

Unit/Standard Number	 pennsylvania DEPARTMENT OF EDUCATION <u>High School Graduation Years 2010, 2011 and 2012</u> General Office Occupations & Clerical Services CIP 52.0408 Task Grid	Proficiency Level Achieved: (X) Indicates Competency Achieved to Industry Proficiency Level
	Secondary Competency Task List	
100	ORIENTATION	
101	Discuss rules and policies of an organization.	
102	Follow classroom rules and regulations.	
103	Describe safety concerns in an office environment.	
200	CAREER EXPLORATION	
201	Examine career opportunities available in general office occupations.	
202	Summarize career exploration.	
300	DOCUMENT PROCESSING SOFTWARE	
301	Create, edit, and format documents efficiently.	
400	SPREADSHEET SOFTWARE	
401	Create, edit, and format spreadsheets efficiently.	
500	DATABASES	
501	Enter and update databases.	
600	DESKTOP PUBLISHING	
601	Create, edit, and format publications efficiently.	
700	PRESENTATION SOFTWARE	
701	Create, edit, and format presentations efficiently.	
800	COMMUNICATIONS SOFTWARE	
801	Utilize electronic communications software.	
802	Apply proper electronics communications etiquette.	

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900	COMPUTER AND INTERNET	
901	Identify different types of computers, the information processing cycle, and how individual computers relate to networks.	
902	Distinguish between systems and applications software.	
903	Identify the functions of computer hardware, software, and peripheral devices in the Information Processing Cycle.	
904	Utilize the Internet for credible information.	
905	Utilize the Internet and other electronic resources safely, legally, and ethically.	
1000	OFFICE SKILLS	
1001	Build keyboarding speed and accuracy.	
1002	Use copier, fax and scanner systems.	
1003	Use proper telephone procedures.	
1004	File and manage records and materials.	
1005	Process business documents.	
1006	Process incoming and outgoing mail.	
1007	Identify, proofread, and correct all errors.	
1008	Demonstrate proper interpersonal communication skills.	
1009	Package and ship materials and verify and receive shipments.	
1100	BUSINESS MATH	
1101	Perform basic calculations including addition, subtraction, multiplication and division.	
1102	Convert decimals to percentages and percentages to decimals.	
1103	Write a check and check stub.	