

# 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 &amp; 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	