

(220) Basic Office Systems & Procedures (S | PS)

Description

Evaluate fundamental skills in office procedures, records and file management, and document production.

Eligibility

Members may *not* compete in Basic Office Systems & Procedures and Advanced Office Systems & Procedures in the same year. A student member who has previously competed in Advanced Office Systems & Procedures may *not* enter this event. This event may *not* be repeated.

Member must supply

Sharpened No. 2 pencils, pens

Cordless calculator: Electronic devices will be monitored according to ACT standards. See [NLC](#)

[Calculator Guidelines](#). Members who violate this rule will be *disqualified*.

Published and/or unpublished non-electronic written reference materials

Business Professionals of America assumes no responsibility for hardware/software provided by the member. No equipment, supplies, or materials other than those specified for an event will be allowed in the testing area. No previous Business Professionals of America tests and/or sample tests or facsimiles thereof (handwritten, photocopied, or keyed) may be taken into the testing area. Violation of this rule will result in disqualification.

Competencies

- Demonstrate knowledge of office procedures, records and file management, and office technologies
- Apply technical skills to manage information and produce business documents
- Proofread using edited copy
- Prepare written telephone messages
- Monitor and respond to electronic mail
- Provide customer support and service
- Compose business correspondence
- Key various business documents
- Create and format tables
- Prepare and maintain inventory of equipment and supplies
- Schedule and maintain appointments for supervisors
- Coordinate travel arrangements
- Maintain filing systems including alphabetical, subject, numerical, and chronological using ARMA rules
- Process mail

Equipment/supplies provided

Computer, printer, and paper

Software as designated for this event

Method of evaluation

Application and Objective Test

Length of event

No more than ten (10) minutes orientation

No more than ninety (90) minutes testing time

No more than ten (10) minutes wrap-up

Entries

Each state is allowed five (5) entries