

# MBA Research Comparison of Standards

## FBLA: BUSINESS PROCEDURES

Compared To

MBA Research BA Core, Business Management Core, Administrative Services, Business Information Management, General Management, Human Resources Management, Operations Management

**GREEN/BOLD** statements are part of your course/state standards and the MBA Research standard. Items in plain text are in the state's course/standards but are not in the MBA Research course or identified subset of the MBA Research National Business Administration Standards.

FBLA: BUSINESS PROCEDURES		MBA Research BA Core, Business Management Core, Administrative Services, Business Information Management, General Management, Human Resources Management, Operations Management	LAP
BSPR 01.00	Competency: Human Relations		
BSPR 01.01	Identify appropriate work habits and ethics including appropriate dress.	<b>EI:018 - Identify desirable personality traits important to business</b> <b>PD:002 - Maintain appropriate personal appearance</b>	LAP-EI-009 LAP-PD-002
BSPR 01.02	Identify, evaluate, and select training resources for employee training programs.	<b>HR:528 - Choose learning methods</b>	
BSPR 01.03	Develop/explain work processes and procedures (organizational and prioritizing skills).	<b>OP:228 - Organize and prioritize work</b> <b>OP:355 - Streamline work processes</b> <b>OP:474 - Discuss business process thinking and its impact</b>	

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BSPR 01.04	Coordinate staff work schedule and workload distribution.	<b>HR:389 - Harmonize tasks, projects, and employees in the context of business priorities</b> HR:497 - Schedule employees	
BSPR 01.05	Contribute to development of job descriptions for staff.	<b>HR:518 - Develop job descriptions and profiles</b>	
BSPR 01.06	Discuss and analyze an employee performance evaluation.	<b>HR:368 - Assess employee performance</b>	
BSPR 01.07	Maintain employee records.	<b>HR:359 - Maintain human resources records</b>	
BSPR 01.08	Update policy and procedures manual.	<b>HR:464 - Develop human-resources management policy/procedure manual</b>	
BSPR 01.09	Conduct new employee orientation and employee training.	<b>HR:360 - Orient new employees</b> <b>HR:392 - Train staff</b>	
BSPR 01.10	Create and maintain effective and productive work relationships.	<b>HR:449 - Describe ways that businesses build positive employer-employee relationships</b> <b>HR:513 - Foster employee engagement and commitment</b>	
BSPR 01.11	Work in a team to solve problems and share knowledge.	<b>EI:045 - Participate as a team member</b>	LAP-EI-045

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BSPR 01.12	Exhibit behaviors and actions to effectively motivate and lead people.	<b>EI:059 - Motivate team members</b>	LAP-EI-059
BSPR 02.00	Competency: Technology Concepts		
BSPR 02.01	Conduct a needs assessment of hardware, software, furniture, equipment, and supplies.	<b>NF:012 - Determine venture's information technology needs</b>	
BSPR 02.02	Evaluate and recommend hardware, vendors, warranties, and purchasing options to solve specific problems.	<b>OP:161 - Select vendors</b>	
BSPR 02.03	Remove, upgrade, store, and install computer hardware and supportive software.		
BSPR 02.04	Navigate the basic operating system and internet applications.	<b>CO:090 - Write professional emails</b> <b>NF:006 - Demonstrate basic web-search skills</b> <b>NF:085 - Use basic operating systems</b> <b>NF:086 - Describe the scope of the Internet</b> PR:166 - Execute targeted emails	
BSPR 02.05	Manage files and folders.	<b>NF:153 - Move files in the computer operating system</b> <b>NF:172 - Organize and maintain files</b> <b>NF:251 - Maintain data files in appropriate format (i.e., preserve, convert, or migrate)</b>	

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BSPR 02.06	Identify and use appropriate help resources to learn software and hardware and to solve problems (e.g., help desks, online help, and manuals).	<b>OP:203 - Isolate and identify source of technical problem OP:204 - Follow manufacturer's written procedures to fix technical problem</b>	
BSPR 02.07	Select and apply the appropriate productivity software to complete tasks.	<b>NF:005 - Demonstrate personal information management/productivity applications</b>	
BSPR 02.08	Identify, evaluate, and select software specific to an organizational function and/or industry.	NF:106 - Use software to automate services	
BSPR 02.09	Select and apply multimedia software appropriate for specific tasks.	IM:386 - Prepare and use presentation software to support reports	
BSPR 03.00	Competency: Communication Skills		
BSPR 03.01	Compose, give, and follow oral and written instructions.	<b>CO:056 - Apply written directions to achieve tasks CO:083 - Give verbal directions CO:119 - Follow oral directions</b>	
BSPR 03.02	Identify good listening skills.	<b>CO:017 - Demonstrate active listening skills</b>	LAP-CO-017

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BSPR 03.03	Interpret verbal and nonverbal cues/behaviors to enhance communication.	<b>CO:059 - Interpret others' nonverbal cues</b> <b>CO:082 - Explain communication techniques that support and encourage a speaker</b> <b>CO:084 - Employ communication styles appropriate to target audience</b>	
BSPR 03.04	Locate/maintain telephone numbers and addresses.	<b>CO:114 - Handle telephone calls in a businesslike manner</b> <b>CO:183 - Field telephone calls</b> <b>CO:184 - Screen telephone calls</b>	
BSPR 03.05	Identify proper techniques for answering, screening, and placing calls, including conference calls.	<b>CO:114 - Handle telephone calls in a businesslike manner</b> <b>CO:184 - Screen telephone calls</b> CO:214 - Route telephone calls	
BSPR 03.06	Identify proper techniques for placing a caller on hold, transferring a call, and/or taking a message.	<b>CO:114 - Handle telephone calls in a businesslike manner</b> CO:214 - Route telephone calls	
BSPR 03.07	Identify, analyze, and evaluate emerging communications technologies for use in organizations.		
BSPR 03.08	Process electronic communications (e.g., fax, e-mail, file transmissions).	<b>CO:090 - Write professional emails</b> <b>OP:200 - Operate fax machines</b>	
BSPR 03.09	Prepare and deliver oral presentations.	<b>CO:025 - Make oral presentations</b>	LAP-CO-025

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BSPR 03.10	Receive/greet visitors and clients; make introductions, and direct inquiries.	<b>CO:060 - Provide legitimate responses to inquiries CO:181 - Greet and direct visitors EI:097 - Handle the social and protocol aspects of business</b>	
BSPR 03.11	Locate, organize, and reference information from a variety of sources to communicate with co-workers and customers/clients.	<b>CO:092 - Choose and use appropriate channel for workplace communication NF:078 - Obtain needed information efficiently</b>	
BSPR 03.12	Communicate with customers and other employees to foster positive relations, clarify workplace objectives, and provide feedback.	CR:071 - Respond to customer feedback <b>EI:037 - Foster positive working relationships EI:106 - Solicit feedback</b>	LAP-EI-037
BSPR 03.13	Compose business documents such as agendas, reports, and correspondence.	<b>CO:087 - Select and use appropriate graphic aids CO:094 - Prepare simple written reports CO:133 - Write business letters CO:185 - Write analytical reports (i.e., reports that examine a problem/issue and recommend an action) NF:194 - Prepare agendas</b>	
BSPR 03.14	Develop and interpret tables, charts, and figures to support written and oral communications.	<b>CO:087 - Select and use appropriate graphic aids CO:204 - Use data visualization techniques (e.g., infographics, heat-maps, dynamic model outputs)</b>	
BSPR 04.00	Competency: Decision Making/Management		

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BSPR 04.01	Identify different types of leadership styles and describe characteristics of effective leaders.	<b>EI:009 - Explain the concept of leadership</b>	LAP-EI-016
BSPR 04.02	Identify the functions of management.	<b>SM:001 - Explain the concept of management</b>	LAP-SM-003
BSPR 04.03	List the responsibilities involved at the different levels of management.	<b>SM:001 - Explain the concept of management</b>	LAP-SM-003
BSPR 04.04	Interpret an organizational chart.	<b>EC:103 - Explain the organizational design of businesses</b>	LAP-EC-103
BSPR 04.05	Set priorities and develop efficient procedures for workflow and monitor work loads.	<b>EN:027 - Explain methods/processes for organizing workflow</b> <b>OP:228 - Organize and prioritize work</b> <b>OP:520 - Monitor projects and take corrective actions</b>	LAP-OP-520
BSPR 04.06	Develop efficient office teams and apply skills to assigned activities and to resolve conflicts.	<b>EI:015 - Use conflict-resolution skills</b> <b>HR:387 - Coordinate efforts of cross-functional teams to achieve project/company goals</b>	LAP-EI-007
BSPR 04.07	Examine potential problems facing business and offer alternative solutions including contingency plans.	<b>OP:493 - Develop an operational contingency plan</b> <b>RM:068 - Coordinate contingency planning</b> <b>SM:043 - Determine alternative actions to take when goals are not being met</b>	

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BSPR 04.08	Acquire, analyze, access, exchange, organize, and synthesize information to guide business decision making and to increase workplace efficiency and effectiveness.	<b>EI:061 - Maintain collaborative partnerships with colleagues</b> <b>EI:130 - Collaborate with others</b> <b>OP:461 - Analyze business processes (e.g., measure efficiency, benchmark metrics)</b>	LAP-EI-130
BSPR 04.09	Identify, write, and monitor workplace performance goals to guide progress in assigned areas of responsibility and accountability.	FI:731 - Establish expectations for key performance indicators OP:557 - Select and apply metrics to measure performance/productivity <b>PD:254 - Determine the nature of organizational goals</b> <b>PD:256 - Establish performance standards to meet organizational goals</b> <b>PD:257 - Monitor progress in achieving organizational goals</b> <b>SM:008 - Develop company goals/objectives</b>	
BSPR 04.10	Manage quality-control processes to minimize errors and to expedite workflow.	<b>OP:163 - Identify quality-control measures</b>	LAP-OP-008
BSPR 05.00	Competency: Career Development		
BSPR 05.01	Explore business careers and examine job opportunities through various sources, including newspapers, employment agencies, personal inquiries, and the Internet.	<b>PD:025 - Explain employment opportunities in business</b> <b>PD:026 - Utilize job-search strategies</b>	LAP-PD-015
BSPR 05.02	Develop a career plan.	<b>PD:023 - Identify tentative occupational interest</b>	

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BSPR 05.03	Prepare a letter of application, resume, employment application, and follow-up letter.	<b>PD:026 - Utilize job-search strategies</b> <b>PD:027 - Complete a job application</b> <b>PD:029 - Write a follow-up letter after job interviews</b> <b>PD:030 - Write a letter of application</b>	
BSPR 05.04	Identify behaviors considered to be appropriate or inappropriate in a job interview.	State's statement is an objective/component of the performance indicator: <b>PD:028 - Interview for a job</b>	
BSPR 05.05	Identify the steps to follow in resigning from a position.		
BSPR 05.06	Develop and maintain a portfolio and personal professional documents and certifications.		
BSPR 05.07	Identify potential employment barriers for nontraditional groups and ways to overcome the barriers.	<b>HR:515 - Discuss issues associated with workplace diversity (e.g., ethnic, generational, religious, gender)</b>	
BSPR 05.08	Utilize career-advancement activities to enhance professional development.	<b>PD:033 - Explain the need for ongoing education as a worker</b> <b>PD:034 - Explain possible advancement patterns for jobs</b> <b>PD:035 - Identify skills needed to enhance career progression</b> <b>PD:036 - Utilize resources that can contribute to professional development (e.g., trade journals/periodicals, professional/trade associations, classes/seminars, trade shows, and mentors)</b> <b>PD:037 - Use networking techniques to identify employment opportunities</b>	

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BSPR 06.00	Competency: Business Operations		
BSPR 06.01	Identify characteristics of an efficiently organized workstation and recommend improvements in physical layout.	<b>OP:355 - Streamline work processes</b>	
BSPR 06.02	Make decisions on best reprographics methods to use for a specific task including appropriate paper.	<b>PD:017 - Make decisions</b>	LAP-PD-017
BSPR 06.03	Process incoming and outgoing mail, including electronic mail.	<b>NF:004 - Demonstrate basic e-mail functions</b> <b>OP:348 - Open and distribute office mail/parcels</b>	
BSPR 06.04	Identify and coordinate special mail services and alternative courier and electronic mail services.	<b>OP:348 - Open and distribute office mail/parcels</b> <b>RM:068 - Coordinate contingency planning</b>	
BSPR 06.05	Arrange and coordinate travel arrangements for supervisor or staff (e.g., reservations, itinerary).	<b>NF:167 - Make travel arrangements</b> <b>NF:189 - Prepare itinerary</b>	
BSPR 06.06	Demonstrate time management skills.	<b>PD:019 - Use time-management skills</b>	LAP-PD-001
BSPR 06.07	Coordinate meetings, events, and activities related to the office.	<b>OP:233 - Plan meetings</b>	

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BSPR 06.08	Use Personal Information Management applications (notes, calendars, contact information) to increase workplace efficiency and to facilitate on-time, prompt completion of work activities.	<b>NF:005 - Demonstrate personal information management/productivity applications</b>	
BSPR 06.09	Establish procedures to maintain workstation, equipment, materials, and supplies.	<b>KM:009 - Create and maintain a work station/procedures manual</b> <b>OP:026 - Control use of supplies</b> <b>OP:442 - Comply with policies and procedures for use of property and equipment</b>	
BSPR 06.10	Troubleshoot problems with office equipment to make repairs and/or to obtain technical support.	<b>OP:203 - Isolate and identify source of technical problem</b> <b>OP:205 - Obtain technical support services</b>	
BSPR 06.11	Maintain office equipment such as printers, copiers, and fax machines (add toner, load paper, clear paper path, change cartridge).	<b>OP:198 - Operate copier</b> <b>OP:199 - Operate printer</b> <b>OP:200 - Operate fax machines</b>	
BSPR 06.12	Manage preventive maintenance and repair of equipment.	OP:568 - Schedule preventive maintenance	
BSPR 06.13	Implement processes for purchasing business supplies, equipment, and services.	OP:182 - Purchase services <b>OP:360 - Re-order/purchase office supplies</b> <b>OP:361 - Purchase office furniture/equipment</b>	

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BSPR 06.14	Identify types of business ownership.	<b>BL:003 - Explain types of business ownership</b>	LAP-BL-001
BSPR 07.00	Competency: Database/Information Management		
BSPR 07.01	Establish and maintain document and information storage and retrieval system.	<b>NF:175 - Set up filing system appropriate for media/documents being stored</b> <b>NF:176 - Control incoming/outgoing documentation process</b> <b>NF:177 - Develop retention system appropriate for media/documents being stored</b> <b>NF:178 - Archive information according to retention procedures</b>	
BSPR 07.02	Prepare and maintain an inventory record of software, furniture, hardware, equipment, and supplies.	FI:432 - Record inventory transactions <b>OP:031 - Maintain inventory of supplies</b>	
BSPR 07.03	Maintain (index, code, sort, and file) alphabetical, subject, numerical, and chronological filing system and retrieve information from files.	<b>NF:171 - File records electronically/manually</b> <b>NF:172 - Organize and maintain files</b> <b>NF:251 - Maintain data files in appropriate format (i.e., preserve, convert, or migrate)</b>	
BSPR 07.04	Maintain tickler file system and retrieve information from files.	<b>KM:021 - Discuss the nature of records management</b>	

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BSPR 07.05	Maintain reference library, clippings, and historical records.		
BSPR 07.06	Purge records and/or files.	<b>NF:251 - Maintain data files in appropriate format (i.e., preserve, convert, or migrate)</b> RM:074 - Discuss record retention requirements applicable to correspondence and documentation	
BSPR 07.07	Convert and save data using scanning equipment.	<b>OP:202 - Operate scanner</b>	
BSPR 08.00	Competency: Ethics/Safety		
BSPR 08.01	Identify major causes of office-related accidents and establish safety and security measures to maintain office safety.	<b>OP:009 - Explain procedures for handling accidents</b> <b>OP:012 - Establish safety policies and procedures</b> <b>OP:154 - Identify potential security issues</b> <b>OP:157 - Establish policies and procedures to maintain physical security of the work environment</b> OP:597 - Identify accident prevention strategies	
BSPR 08.02	Adhere to privacy, safety and security policies and legislation (e.g., acceptable use policy, Web page policies, student photo policies, computer crime, fraud, abuse).	<b>OP:007 - Follow safety precautions</b> <b>OP:152 - Follow established security procedures/policies</b> <b>OP:206 - Adhere to technology safety and security policies (e.g., acceptable use policy, web page policies)</b> <b>OP:208 - Adhere to laws pertaining to computer crime, fraud, and abuse</b> <b>OP:210 - Follow policies to prevent loss of data integrity</b>	

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		<b>OP:441 - Explain information privacy, security, and confidentiality considerations in business</b>	
BSPR 08.03	Implement organizational policies and procedures for security, privacy, and risk management.	<b>EI:076 - Exercise confidentiality OP:441 - Explain information privacy, security, and confidentiality considerations in business RM:089 - Select risk-management strategies</b>	
BSPR 08.04	Demonstrate knowledge of an emergency/disaster plan.	<b>OP:010 - Handle and report emergency situations OP:317 - Recommend an emergency response plan OP:319 - Evaluate incident and emergency response plans (e.g., natural disasters, workplace safety threats, evacuations, etc.)</b>	
BSPR 08.05	Discuss basic issues related to responsible use of technology and describe personal or legal consequences of inappropriate use.	<b>OP:208 - Adhere to laws pertaining to computer crime, fraud, and abuse OP:211 - Adhere to organization's policies for technology use</b>	
BSPR 08.06	Identify confidentiality concepts and policies in an office.	<b>EI:103 - Maintain the confidentiality of others</b>	
BSPR 08.07	Identify characteristics of professional conduct and work ethics (integrity, loyalty, honesty, courtesy, etc.).	<b>EI:004 - Demonstrate ethical work habits EI:018 - Identify desirable personality traits important to business EI:022 - Demonstrate honesty and integrity</b>	LAP-EI-004 LAP-EI-009 LAP-EI-138

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BSPR 08.08	Analyze various ethical issues and problems related to the office including acceptable/unacceptable office behavior.	<b>EI:125 - Recognize and respond to ethical dilemmas</b>	LAP-EI-125
BSPR 08.09	Examine factors related to ergonomics and its importance to the office worker.	<b>OP:207 - Apply ergonomic techniques to technology tasks</b>	
BSPR 08.10	Read, interpret, and adhere to software license agreements and legal mandates (e.g., ADA, Sarbanne-Oxly).	<b>BL:008 - Explain the nature of workplace regulations (including OSHA, ADA) CO:055 - Extract relevant information from written materials CO:057 - Analyze company resources to ascertain policies and procedures</b>	
BSPR 09.00	Competency: Finance		
BSPR 09.01	Prepare banking transactions (deposit slips, reconcile bank statement, etc.).	<b>FI:069 - Maintain financial records FI:070 - Read and reconcile bank statements</b>	
BSPR 09.02	Use manual and electronic methods to complete payroll documents and other financial transactions.	<b>FI:606 - Perform payroll duties (i.e., compile hours, write payroll checks, distribute checks)</b>	
BSPR 09.03	Apply uses of calculator or computer numeric keypad in solving business problems.	FI:438 - Calculate employee earnings FI:439 - Calculate employee deductions FI:442 - Calculate payroll taxes <b>OP:197 - Operate calculator</b>	

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BSPR 09.04	Develop budgets for office and/or specific events and manage expenses.	<b>FI:099 - Develop company's/department's budget</b> <b>FI:604 - Track expenses</b> FI:795 - Develop event budget	LAP-FI-099
BSPR 09.05	Complete purchase requisitions and vouchers for payment.	FI:679 - Account for purchases (e.g., purchase requisitions, purchase orders, invoices, vouchers, etc.)	
BSPR 09.06	Implement expense-control strategies to enhance a business's financial well-being (budgets, expenses, contracts).	<b>OP:025 - Explain employee's role in expense control</b> <b>OP:029 - Develop expense control plans</b>	LAP-OP-025
BSPR 09.07	Manage business records to maintain needed documentation.	FI:674 - Distinguish among types of business documentation <b>NF:001 - Describe the nature of business records</b>	LAP-NF-001
BSPR 09.08	Record transactions to manage cash fund accounts such as petty cash.	<b>FI:310 - Maintain petty-cash fund</b> FI:381 - Journalize business transactions	
BSPR 09.09	General finance terms and conditions.	Scope of state's statement is too broad to match to specific performance indicators.	
BSPR 10.00	Competency: Information Processing		

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BSPR 10.01	Create, format, and key business documents (agendas, statistical documents, correspondence, reports, etc.) using a variety of input technologies to maximize productivity (keyboarding, scanning, speech recognition, and digital cameras).	<b>NF:129 - Use voice recognition technology to prepare documents</b> <b>NF:131 - Utilize imaging software</b> <b>NF:173 - Collect documentation needed to compile reports</b>	
BSPR 10.02	Utilize software to revise, edit, save, and output documents.	<b>NF:007 - Demonstrate basic word processing skills</b>	
BSPR 10.03	Transcribe business correspondence (correspondence, reports, minutes of meetings, etc.).	<b>KM:008 - Take minutes of meetings</b>	
BSPR 10.04	Dictate notes and correspondence.		
BSPR 10.05	Create and format tables, charts, and graphs.	IM:347 - Display data in charts/graphs or in tables	
BSPR 10.06	Perform a variety of word processing functions (merge text, sort data, search/replace data, create macros, use templates, etc.).	<b>NF:122 - Demonstrate advanced word-processing skills</b>	
BSPR 10.07	Convert document from one operating system to another or one software program to another.		

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BSPR 10.08	Create, edit, and enhance spreadsheets.	<b>NF:010 - Demonstrate basic spreadsheet applications</b>	
BSPR 10.09	Create and edit a database.	<b>NF:009 - Demonstrate basic database applications</b>	
BSPR 10.10	Extract useful information using search queries and generate reports.	<b>CO:055 - Extract relevant information from written materials</b> <b>NF:006 - Demonstrate basic web-search skills</b> <b>NF:125 - Mine databases for information</b> <b>NF:181 - Prepare reports</b>	
BSPR 10.11	Integrate database, spreadsheet, graphic, and word processing files.	<b>NF:088 - Use an integrated business software application package</b>	
BSPR 10.12	Complete preprinted and electronic forms (applications, invoices, purchase orders, purchase invoices, checks, credit memos, and labels).	FI:679 - Account for purchases (e.g., purchase requisitions, purchase orders, invoices, vouchers, etc.)	
BSPR 10.13	Scan documents, data, or graphics for document use.	<b>OP:202 - Operate scanner</b>	
BSPR 10.14	Proofread and edit documents for accuracy and content, grammar, spelling, and punctuation.	<b>NF:180 - Proofread documents</b> <b>NF:196 - Edit documents</b>	

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BSPR 10.15	Develop a presentation and/or visual aids that include multiple slides with text and graphics.	<b>NF:008 - Demonstrate basic presentation applications</b> NF:037 - Demonstrate effective use of audiovisual aids	
BSPR 10.16	Demonstrate ability to use office and online references.	<b>CO:055 - Extract relevant information from written materials</b> <b>NF:006 - Demonstrate basic web-search skills</b>	
BSPR 10.17	Employ collaborative/groupware applications to facilitate group work (shared files, instant messaging, or virtual meetings).	<b>NF:011 - Demonstrate collaborative/groupware applications</b>	
BSPR 10.18	Reproduce and distribute documents and information.	<b>OP:198 - Operate copier</b>	