

**SECRETARIAL SCIENCE
ADMINISTRATIVE ASSISTING
(SSAA) II**

COURSE # 5017

CREDITS 12.5

**Passaic County Technical Institute
2017**

I. COURSE DESCRIPTION:

Secretarial Science and Administrative Assisting (SSAA) II – Grade 10

During the second year, students enrolled in the Secretarial Science Administration Assisting program will continue to build skills and knowledge on the topics introduced in the first year. The second year will continue to address topics in Application and Software Administration at an intermediate level and Leadership Skills II. New topics introduced are Basic Communications and Math Skills.

Unit 1: Intermediate Computer Systems, Configurations, and Software

Students will: comprehend the purpose and the format of a table of contents page, develop a work with citing in the MLA format, be aware of items typically found on an agenda or a minute's document, format designs in a *PowerPoint* presentation, manage different file formats for conversion, manage storage, and retrieval of files. They will: understand the benefits of database management systems, comprehend the benefits of using spreadsheet formulas. They will create them in an *Excel* spreadsheet; commonly used calculations in business.

Unit 2: Basic Communication Skills

Students will apply proper etiquette for phone use; learn proper business etiquette when communicating. They are aware of how to create professional emails and messages; apply appropriate uses of informal business writing. Additionally, they recognize persuasion writing and related concepts.

Unit 3: Basic Math Skills

Students will learn how basic math is applied in business. Identify the elements needed to calculate simple interest; and become familiar with the evolution of online banking and its options when selecting banking services.

Unit 4: Leadership Skills in Business II

In this unit, students will learn how to conduct meetings. Understand the skills necessary to participate in meetings and discussions and plan strategically for large group meetings. They will recognize the characteristics of successful team-based businesses. Understanding the importance of human relations in the workplace, why personality preference is important for one's self and others. They will also become aware of the elements of teamwork and orientation in an organization.



PASSAIC COUNTY TECHNICAL INSTITUTE
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II. Career and Technical Education Curriculum Unit Planner

Content Area:	Secretarial Science & Administrative Assisting II	Grade(s)	10
Unit Plan Title:	Intermediate Application and Software Administration – Unit 1		
NJSLS Addressed in this unit			
<p>8.1 Educational Technology: All students will use digital tools to access, manage, evaluate, and synthesis information in order to solve problems individually and collaborate and to create, and communicate knowledge.</p> <p>8.1.12. A. Technology Operations and Concepts: Students demonstrate a sound understanding of technology concepts.</p> <p>8.1.12. C. Communications and Collaboration: Students use digital media and environments to communicate and work collaboratively, including at a distance, to support individual learning and contribute to the learning of others.</p> <p>8.1.12. D. Digital Citizenship: Students understand human, cultural, and societal issues related to technology and practice legal and ethical behavior.</p> <p>8.1.12. E. Research and Information: Students apply digital tools to gather, evaluate, and use information.</p> <p>8.1.12. F. Critical thinking, problem solving, and decision making: Students use critical thinking skills to plan and conduct research, manage projects, solve problems, and make informed decisions using appropriate digital tools and resources.</p> <p>9.3.12. BM.5: Implement systems, strategies and techniques used to manage information in a business.</p> <p>9.3.12. ADM.2: Access, evaluate and disseminate information for business decision making.</p> <p>NJSLSA.L2. Demonstrate command of the conventions of standard English capitalization, punctuation, and spelling when writing.</p> <p>LSA.W9. Draw evidence from literary or informational texts to support analysis, reflection, and research.</p> <p>NJSLSA.R5. Analyze the structure of texts, including how specific sentences, paragraphs, and larger portions of the text relate to each other and the whole.</p> <p>NJSLSA.SL5. Make strategic use of digital media and visual displays of data to express information and enhance understanding of presentations.</p> <p>NJSLSA.W4. Produce clear and coherent writing in which the development, organization, and style are appropriate to task, purpose, and audience.</p> <p>RI.9-10.4. Understand how word choice impacts meaning</p> <p>RI.9-10.7. Analyze various perspectives as presented in different mediums.</p> <p>SL.9-10.2. Integrate multiple sources of information presented in diverse media or formats visually, evaluating the credibility and accuracy of each source.</p>			

W.9-10.6. Choose and evaluate appropriate platform.

Essential Questions (3-5)

What is the purpose and the format of a Table of Contents page?
How do you format a Works Cited Page in an MLA document?
What items are typically found in an agenda or a minute's document?
How do you insert and format designs in a *PowerPoint* presentation?
How can you manage different file formats for conversion?
How do you manage the storage and retrieval of files?
What are the benefits of a database management system?
What are the benefits of using spreadsheet formulas?

Anchor Text

My Caert Version 2.0 Curriculum, Content and Assessment for CTE.

Supplemental:

"Business Skills Exercises", Barker 5th Edition, Cengage Learning.
"The Office Specialist.com", 2e student textbook, by BE Publishing.

Short & Informational Texts (3-5)

"MLA Formatting and Style Guide," The Owl at Purdue. Purdue University. Accessed Nov. 7, 2007

<http://owl.english.purdue.edu/owl/resource/557/01/>

Why have a good filing system?

<http://www.etu.org.za/toolbox/docs/admin/filing.html>

"Table of Contents I: Create a Basic TOC." Microsoft Office Training. 2006. Microsoft Corporation. 6 Sep 2006

<http://office.microsoft.com/training/training.aspx?AssetID=RP011356781033&CTT=6&Origin=RC011356771033>

Jones, Molly.

"Filing System." Online posting. A to Z Teacher Stuff. 11 July 2006. <http://www.atozteacherstuff.com/pages/1784.shtml>

Expected Proficiencies of the Unit

Convert documents to different file formats
Integrate *Microsoft Excel* data into *Microsoft Word*
Create outlines
Create a Table of Contents
Create works with a cited page
Create agendas and minutes
Prepare *PowerPoint* designs
Incorporate graphics into *PowerPoint* documents
Demonstrate the benefits of using spreadsheet formulas
Design charts and graphs using spreadsheet data
Format charts and graphs using spreadsheet data
Develop a manual file management plan
Develop an electronic file management plan
Determine the uses and benefits of a database management
Create professional business report formats

Create charts for business reports	
Formative & Summative Assessments	
Formative: Teacher generated quizzes and tests. Game based learning online platforms: www.Quizlet.com , and www.kahoot.com <i>Google</i> .classroom learning tool.	
Summative: <i>My Caert</i> Lesson Assessments. Teacher generated unit projects.	
Resources (websites, Canvas, LMS, Google Classroom, documents, etc.)	
http://myclassroomeconomy.org/grades/grade9-10.html <i>My Caert</i> handout activities and PowerPoint. <i>Google</i> classroom. <i>Canvas Learning Management System</i> . Handouts.	
Suggested Time Frame:	20 weeks

Content Area:	Secretarial Science & Administrative Assisting II	Grade(s)	10
Unit Plan Title:	Basic Communication Skills – Unit 2		
NJSLS/CCTC Standard(s) Addressed in this unit			
9.3.12. BM.3: Explore, develop and apply strategies for ensuring a successful business careers			
9.3.12. BM.4: Identify, demonstrate and implement solutions in managing effective customer relationships			
Essential Questions (3-5)			
What is the proper etiquette for phone use? What is the proper business etiquette when communicating? Explain how to create professional emails and messages? What are appropriate uses of informal business writing? What is persuasion and what are some related concepts?			
Anchor Text			
<i>My Caert</i> Version 2.0 Curriculum, Content and Assessment for CTE. “Century 21 Digital Information Management”, 10th Edition by Dr. Jack Hoggatt, Published 2014, Cengage Learning.			
Supplemental: “Business Skills Exercises”, Barker 5th Edition, Cengage Learning.			
Short & Informational Texts (3-5)			

“The Importance of Effective Communication,” Northeastern University College of Business Administration. Accessed Dec. 27, 2008.

<http://web.cba.neu.edu/~ewertheim/interper/commun.htm>

“Taking and Leaving Messages,” The Open University: Learning Space. Accessed May 30, 2009.

<http://openlearn.open.ac.uk/mod/resource/view.php?id=171333>

“Wikis in Plain English,” Commonplace. Accessed July 15, 2009.

<http://www.youtube.com/watch?v=-dnL00TdmLY>

“Persuasion Map,” readwritethink.org. Accessed Sept. 15, 2012.

http://www.readwritethink.org/files/resources/interactives/persuasion_map

Expected Proficiencies of the Unit

Identify basic communication skills

Demonstrate proper business etiquette using phone, message taking, email

Demonstrate proper face-to-face business etiquette

Determine appropriate uses of informal writing

Determine appropriate writing styles for email and text messages

Prepare a formal message from informal writing

Present the elements of a persuasive message

Formative & Summative Assessments

Formative:

Teacher generated quizzes and tests.

Game based learning online platforms: www.Quizlet.com , and www.kahoot.com

Google.classroom learning tool.

Summative:

My Caert Lesson Assessments.

Teacher generated unit projects.

Resources (websites, Canvas, LMS, Google Classroom, documents, etc.)

My Caert handout activities and PowerPoint.

Google classroom.

Canvas Learning Management System.

Handouts.

Suggested Time Frame:

4 weeks

Content Area:

Secretarial Science & Administrative Assisting II

Grade(s)

10

Unit Plan Title:

Basic Math Skills – Unit 3

NJSLS Addressed in this unit

9.1.12. A.8 Analyze different forms of currency and how currency is used to exchange goods and services.

9.1.12. B.8 Describe and calculate interest and fees that are applied to various forms of spending, debt, and saving.

- 9.1.12. B.9 Research the types and characteristics of various financial organizations in the community (e.g., banks, credit unions, check-cashing stores, et. al.).
- 9.1.12. B.10 Develop a plan that uses the services of various financial institutions to meet personal and family financial goals.
- 9.1.12. C.1 Compare and contrast the financial benefits of different products and services offered by a variety of financial institutions.
- 9.1.12. C.2 Compare and compute interest and compound interest and develop an amortization table using business tools.
- 9.1.12. D.10 Differentiate among various investment products and savings vehicles and how to use them most effectively.

Essential Questions (3-5)

- How can basic math be applied in a business?
- How can informal writing be used to prepare business correspondence?
- What are the elements needed to calculate simple interest?
- How has online banking evolved?
- What are some options when selecting banking services?

Anchor Text

My Caert Version 2.0 Curriculum, Content and Assessment for CTE

“Century 21 Digital Information Management”, 10th Edition by Dr. Jack Hoggatt, Published 2014, Cengage Learning.

Supplemental:

“Business Skills Exercises”, Barker 5th Edition, Cengage Learning.

“Business Math Using *Excel*”.

Short & Informational Texts (3-5)

Montaldo, Donna L. “Unit Pricing—The Real Price.” 13 July 2006.

About.com (24 July 2006). <http://couponing.about.com/cs/aboutcouponing/a/unitpricing.htm>

Learn: Choosing Savings Options

<http://practicalmoneyskills.com/>

“How Does the Magnetic Stripe on the Back a Credit Card Work?”

Howstuffworks. Accessed Oct. 10, 2011.

<http://money.howstuffworks.com/personal-finance/debt-management/magnetic-stripe-credit-card.htm>

“What Is Online Banking?” Bankrate.com. Accessed Oct. 10, 2011.

<http://www.bankrate.com/brm/olbstep2.asp>

Expected Proficiencies of the Unit

U.S. and Metric measurements

Determine unit prices

Calculate simple interest

Determine Compound interest

Understand about ATM banking

Understand about online banking

Determine banking options

Identify record-keeping methods

Explain checking accounts

Explain savings accounts

Formative & Summative Assessments	
<p>Formative: Teacher generated quizzes and tests. Game based learning online platforms: www.Quizlet.com , and www.kahoot.com Google.classroom learning tool.</p> <p>Summative: <i>My Caert</i> Lesson Assessments. Teacher generated unit projects.</p>	
Resources (websites, Canvas, LMS, Google Classroom, documents, etc.)	
<p>www.Typingu.com <i>My Caert</i> handout activities and PowerPoint. Google classroom. <i>Canvas Learning Management System</i>. Handouts.</p>	
Suggested Time Frame:	6 weeks

Content Area:	Secretarial Science & Administrative Assisting II	Grade(s)	10
Unit Plan Title:	Leadership Skills in Business II – Unit 4		
NJSLS Addressed in this unit			
9.3.12. BM.3	Explore, develop and apply strategies for ensuring a successful business career.		
9.3.12. BM- MGT.2	Access, evaluate and disseminate information for business decision making.		
9.3.12. BM- MGT.4	Employ and manage techniques, strategies and systems to enhance business relationships.		
9.3.12. ED- ADM.2	Identify behaviors necessary for developing and sustaining a positive learning culture.		
9.3.12.ED- ADM.5	Model leadership skills for personnel in order to improve the performance of the learning organization.		
Essential Questions (3-5)			
What are ways to individualize meetings?			
What skills are needed to participate in meetings and discussions?			
What is strategic planning and large group meetings?			
What are the characteristics of successful team-based businesses?			
What is the importance of human relations in the workplace?			
Why is personality preference important in self and others?			
What are the elements of a work team orientation in an organization?			
Anchor Text			

My Caert Version 2.0 Curriculum, Content and Assessment for CTE

Supplemental:

“Business Skills Exercises”, Barker 5th Edition, Cengage Learning.

Short & Informational Texts (3-5)

Google Documentary. Accessed August 7, 2011. <http://video.google.com/videoplay?docid=-1508211417393454786#>

“Myers-Briggs,” Your Life’s Path. Accessed Jan. 14, 2010. <http://www.myersbriggsreports.com>

“Tuckman’s Forming Storming Norming Performing Model,” Wordpress.com. Accessed April 28, 2009.

<http://cefeindo.wordpress.com/2008/03/page/9/>

“Belbin’s Team Roles,” MindTools.com. Accessed Aug. 3, 2010.

http://www.mindtools.com/pages/article/newLDR_83.htm

Drew, Bettina. “Benefits of Nonverbal Communication in Business,”

Chron.com. Accessed March 5, 2012. <http://smallbusiness.chron.com/benefit-nonverbal-communication-business-2831.html>

Expected Proficiencies of the Unit

Implement successful group discussion

Develop techniques to form group discussions and follow-up

Determine individual personality preference & preferences of others

Determine stages of teamwork involvement

Develop team roles and brainstorming

Perform work with a team

Develop human relations skills in the workplace

Identify the benefits and pitfalls of working on a team

Evaluate successful team-based businesses

Distinguish the meaning of nonverbal cues

Formative & Summative Assessments

Formative:

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Canvas Learning Management System.

Handouts.

Suggested Time Frame:

6 weeks

III. Instructional Strategies:

Instructional strategies are based on instructional goals and student's IEP (Individual Education Plan). A combination of various instructional strategies is used based on students learning styles and the subject content. Examples of those strategies are:

Individualized Instruction

Teacher Directed Instruction

Differentiated Instructions

Life Skill Applications

Peer Tutoring

Cooperative Learning Activities

Interdisciplinary Collaboration projects

Job Shadowing

Collaborating with teammates to complete projects

Watching and responding to videos and presentations

Brainstorming

To determine whether the learning objectives have been met, a combination of formal and informal assessment methods is used.

Formal Assessment:

Multiple-choice exam

Calculations

Short-answer assessments

IV. Scope and Sequence -Secretarial Science Administrative Assisting Grade 10

SKILLS TO BE LEARNED	I = Introduce D = Develop in Depth R = Reinforce M = Master
Convert Documents to Different File Formats	I, R, D, M
Integrate Microsoft Excel Data into Microsoft Word	I, R, D, M
Create an Outline and Table of Contents	I, R, D
Create Works Cited Page	I, R, D
Create Agendas and Minutes	I, R, D
Prepare PowerPoint Designs	R, D
Incorporate Graphics into PowerPoint Documents	R, D
Demonstrate the Benefits of Using Spreadsheet Formulas	I, R, D
Design Charts and Graphs Using Spreadsheet Data	I, R, D
Develop a Manual File Management Plan	R, D, M
Determine the Uses and Benefits of a Database Management System	R, D, M
Create Professional Business Report Formats including charts	D, M
Demonstrate Proper Business Etiquette	I, R, D
Demonstrate Proper Face-to-Face Business Etiquette	I, R, D
Determine Appropriate Uses of Informal Writing	I, R, D
Determine Appropriate Writing Styles for Email and Text Messages	I, R, D, M
Prepare a Formal Message from Informal Writing	I, R, D
Present the Elements of a Persuasive Message	I, R, D, M
Determine Unit Prices	I, R, D
Calculate Simple and Compound Interest	I, R, D

Understand ATM, Online, and Banking options	I, R, D
Identify Record-Keeping Methods	I, R, D
Explain Checking and Savings Accounts	I, R, D
Develop techniques to form Group Discussions and Follow-up	I, R, D, M
Determine Individual Personality Preference & Preferences of Others	I, R, D, M
Determine Stages of Teamwork Evolvement	I, R, D, M
Develop Team Roles and Brainstorming	I, R, D, M
Develop Human Relations Skills in the Workplace	I, R, D, M
Identify the Benefits and Pitfalls of Working on a Team	I, R, D, M
Evaluate Successful Team-Based Businesses	I, R, D, M
Distinguish the Meaning of non-verbal cues	I, R, D, M

V. Complete List of Course Textbooks, Instructional Resources & Software:

My Caert Version 2.0 Curriculum, Content and Assessment for CTS

Business Math Using Excel 2E Sharon Burton, South-Western Cengage Learning ISBN: 0-538-73119-2

Business Skills Exercises, Barker 5th Edition, Cengage Learning ISBN-10: 1111572194

The Office Specialist.com, 2e student textbook, by BE Publishing ISBN 1-934422-27-4

Century 21 Digital Information Management, 10th Edition by Hoggatt/Shank/Smith, Published 2014, Cengage Learning. ISBN10: 1-111-57140-6

VI. Student Handout:

COURSE DESCRIPTION:

Secretarial Science and Administrative Assisting (SSAA) II

During the second year, students enrolled in the Secretarial Science Administration Assisting program will continue to build skills and knowledge on the topics introduced in the first year. The second year will continue to address topics in Application and Software Administration at an intermediate level and Leadership Skills II. New topics introduced are Basic Communications and Math Skills.

Unit 1: Intermediate Computer Systems, Configurations, and Software

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Unit 2: Basic Communication Skills

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Unit 3: Basic Math Skills

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Unit 4: Leadership Skills in Business II

In this unit, students will learn how to conduct meetings. Understand the skills necessary to participate in meetings and discussions and plan strategically for large group meetings. They will recognize the characteristics of successful team-based businesses. Understanding the importance of human relations in the workplace, why personality preference is important for one's self and others. They will also become aware of the elements of teamwork and orientation in an organization.

Proficiencies:

Upon successful completion of this course, the student will be able to:

1. Convert Documents to Different File Formats
2. Integrate Microsoft Excel Data into Microsoft Word
3. Create Outlines
4. Create Table of Contents

5. Create Works Cited Page
6. Create Agendas and Minutes
7. Prepare PowerPoint Designs
8. Incorporate Graphics into PowerPoint Documents
9. Demonstrate the Benefits of Using Spreadsheet Formulas
10. Design Charts and Graphs Using Spreadsheet Data
11. Format Charts and Graphs using Spreadsheet Data
12. Develop a Manual File Management Plan
13. Develop an Electronic File Management Plan
14. Determine the Uses and Benefits of a Database Management
15. Create Professional Business Report Formats
16. Create Charts for Business Reports
17. Identify Basic Communication Skills
18. Demonstrate Proper Business Etiquette Using Phone, Message Taking, Email
19. Demonstrate Proper Face-to-Face Business Etiquette
20. Determine Appropriate Uses of Informal Writing
21. Determine Appropriate Writing Styles for Email and Text Messages
22. Prepare a Formal Message from Informal Writing
23. Present the Elements of a Persuasive Message
24. U.S. and Metric Measurements
25. Determine Unit Prices
26. Calculate Simple Interest
27. Determine Compound Interest
28. Understand about ATM Banking
29. Understand about Online Banking
30. Determine Banking Options
31. Identify Record-Keeping Methods
32. Explain Checking Accounts
33. Explain Savings Accounts
34. Implement Successful Group Discussion
35. Develop techniques to form Group Discussions and Follow-up
36. Determine Individual Personality Preference & Preferences of Others
37. Determine Stages of Teamwork Evolvement
38. Develop Team Roles and Brainstorming
39. Perform Work with a Team
40. Develop human Relations Skills in the Workplace
41. Identify the Benefits and Pitfalls of Working on a Team
42. Evaluate Successful Team-Based Businesses
43. Distinguish the Meaning of Nonverbal Cues