



**Florida Department of Education Student Performance
STANDARDS ALIGNMENT & SUGGESTED PACING GUIDE**

Administrative Office Technology 1



iCEV Business, Marketing, Finance, IT & Media Site

Scope & Sequence	Lesson Title	CTE Standards and Benchmarks	Days of Teaching
1	Keyboarding Basics	15.01	3
2	Workplace Communication	15.02; 18.01; 18.04; 20.01; 20.02; 21.01	8
3	Listening 101	16.01; 18.05	3
4	Written Communication Practices	16.01	17
5	English Applications	16.01; 16.02; 18.02	11
6	Presentation Strategies & Tactics	16.03; 18.03	6
7	Mathematics in the Workplace	17.01; 17.02	9
8	Introduction to Microsoft Office 2016- Unit 3 (Excel)	17.03; 18.06	7
9	Researching Strategies & Tactics	18.02	7
10	Introduction to Microsoft Office 2016- Unit 2 (PowerPoint)	18.06	5
11	Introduction to Public & Community Relations	18.07	3
12	Public & Community Relations	18.07	4
13	Employability Skills	19.01	15
14	Conflict Management	19.02; 26.02	6
15	Coaching & Motivating Employees	19.03	3
16	Evaluating Employees	19.03; 22.01	4
17	Strategies & Solutions: Keys to Solving Business Problems	19.04	4
18	Marketing Research	19.04	6
19	Multicultural Workplace	21.01	4
20	Workplace Technology	21.01; 29.03	6
21	Introduction to Microsoft Office 2016- Unit 1 (Word)	21.02	6
22	Business Letters & Memos	21.02	6
23	Business Reports & Newsletters	21.02	6
24	Steps to Superior Customer Service	23.01	3
25	Successful Business Operations	23.02; 24.01	6
26	Safe Working Environment	24.02; 24.03	10
27	Workplace Issues	24.03; 24.04	9
28	Career Advancement Strategies	25.01; 25.02	5
29	Leadership & Team Dynamics	26.01	5
30	Teamwork & Collaboration	26.01	8
31	Administrative Tasks	27.01; 27.02; 27.03; 27.04; 27.05; 27.06; 29.01; 29.02	4
32	Electronic Communication & Scheduling	27.01	7
33	Payroll Procedures	27.03	4
34	Records & Filing	27.05	5
35	Business Mailing Procedures	27.06	5
36	Ethics in Business	28.01; 28.02	6
37	Introduction to Computers	29.03	5
38	Organizational Structures	29.04	4

Florida Department of Education Student Performance Standards
Administrative Office Technology 1

Course Number 8212110

Course Credit 1

Course Description This course is designed to assist with administrative and general office duties in a support capacity. This course explores and expands the core competencies in the areas of personal and professional development and promotes application of higher level office procedures tasks and communications skills through the use of technology.

CTE Standards and Benchmarks		Lesson Title	Location
15.0 Demonstrate knowledge, skill, and application of information systems to accomplish job objectives and enhance workplace of performance. Apply ergonomic principles applicable to the configuration			
15.01	Enhance proficiency with touch keyboarding skills (speed and accuracy to enter and manipulate data.	Keyboarding Basics	All Slides; Activity- Keyboarding Cheat Sheet, Project- Practice Typing
15.02	Use communications and networking to perform tasks and solve problems in business environments.	Workplace Communication	All Slides; Activity- Communication in TV Shows, Project- Communication Dos & Don'ts, Project- Nonverbal Communication Forms
16.0 Demonstrate language arts knowledge and skills – the students will be able to:			
16.01	Locate, comprehend and evaluate key elements of oral and written information.	Listening 101	All Slides; Activity- Draw What You Hear, Project- Newsletter
		Written Communication Practices	All Slides; Project- Informative Pamphlet
		English Applications	All Slides; Activity- Connecting Ideas, Activity- Decoding an Assignment Sheet, Project- Annotated Bibliography, Project- Class Notes
16.02	Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary.	English Applications	Slides 4-24 Slides 45-82; Activity- Grammar Worksheet, Activity- Spelling Test, Activity- Spelling with IPA, Activity- Vocabulary Catchphrase, Project- Vocabulary Comic
16.03	Present information formally and informally for specific purposes and audiences.	Presentation Strategies & Tactics	All Segments; Student Handout- Multimedia Presentation Tips, Activity- Good vs Bad, Activity- Presentation Development, Project- Career Opportunities Speech, Project- Presentation Tips
17.0 Demonstrate mathematics knowledge and skills – the student will be able to:			
17.01	Demonstrate knowledge of arithmetic operations.	Mathematics in the Workplace	All Slides; Activity- Math Worksheet, Activity- Real-Life Math
17.02	Analyze and apply data and measurements to solve problems and interpret documents.	Mathematics in the Workplace	All Slides; Student Handout- Data Analysis Examples, Activity- Math Worksheet, Activity- Real-Life Math; Activity- Data Analysis

CTE Standards and Benchmarks		Lesson Title	Location
17.03	Construct charts/tables/graphs using functions and data.	Introduction to Microsoft Office 2016- Unit 3 (Excel)	Slides 22-57; Project- Company Picnic Finances, Project- Media Plan Charts & Graphs, Project- Partnership Media Plan Calculations
18.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas – the students will be able to:			
18.01	Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.	Workplace Communication	All Slides; Activity- Communication in TV Shows, Project- Communication Dos & Don'ts, Project- Nonverbal Communication Forms
18.02	Locate, organize and reference written information from various sources.	Researching Strategies & Tactics	All Slides; Activity- Automatic, Activity- Get Cited, Activity- Opinion vs. Fact, Activity- Who's Your Source, Project- Historical Figure Essay, Project- Poster
		English Applications	Slides 25-82; Project- Annotated Bibliography
18.03	Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.	Presentation Strategies & Tactics	All Segments; Student Handout- Multimedia Presentation Tips, Activity- Good vs Bad, Activity- Presentation Development, Project- Career Opportunities Speech, Project- Presentation Tips
18.04	Interpret verbal and nonverbal cues/behaviors that enhance communication.	Workplace Communication	All Slides; Activity- Communication in TV Shows, Project- Communication Dos & Don'ts, Project- Nonverbal Communication Forms
18.05	Apply active listening skills to obtain and clarify information.	Listening 101	All Slides; Activity- Draw What You Hear, Project- Newsletter
18.06	Develop and interpret tables and charts to support written and oral communications.	Introduction to Microsoft Office 2016- Unit 3 (Excel)	Slides 22-57; Project- Company Picnic Finances, Project- Media Plan Charts & Graphs, Project- Partnership Media Plan Calculations
		Introduction to Microsoft Office 2016- Unit 2 (PowerPoint)	Slides 22-65; Project- Business Partnership Plan, Project- Business Partnership Presentation
18.07	Exhibit public relations skills that aid in achieving customer satisfaction.	Introduction to Public & Community Relations	All Slides; Project- Public & Business Relations
		Public & Community Relations	All Slides; Project- Public Relations Specialist
19.0 Solve problems using critical thinking skills, creativity and innovation – the students will be able to:			
19.01	Employ critical thinking skills independently and in teams to solve problems and make decisions.	Employability Skills	Slides 28-44; Activity- Critical & Creative, Activity- Problem Solving
19.02	Employ critical thinking and interpersonal skills to resolve conflicts.	Conflict Management	All Segments; Activity- What Caused the Conflict, Project- Conflict Theories, Project- Green Power or Not

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19.03	Identify and document workplace performance goals and monitor progress toward those goals.	Coaching & Motivating Employees	All Slides; Project- Motivation Strategies
		Evaluating Employees	All Slides; Project- Employee Evaluation
19.04	Conduct technical research to gather information necessary for decision-making.	Strategies & Solutions: Keys to Solving Business Problems	All Slides; Project- Business Solutions Teacher Instruction Sheet
		Marketing Research	All Slides; Project- Marketing Research Plan
20.0 Apply communication skills (reading, writing, speaking, listening, and viewing) in a courteous, concise, and correct manner on personal and professional levels – the student will be able to:			
20.01	Integrate all forms of communication in the successful pursuit of an administrative career.	Workplace Communication	All Slides; Project- Communication Dos & Don'ts
20.02	Discuss the need to use appropriate tone and professional demeanor in business communications, including e-mails, correspondence, conference calls, and conversation.	Workplace Communication	All Slides; Project- Communication Dos & Don'ts
21.0 Use technology to enhance the effectiveness of communications in order to accomplish job objectives and enhance workplace performance – the students will be able to:			
21.01	Discuss communication systems - cultural, organizational, technological, and interpersonal.	Workplace Communication	All Slides; Project- Communication Dos & Don'ts
		Multicultural Workplace	All Slides; Project- Documentary
		Workplace Technology	All Slides; Project- Business Technology Needs; Project- Impact of Workplace Technology
21.02	Write complex business communications.	Introduction to Microsoft Office 2016- Unit 1 (Word)	All Slides; Project- Business Partnership Plan, Project- Business Partnership Outline, Project- Business Partnership Report, Project- Company Picnic Plans
		Business Letters & Memos	All Slides; Student Handout- Memo Format Examples, Project- Business Letter, Project- Memo
		Business Reports & Newsletters	All Slides; Activity- Technical Reports & Summaries, Project- Short Formal Report
22.0 Practice quality performance in the learning environment and the workplace – the student will be able to:			
22.01	Discuss performance evaluation methods and instruments used to assess employee progress and performance.	Evaluating Employees	All Slides; Project- Employee Evaluation
23.0 Incorporate appropriate customer service strategies to accomplish job objectives and enhance workplace performance – the student will be able to:			
23.01	Develop an understanding of the integral value of a customer and practice skills to provide excellent customer service.	Steps to Superior Customer Service	All Slides; Activity- Customer Service Script, Project- Customer Service Manager
23.02	Develop and implement a plan for maintaining quality service and production in a workplace, business, or learning environment.	Successful Business Operations	Slides 25-26 Activity- Case Studies, Project- Successful Business Element
24.0 Incorporate appropriate leadership and supervision techniques and standards of personal ethics to accomplish job objectives and enhance workplace performance – the student will be able to:			
24.01	Facilitate focus group discussions regarding service, supervision, and ethical considerations that impact the workplace, business, or learning environment.	Successful Business Operations	Slide 24; Activity- Case Studies, Project- Successful Business Element

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24.02	Discuss the main causes of accidents in the office and identify preventive measures.	Safe Working Environment	All Slides; Activity- OSHA Handbook, Activity- Safety Skills Demonstration, Project- Safety Program, Project- Workplace Violence
24.03	Discuss the role of agencies that establish and monitor health and safety standards (e.g., OSHA) and discuss standards established by these agencies.	Safe Working Environment	All Slides; Activity- OSHA Handbook, Activity- Safety Skills Demonstration, Project- Safety Program, Project- Workplace Violence
		Workplace Issues	Slides 26-67, Activity- Federal Laws for Safety, Project- In Your Own Words OSHA in the Workplace
24.04	Discuss the responsibilities organizations have to their employees (e.g., Right to Work laws, risk management).	Workplace Issues	Slides 26-67, Student Handout- Employee Rights & Responsibilities in the Workplace, Student Handout- Employer Rights & Responsibilities in the Workplace, Activity- Federal Laws for Safety, Project- In Your Own Words OSHA in the Workplace
25.0 Incorporate knowledge gained from individual assessment and job/career exploration to design an individual career plan that reflects the transition from school to work, lifelong learning, and personal			
25.01	Plan ethical, political strategies to achieve goals and advance careers.	Career Advancement Strategies	All Slides; Activity- Networking Event, Project- Online Professional Networking
25.02	Discuss the role of and understand how to use professional networking resources, including web-based resources.	Career Advancement Strategies	All Slides; Activity- Networking Event, Project- Online Professional Networking
26.0 Demonstrate human relations/interpersonal skills appropriate for the workplace – the student will be able to:			
26.01	Develop professional workplace relationship skills both internally and externally to include team building and group dynamics. Understand how individual personalities fit the team.	Leadership & Team Dynamics	All Slides; Activity- Personality Profile, Activity- Team Development Knot, Project- Leadership in Action
		Teamwork & Collaboration	All Slides; Activity- Multidisciplinary Team, Activity- Team Roles, Project- Work-Related Problem Solving
26.02	Develop initiative and problem-solving skills to effectively deal with conflict resolution.	Conflict Management	All Segments; Activity- What Caused the Conflict, Project- Conflict Theories, Project- Green Power or Not
27.0 Perform administrative office functions and responsibilities to accomplish job objectives and enhance workplace performance – the student will be able to:			
27.01	Apply the use of information management tools (e.g., calendars, ticklers, and schedulers) to develop and coordinate distribution of work.	Administrative Tasks	Slides 19-23; Activity- New Technologies in Administrative Tasks
		Electronic Communication & Scheduling	All Slides
27.02	Maintain equipment and supplies.	Administrative Tasks	Slides 4-23; Activity- New Technologies in Administrative Tasks
27.03	Perform financial functions (e.g., payroll, invoices, bank deposits, and travel vouchers).	Administrative Tasks	Slides 24-33
		Payroll Procedures	All Slides

CTE Standards and Benchmarks		Lesson Title	Location
27.04	Have knowledge of transcription and how to prepare documents using machine dictation.	Administrative Tasks	Slides 9-13; Activity- New Technologies in Administrative Tasks
27.05	Perform specialized records management functions.	Administrative Tasks	Slides 34-41; Activity- New Technologies in Administrative Tasks
		Records & Filing	All Slides
27.06	Determine the most efficient method to send mail (e.g., fax, email, external/internal courier systems, and U.S. Mail).	Administrative Tasks	Slides 14-18; Activity- New Technologies in Administrative Tasks
		Business Mailing Procedures	All Slides
28.0 Describe the importance of professional ethics and legal responsibilities – the student will be able to:			
28.01	Identify the importance of making decisions that are based on ethical reasoning.	Ethics in Business	All Segments; Activity- Ethics Role Play, Project- Code of Ethics, Project- Laws & Regulations, Project- Unethical Case Study
28.02	Identify and discuss personal and long term consequences of unethical choices in the workplace.	Ethics in Business	Unethical Behaviors in Business Segment Ethical Dilemmas in Business Segment; Project- Unethical Case Study
29.0 Participate in work-based learning experiences – the student will be able to:			
29.01	Participate in work-based learning experiences in the administrative field.	Administrative Tasks	All Slides; Project- Administrative Professional Job Description
29.02	Discuss the use of technology in the administrative field.	Administrative Tasks	All Slides; Activity- New Technologies in Administrative Tasks
29.03	Compare and contrast the software applications used in the administrative field.	Workplace Technology	All Slides; Activity- Acceptable Use Policies, Activity- Open Source vs Proprietary, Project- Business Technology Needs
		Introduction to Computers	Computer Software Segment; Activity- Problem Situations, Activity- Software Applications
29.04	Discuss organizational networks or charts and describe the relationships between positions and responsibilities.	Organizational Structures	All Slides; Project- Initiation & Implementation of Policies, Project- Organizational Structures