

2023-24 Competitive Events Guidelines

Introduction to Business Procedures



Introduction to Business Procedures provides members with the opportunity to demonstrate knowledge around introductory competencies in the procedures of a business. This competitive event consists of an objective test. It aims to inspire members to learn about offices skills, procedures, and business decisions.

Event Overview

Division: High School (9th & 10th graders only)

Event Type: Individual

Event Category: Objective Test, 100-multiple choice questions (breakdown of question by competencies below)

Objective Test Time: 50 minutes

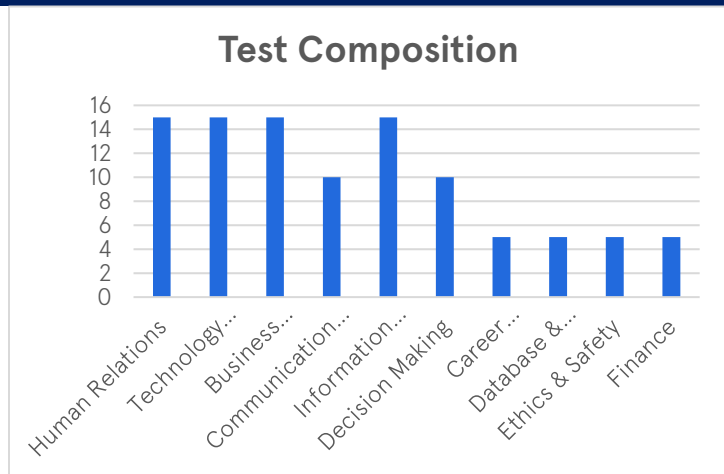
NACE Connections: Career & Self-Development

Equipment Competitor Must Provide: Pencil

Equipment FBLA Provides: One piece of scratch paper per competitor

Objective Test Competencies

- Human Relations
- Technology Concepts
- Communication Skills
- Decision Making/Management
- Career Development
- Business Operations
- Database/Information Management
- Ethics/Safety
- Finance
- Information Processing



District/Region/Section

Check with your District/Region/Section leadership for District/Region/Section-specific competition information.

State

Check with your State Leader for state-specific competition information.

National

Policy and Procedures Manual

- Competitors should be familiar with the Competitive Events Policy & Procedures Manual, found on the Competitive Events page on www.fbla.org.

Eligibility

- FBLA membership dues are paid by 11:59 pm Eastern Time on March 1 of the current program year.

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- Members may compete in an event at the National Leadership Conference (NLC) more than once if they have not previously placed in the top 10 of that event at the NLC. If a member places in the top 10 of an event at the NLC, they are no longer eligible to compete in that event.
- Members must be registered for the NLC and pay the national conference registration fee in order to participate in competitive events.
- Members must stay in an official FBLA hotel to be eligible to compete.
- Each state may submit four entries per event.
- Each member can only compete in one individual/team event and one chapter event (American Enterprise Project, Community Service Project, Local Chapter Annual Business Report, Partnership with Business Project).
- Picture identification (physical or digital driver's license, passport, state-issued identification, or school-issued identification) is required when checking in for competitive events.
- If competitors are late for an objective test, they will be allowed to compete until such time that results are finalized, or the accommodation would impact the fairness and integrity of the event. Competitive event schedules cannot be changed. Competitive events start in the morning before the Opening Session of the NLC.

Recognition

- The number of competitors will determine the number of winners. The maximum number of winners for each competitive event is 10.

Event Administration

- This event is an objective test administered online at the NLC.
- No reference or study materials may be brought to the testing site.
- No calculators may be brought into the testing site; online calculators will be provided through the testing software.

Tie Breaker

- Ties are broken by comparing the correct number of answers to 10 pre-determined questions on the test. If a tie remains, answers to 20 pre-determined questions on the test will be reviewed to determine the winner. If a tie remains, the competitor who completed the test in a shorter amount of time will place higher.

Americans with Disabilities Act (ADA)

- FBLA meets the criteria specified in the Americans with Disabilities Act for all competitors with accommodations submitted through the conference registration system by the registration deadline.

Penalty Points

- Competitors may be disqualified if they violate the Competitive Event Guidelines or the Honor Code.

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- Five points are deducted if competitors do not follow the Dress Code or are late to the testing site.

Electronic Devices

- All electronic devices such as cell phones and smart watches must be turned off before competition begins.

Study Guide: Competencies and Tasks

A. Human Relations

1. Identify appropriate work habits and ethics including appropriate dress.
2. Identify, evaluate, and select training resources for employee training programs.
3. Develop/explain work processes and procedures (organizational and prioritizing skills).
4. Coordinate staff work schedule and workload distribution.
5. Contribute to development of job descriptions for staff.
6. Discuss and analyze an employee performance evaluation.
7. Maintain employee records.
8. Update policy and procedures manual.
9. Conduct new employee orientation and employee training.
10. Create and maintain effective and productive work relationships.
11. Work in a team to solve problems and share knowledge.
12. Exhibit behaviors and actions to effectively motivate and lead people.

B. Technology Concepts

1. Conduct a needs assessment of hardware, software, furniture, equipment, and supplies.
2. Evaluate and recommend hardware, vendors, warranties, and purchasing options to solve specific problems.
3. Remove, upgrade, store, and install computer hardware and supportive software.
4. Navigate the basic operating system and internet applications.
5. Manage files and folders.
6. Identify and use appropriate help resources to learn software and hardware and to solve problems (e.g., help desks, online help, and manuals).
7. Select and apply the appropriate productivity software to complete tasks.
8. Identify, evaluate, and select software specific to an organizational function and/or industry.
9. Select and apply multimedia software appropriate for specific tasks.

C. Communication Skills

1. Compose, give, and follow oral and written instructions.
2. Identify good listening skills.
3. Interpret verbal and nonverbal cues/behaviors to enhance communication.
4. Locate/maintain telephone numbers and addresses.
5. Identify proper techniques for answering, screening, and placing calls, including conference calls.
6. Identify proper techniques for placing a caller on hold, transferring a call, and/or taking a message.
7. Identify, analyze, and evaluate emerging communications technologies for use in organizations.
8. Process electronic communications (e.g., fax, e-mail, file transmissions).

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9. Prepare and deliver oral presentations.
 10. Receive/greet visitors and clients; make introductions, and direct inquiries.
 11. Locate, organize, and reference information from a variety of sources to communicate with co-workers and customers/clients.
 12. Communicate with customers and other employees to foster positive relations, clarify workplace objectives, and provide feedback.
 13. Compose business documents such as agendas, reports, and correspondence.
 14. Develop and interpret tables, charts, and figures to support written and oral communications.
- D. Decision Making/Management
1. Identify different types of leadership styles and describe characteristics of effective leaders.
 2. Identify the functions of management.
 3. List the responsibilities involved at the different levels of management.
 4. Interpret an organizational chart.
 5. Set priorities and develop efficient procedures for workflow and monitor workloads.
 6. Develop efficient office teams and apply skills to assigned activities and to resolve conflicts.
 7. Examine potential problems facing business and offer alternative solutions including contingency plans.
 8. Acquire, analyze, access, exchange, organize, and synthesize information to guide business decision making and to increase workplace efficiency and effectiveness.
 9. Identify, write, and monitor workplace performance goals to guide progress in assigned areas of responsibility and accountability.
 10. Manage quality-control processes to minimize errors and to expedite workflow.
- E. Career Development
1. Explore business careers and examine job opportunities through various sources, including newspapers, employment agencies, personal inquiries, and the Internet.
 2. Develop a career plan.
 3. Prepare a letter of application, resume, employment application, and follow-up letter.
 4. Identify behaviors considered to be appropriate or inappropriate in a job interview.
 5. Identify the steps to follow in resigning from a position.
 6. Develop and maintain a portfolio and personal professional documents and certifications.
 7. Identify potential employment barriers for nontraditional groups and ways to overcome the barriers.
 8. Utilize career-advancement activities to enhance professional development.
- F. Business Operations
1. Identify characteristics of an efficiently organized workstation and recommend improvements in physical layout.
 2. Make decisions on best reprographics methods to use for a specific task including appropriate paper.
 3. Process incoming and outgoing mail, including electronic mail.
 4. Identify and coordinate special mail services and alternative courier and electronic mail services.
 5. Arrange and coordinate travel arrangements for supervisor or staff (e.g., reservations, itinerary).

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6. Demonstrate time management skills.
 7. Coordinate meetings, events, and activities related to the office.
 8. Use Personal Information Management applications (notes, calendars, contact information) to increase workplace efficiency and to facilitate on-time, prompt completion of work activities.
 9. Establish procedures to maintain workstation, equipment, materials, and supplies.
 10. Troubleshoot problems with office equipment to make repairs and/or to obtain technical support.
 11. Maintain office equipment such as printers, copiers, and fax machines (add toner, load paper, clear paper path, change cartridge).
 12. Manage preventive maintenance and repair of equipment.
 13. Implement processes for purchasing business supplies, equipment, and services.
 14. Identify types of business ownership.
- G. Database/Information Management
1. Establish and maintain document and information storage and retrieval system.
 2. Prepare and maintain an inventory record of software, furniture, hardware, equipment, and supplies.
 3. Maintain (index, code, sort, and file) alphabetical, subject, numerical, and chronological filing system and retrieve information from files.
 4. Maintain tickler file system and retrieve information from files.
 5. Maintain reference library, clippings, and historical records.
 6. Purge records and/or files.
 7. Convert and save data using scanning equipment.
- H. Ethics/Safety
1. Identify major causes of office-related accidents and establish safety and security measures to maintain office safety.
 2. Adhere to privacy, safety and security policies and legislation (e.g., acceptable use policy, Web page policies, student photo policies, computer crime, fraud, abuse).
 3. Implement organizational policies and procedures for security, privacy, and risk management.
 4. Demonstrate knowledge of an emergency/disaster plan.
 5. Discuss basic issues related to responsible use of technology and describe personal or legal consequences of inappropriate use.
 6. Identify confidentiality concepts and policies in an office.
 7. Identify characteristics of professional conduct and work ethics (integrity, loyalty, honesty, courtesy, etc.).
 8. Analyze various ethical issues and problems related to the office including acceptable/unacceptable office behavior.
 9. Examine factors related to ergonomics and its importance to the office worker.
 10. Read, interpret, and adhere to software license agreements and legal mandates (e.g., ADA, Sarbanne–Oxly).
- I. Finance
1. Prepare banking transactions (deposit slips, reconcile bank statement, etc.).
 2. Use manual and electronic methods to complete payroll documents and other financial transactions.
 3. Apply uses of calculator or computer numeric keypad in solving business problems.
 4. Develop budgets for office and/or specific events and manage expenses.
 5. Complete purchase requisitions and vouchers for payment.

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6. Implement expense-control strategies to enhance a business's financial well-being (budgets, expenses, contracts).
 7. Manage business records to maintain needed documentation.
 8. Record transactions to manage cash fund accounts such as petty cash.
 9. General finance terms and conditions.
- J. Information Processing
1. Utilize software to revise, edit, save, and output documents.
 2. Transcribe business correspondence (correspondence, reports, minutes of meetings, etc.).
 3. Dictate notes and correspondence.
 4. Create and format tables, charts, and graphs.
 5. Perform a variety of word processing functions (merge text, sort data, search/replace data, create macros, use templates, etc.).
 6. Convert document from one operating system to another or one software program to another.
 7. Create, edit, and enhance spreadsheets.
 8. Create and edit a database.
 9. Extract useful information using search queries and generate reports.
 10. Integrate database, spreadsheet, graphic, and word processing files.
 11. Complete preprinted and electronic forms (applications, invoices, purchase orders, purchase invoices, checks, credit memos, and labels).
 12. Scan documents, data, or graphics for document use.
 13. Proofread and edit documents for accuracy and content, grammar, spelling, and punctuation.
 14. Develop a presentation and/or visual aids that include multiple slides with text and graphics.
 15. Demonstrate ability to use office and online references.
 16. Employ collaborative/groupware applications to facilitate group work (shared files, instant messaging, or virtual meetings).
 17. Reproduce and distribute documents and information.