

PROGRAM: **Business Operations Support and Assistant Services**

**PROGRAM
CIP CODE:** **52.0400**

DESCRIPTION: The **Business Operations Support and Assistant Services** program is designed to prepare students for instruction in business communications, principles of business law, word processing, data entry, office machine operations, office procedures, public relations, filing, records management and report preparation.

An integrated approach of teaching and learning is provided as students enhance their technical knowledge and skills that are associated with functions within Business Operations Support and Assistant Service occupations including Administrative Assistant, Executive Assistant, Office Manager, Information Assistant, Desktop Publisher, Customer Service Assistant, Data Entry Specialist, Receptionist, Computer Operator or Word Processor. In addition to the occupation related skills, students completing this program will also develop advanced critical thinking, applied academic, interpersonal relations, life management, business, economic, and leadership skills required for the 21st century workplace.

The Business Operations Support and Assistant Services program consists of a core curriculum, with a two Carnegie Unit Curriculum Framework. The program uses a delivery system made up of four integral parts: formal/technical instruction, experiential learning, supervised occupational experiences, and the Career and Technical Student Organization, FBLA.

RECOMMENDED PROGRAM SEQUENCE OF COURSES:

**Career
Preparation** The following describes the recommended sequence of courses developed from industry-validated skills necessary for initial employment continued or continued related education. All Career Preparation state-designated Business Operations Support and Assistant Service standards are addressed in the instructional sequence.

Schools with ADE approved Business Operations Support and Assistant Services programs will utilize all of the industry-validated state standards and measurement criteria for this program in the design and delivery of the following recommended sequence of courses.

52.0400.10 **Introduction to Business Operations Support and Assistant Services:** This course is recommended for students who have an interest in Administration and Information Support to learn how to utilize technology to perform and coordinate the administrative activities of an office and to ensure that information is collected and disseminated to staff and clients effectively and efficiently.

-and-

52.0400.20 **Advanced Business Operations Support and Assistant Services:** Students enrolled in this course will develop advanced knowledge and skills in desktop publishing, office procedures, transcription, public relations, records management and customer service while integrating the skills attained in the Introduction to Business Operations Support and Assistant Services course.

And program may elect to add:

52.0400.75 **Business Operations Support and Assistant Services - Internship:** This course provides CTE students an opportunity to engage in learning through participation in a structured work experience that can be either paid or unpaid and does not necessarily require classroom instruction that involves the application of previously developed Marketing, Management and Entrepreneurship knowledge and skills.

-or-

52.0400.80 **Business Operations Support and Assistant Services - Cooperative Education:** This course utilizes a cooperative education methodology to combine school-based and supervised work-based learning experiences directly related to the standards identified for the Marketing, Management, and Entrepreneurship program. Students generally work a minimum of 15 hours a week.

**TEACHER CERTIFICATION REQUIREMENTS FOR THE
BUSINESS OPERATIONS SUPPORT AND ASSISTANT SERVICES PROGRAM**

CAREER PREPARATION: The instructor must be CTE certified according to the following table

Business Operations Support and Assistant Services	CERTIFICATES
	Types: PCTBM, SCTBM
<p>Note:</p> <ul style="list-style-type: none"> ▪ Business Operations Support and Assistant Services, 52.0400.70 may be a part of the sequence and the teacher must hold a Cooperative Education Endorsement (CEN). ▪ Teacher/Coordinator 52.0400.75 is not required to have a Cooperative Education Endorsement (CEN). ▪ Teacher/Coordinator 52.0400.80 is required to have a Cooperative Education Endorsement (CEN). 	

**CERTIFICATE ABBREVIATIONS FOR THE
BUSINESS OPERATIONS SUPPORT AND ASSISTANT SERVICES PROGRAM**

Certificate Types	
PCTBM	Provisional Career and Technical Education Business and Marketing
SCTBM	Standard Career and Technical Education Business and Marketing