



Training Plan 15 - 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:



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\$17,250.00 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.

\$17,250.00 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: Opening documents, editing, saving

Week 4

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 5

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

Week 6

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

Week 7

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



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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: 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 11

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 12

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 13

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 14

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 15

GED Attainment: Punctuation, grammar, spelling rules

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

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



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Week 16

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 17

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 18

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

Week 19

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

Week 20

GED Attainment: Basic Math – addition, subtraction, multiplication, division
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Data entry into multiple tables

Week 21

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 22

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 23

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 24

GED Attainment: Basic Math continued
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Filing: Alphabetic Rules.



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Week 25

GED Attainment: Basic Math continued

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

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

Week 26

GED Attainment: Ratios, measurements, and percentages

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

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

MS Office: MS Access: Filing: Final exam

Week 27

GED Attainment: Ratios, measurements, and percentages

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

MS Office: MS Access: Filing: Final exam

Week 28

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 29

GED Attainment: Graphs and basic algebra

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 30

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 31

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

MS Office: MS Word: Tabs, Margins, Indents

Week 32

GED Attainment: Graphs and basic algebra

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

MS Office: MS Word: Tabs, Margins, Indents



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Week 33

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 34

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 35

GED Attainment: Reading comprehension, reading for retention
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, Formatting

Week 36

GED Attainment: Reading comprehension continued.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, formatting

Week 37

GED Attainment: Reading comprehension continued.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, formatting

Week 38

GED Attainment: Reading comprehension continued.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, formatting

Week 39

GED Attainment: Reading comprehension continued.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, formatting

Week 40

GED Attainment: Reading comprehension continued.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports



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Week 41

GED Attainment: Reading comprehension continued.

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

MS Office: MS Access: Forms and Reports

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

Week 42

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 43

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 44

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 45

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: Queries, entering and correcting data in tables

Week 46

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

Week 47

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



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Week 48

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 49

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 50

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 51

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 52

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 53

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



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Week 54

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
MS Office: Using Word, Excel and Access together

Week 55

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 56

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 57

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 58

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 59

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



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Week 60

GED Attainment: Test Prep: Practice Exams and complete testing

Job Search: Job Search activities using the Internet

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

MS Office: Review of MS Office including testing over programs

Week 61

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

Week 62

Job Search: Job Search activities using the Internet

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

MS Office: Review of MS Office including testing over programs

Week 63

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 64

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 65

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



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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