

## **(220) Basic Office Systems and Procedures**

### **Description**

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

### **Eligibility**

Any Secondary division student member may enter this event. Members may *not* compete in Basic Office Systems and Procedures and Advanced Office Systems and Procedures in the same year. A student member who has previously competed in Advanced Office Systems and 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Published and/or unpublished non-electronic written reference materials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 - *Reference materials are allowed.*

### **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