

MBA Research Comparison of Standards

BPA: Business Administration

compared to MBA Research Standards

Fundamental Word Processing (200)

| Business Professionals of America | MBA Research Standards | LAP |
|---|---|-----|
| Apply beginning-level keyboarding and document formatting skills to produce business documents | NF:007 Demonstrate basic word processing skills | |
| Demonstrate basic knowledge of word processing software functions | NF:007 Demonstrate basic word processing skills | |
| Format and key letters, memos, tables, columns, and reports | NF:007 Demonstrate basic word processing skills IM:390 Prepare written reports for decision-making CO:094 Prepare simple written reports CO:133 Write business letters | |
| Revise, edit, and spell-check documents | NF:007 Demonstrate basic word processing skills NF:196 Edit documents CO:089 Edit and revise written work consistent with professional standards | |
| Use paragraph formatting, tab settings, and text enhancements (e.g., bold, italics, underline) | NF:007 Demonstrate basic word processing skills | |
| Use electronic and hard copy references to assist in preparing documents (e.g., help screens, spell-check, thesaurus, reference manual, dictionary) | NF:007 Demonstrate basic word processing skills | |

Intermediate Word Processing (205)

| Business Professionals of America | MBA Research Standards | LAP |
|--|--|-----|
| Apply intermediate-level keyboarding and word processing skills to produce business documents | NF:007 Demonstrate basic word processing skills NF:122 Demonstrate advanced word-processing skills | |
| Demonstrate basic knowledge of word processing software functions, including formatting and keying text in columns | NF:007 Demonstrate basic word processing skills NF:112 Demonstrate advanced word processing skills | |
| Create and format tables; format and key letters, memos, news releases, agendas, itineraries, and reports | NF:007 Demonstrate basic word processing skills NF:181 Prepare reports NF:189 Prepare itinerary NF:192 Prepare company correspondence NF:194 Prepare agendas IM:390 Prepare written reports for decision-making CO:009 Prepare complex written reports CO:094 Prepare simple written reports CO:133 Write business letters PR:057 Write a press release | |
| Insert graphics and special characters in documents | NF:007 Demonstrate basic word processing skills | |
| Use paragraph formatting, tab settings, and text enhancements | NF:007 Demonstrate basic word processing skills | |
| Proofread using edited copy | NF:180 Proofread documents NF:196 Edit documents CO:089 Edit and revise written work consistent with professional standards | |
| Use electronic and hard copy references to assist in preparing documents (e.g., help screens, spell-check, thesaurus, user's manual, dictionary) | NF:007 Demonstrate basic word processing skills | |

Advanced Word Processing (210)

| Business Professionals of America | MBA Research Standards | LAP |
|---|---|-----|
| Apply advanced-level keyboarding and word processing skills to produce business documents | NF:007 Demonstrate basic word processing skills NF:122 Demonstrate advanced word processing skills | |
| Demonstrate comprehensive knowledge of word processing software functions | NF:122 Demonstrate advanced word processing skills | |
| Format and key letters, memos, reports, agendas, itineraries, labels, minutes, news releases, outlines, speeches, table of contents, and work cited documents | NF:007 Demonstrate basic word processing skills NF:181 Prepare reports NF:189 Prepare itinerary NF:192 Prepare company correspondence NF:194 Prepare agendas IM:390 Prepare written reports for decision-making KM:008 Take minutes of meetings CO:009 Prepare complex written reports CO:094 Prepare simple written reports CO:133 Write business letters PR:057 Write a press release | |
| Proofread and correct documents using edited copy | NF:180 Proofread documents NF:196 Edit documents CO:089 Edit and revise written work consistent with professional standards | |
| Create tables with mathematical computations | NF:122 Demonstrate advanced word processing skills IM:347 Display data in charts/graphs or in tables | |
| Generate a mail merge using variable data | NF:122 Demonstrate advanced word processing | |
| Insert graphics and special characters in documents | NF:007 Demonstrate basic word processing skills | |
| Format and key text in columns | NF:122 Demonstrate advanced word processing | |
| Use of fields in documents | NF:122 Demonstrate advanced word processing | |

Advanced Word Processing (210) (cont'd)

| Business Professionals of America | MBA Research Standards | LAP |
|---|---|-----|
| Use of advanced headers and footers | NF:122 Demonstrate advanced word processing | |
| Enhance documents using features such as leader tabs, shading lines, borders, and graphic tools | NF:122 Demonstrate advanced word processing | |
| Use electronic and hard copy references to assist in preparing documents (e.g., help screens, spell-check, thesaurus, user's manual, directory) | NF:007 Demonstrate basic word processing skills | |

Integrated Office Applications (215)

| Business Professionals of America | MBA Research Standards | LAP |
|--|--|-----|
| Demonstrate knowledge of advanced word processing software functions | NF:122 Demonstrate advanced word processing | |
| Demonstrate proficiency in the integration of various software applications | NF:088 Use an integrated business software application package | |
| Apply advanced level technical skills to manage information and produce business documents | | |
| Use word processing software | NF:007 Demonstrate basic word processing skills NF:122 Demonstrate advanced word processing skills | |
| Use spreadsheet software | FM:014 Discuss financial analysis techniques NF:010 Demonstrate basic spreadsheet applications NF:126 Demonstrate advanced spreadsheet applications | |
| Use database software | NF:009 Demonstrate basic database applications NF:144 Manipulate data in the database management system | |
| Use presentation software | NF:008 Demonstrate basic presentation applications NF:123 Demonstrate advanced presentation applications NF:290 Prepare and use presentation software to aid in making oral reports IM:368 Prepare and use presentation software to support reports | |
| Proofread and correct documents using edited copy | NF:180 Proofread documents NF:196 Edit documents CO:089 Edit and revise written work consistent with professional standards | |

Integrated Office Applications (215) (cont'd)

| Business Professionals of America | MBA Research Standards | LAP |
|---|--|-----|
| Integrate word processing, presentation, database, and/or spreadsheet files to produce business documents | NF:007 Demonstrate basic word processing skills NF:008 Demonstrate basic presentation applications NF:009 Demonstrate basic database applications NF:010 Demonstrate basic spreadsheet applications NF:122 Demonstrate advanced word processing skills NF:123 Demonstrate advanced presentation applications NF:126 Demonstrate advanced spreadsheet applications NF:290 Prepare and use presentation software to aid in making oral reports IM:368 Prepare and use presentation software to support reports | |

Basic Office Systems & Procedures (220)

| Business Professionals of America | MBA Research Standards | LAP |
|--|--|--|
| 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 | NF:196 Edit documents CO:089 Edit and revise written work consistent with professional standards | |
| Prepare written telephone messages | CO:114 Handle telephone calls in a businesslike manner | |
| Provide customer support and service. | CR:004 Demonstrate a customer service mindset CR:027 Explain the relationship between customer service and sales CR:036 Develop social media strategy for customer service CR:072 Adapt customer service to meet the customers' individual needs HR:567 Coordinate efforts of service teams to achieve customer service goals PM:013 Explain the role of customer service in positioning/image SE:076 Explain the role of customer service as a component of selling relationships | LAP-CR-004 LAP-PM-001 LAP-SE-076 |
| Compose business correspondence | NF:192 Prepare company correspondence | |
| Key various business documents | NF:007 Demonstrate basic word processing skills NF:122 Demonstrate advanced word processing skills | |
| Create and format tables | | |

Basic Office Systems & Procedures (220) (cont'd)

| Business Professionals of America | MBA Research Standards | LAP |
|--|---|-----|
| Prepare and maintain inventory of equipment and supplies | OP:031 Maintain inventory of supplies OP:402 Store inventory OP:407 Maintain inventory levels OP:409 Complete inventory counts OP:428 Evaluate inventory status/performance | |
| Schedule and maintain appointments for supervisors | NF:188 Schedule appointments | |
| Coordinate travel arrangements | NF:167 Make travel arrangements | |
| Maintain filing systems including alphabetical, subject, numerical, and chronological using ARMA rules | NF:081 Store information for future use NF:172 Organize and maintain files | |
| Process mail | OP:348 Open and distribute office mail/parcels | |

Advanced Office Systems & Procedures (225)

| Business Professionals of America | MBA Research Standards | LAP |
|--|--|------------|
| Apply technical skills to manage information and produce business documents | | |
| Identify functions of the office manager in coordinating administrative support staff | | |
| Demonstrate knowledge of administrative procedures, records and file management, and office technology | KM:021 Discuss the nature of records management NF:001 Describe the nature of business records NF:013 Monitor internal records for business information NF:171 File records electronically/manually NF:179 Audit records periodically FI:068 Maintain financial records FI:653 Verify the accuracy of business financial records | LAP-NF-001 |
| Compose business correspondence | NF:192 Prepare company correspondence | |
| Key documents with mail merge | | |
| Proofread using edited copy | NF:180 Proofread documents NF:196 Edit documents CO:089 Edit and revise written work consistent with professional standards | |
| Create and format tables | IM:347 Display data in charts/graphs or in tables | |
| Create and edit a database | NF:009 Demonstrate basic database applications NF:083 Explain the use of information systems NF:144 Manipulate data in the database management system | |
| Create and edit using presentation software | NF:008 Demonstrate basic presentation applications NF:123 Demonstrate advanced presentation applications NF:290 Prepare and use presentation software to aid in making oral reports IM:368 Prepare and use presentation software to support reports | |

Advanced Office Systems & Procedures (225) (cont'd)

| Business Professionals of America | MBA Research Standards | LAP |
|--|--|------------|
| Schedule administrative support staff and organize workload distribution | HR:497 Schedule employees | |
| Prepare travel expense reports and coordinate travel for supervisors | IM:184 Identify data monitored for marketing decision making | LAP-IM-184 |
| Plan meetings and events | OP:233 Plan meetings OP:358 Plan events | |

Fundamental Spreadsheet Applications (230)

| Business Professionals of America | MBA Research Standards | LAP |
|---|--|-----|
| Create and format cells, worksheets and workbooks | FI:387 Prepare worksheets NF:010 Demonstrate basic spreadsheet applications NF:216 Demonstrate advanced spreadsheet applications | |
| Analyze, enter and edit data in cells, worksheets and workbooks | NF:010 Demonstrate basic spreadsheet applications NF:216 Demonstrate advanced spreadsheet applications | |
| Analyze, create and modify charts from data | IM:347 Display data in charts/graphs or in tables | |
| Create formulas appropriate for the task at hand | NF:216 Demonstrate advanced spreadsheet applications | |
| Display formulas | NF:216 Demonstrate advanced spreadsheet applications | |
| Modify the print options | NF:010 Demonstrate basic spreadsheet applications | |

Advanced Spreadsheet Applications (235)

| Business Professionals of America | MBA Research Standards | LAP |
|---|--|-----|
| Import and export data | NF:216 Demonstrate advanced spreadsheet applications | |
| Format, manage and customize Excel workbooks | NF:216 Demonstrate advanced spreadsheet applications | |
| Define and work with macros | NF:216 Demonstrate advanced spreadsheet applications | |
| Audit worksheets | NF:216 Demonstrate advanced spreadsheet applications | |
| Summarize data | NF:216 Demonstrate advanced spreadsheet applications | |
| Demonstrate an understanding of workgroup collaboration | NF:216 Demonstrate advanced spreadsheet applications | |
| Utilize formula auditors | NF:216 Demonstrate advanced spreadsheet applications | |
| Utilize advanced charting and formula creation | NF:216 Demonstrate advanced spreadsheet applications | |
| Create advanced formulas | NF:216 Demonstrate advanced spreadsheet applications | |

Database Applications (240)

| Business Professionals of America | MBA Research Standards | LAP |
|--|---|-----|
| Demonstrate knowledge of general computer concepts | NF:084 Discuss principles of computer systems | |
| Apply relational database concepts (joining tables for report information) | NF:009 Demonstrate basic database applications NF:124 Demonstrate advanced database applications | |
| Demonstrate knowledge and understanding of database management | NF:140 Explain the nature of tools that can be used to access information in the database system | |
| Utilize database management software | | |
| Create and format databases including defining fields | NF:009 Demonstrate basic database applications | |
| Demonstrate text and data manipulation | NF:124 Demonstrate advanced database applications | |
| Design a form for data entry | NF:009 Demonstrate basic database applications | |
| Use formulas in fields to develop information from other fields | | |
| Build and produce formatted reports that include group totals, report totals, and generated columns (data derived from other fields on the report) | NF:124 Demonstrate advanced database applications | |
| Analyze data in reports | NF:124 Demonstrate advanced database applications NF:125 Mine databases for information | |

Legal Office Procedures (245)

| Business Professionals of America | MBA Research Standards | LAP |
|--|--|--|
| Demonstrate knowledge of the basic terminology and office procedures needed to work effectively in a legal environment | | |
| Apply technical skills to produce a variety of office documents | | |
| Demonstrate proficiency in information processing using manual and computerized systems | | |
| Provide customer service and support | CR:004 Demonstrate a customer service mindset CR:027 Explain the relationship between customer service and sales CR:036 Develop social media strategy for customer service CR:072 Adapt customer service to meet the customers' individual needs HR:567 Coordinate efforts of service teams to achieve customer service goals PM:013 Explain the role of customer service in positioning/image SE:076 Explain the role of customer service as a component of selling relationships | LAP-CR-004 LAP-PM-001 LAP-SE-076 |
| Monitor and respond to electronic mail | CO:090 Write professional emails | |
| Prepare and maintain inventory of equipment and supplies | OP:031 Maintain inventory of supplies OP:402 Store inventory OP:407 Maintain inventory levels OP:409 Complete inventory counts OP:428 Evaluate inventory status/performance | |
| Maintain filing systems (alphabetical, subject, numerical, and chronological) using ARMA rules | NF:081 Store information for future use NF:172 Organize and maintain files NF:171 File records electronically/manually NF:172 Organize and maintain files | |

Legal Office Procedures (245) (cont'd)

| Business Professionals of America | MBA Research Standards | LAP |
|--|--|-----|
| Demonstrate understanding of legal terminology and Latin words pertaining to legal terminology | BL:070 Demonstrate the nature of legal procedure | |
| Use correct format in drafting client correspondence and legal documents, including pleadings (pleadings may include Service of Process, Complaints, Counterclaims, Divorce Decrees, Final Judgements, etc.) | BL:070 Describe the nature of legal procedure NF:192 Prepare company correspondence | |
| Prepare litigation and non-litigation documents | BL:070 Describe the nature of legal procedure | |
| Research and locate legal information and records | | |
| Maintain client account records and prepare billing statements | FI:065 Track client billing | |
| Demonstrate knowledge of federal, state, and local court structures and proceedings | | |
| Identify ethical responsibilities of the legal profession | | |
| Maintain electronic files | NF:171 File records electronically/manually NF:172 Organize and maintain files | |

Medical Office Procedures (250)

| Business Professionals of America | MBA Research Standards | LAP |
|---|--|--|
| Apply technical skills to produce a variety of medical office documents | | |
| Demonstrate knowledge of the basic terminology and office procedures needed to function effectively in a medical office | | |
| Provide customer support and service | CR:004 Demonstrate a customer service mindset CR:027 Explain the relationship between customer service and sales CR:036 Develop social media strategy for customer service CR:072 Adapt customer service to meet the customers' individual needs HR:567 Coordinate efforts of service teams to achieve customer service goals PM:013 Explain the role of customer service in positioning/image SE:076 Explain the role of customer service as a component of selling relationships | LAP-CR-004 LAP-PM-001 LAP-SE-076 |
| Prepare and maintain inventory of equipment and supplies | OP:031 Maintain inventory of supplies OP:402 Store inventory OP:407 Maintain inventory levels OP:409 Complete inventory counts OP:428 Evaluate inventory status/performance | |
| Maintain filing systems (alphabetical, subject, numerical, and chronological) using ARMA rules | NF:081 Store information for future use NF:172 Organize and maintain files | |
| Prepare telephone messages | CO:114 Handle telephone calls in a businesslike manner | |
| Proofread using edited copy | NF:180 Proofread documents NF:196 Edit documents CO:089 Edit and revise written work consistent with professional standards | |

Medical Office Procedures (250) (cont'd)

| Business Professionals of America | MBA Research Standards | LAP |
|--|---|-----|
| Utilize knowledge of medical ethics and etiquette | | |
| Prepare and process medical records; process payments | FI:683 Process accounts receivable (e.g., post to ledger, process payment, process uncollectible account, etc). | |
| Use correct format in preparing a variety of medical reports | | |
| Maintain patient accounts and prepare billing statements | FI:065 Track client billing | |
| Work with insurance companies to process patient accounts | PD:320 Discuss the nature of health insurance coverage | |
| Apply formatting and place information in correct SOPA and HPIP format | | |

Administrative Support Team (255)

| Business Professionals of America | MBA Research Standards | LAP |
|--|--|------------|
| Apply technical skills to manage information and produce business documents | | |
| Evaluate and delegate responsibilities needed to perform required task | HR:386 Delegate work to others SM:066 Discuss managerial considerations in directing | LAP-SM-066 |
| Demonstrate teamwork skills to function in a business setting | EI:045 Participate as a team member | LAP-EI-045 |
| Key and compose business correspondence | NF:007 Demonstrate basic word processing skills NF:192 Prepare company correspondence | |
| Use database management software | NF:009 Demonstrate basic database applications NF:144 Manipulate data in the database management system | |
| Use spreadsheet software | NF:010 Demonstrate basic spreadsheet applications NF:126 Demonstrate advanced spreadsheet applications FM:014 Discuss financial analysis techniques | |
| Use presentation software | NF:008 Demonstrate basic presentation applications NF:123 Demonstrate advanced presentation applications NF:290 Prepare and use presentation software to aid in making oral reports IM:368 Prepare and use presentation software to support reports | |
| Merge word processing, database, spreadsheet, and/or presentation files | OP:233 Plan meetings OP:358 Plan events | |
| Maintain filing systems including alphabetical, subject, numerical, and chronological using ARMA rules | NF:081 Store information for future use NF:172 Organize and maintain files | |
| Schedule and maintain appointments for supervisors | NF:165 Maintain appointment calendar NF:188 Schedule appointments | |
| Coordinate travel arrangements | NF:167 Make travel arrangements | |
| Establish work priorities and timelines | HR:385 Assist employees with prioritizing work responsibilities | |

Administrative Support Research Project (S) (260)

| Business Professionals of America | MBA Research Standards | LAP |
|--|--|------------|
| Demonstrate knowledge and understanding of basic administrative support concepts in exploring and analyzing related issues | | |
| Communicate research in a clear and concise manner both orally and in writing | CO:025 Make oral presentations CO:186 Write research reports | LAP-CO-025 |
| Analyze and discuss changes in the workplace | EI:005 Lead change EI:026 Adjust to change AN:033 Adapt to change in business environment | LAP-EI-022 |
| Explore issues affecting the role of administrative support in the workplace | | |
| Conduct research using various resources and methods | CO:054 Identify sources that provide relevant, valid written material IM:289 Describe data-collection methods (e.g., observations, mail, diaries, telephone, Internet, discussion groups, interviews, scanners, tracking tools) | LAP-IM-017 |
| Discuss findings and respond to questions | | |
| Prepare a research paper using the report format found in the <i>Style & Reference Manual</i> | | |
| Evaluate and make decisions based on research findings | NF:216 Translate research findings into actionable business recommendations | |

Administrative Support Concepts – Open Event (290)

| Business Professionals of America | MBA Research Standards | LAP |
|--|--|--|
| Demonstrate knowledge of general office procedures | | |
| Apply skills in proofreading and editing business documents for grammar and format | NF:196 Edit documents CO:089 Edit and revise written work consistent with professional standards | |
| Perform math calculations including budgeting, expenses, simple interest, payroll deductions, petty cash, etc. | FI:099 Develop company's/departments budget FI:106 Describe the nature of budgets FI:439 Calculate employee deductions FI:461 Prepare budget statements (e.g., overhead, production, operating, capital expenditure, cash) OP:294 Explain the nature of overhead/operating costs | LAP-FI-099 LAP-FI-106 LAP-OP-009 |
| Apply knowledge of customer service skills | CR:004 Demonstrate a customer service mindset CR:027 Explain the relationship between customer service and sales CR:036 Develop social media strategy for customer service CR:072 Adapt customer service to meet the customers' individual needs HR:567 Coordinate efforts of service teams to achieve customer service goals PM:013 Explain the role of customer service in positioning/image SE:076 Explain the role of customer service as a component of selling relationships | LAP-CR-004 LAP-PM-001 LAP-SE-076 |
| Prepare telephone messages | CO:114 Handle telephone calls in a businesslike manner | |
| Demonstrate knowledge of correct business spelling | | |
| Demonstrate knowledge of ARMA filing | | |
| Analyze spreadsheet data | FI:352 Explain the use of technology in accounting NF:010 Demonstrate basic spreadsheet applications NF:126 Demonstrate advanced spreadsheet applications | |
| Identify letter parts | CO:133 Write business letters | |