Principles of Office Applications

Primary Career Cluster:	Business Management & Administration
Course Contact:	CTE.Standards@tn.gov
Course Code(s):	C12H84
Prerequisite(s):	None
Credit:	1
Grade Level:	9-12
Focused Elective Graduation Requirements:	This course satisfies one of three credits required for an elective focus when taken in conjunction with other *Business* courses.
POS Concentrator:	This course satisfies one out of two required courses to meet the Perkins V concentrator definition, when taken in sequence in an approved program of study.
Programs of Study and Sequence:	This is the first course in the *Office Management* program of study.
Aligned Student Organization(s):	DECA: http://www.decatn.org FBLA: http://www.fblatn.org
Promoted Tennessee Student Industry Credentials:	Credentials are aligned with postsecondary and employment opportunities and with the competencies and skills that students acquire through their selected program of study. For a listing of promoted student industry credentials, visit https://www.tn.gov/education/educators/career-and-technical-education/student-industry-certification.html.
Teacher Endorsement(s):	030, 033, 037, 039, 041, 052, 054, 055, 057, 152, 153, 158, 201, 202, 203, 204, 311, 430, 431, 432, 434, 435, 436, 471, 472, 474, 475, 476, 952, 953, 958
Required Teacher Certifications/Training:	None
Teacher Resources:	https://www.tn.gov/education/educators/career-and-technical-education/career-clusters/cte-cluster-business-management-administration.html Best for All Central: https://bestforall.tnedu.gov/

Course at a Glance

CTE courses provide students with an opportunity to develop specific academic, technical, and 21st century skills necessary to be successful in career and in life. In pursuit of ensuring every student in Tennessee achieves this level of success, we begin with rigorous course standards which feed into intentionally designed programs of study.

Students engage in industry relevant content through general education integration and experiences such as career and technical student organizations (CTSO) and work-based learning (WBL). Through these experiences, students are immersed with industry standard content and technology, solve industry-based problems, meaningfully interact with industry professionals and use/produce industry specific, informational texts.

Using a Career and Technical Student Organization (CTSO) in Your Classroom

CTSOs are a great resource to put classroom learning into real-life experiences for your students through classroom, regional, state, and national competitions, and leadership opportunities. Below are CTSO connections for this course, note this is not an exhaustive list.

- Participate in CTSO Fall Leadership Conference, DECA and FBLA Fall Leadership Camps, FBLA Regional and State Leadership Conferences, and DECA Emerging Leader Summit to engage with peers by demonstrating logical thought processes and developing industry specific skills that involve teamwork and project management.
- Participate in conferences that promote career development such as DECA Career Pathways and Career Development Conferences.
- Participate in FBLA career competitive events that highlight career development, including developing an electronic career portfolio, interviewing skills, and career exploration.
- Participate in DECA competitive events such as Business Services Operations Research, Business Growth Plan, and Principles of Business Management and Administration.
- Participate in FBLA competitive events such as Business Presentation, Computer Applications, Computer Problem Solving, Database & Design Applications, Spreadsheet Applications, and Word Processing.

For more ideas and information, visit Tennessee DECA at http://www.decatn.org/ and Tennessee FLBA at https://www.fblatn.org/.

Using Work-Based Learning (WBL) in Your Classroom

Sustained and coordinated activities that relate to the course content are the key to successful work-based learning. Possible activities for this course include the following. This is not an exhaustive list.

- **Standard 2.4–2.6** | Guest speakers from an IT department to enhance student understanding of adding applications to a device, networking, and security.
- **Standards 4.1–4.9** | Guest speakers from business and industry to enhance students' knowledge of the importance and application and word processing programs. Students can apply knowledge of document properties, formatting, text structure tools, etc. to updating their resumes, job letters, and other job materials for ideal careers in the industry.
- **Standards 5.1–5.6** | Technical mentoring throughout online interactions with business and industry professionals to develop students' skills in spreadsheet applications using Microsoft Excel and/or Google Sheets.
- **Standards 6.1–6.6** | Using presentation software, students create, design, and deliver a presentation to their instructor, peers, and panel of business and industry professionals on approved course-related topics.
- **Standard 7.1** | Guest speakers to discuss potential occupations in business and the required technology skills and knowledge.

Course Description

Principles of Office Applications is a foundational course intended to teach students the fundamentals and concepts involved in the use of common software applications used in an office. Upon completion of this course, students will gain basic proficiency in word processing, spreadsheets, and presentations. In addition, students will have engaged in key critical thinking skills and will have practiced ethical and appropriate behavior required for the responsible use of technology.

Course Standards

1. **Input Methods**

    1.1. Speed of Input: Demonstrate **improvement** in **speed and accuracy** in keyboarding.

    1.2. Technique: Demonstrate **proper keyboarding technique**.

    1.3. Ergonomic Principles: **Identify and utilize** proper ergonomic principles in keyboarding, including **hand position, distance from screen, and posture**.

    1.4. Input Sources: Demonstrate **input** of data from **various sources** (keyboards, cameras, scanners, etc.).

2. **Basic Operations**

    2.1. Program Interface: Demonstrate knowledge and use of multiple **program interfaces** including **menu items, ribbons, toolbars, and dialog boxes.**

    2.2. File Management: **Correctly and safely execute** basic file management operations, including the **opening, creating, copying, moving, deleting, and renaming** of files and folders, as well as searching for a specified file or folder in networked or local locations.

    2.3. Hardware Management: **Identify, connect, and demonstrate** the correct usage of computer **hardware and accessories**. These may include a monitor, keyboard, mouse, and USB devices. Perform basic troubleshooting as needed for situations involving these components (e.g., if the computer does not recognize a device).

    2.4. Application and Software Management: Determine appropriate software **application** for **specific tasks**. Describe the **steps** necessary **to retrieve, download, and safely install** new applications, updates, and plug-ins from the Internet.

    2.5. Network Access: Describe **characteristics and advantages** of **WiFi (wireless)** and **wired networks**. Identify **common equipment** and **cables** needed for **wired network** access. Identify **common equipment** needed for **WiFi** access. Connect to a network.

    2.6. Security: Describe the basic principles of **network security**, including **firewalls, antivirus software, and proper authentication**. Demonstrate proper authentication techniques by logging on to appropriate networks.

3. Internet Basics

3.1. <u>Browsers</u>: **Evaluate multiple browsers** (Bing, Chrome, Firefox, DuckDuckGo, etc.) and **highlight advantages of each**. Use **browser tools** (create bookmarks, clear history, set a homepage) to **enhance productivity**.

3.2. <u>Productivity Tools</u>: Research effective use of **cloud storage**, **online digital collaboration platform**, and **file sharing applications**. Recommend and effectively employ the appropriate file storage and sharing solution for a given project.

3.3. <u>Search and Evaluation of Information</u>: Using **a browser**, conduct a **search and evaluate** results for accuracy.

4. Word Processing Applications

4.1. <u>Document Creation</u>: Use a word processing program to **create and format** documents with academic and **business styles** (e.g., **memos, letters, agendas, reports, and newsletters**).

4.2. <u>Formatting Tools</u>: Use advanced **formatting tools** to **create and modify styles**, **themes**, and **templates** to streamline document production.

4.3. <u>Tables</u>: Create and modify **tables and table styles**, including the use of **merged cells**, **split cells**, formulas, and functions. Convert **text to tables** and **tables to text** to improve document design.

4.4. <u>Formatting Techniques</u>: Use advanced formatting techniques, such as **section breaks, columns**, and lists, to create complex documents. Format paragraphs to **numbered and bulleted lists**.

4.5. <u>Graphics</u>: Work with graphics, including **adding and modifying shapes, pictures, and SmartArt**. Insert and format objects, such as images, shapes, and SmartArt, to **enhance document visual appeal**.

4.6. <u>Document Design</u>: Understand and apply principles of **document design and layout** to create **visually appealing** and **effective** documents. Use **automatic features** to ensure **spelling and grammar** are correct.

4.7. <u>Large Document Organization</u>: **Manage and organize** large documents using tools such as **table of contents, bookmarks, hyperlinks**, **headers**, **footers, footnotes, endnotes**, and the **navigation pane**.

4.8. <u>Distribution Preparation</u>: Use advanced features, such as **mail merge**, to create **personalized documents and mailing labels**. Prepare documents for distribution by saving in **various file formats,** including PDF, and applying appropriate formatting and compression techniques to reduce file size.

4.9. Collaboration Techniques: Collaborate with others using features such as **track changes**, **comments**, and co-authoring. Use features to **review, reply, resolve, and delete comments**. **Track, review, accept and reject changes** through locking and unlocking change tracking.

5. Spreadsheet Applications

5.1. Spreadsheet Creation: Use a spreadsheet program to **create, format, and edit** business spreadsheets for the purposes of **tabulating and calculating numerical and/or textual data** (e.g., statistics, historical data, measurements), such as budget calculations, sales reports, and related analyses.

5.2. Workbook and Worksheet Management: Craft documents using a spreadsheet program using features and methods such as:
   a. **add data** manually into worksheets and **import data** from sources such as text files and online platforms;
   b. **search** for data in a workbook and **navigate** within a workbook;
   c. modify **page setup**, including headers/footers, and set a **print area**;
   d. **freeze** rows and columns to adjust views;
   e. **change** windows and **display** formulas; and
   f. **adjust column and row** width and height, insert and delete columns and rows, and move columns and rows.

5.3. Data Manipulation: **Format** cells and worksheets, including applying **number and date formats**, **fill features**, **conditional formatting**, and using basic formatting tools such as bold, italic, and underline.

5.4. Tables: **Create, apply styles, and format** tables from **selected cell ranges**. **Filter and sort** data in columns within worksheets and tables.

5.5. Formulas and Functions: Use **basic functions and formulas** to perform calculations and functions, such as:
   a. inserting **references** (**relative, absolute, and mixed**);
   b. use AVERAGE(), MAX(), MIN(), and SUM() formulas to **perform calculations;**
   c. use RANDBETWEEN() and SEQUENCE() to **generate data;**
   d. use the IF() function for **conditional operations;**
   e. use SORT() to sort data; and
   f. use CONCAT() and TEXTJOIN() to format text.

5.6. Charts: **Create, modify, and format** charts to **visually represent data**. Use features to insert a chart on a chart sheet, add data series, and modify chart elements, layouts, and styles.

6. Presentation Applications

6.1. Presentation Application: **Navigate** a slide deck creation application (such as PowerPoint or Google Slides) interface and perform **basic operations**, such as opening and saving files, creating new slides, and adding and deleting slides.

6.2. <u>Manage Presentations</u>: **Create and deliver** effective presentations, demonstrating proficiency in **managing slides, incorporating visual elements**, and **delivering messages** with clarity and confidence.

6.3. <u>Manage Slides</u>: **Create and format text, images**, and multimedia elements on slides using various **design and layout tools**, such as **themes, templates, and slide masters**.

6.4. <u>Tables, Charts, and Media</u>: **Insert and format** multimedia elements, such as **audio and video clips** onto slides, to create dynamic and engaging presentations.

6.5. <u>Transitions and Animations</u>: Use basic **animation and transition** effects to **enhance the visual appeal** of their presentations.

6.6. <u>Presentation Delivery</u>: **Evaluate and use** advanced features, such as **slide shows, presenter view, and speaker notes**, to deliver effective presentations.

7. **Digital Citizenship**

7.1. <u>Careers</u>: Research recent **developments in technology** affecting the supply/demand characteristics of the **job market**, including **career pathways** and **occupational outlooks** for occupations that require expertise with **office applications**.

7.2. <u>Copyright Implications and Intellectual Property</u>: Research, summarize, and deliver (via presentation, document, spreadsheet data/chart, or other format) a summary of the various **perspectives and ramifications** surrounding an ethical issue related to **intellectual property rights**. Potential issues include **copyright infringement, piracy, plagiarism, art licensing, creative commons**, and the state/federal laws that govern them.

7.3. <u>Ethical Technology Use</u>: Research, summarize, and deliver (via presentation, document, spreadsheet data/chart, or other format) a summary of the **various perspectives and ramifications** surrounding an ethical issue related to **current technology usage**. Develop and strengthen claim(s) and counterclaim(s) about the issue, citing supportive evidence. Potential issues include AI, VR, spam, cyberbullying, libel, slandering, and mining of personal data for profit

Standards Alignment Notes

*References to other standards include:
- P21: Partnership for 21st Century Skills [Framework for 21st Century Learning](#)
  - Note: While not all standards are specifically aligned, teachers will find the framework helpful for setting expectations for student behavior in their classroom and practicing specific career readiness skills.