

YOSEMITE REGIONAL OCCUPATIONAL PROGRAM

OFFICE PROCEDURES & TECHNOLOGY

CBEDS Code: 4622

<u>JOB TITLES</u>	<u>DOT NO.</u>
Secretary	201.362-030
Word Processing Machine Operator	203.382-030
Clerk, General	209.562-010
Office Helper	239.567-010

Course description:

This course is intended to prepare students for entry-level office occupations, accounting & related technologies. Emphasis is placed on teamwork & problem solving within an office environment. Students use up-to-date office equipment for the various tasks. Students receive on-the-job training in local businesses after completion of basic competencies

Recommended prerequisites (any of the following):

- Typewriting/Keyboarding 2 with a grade of "C" or better;
- Keyboarding/Computer Applications with a grade of "C" or better,
- Keyboarding/Word Processing with a grade of "C" or better

DURATION: 360 total hours of instruction

CREDIT: 20 units

MEETS GRADUATION REQUIREMENTS IN: Practical Art (MCS)

REQUIRED FOR GRADUATION: No (MCS)

SCHOOLS OFFERED:

MEETS UNIVERSITY OF CALIFORNIA ENTRANCE REQUIREMENTS: No

MEETS CALIFORNIA STATE UNIVERSITY REQUIREMENTS: No

ARTICULATED WITH POSTSECONDARY INSTITUTIONS: Columbia College

RESOURCE MATERIALS (MCS – Each District Selects Own Materials)

Basic Text:

The Office Procedures and Technology, Oliverio Pasewark White, Thomson South-Western 4th Edition
Survival Skills in the World of Work Third Edition, Fred Pyczak, Walch Publishing

Supplementary Texts:

Reference Manual for the Office. House & Sigler, South-Western Pub., 1989

Word Processing: WordPerfect 5.0/5.1. Eisch, South-Western Pub., 1991

Word Processing: WordPerfect for Windows Tutorial & Applications. Eisch, South-Western Pub., 1993.

Word Processing: WordPerfect 6.0 Made Easy. Layman & Hart, Prentice-Hall, 1993.

Keyboarding: Applied Keyboarding. Robinson, South-Western Pub., 1994.

DOS Functions: A Quick Guide to DOS. Dill, South-Western Pub., 1993.

Machine Calculation: Computer Calculator. Muncaster & Prescott, South-Western Pub., 1994.

Mathematics: Decimals, Fractions, & Percentages for Job & Personal Use. Wood & Powell, South-Western Pub., 1992.

Punctuation, Capitalization, & Handwriting for Job & Personal Use. Humburg, South-Western Pub., 1992.

Filing: Alphabetic Filing. Guthrie & Norwood, South-Western Pub., 1989.

Finding & Holding a Job. Masters, South-Western, 1992.

Manual of Style for Business Letters, Memos, & Reports. Keithley, South-Western, 1989.

Dictionaries

Thesaurus

ZIP Code Directory

Instructional Content
Instruction will include:

Student Outcomes
At the end of instruction, the student will be able to:

Hours
CL=Classroom
CC=Comm. Class.

4. Telephone Skills (cont.)	G. Understand & discuss technological advancements, role of voice communications in business & alternatives available for voice communications; voice mail.	Anchor/ CR	CTE	CL	CC
<p>5. Mail Processing.</p> <ol style="list-style-type: none"> 1. Incoming mail procedures. 2. Outgoing mail procedures. 3. Alternative mailing services. 4. Electronic mail (e-mail) overview. 5. Communications terminology. 6. Teach students how to use the computer making labels, and envelopes. 	<p>Goal: The student will demonstrate knowledge & competency in mail processing.</p> <ol style="list-style-type: none"> A. Discuss & demonstrate incoming mail procedures: open all mail daily except personal/confidential; remove contents; attach envelope/enclosures; note missing items; time/date stamp; sort & identify addresses if not stated. B. Discuss & demonstrate outgoing mail procedures: check enclosures; preparation of envelope; return address; mailing address; ZIP Code; envelope notations; verify address on letter & envelope; fold & insert material in envelope; seal & weigh each letter; compute postage; add meter or stamps; sort; and mail. C. Explain use of mailing services offered by U. S. Postal Service, private-sector firms, and wire services. D. Understand concept of electronic mail. E. Define terminology of communications. 	<p>1.0 4.0 2.1 2.5</p> <p>CR 1 and 2</p>		3-8	2-5
<p>6. Filing.</p> <ol style="list-style-type: none"> 1. Review different filing systems & their applications: alphabetic, subject, numeric, & geographic. 2. Filing segments & indexing units. 3. Indexing alphabetically. 4. Filing in numerical & chronological order. 5. Cross-referencing. 6. Electronic filing overview. 	<p>Goal: The student will demonstrate competency in file management, including sorting, verifying, classifying & categorizing data both manually & electronically for efficient retrieval.</p> <ol style="list-style-type: none"> A. Understand different filing systems: alphabetic, subject, numeric, & geographic, & need for specific filing conventions & apply. B. Identify filing segments & indexing units. C. Index list of personal & business names using strict alphabetical rules. D. File random order documents in straight numeric order, terminal digit order, & chronological order. E. Understand reasons & procedures for cross referencing. F. Understand the concept of electronic filing via databases. 	<p>1.0 11.1 7.3 8.5 4.0</p> <p>CR 1, 2 and 4</p>	A7.4	7-12	10-20

Instructional Content

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7. Fundamental Math Functions. 1. Adding, subtracting, multiplying, & dividing fractions. 2. Adding, subtracting, multiplying, & dividing decimals. 3. Determining rate, percentage, & base. 4. Rounding off numbers. 5. Solving business-related word problems.	Goal: The student will demonstrate competency in fundamental math functions to compute transactions. A. Add, subtract, multiply, & divide fractions. B. Add, subtract, multiply, & divide decimals with & without using a calculator. C. Find rate, percentage, & base in given problems without using a calculator. D. Apply rules of rounding off numbers. E. Solve business-related word problems using one or more of the above methods, without use of a calculator.	Anchor/CR 1.0 CR 1	CTE 	CL 5-10	CC 5-10
8. Machine Calculation. 1. Keystroke operation, speed and accuracy. 2. Calculator operation for basic math functions - whole numbers, dollars and cents, decimals, percentages, & rounding off. 3. Calculator operation for sales tax, mark ups, mark-downs, & selling price. 4. Check register and bank statement reconciliation. 5. Use of Computer 10-Key	Goal: The student will demonstrate proficiency in machine calculation. A. Enter 120 keystrokes a minute for three minutes with no errors on an electronic calculator. B. Use a calculator to solve problems involving addition, subtraction, multiplication, & division of whole numbers or dollar amounts. C. Use a calculator to solve problems involving decimal placement, percentages, & rounding to nearest hundredth. D. Use a calculator to solve problems involving sales tax, mark-ups, mark-downs, & selling price. E. Reconcile a check register & a bank statement. F. Demonstrate keystroke operation, speed and accuracy. Use Micro type Program	1.0 7.3 11.1 CR 1	A7.1	5-10	1-2
9. Information Processing, Office Machinery, Office Management. 1. Overview of common office equipment & machinery. 2. Review changes in equipment, machinery, skills & requirements in the modern office. 3. Overview of word processing, spreadsheet, & database programs. 4. Organization & functions of word processing components & systems. 5. Word processing terminology. 6. Proofreader's marks. 7. Efficient work space management. 8. Estimating time needed for projects. 9. Developing a log sheet to track projects. 10. Planning meetings.	Goal: The student will demonstrate knowledge of information processing concepts, office machines, & office management procedures. A. Discuss & operate industry-standard equipment: photocopiers, telephones, fax machines, ten-key calculators, transcription machines. B. Identify differences between hardware used in an electronic office & a traditional office, & explain how skills & requirements of office workers have been affected by office automation. C. Discuss functions of word processing, spreadsheet, & database programs. D. Discuss organization & functions of word processing components & systems. E. Define word processing terms. F. Identify & use proofreader's marks. G. Arrange equipment, books, & supplies neatly on work station for ease & efficient use. H. Estimate time to complete several small word processing tasks; organize the tasks, keyboard & print final documents; compare estimated & actual completion time.	1.0 7.3 11.1 4.1 4.2 4.3 2.4 CR 1 and 4 1.0 CR 1 and 2	A7.1 A7.2	5-10	2-5

Instructional Content

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9. Information Processing, Office Machinery, Office Management (cont.)	I. Complete a log sheet listing descriptions of work & starting/completion dates. J. Plan a one-day meeting, starting & stopping times, lunch breaks, equipment, & supplies.	Anchor/ CR	CTE	CL	CC
10. Basic Word Processing Operations. 1. Word processing software terminology. 2. Loading word processing program from hard disk. 3. Location & function of keys. 4. Word wrap. 5. Caps Lock function. 6. Moving the cursor. 7. Changing default drives. 8. Creating, naming, & saving files.	Goal: The student will demonstrate competency in basic word processing operations. A. Demonstrate knowledge of terminology of specific program used. B. Load word processing program from hard disk. C. Know location & function of keys specific to word processing program. D. Explain word wrap & utilize it correctly. E. Understand & use Caps Lock function. F. Demonstrate cursor movement. G. Change default drives. H. Create, name, & save files. I. Display a directory of files; open, close, & retrieve files. J. Edit files, utilizing Insert, Delete, & Undo functions. K. Change file names. L. Print documents. M. Exit program properly.	1.0 4.2 CR 4,2, and 1	A7.1	5-10	2-5
11. Transcriptions: 1. Testing on recordings of various lengths & topics.	Goal: The student will demonstrate competency in machine transcription. A. Transcribe two final one-page letters & envelopes. B. Transcribe a two-page final letter & envelope. C. Transcribe a final memo. D. Transcribe a final two-page report. E. Transcribe final copies of various recording of letters, reports, & memos as requested.	1.0 10.1 11.1 2.4 2.6 CR 2 and 1		5-10	0-1
12. Job Search & Acquisition Skills. 1. Assessing job interests & aptitudes. 2. Careers in office occupations & setting career goals. 3. Job search resources, networking. 4. Writing a resume & cover letter. 5. Completing a job application form. 6. Preparing for a job interview. 7. Preparing oral & written responses to job interview questions. 8. Simulated & practice job interviews. 9. Civil rights as they pertain to employment & hiring practices. 10. Review gross & net pay, taxes, and W-4 form.	Goal: The student will develop job acquisition documents & interview skills, & demonstrate knowledge in job search & acquisition skills. A. Examine aptitudes related to career options. B. Relate personal characteristics & interests to educational & occupational opportunities. C. Explore career opportunities & projected trends in office occupations, discuss career goals. D. Discuss job search resources; how & where to look for a job; networking. E. Write resume & cover letter. F. Legibly complete job application form. G. Explain each step in job interview preparation: dress, grooming, materials needed, work permit, follow-up. H. Prepare oral & written responses to job interview questions. I. Demonstrate successful interview techniques during simulated & practice job interviews.	1.0 2.1 2.4 3.2 3.4 3.9 3.6 4.2 7.3 8.5 11.1 CR 4,1,3,2,5, 7,9, 10 and 12	A1.1 A3.2 A3.3	10-20	2

