



Advanced Office Applications

Primary Career Cluster:	Business Management & Administration
Course Contact:	CTE.Standards@tn.gov
Course Code(s):	XXXXXX
Prerequisite(s):	<i>Computer Applications (C12X00)</i>
Credit:	1-2
Grade Level:	11-12
Focused-Elective Graduation Requirements:	This course satisfies one or two of three credits required for an elective focus when taken in conjunction with other <i>Business Management & Administration</i> courses.
POS Concentrator	This course satisfies one out of two required courses to meet the Perkins V concentrator definition, when taken in sequence in the approved program of study.
Programs of Study and Sequence:	This is the fourth and final course in the <i>Office Management</i> 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, 037, 039, 041, 052, 054, 055, 056, 057, 152, 153, 158, 201, 203, 204, 311, 430, 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, career exploration, and crafting sales pitches.
- 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 and Design Applications, Sales Presentation, Spreadsheet Applications, and Word Processing.

For more ideas and information, visit Tennessee DECA at <https://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.

- **Standards 4.1–4.6** | Students can apply knowledge of document properties, formatting, text structure tools, etc. to updating their resumes, job letters, and other job materials based on their internship and/or on-the-job training.
- **Standards 5.1–5.6** | Internship or on-the-job training where students can practice and develop their skills in spreadsheet applications using Microsoft Excel and/or Google Sheets.

Course Description

Advanced Office Applications prepares students to continue postsecondary training in business related programs, provides advanced training for students pursuing a career in administrative and information support, and supports obtaining an industry certification in specific software applications (such as the Microsoft Office Suite). Course content and projects are meant to simulate workplace scenarios and draw on skills related to communications, operations, management, and teamwork, in order to accomplish information management goals. Upon completion of this course, proficient students will be fluent in a variety of information management software applications and will be prepared to sit for the Microsoft Office Specialist (MOS) Certification Exam.

Course Standards

1. Ethics and Professionalism

- 1.1. Technology Usage: Demonstrate an understanding of **ethical and professional standards** for using technology in an office/business setting, including topics such as **confidentiality, data ownership, and intellectual property rights**.
- 1.2. Professional Behavior: Demonstrate professional behavior and communication skills, including effective writing and presentation skills, and the ability to work collaboratively and adapt to changing technological environments.

2. Collaboration

- 2.1. Collaboration Tools: Demonstrate proficiency in **using online collaboration tools** such as Google apps, Teams, and OneDrive to **work** with colleagues and **share** documents in **real-time**.
- 2.2. Cloud Computing: Demonstrate an understanding of **cloud computing concepts and tools**, such as Google Workspace and Office 365, and be able to use these tools to **collaborate, store, and share data securely**.
- 2.3. Project Management: Use **project management** principles and **tools including Gantt charts, timelines, and resource allocation**, and apply these skills in an office/business setting.

3. Email Operations

- 3.1. Settings and Processes: **Using an email application** such as Outlook or Gmail, perform the following **tasks**:
 - a. configure mail settings (e.g., fonts, replies to messages, and signatures);
 - b. create folders and perform searches of messages, contacts, and calendar items; and
 - c. print and save information, including calendar information, task information, and attachments that have been verified as safe.
- 3.2. Messages: **Create** messages that include **attachments**, courtesy copy (**CC**), blind courtesy copy (**BCC**), set importance of message, **forward and reply** to messages, insert hyperlinks and images. Organize received messages into folders.

3.3. Schedules: Using the **calendar feature**, set **recurring calendar items**, create calendar **items from messages**, and, **create, send, and cancel meetings**.

3.4. Contacts: **Import, edit, and share** contacts. Create and update contact **groups**.

4. Advanced Word Processing

4.1. Advanced Formatting: Building on skills learning in *Principles of Office Applications*, utilize **advanced formatting** techniques, including the use of **styles, themes, and templates** to create professional and visually appealing documents. They should also be proficient in **customizing headers, footers, page numbers, and section breaks** to meet specific document requirements.

4.2. Advanced Page Layout and Design: Create professional-level documents by applying advanced page **layout and design** techniques, including customizing **headers and footers**, and using **sections and breaks** effectively.

4.3. Mail Merge and Automation: Utilize the **mail merge** to automate the creation of **personalized documents**, including letters, labels, envelopes, and email messages, by integrating data from **external sources** such as Excel or Outlook contacts.

4.4. Advanced Document Management: **Create and update tables of contents**, insert and manage **footnotes/endnotes**, create, and manage **indexes**, and create **hyperlinks** and **bookmarks** for easy navigation within documents.

4.5. Advanced Document Customization: Customize user **interface, options, and settings** to optimize their workflow and tailor the application to their specific needs. For example, customize the **Quick Access Toolbar, ribbon tabs, keyboard shortcuts, and autocorrect options**.

4.6. Advanced Graphics and Multimedia: **Incorporate** advanced graphics and multimedia elements into documents, such as **inserting and formatting** SmartArt diagrams; embedding and formatting **images, videos, and audio clips**; and utilizing advanced features like WordArt and shapes.

5. Advanced Spreadsheet Operations

5.1. Formulas and Functions: Building on skills learning in *Principles of Office Applications*, demonstrate proficiency in using **advanced formulas and functions** in Excel, including **logical functions, lookup and reference functions, statistical functions, and array formulas**, to perform complex calculations and data analysis tasks.

5.2. Advanced Charting and Graphing: Create and customize **advanced charts and graphs** in Excel, including utilizing **Box and Whisker, Combo, Funnel, Histogram, and conditional formatting** to visually represent data in a meaningful way.

- 5.3. Data Analysis and Visualization: **Analyze data** effectively using advanced data analysis tools and techniques in Excel, such as **PivotTables, PivotCharts, data validation, conditional formatting**, and advanced filtering, to **analyze and visualize complex data** sets effectively.
- 5.4. Data Validation and Protection: Implement data **validation rules** to ensure **data integrity**, apply advanced conditional formatting techniques to highlight **data patterns and anomalies**, and **protect worksheets and workbooks** using features like password protection, worksheet protection, and workbook structure protection.
- 5.5. Data Connections and External Data Sources: Connect Excel to **external data sources**, such as databases, web data, and SharePoint lists, and demonstrate proficiency in **importing, refreshing, and transforming** data from these sources using Power Query and Power Pivot.
- 5.6. Collaboration and Integration: Collaborate with others effectively using Excel's collaboration features, including **sharing workbooks, tracking changes, and merging workbooks**. Integrate Excel with other Office 365 applications, such as Word and PowerPoint, to create dynamic reports and presentations.

6. Data Collection and Analysis

- 6.1. Forms Design and Development: Students will be able to **design and develop custom forms** using appropriate tools and techniques, including using online form builders and HTML and CSS, to collect data efficiently and effectively.
- 6.2. Data Collection and Management: Students will be able to **collect, manage, and store** data using various methods and platforms, including spreadsheets, **databases, online surveys, and cloud storage**, to ensure data quality and accessibility.
- 6.3. Data Analysis and Visualization: Students will be able to perform **data analysis and visualization tasks** using appropriate tools and techniques to **identify patterns, trends, and insights** in the collected data.

7. Cybersecurity

- 7.1. Cybersecurity: Demonstrate an understanding of basic cybersecurity **principles and best practices**, including **password management, network security, and data privacy**, and be able to apply these skills in an **office/business setting**.

Note: Teachers who want to provide additional training in database operations, presentation tools, the Internet of Things (IoT), and/or additional software applications (such as collaboration tools), may add to these standards to create an honors or two-credit course. For additional recommendations on this option, please reach out to the cluster consultant.

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.