amount of seconds to the next slide
 - **Presentation view:** allows a presenter to preview the slide before it is seen by the audience.
 - **Loop:** to play the slideshow again without stopping
 - **Speaker notes:** help you remember what to say when you present. Print them, or use Presenter view to see your notes, while the audience sees only your slides.

Performance Skills

Use slideshow software to communicate and create a project. Encourage students to create a project with personal interest to promote the use and exploration of slideshow software.

- Use slideshow software to create a slideshow(s), demonstrating professional quality design following generally accepted slideshow guidelines that include:
 - Transitions with automatic timing
 - Custom animations
 - Objects (charts, diagrams, tables, sound, video)
 - Hyperlinks and action buttons
 - Speaker notes, handouts, and outlines

Strand 5

Students will identify the courses that will help them to be a pathway completer as well as potential careers as an office administrator, executive assistant, project manager, information clerk, and many more.

Standard 1

Business, Finance and Marketing Pathways

- Identify the “Explorer” courses offered at your school
- Identify the “Concentrator” courses taught at you school
- Identify the “Completer” course for the Business, Finance and Marketing Pathways

Standard 2

Explore the Certifications, Degrees and Tech college programs in your local region

Certifications available through your school

- Utah BOS Skills certification
- Microsoft Office Specialist certification
- Adobe Creative Associate certification

Degrees Available in your local region

- Associate degree in Business Administration, Business Information, Business Technology
- Most state colleges offer a bachelors in Business Management, Human Resource Management
- Masters in Business Administration
- Western Governors University
 - MBA
 - Business Management
- University of Utah: Certificate in Digital Literacy
- MTEC, Ogden/Weber Tech, Uintah Basin Tech
 - Digital Media
- BTech: Business Technology
- UVU Marketing and Digital Marketing
 - Professional Sales Certificate
- USU Huntsman Business School

Standard 3

Careers in Business Administration

- Explore current job postings in this field to introduce students to the fact that this is a high wage high demand field. There are many options that are available based on different strengths.

Skill Certification Test Points by Strand

Test Name	Test #	1	2	3	4	Total Points	Total Questions
Bus. Off. Specialist	251	6	20	19	11	82	47
		11%	36%	34%	20%		100%