

Business Office Specialist

Exam Information	Description
Exam number 251 Items 47 National Career Cluster Business Management & Administration Certification available Yes	This course applies advanced concepts and principles using word processing, spreadsheets, and electronic slideshow software. Candidates may have the opportunity to obtain industry certifications through either Google, Microsoft, or YouScience. The certification is recognized worldwide as the best method for employers to validate computer skill proficiency. Candidates will integrate the applications learned. This course builds on skills included in Digital Literacy.

Exam Blueprint and Performance Skills

Standard	Percentage of exam score
1. Software Program File Management	11%
2. Word Processing Software	36%
3. Spreadsheets	34%
4. Slideshows	20%
5. Career Pathways	0%

*Includes performance skill evaluation

Standard 1 - *Standard Name*

Candidates will be able to identify common features and organize files across a variety of software programs.

Objective 1 Demonstrate these common functions in software applications.

1. Cut
2. Copy
3. Paste
4. Undo
5. Redo
6. Save
7. Modify print settings
8. Export as PDF
9. Find
10. Find + Replace
11. Spell check
12. Zoom
13. Format and edit text options
 - a. Font Style
 - b. Font Color
 - c. Font Size
 - d. Bold
 - e. Italicized
 - f. Underline
14. Apply various font styles and font sizes to the text within a document
15. Headers: located in the margin area at the top of a page. This information is repeated on each page and thus enables the reader to easily navigate the document.
16. Footers: located in the margin area at the bottom of a page. This information is repeated on each page and thus enables the reader to easily navigate the document.
17. Apply advanced text options using superscript, subscript, and capitalization (lowercase, uppercase, title case)
18. Insert hyperlinks
19. Insert symbols and special characters
20. Identify the difference between Save and Save As.
 - a. Save is a command that creates an original file and location or updates changes made in a document while keeping the original file name and location.
 - b. Save As is a command that creates a copy of a current document and allows the user to rename and/or relocate the document.

Objective 2 Demonstrate best practices for file management.

1. Perform basic file management system tasks. a. Define file management system as software that manages the storage of data files.
2. Create and delete files. a. Define file as storage of computer-recorded data.

3. Create and delete folders. a. Define folders as an icon on a computer used to access a directory of file storage.
4. Create subfolders. a. Define subfolders as a folder contained within another folder.
www.youscience.com Business Office Specialist | 2024
5. Duplicate files.
6. Identify where deleted content is contained (i.e. recycle bin, trash can, permanently deleted).
7. Demonstrate the ability to sort and locate files based on search terms and file type.
8. Rename files and save in a new location.

Objective 3 Identify and navigate through common software application screen components

1. Locate the various toolbars, menus, and document window
2. Utilize the ruler to edit a document
3. Explain the purpose of the status bar
4. Identify and explore the different options within the navigation pane
5. Apply and edit the different zoom options
6. Utilize the scroll bars to navigate through a document
7. Identify the purpose for different graphic objects (WordArt, image/picture, shapes, and text boxes)
8. Apply and edit different graphic object formats (size and position, text wrapping, borders and shading, shape fill/outline, rotate/flip)

Standard 2 - Word Processing Software

Candidates will explore word processing software and the many practical and creative applications for both personal and career development.

Objective 1 Apply and format basic editing and formatting tools within a document.

1. Built-in styles: combinations of formatting characteristics that you can apply to text to quickly change its appearance. a. For example, applying the Heading 1 style might make the text bold, Arial, and 16 point, and applying the Heading 2 style makes text bold, italic, Arial, and 14 point.
2. Paragraph options: Paragraph formatting commands are in the Home → Paragraph group. Left to right, from the top, you find buttons to add bullets and numbers, apply indents, and short paragraphs, show the paragraph mark, align paragraphs, adjust line spacing, change the background color, and add borders.
3. Tabs: used for aligning text in a word processor by moving the cursor to a predefined position
4. Background: color/page color
5. Watermark: a faint design made in some paper during manufacture that is visible when held against the light and typically identifies the maker
6. Paragraph Spacing: determines the amount of space above or below a paragraph

7. Vertical Text alignment: determines the position of the text within a section of a document relative to the top and bottom margins
8. Horizontal Text alignment: positions the text evenly between the margins on either side of the page.
9. Paragraph Indent options: (left, right, hanging, and first line)
10. Text bullets and numbering: (customize and list levels)
11. Format images: size & rotation, text wrapping, color adjustments, borders

Objective 2 Identify and define functions used to review, navigate, and edit a document.

1. Thesaurus: to explore alternative words. Lists words in groups of synonyms and related concepts.
2. Format painter: lets you copy all of the formatting from one object and apply it to another one
3. Bookmark: used to help navigate through a document. A bookmark is a feature that lets you tag words, pictures, charts, or other objects to quickly find and view them again later.

Objective 3 Modify a table within a document through the use of insert, delete, and select the entire table.

1. Define the parts of a table.
 - a. Rows: horizontal alignment of data
 - b. Columns: vertical alignment of data
 - c. Cells: part of a table where a row and column intersect and leave a field to enter text into
 - i. Size, merge, and split cells within a tableEnhance the appearance of a table using borders, shading/color, and styles
 - d. Align text within a table and a cell (top, bottom, right, left, center) Use icons for text
 - e. Sort data within a table
 - i. Alphabetically: the order of the letters of the alphabet
 - ii. Numerically: sorted by numbers

Objective 4 Insert references appropriately to a document. References provide the information for readers to identify and retrieve each work cited in the text. Cover the following references and when it is important to use each one. Commonly used in formal reports, thesis papers, project reports, and business plans.

1. Cover page: represents the main highlighted part of your document that contains the document title, pictures, company logo, or information about the document file.
2. Table of contents: listing all the headings in the document in outline order, as well as the page number that each heading appears on.
3. Citations: the way you tell your readers that certain material in your work came from another source and give your readers the information necessary to find that source again. Citations may include Information about the Author(s) or Editor(s). The Title of the Work. The Publisher. The Date published.
4. Footnote: appears on the bottom of the page that contains the sentence to which it refers.
5. Endnotes: are listed at the end of the paper on separate pages
6. Bibliography: list of sources referred to in a document
7. Caption Properties: the text identifies or describes the object with which it is associated an image, textbox, and figure

8. Comments: useful when needing to make note of something that requires attention or needs fixed, or provide additional information to others reading the document.

Objective 5 Format and customize page layout options within a document.

Optional: Standard performance evaluations on the final page of this document

Standard 3 - Spreadsheets

Candidates will explore spreadsheets and the careers that use them. Spreadsheets can be used to solve problems that require organization, calculation, scheduling, and other work-related needs.

Objective 1 Identify, define, and modify cells, worksheets, and workbooks in a spreadsheet program. Include customizing, formatting, and layout options; creating, opening, importing and exporting, copying, and moving worksheets in a workbook.

1. Workbooks: a single spreadsheet
2. Worksheets: a group of worksheets, identified by tabs at the bottom of a worksheet.
3. Cell References: A definition of a cell that refers to the contents of another cell
4. Formula bar: a field at the top of a spreadsheet that shows the contents of the current cell and allows you to create and view formulas.
5. Name box: lets you select cells or ranges by entering a reference or range name.
6. Sheet Tabs: Reference labels on a workbook that identifies the data inside the worksheet.
7. File formats for spreadsheets
 - a. .xls, csv
8. Edit and customize text formatting
 - a. Merge & center
 - b. Wrap text: a command that formats the text in a cell to wrap a line underneath each other.
 - c. Align text
9. Edit and customize Number formatting: to change the appearance of a number within a cell to reflect the type of information being displayed.
 - a. General
 - b. Currency
 - c. Accounting
 - d. Date & time
 - e. Decimal
10. Apply and modify styles to cell
 - a. Wrap text
 - b. Cell styles
 - c. Cell alignment
11. Apply and manage view options
 - a. Freeze panes: keeps specific rows or columns visible when you scroll in the worksheet.

- b. Split window: you can view two areas of a sheet by splitting it into separate panes where you can scroll in both panes independently.
 - c. Zoom: changes the scale of a worksheet. When you want to see more or less of a worksheet, use Zoom to increase or decrease the magnification.
 - d. Continue a series or pattern into neighboring cells using the fill handle: a feature used to extend and fill several numbers, dates, or text to other cells.
12. Edit and customize cell size (row height, column width,)
13. AutoFit: automatically adapts to appropriate height and width based on font size

Objective 2 Manage Data to create, format, and modify tables, charts, and graphs.

- 1. Insert, move, delete, and copy a worksheet range: a collection of cells
- 2. Utilize named range: naming a range of cells.
- 3. Manipulate data in worksheets
 - a. Auto Fill: when entering a predictable series, it will automatically enter data.
 - b. Paste options
- 4. Sort and filter data within a worksheet
 - a. Ascending: from A-Z or from the smallest number to largest.
 - b. Descending: from Z-A or from largest number to smallest.
 - c. Multiple fields
- 5. Create charts
 - a. Line chart: displays data points connected by straight lines and shows information (trends) that changes over time.
 - b. Pie chart: displays data in a circular graph showing the percentage of the whole.
 - c. Column chart: displays rectangular bars to show a comparison between categories.
- 6. Modify and format charts
 - a. Add data series: a row or column of numbers that are entered in a worksheet and then used to plot a chart.
 - b. Add and modify chart elements: this makes your chart easier to read such as chart titles, legends, and data labels.
 - c. Apply chart layouts: contains the information for the structure and design of the various graphs.
 - d. Apply chart styles: adjusts the format of several chart elements all at once.
- 7. Summarize data visually
 - a. Sparklines: tiny chart in a worksheet cell that provides a visual representation of data.
 - b. Conditional formatting: changes the appearance of a cell range based on a condition.

Objective 3 Differentiate and apply formulas and functions.

FORMULA SYNTAX		
START	FUNCTION	ARGUMENTS
=	SUM	(A1+ A2)

1. Formulas vs. Functions
 - a. Formula: an expression that operates on values in a range of cells or a cell. For example, =A1+A2+A3, which finds the sum of the range of values from cell A1 to cell A3.
 - b. Function predefined formulas in Excel. For example: =SUM(A1:A3). The function sums all the values from A1 to A3.
2. Insert cell references
 - a. Relative reference: a cell reference is a relative reference, which means that the reference is relative to the location of the cell.
 - b. Absolute reference: a reference that is "locked" so that rows and columns won't change when copied.
 - c. Mixed references: only part of the reference is fixed, either the row or the column, and the other part is relative.
3. Coding functions including

SUM	=SUM(A1+A2)
IF STATEMENTS	=IF(B2>=50,"Pass","Fail")
MAX	=MAX(C3:C8)
MIN	=MIN(C3:C8)

COUNT	=COUNT(B4:B8)
COUNTIF	=COUNTIF(A2:A13,"collar")
VLOOKUP	=VLOOKUP(C5,B\$4:\$D\$10,2)
HLOOKUP	=HLOOKUP(C5,A\$9\$:A\$12\$,3)

4. Apply total rows style: a preset style for totals.
5. View in show formula mode: displays formulas and functions in the worksheet.
6. Error messages
 - a. Formatting Error #####
 - b. Name Error (#NAME?)
 - c. Value Error (#VALUE!)
 - d. Division Error (#DIV? 0!)
 - e. Null Error (#NULL!)
 - f. Reference Error (#REF!)

Optional: Standard performance evaluations on the final page of this document

Standard 4 - Slideshows

Candidates will explore and create a slideshow to learn essential communication for office applications.

Objective 1 Identify, define, and modify a slideshow by learning the essentials needed for the modern-day office.

1. Customize slideshow:
 - a. Modify placeholders: a preformatted container on a slide for content (text, graphics, or video). The preset formatting makes it easier to format slides consistently.
 - b. Modify layout
 - c. Size: change the size of the slide(s)
 - d. Theme: preset formatting of a slideshow in text size, colors, placement, and graphic features.
 - e. Font style
 - f. Format background
2. Edit basic slide master/theme builder: this is the top slide in a hierarchy of slides that stores information about the theme.
3. Arrange and title Sections: to organize your slides into meaningful groups
4. Insert and edit objects
 - a. Picture
 - b. Table
 - c. Chart
 - d. Diagram/SmartArt: is a visual representation of your information and ideas
 - e. Sound
 - f. Video
5. Slide management
 - a. Insert
 - b. Move
 - c. Delete
 - d. Reuse: obtain slide(s) from another slideshow

Objective 2 Demonstrate and use enhanced tools to make slideshows more engaging to the audience.

1. Apply custom animation effects: Applied to text, images, or graphics that move when entering or leaving a slide for added emphasis.
 - a. Entrance
 - b. Emphasis
 - c. Exit
 - d. Motion path
2. Apply a transition: the visual effect that occurs when you move from one slide to the next during a presentation to a slide(s) within a slideshow
3. Edit animation timing: the time that it takes for an object to enter or exit the slide.
4. Slide order: rearrange the slides
5. Format images and shapes:
 - a. Size & rotation
 - b. Text wrapping - formatting words around an image

- c. Color adjustments
- d. Borders
- 6. Insert
 - a. Screenshots + screen clippings
 - b. Hyperlinks: a link from a file or document, typically activated by clicking on a highlighted word or image on the screen
 - c. Action buttons: an object on a slide that acts when clicked
 - d. Speaker notes: notes visible in the presenter's view but not the audience
- 7. Add alt text to graphic elements for accessibility: tells a screen reader what is in the image
- 8. Configure slideshow options
 - a. Set up timings: slide(s) move on a chosen amount of seconds to the next slide
 - b. Presentation view: allows a presenter to preview the slide before it is seen by the audience.
 - c. Loop: to play the slideshow again without stopping

Optional: Standard performance evaluations on the final page of this document

Standard 5 - Career Pathways

Candidates will identify the courses that will help them to be pathway completers as well as potential careers as office administrators, executive assistants, project managers, information clerks, and many more.

Objective 1 Business, Finance, and Marketing Pathways

- 1. Identify the “Explorer” courses offered at your school
- 2. Identify the “Concentrator” courses taught at your school
- 3. Identify the “Completer” course for the Business, Finance and Marketing Pathways

Objective 2 Explore the Certifications, Degrees, and Tech college programs in your local region.

- 1. Certifications available through your school
 - a. Microsoft Office Specialist certification
 - b. Adobe Creative Associate certification
- 2. Degrees Available in your local region
 - a. Associate degree in Business Administration, Business Information, and Business Technology
 - b. Most state colleges offer a bachelors in Business Management, Human Resource Management
 - c. Masters in Business Administration

Objective 3 Careers in Business Administration

1. Explore current job postings in this field to introduce candidates to the fact that this is a high-wage high-demand field. Many options are available based on different strengths.

Optional: Standard performance evaluations on the final page of this document

Performance Skills Evaluation

Exam name: Business Office Specialist

Candidate Name: _____

Performance assessments may be completed and evaluated any time before the certification is issued. The following performance skills can be used in connection with the associated standards and exam. The evaluator will function as the subject matter expert to determine if the candidate meets the skills requirements with a Yes/No for passing.

Standard 2 – Word Processing Software

- Use word processing software to create a project. Encourage candidates to create a project with personal interest to promote the use and exploration of word processing programs for individual use.
- Create a Report, Newsletter, Brochure, Blog post, Magazine Article, or Infographic

Pass:

Standard 3 – Spreadsheets

- Use spreadsheet software to problem-solve and create a project. Encourage candidates to create a project with personal interest to promote the use and exploration of spreadsheet programs for individual use.
- Create a budget, invoice, chart, or order form.

Pass:

Standard 4 – Slideshows

- Use slideshow software to communicate and create a real-world project. Encourage candidates to create a project with personal interest to promote the use and exploration of slideshow software.
- Use slideshow software to create a slideshow(s), demonstrating professional quality design following generally accepted slideshow guidelines that include:
 - Transitions with automatic timing
 - Custom animations
 - Objects (charts, diagrams, tables, sound, video)
 - Hyperlinks and action buttons
 - Speaker notes, handouts, and outlines

Pass:

Evaluator Name:

Date:
