



Student Name _____

School / Training Facility _____

**ARTICULATION COMPETENCY RECORD
Baker College**

Please check below each skill the student has mastered with a minimum of 80 percent accuracy.

OAD121 Technology and Procedures I

Task		Satisfactory	Unsatisfactory
1.	Participate in the course as a member of a team and display the ability to work independently.		
2.	Model appropriate office skills including telephone, voice mail, and mail handling procedures.		
3.	Demonstrate the proper use of office machines including 10-key pads, copiers and computers.		
4.	Maintain schedules and itineraries in both paper and electronic formats.		
5.	Characterize leadership, communication, negotiation, and ethical behavior in the workplace.		
6.	Describe customer service, to both internal and external customers.		
7.	Summarize concepts related to working with people from culturally diverse backgrounds.		
8.	Organize and maintain paper and electronic files using accepted filing methodologies.		
9.	Interpret and communicate information through written, oral, and electronic methods, including email and telephone.		
10.	Use computers to create appropriate office documents and process information.		
11.	Explain the various parts of a company, including the social and organizational structure and technological systems.		
12.	Self-assess and correct performance deficiencies in coursework.		
13.	Apply reading, listening, speaking, writing, prioritizing, and mathematical operations skills to office tasks.		
14.	Demonstrate creative thinking, decision-making, problem-solving, and visualizing techniques in assignments.		

Teacher signature _____ Date _____