EXPRESS EMPLOYMENT PROFESSIONALS

Business Office Technology

CERTIFICATION

CERTIFICATION BLUEPRINT

CERTIFICATION EXAM OVERVIEW

The Express Employment Professionals Business Office Technology Certification confirms that individuals possess essential knowledge and skills in office technology and administrative tasks. The certification exam, hosted on the iCEV testing platform, consists of 100 questions. It evaluates proficiency in areas such as office software, data management, communication skills, and professional procedures, ensuring that certified individuals are well-prepared for roles in modern business environments. The exam must be proctored in a controlled environment. Proctoring guidelines can be found at www.icevonline.com/proctoring-guidelines.

More information about the certification and testing platform can be found at https://www.icevonline.com/business-technology.

ABOUT EXPRESS EMPLOYMENT PROFESSIONALS

Express Employment Professionals is a leading staffing provider. From job seekers to client companies, Express helps people thrive and businesses grow. Our international network of franchises offers localized staffing solutions to the communities they serve across the U.S., Canada, South Africa, Australia and New Zealand.

Learn more at: https://www.expresspros.com/certifications.

INDUSTRY STANDARD OVERVIEW
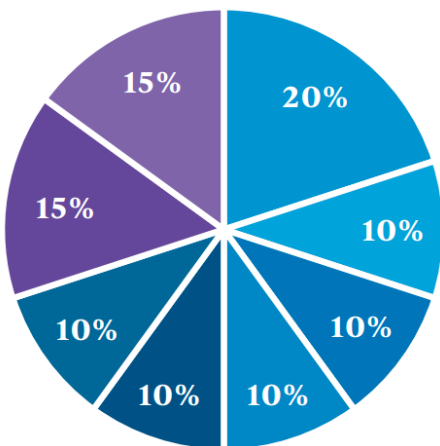
- Office Technology Skills
- Word Processing Applications
- Digital Presentation Applications
- Spreadsheet Applications
- Database Applications
- Desktop Publishing Programs
- Workplace Communications Strategies
- Ethical Applications in the Workplace

LEARNING OBJECTIVES & INDUSTRY STANDARDS

1. Office Technology Skills

1.1 Workplace Technology

1.1.1 To explain the purpose of workplace technology and its impact on business practices

1.1.2 To discuss benefits and concerns of businesses technology use

1.1.3 To describe various types of workplace technology

1.2 Telecommunication Basics

1.2.1 To understand and evaluate various methods of telecommunications

1.2.2 To employ appropriate business ethics and correct etiquette when using telecommunications

1.3 Operating Systems & Networking

1.3.1 To understand the basic functions of computers

1.3.2 To analyze the features of computer systems

1.3.3 To examine the main components contributing to how computers work

1.3.4 To observe the purpose and function of various operating systems

1.3.5 To recognize the concept of networking

1.4 Internet Basics

1.4.1 To define the Internet and its supporting technology

1.4.2 To analyze the different uses of the Internet

1.4.3 To discuss tips and methods for Internet research

1.4.4 To identify Internet risks

1.5 Introduction to Computers

1.5.1 To discover different types of computers

1.5.2 To learn how to identify the role of each computer hardware component

1.5.3 To gain knowledge of computer software

1.5.4 To become skilled at selection, set up and maintenance of a computer

2. Word Processing Applications

2.1 Microsoft® Word Basics

2.2 Business Documents & Technology

2.2.1 To identify the four steps to document creation and to be able to compare positive, negative and persuasive messages

2.2.3 To understand the formatting procedures for letters, memorandums and business reports

2.2.4 To understand the technology procedures used in business

3. Digital Presentation Applications

3.1   Microsoft® PowerPoint Basics

4. Spreadsheet Applications

4.1   Microsoft® Excel Basics

5. Database Applications

5.1   Microsoft® Access Basics

6. Desktop Publishing Programs

6.1   Microsoft® Publisher Basics

7. Workplace Communications Strategies

7.1   Microsoft® Outlook Basics

7.2   Business Mailing Procedures

        7.2.1   To analyze the proper form in addressing business envelopes
        7.2.2   To discover the history of mail
        7.2.3   To examine how to operate mail merger software
        7.2.4   To predict future trends affecting businesses issuing mass mailers

8. Ethical Applications in the Workplace

8.1   Web Ethics & E-Issues

        8.1.1   To determine what information is appropriate to be displayed on a web page
        8.1.2   To explore copyright issues and the correct approach to acquiring information from the Internet
        8.1.3   To be introduced to the proper method of citing Internet sources
        8.1.4   To become acquainted with the various issues of customer privacy on website

8.2   Business Ethics

        8.2.1   To distinguish between ethical/unethical and legal/illegal business practices
        8.2.2   To relate the ethical decision-making process to business situations
        8.2.3   To examine ethical considerations of technology and workplace politics
        8.2.4   To relate the historical impact of unethical practices and governmental regulations