



## Training Plan 12 - Months General Office, Customer Service, GED Attainment

### **Program Information:**

The order and length of time spent on each topic is subject to change. Some students take longer in some areas and a shorter time in others, depending on their abilities to master the content. The advantage of this program is that it works at the student's pace. All training is done using one-on-one instruction during a student's scheduled class time.

### **Start Dates and Class Hours:**

Office Careers has open-enrollment. Students may not initially get a preferred classtime. Available classtimes start between 8:00 am and 2:00 pm. Classes run Monday through Friday where training time is one to three-hours per day.

### **MS Office:**

Microsoft Office Suite of software is the workhorse of the business world. We use current releases so you can be familiar with the most current programs and qualify for better jobs. We teach Word, Excel, PowerPoint, Access and Outlook from beginning to advanced.

### **Keyboarding/Ten Key:**

Daily practice of keyboarding and occasional practice of 10-key using Mavis Beacon Teaches Typing. Typing goal: 35 wpm and 130 spm.

### **Customer Service:**

Learn to assist customers with inquiries and problems in frontline call centers, help desks, tele service centers, and online. Includes instruction in user interfaces and user behavior; principles of hardware and software systems operation; customer interaction skills; telephone and e-mailing skills; data entry; and database and Internet searching and retrieval.

### **GED Attainment:**

The students will prepare for the GED test by working through a computerized GED testing program. This will be supplemented by coursework over Basic English, math and reading skills. By the end of the program students should be familiar with GED testing, and know the basics of English grammar, spelling and math.

### **Job Search:**

This training service gives students real-life exposure and job experience using the new skills they have developed. Our practicums may be paid positions leading to full-time employment. Office Careers has used our Job Preparation Service to bridge the gap to having demonstrable skills to an employer. This important final step gives our clients confidence and competitiveness in the open job market. This is followed by creating resumes and cover letters, finding job leads, applying, and interviewing for work. Our students use their new skills and resources to complete the process.

### **Cost:**



## Training Plan 12 - Months General Office, Customer Service, GED Attainment

\$13,800.00 Tuition - Excluding other fees listed, tuition is all-inclusive for \$1,150 per month. Tuition includes a specially configured laptop and devices described at the end of the training plan. Office Careers will make arrangements for internet access to deliver training services.

\$13,800.00 Total

Tuition is billed quarterly (every 90 days). Tuition is due at the start of training. Start dates may be any date Office Careers agrees to, based on instructor availability.

### **Week 1**

GED Attainment: Pretests: Language Arts, Social Studies, Science, Mathematics  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Word: Opening documents, editing, saving

### **Week 2**

GED Attainment: Pretests: Language Arts, Social Studies, Science, Mathematics  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Word: Opening documents, editing, saving

### **Week 3**

GED Attainment: Pretests: Language Arts, Social Studies, Science, Mathematics  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Word: creating business letters, creating reports

### **Week 4**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Word: creating business letters, creating reports

### **Week 5**

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Word: creating business letters, creating reports

### **Week 6**

GED Attainment: Capitalization, spelling rules  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Outlook: Creating contact lists, using email, attaching files  
MS Office: MS Word: creating business letters, creating reports

### **Week 7**

GED Attainment: Capitalization, spelling rules  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Outlook: Creating contact lists, using email, attaching files



## Training Plan 12 - Months General Office, Customer Service, GED Attainment

### Week 8

GED Attainment: Capitalization, spelling rules

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Outlook: Creating contact lists, using email, attaching files

### Week 9

GED Attainment: Capitalization, spelling rules

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Outlook: Creating contact lists, using email, attaching files

### Week 10

GED Attainment: Punctuation, grammar, spelling rules

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Excel: Opening documents, editing, saving

MS Office: MS Outlook: Creating contact lists, using email, attaching files

### Week 11

GED Attainment: Punctuation, grammar, spelling rules

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Excel: Opening documents, editing, saving

### Week 12

GED Attainment: Basic Math – addition, subtraction, multiplication, division

GED Attainment: Punctuation, grammar, spelling rules

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Excel: Opening documents, editing, saving

### Week 13

GED Attainment: Basic Math – addition, subtraction, multiplication, division

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Excel: Opening documents, editing, saving

### Week 14

GED Attainment: Basic Math – addition, subtraction, multiplication, division

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: Computer: MS Windows basics, security

MS Office: MS Excel: Opening documents, editing, saving

### Week 15

GED Attainment: Basic Math – addition, subtraction, multiplication, division

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: Computer: MS Windows basics, security



## Training Plan 12 - Months General Office, Customer Service, GED Attainment

### Week 16

GED Attainment: Basic Math – addition, subtraction, multiplication, division

GED Attainment: Basic Math continued

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: Computer: MS Windows basics, security

MS Office: MS Access: Data entry into multiple tables

### Week 17

GED Attainment: Basic Math continued

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Access: Data entry into multiple tables

### Week 18

GED Attainment: Basic Math continued

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Access: Data entry into multiple tables

### Week 19

GED Attainment: Basic Math continued

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Access: Filing: Alphabetic Rules.

### Week 20

GED Attainment: Basic Math continued

GED Attainment: Ratios, measurements, and percentages

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Access: Filing: Alphabetic Rules.

MS Office: MS Access: Filing: Complete alphabetic filing rules, numeric filing rules, chronological and subject filing.

### Week 21

GED Attainment: Ratios, measurements, and percentages

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Access: Filing: Final exam

### Week 22

GED Attainment: Ratios, measurements, and percentages

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Access: Filing: Final exam

MS Office: MS Word: creating business letters, creating reports



## Training Plan 12 - Months General Office, Customer Service, GED Attainment

### Week 23

GED Attainment: Ratios, measurements, and percentages

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Word: creating business letters, creating reports

### Week 24

GED Attainment: Graphs and basic algebra

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Word: creating business letters, creating reports

### Week 25

GED Attainment: Graphs and basic algebra

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Word: Tabs, Margins, Indents

### Week 26

GED Attainment: Graphs and basic algebra

GED Attainment: Reading comprehension, reading for retention

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Word: Tabs, Margins, Indents

### Week 27

GED Attainment: Reading comprehension, reading for retention

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Word: creating business letters, creating reports

### Week 28

GED Attainment: Reading comprehension continued.

GED Attainment: Reading comprehension, reading for retention

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Excel: Formulas, Formatting

MS Office: MS Word: creating business letters, creating reports

### Week 29

GED Attainment: Reading comprehension continued.

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Excel: Formulas, formatting

### Week 30

GED Attainment: Reading comprehension continued.

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Excel: Formulas, formatting



## Training Plan 12 - Months General Office, Customer Service, GED Attainment

### Week 31

GED Attainment: Reading comprehension continued.

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Excel: Formulas, formatting

### Week 32

GED Attainment: Reading comprehension continued.

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Excel: Formulas, formatting

MS Office: MS Word: creating business letters, creating reports

### Week 33

GED Attainment: Reading comprehension continued.

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Access: Forms and Reports

### Week 34

Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer

GED Attainment: Reading comprehension continued.

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Access: Forms and Reports

### Week 35

Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer

GED Attainment: Reading comprehension continued.

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Access: Forms and Reports

### Week 36

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice

Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer

GED Attainment: Reading comprehension continued.

GED Attainment: Test Prep: Practice Exams

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Access: Forms and Reports

MS Office: MS Access: Queries, entering and correcting data in tables

### Week 37

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice

GED Attainment: Test Prep: Practice Exams

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: MS Access: Queries, entering and correcting data in tables



## Training Plan 12 - Months General Office, Customer Service, GED Attainment

### Week 38

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice  
GED Attainment: Test Prep: Practice Exams  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Access: Queries, entering and correcting data in tables  
MS Office: MS PowerPoint: Basic presentations

### Week 39

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice  
GED Attainment: Test Prep: Practice Exams  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS PowerPoint: Basic presentations

### Week 40

Customer Service: Customer Service: Entering data from phone calls  
Customer Service: Customer Service: phone etiquette continued, hands on telephone practice  
GED Attainment: Test Prep: Practice Exams  
GED Attainment: Test Prep: Practice Exams, including essay portion  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS PowerPoint: Basic presentations

### Week 41

Customer Service: Customer Service: Entering data from phone calls  
GED Attainment: Test Prep: Practice Exams, including essay portion  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS PowerPoint: Basic presentations

### Week 42

Customer Service: Customer Service: Entering data from phone calls  
GED Attainment: Test Prep: Practice Exams, including essay portion  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Internet: Using the Internet to perform searches, sending materials via Internet, downloading files

### Week 43

Customer Service: Customer Service: Entering data from phone calls  
GED Attainment: Test Prep: Practice Exams, including essay portion  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Internet: Using the Internet to perform searches, sending materials via Internet, downloading files



## Training Plan 12 - Months General Office, Customer Service, GED Attainment

### **Week 44**

Customer Service: Customer Service: Entering data from phone calls  
GED Attainment: Test Prep: Practice Exams, including essay portion  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Using Word, Excel and Access together

### **Week 45**

Customer Service: Customer Service: Entering data from phone calls  
GED Attainment: Test Prep: Practice Exams, including essay portion  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Using Word, Excel and Access together

### **Week 46**

Customer Service: Customer Service: Entering data from phone calls  
GED Attainment: Test Prep: Practice Exams and complete testing  
GED Attainment: Test Prep: Practice Exams, including essay portion  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Review of MS Office including testing over programs  
MS Office: Using Word, Excel and Access together

### **Week 47**

GED Attainment: Test Prep: Practice Exams and complete testing  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Review of MS Office including testing over programs

### **Week 48**

GED Attainment: Test Prep: Practice Exams and complete testing  
Job Search: Job Search activities using the Internet  
Job Search: Resume and Cover letter development  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Review of MS Office including testing over programs

### **Week 49**

GED Attainment: Test Prep: Practice Exams and complete testing  
Job Search: Resume and Cover letter development  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Review of MS Office including testing over programs





## Training Plan 12 - Months General Office, Customer Service, GED Attainment

### Week 50

Job Search: Job Search activities using the Internet

Job Search: Resume and Cover letter development

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: Review of MS Office including testing over programs

### Week 51

Job Search: Resume and Cover letter development

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

MS Office: Review of MS Office including testing over programs

### Week 52

Job Search: Job Search activities using the Internet

Job Search: Resume and Cover letter development

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial

### Laptops Provided by Office Careers:

Setup and Internet Access

Essential equipment to attend classes remotely or onsite is included in the cost of all training plans. When a student uses a laptop from their home, they will need to sign an ownership agreement. Students may not use their own computers for classes unless they sign a terms agreement with Office Careers that releases us from any damages or loss of data.

Laptops provided by Office Careers are pre-configured for on-line communication and remote access. We setup our laptops for students with no prior computer experience. We have backups and safety built in so that we can repair a computer without a home visit and limit the loss of class days due to any technical issues.

Computers supplied by Office Careers may include a secondary monitor (our modern-day paper stand), and a wireless keyboard/mouse to avoid using the laptops keyboard. We can provide ergonomic devices that are generally sold at office stores or easily configure for prescribed devices. If needed, Office Careers will arrange for Internet service that may include paying the student to keep internet service running in their home. Only in cases where a student will need Internet access via Satellite, may other fees be negotiated as an additional expense.

**All other policies and holidays are posted at [officecareers.org](http://officecareers.org)**