



Training Plan 18 - Months MS Office, Customer Service, Accounting

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.

Accounting:

The Accounting courses are taught using a combination of theory and practical experience. The student works on ten-key speed and accuracy using a keyboarding tutorial. The Student learns the concepts and forms used in accounting (debits/credits, balance sheets, etc.) by working through a college accounting textbook. Excel is used to create forms and solve business accounting problems. The students complete a textbook on business math to reinforce basic math concepts and Excel formulas. Upon completion of the course students should be familiar with basic accounting principles, Excel formulas, create forms using Excel and have an employable speed and accuracy on the ten-key.

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.

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.



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Cost:

\$20,700.00	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.
\$150.00	\$150 for QuickBooks Software and textbook
(\$3,500.00)	Extended Training Plan Discount
\$17,350.00	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

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: Opening documents, editing, saving

Week 2

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: Opening documents, editing, saving

Week 3

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: Opening documents, editing, saving

Week 4

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

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



Training Plan 18 - Months MS Office, Customer Service, Accounting

Week 8

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

Week 9

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

Week 10

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

Week 11

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

Week 12

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

Week 13

Accounting: Intro to Accounting: trial balances
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Outlook: Creating contact lists, using email, attaching files

Week 14

Accounting: Income statements, balance sheets
Accounting: Intro to Accounting: trial balances
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Outlook: Creating contact lists, using email, attaching files

Week 15

Accounting: Income statements, balance sheets
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Opening documents, editing, saving

Week 16

Accounting: Income statements, balance sheets
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Opening documents, editing, saving

Week 17

Accounting: Income statements, balance sheets
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Opening documents, editing, saving



Training Plan 18 - Months MS Office, Customer Service, Accounting

Week 18

Accounting: Income statements, balance sheets

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

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

Week 19

Accounting: Income statements, balance sheets

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

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

Week 20

Accounting: Debit and credits, general journals and ledgers

Accounting: Income statements, balance sheets

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

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

Week 21

Accounting: Debit and credits, general journals and ledgers

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

MS Office: Computer: MS Windows basics, security

Week 22

Accounting: Debit and credits, general journals and ledgers

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

MS Office: Computer: MS Windows basics, security

Week 23

Accounting: Debit and credits, general journals and ledgers

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

MS Office: Computer: MS Windows basics, security

Week 24

Accounting: Debit and credits, general journals and ledgers

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

MS Office: MS Access: Data entry into multiple tables

Week 25

Accounting: Debit and credits, general journals and ledgers

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

MS Office: MS Access: Data entry into multiple tables



Training Plan 18 - Months MS Office, Customer Service, Accounting

Week 26

Accounting: Adjustments, closing entries
Accounting: Debit and credits, general journals and ledgers
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Data entry into multiple tables

Week 27

Accounting: Adjustments, closing entries
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Data entry into multiple tables

Week 28

Accounting: Adjustments, closing entries
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Data entry into multiple tables
MS Office: MS Access: Filing: Alphabetic Rules.

Week 29

Accounting: Adjustments, closing entries
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Filing: Alphabetic Rules.

Week 30

Accounting: Adjustments, closing entries
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 31

Accounting: Adjustments, closing entries
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 32

Accounting: Adjustments, closing entries
Accounting: Mid-term project: journals, ledgers, adjustments, trial balances, balance sheets.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Filing: Final exam

Week 33

Accounting: Mid-term project: journals, ledgers, adjustments, trial balances, balance sheets.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports



Training Plan 18 - Months MS Office, Customer Service, Accounting

Week 34

Accounting: Mid-term project: journals, ledgers, adjustments, trial balances, balance sheets.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports

Week 35

Accounting: Mid-term project: journals, ledgers, adjustments, trial balances, balance sheets.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports

Week 36

Accounting: Mid-term project: journals, ledgers, adjustments, trial balances, balance sheets.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports

Week 37

Accounting: Mid-term project: journals, ledgers, adjustments, trial balances, balance sheets.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports

Week 38

Accounting: Mid-term project: journals, ledgers, adjustments, trial balances, balance sheets.
Accounting: Payroll, taxes, bank reconciliation
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: Tabs, Margins, Indents

Week 39

Accounting: Payroll, taxes, bank reconciliation
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: Tabs, Margins, Indents

Week 40

Accounting: Payroll, taxes, bank reconciliation
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 41

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



Training Plan 18 - Months MS Office, Customer Service, Accounting

Week 42

Accounting: Payroll, taxes, bank reconciliation

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

MS Office: MS Excel: Formulas, Formatting

Week 43

Accounting: Payroll, taxes, bank reconciliation

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

MS Office: MS Excel: Formulas, formatting

Week 44

Accounting: Intro to Quickbooks, Workbook Chap. 1, Setting up accounts and inventory, Workbook Chaps. 2-4

Accounting: Payroll, taxes, bank reconciliation

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

MS Office: MS Excel: Formulas, formatting

Week 45

Accounting: Intro to Quickbooks, Workbook Chap. 1, Setting up accounts and inventory, Workbook Chaps. 2-4

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

MS Office: MS Excel: Formulas, formatting

Week 46

Accounting: Intro to Quickbooks, Workbook Chap. 1, Setting up accounts and inventory, Workbook Chaps. 2-5

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

MS Office: MS Excel: Formulas, formatting

Week 47

Accounting: Intro to Quickbooks, Workbook Chap. 1, Setting up accounts and inventory, Workbook Chaps. 2-6

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

MS Office: MS Excel: Formulas, formatting

Week 48

Accounting: Intro to Quickbooks, Workbook Chap. 1, Setting up accounts and inventory, Workbook Chaps. 2-6

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

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



Training Plan 18 - Months MS Office, Customer Service, Accounting

Week 49

Accounting: Intro to Quickbooks, Workbook Chap. 1, Setting up accounts and inventory, Workbook Chaps. 2-7

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

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

Week 50

Accounting: Intro to Quickbooks, Workbook Chap. 1, Setting up accounts and inventory, Workbook Chaps. 2-7

Accounting: Quickbooks, Workbook chaps. 5-8

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

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

MS Office: MS Access: Forms and Reports

Week 51

Accounting: Quickbooks, Workbook chaps. 5-8

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

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

MS Office: MS Access: Forms and Reports

Week 52

Accounting: Quickbooks, Workbook chaps. 5-8

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

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

MS Office: MS Access: Forms and Reports

Week 53

Accounting: Quickbooks, Workbook chaps. 5-8

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

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

MS Office: MS Access: Forms and Reports

Week 54

Accounting: Quickbooks, Workbook chaps. 5-8

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

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

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

Week 55

Accounting: Quickbooks, Workbook chaps. 5-8

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

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

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



Training Plan 18 - Months MS Office, Customer Service, Accounting

Week 56

Accounting: Payroll, adding employees, banking

Accounting: Quickbooks, Workbook chaps. 5-8

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

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

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

Week 57

Accounting: Payroll, adding employees, banking

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

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

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

Week 58

Accounting: Payroll, adding employees, banking

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

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

MS Office: MS PowerPoint: Basic presentations

Week 59

Accounting: Payroll, adding employees, banking

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

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

MS Office: MS PowerPoint: Basic presentations

Week 60

Accounting: Payroll, adding employees, banking

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

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

MS Office: MS PowerPoint: Basic presentations

Week 61

Accounting: Payroll, adding employees, banking

Customer Service: Customer Service: Entering data from phone calls

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

MS Office: MS PowerPoint: Basic presentations



Training Plan 18 - Months MS Office, Customer Service, Accounting

Week 62

Accounting: Complete Quickbooks, Chap.9-15

Accounting: Payroll, adding employees, banking

Customer Service: Customer Service: Entering data from phone calls

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: MS PowerPoint: Basic presentations

Week 63

Accounting: Complete Quickbooks, Chap.9-15

Customer Service: Customer Service: Entering data from phone calls

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 64

Accounting: Complete Quickbooks, Chap.9-15

Customer Service: Customer Service: Entering data from phone calls

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 65

Accounting: Complete Quickbooks, Chap.9-15

Customer Service: Customer Service: Entering data from phone calls

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

MS Office: Using Word, Excel and Access together

Week 66

Accounting: Complete Quickbooks, Chap.9-15

Customer Service: Customer Service: Entering data from phone calls

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

MS Office: Using Word, Excel and Access together

Week 67

Accounting: Complete Quickbooks, Chap.9-15

Customer Service: Customer Service: Entering data from phone calls

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

MS Office: Using Word, Excel and Access together



Training Plan 18 - Months MS Office, Customer Service, Accounting

Week 68

Accounting: Complete Quickbooks, Chap.9-15

Accounting: Final QuickBooks projects

Customer Service: Customer Service: Entering data from phone calls

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

MS Office: Using Word, Excel and Access together

Week 69

Accounting: Final QuickBooks projects

Customer Service: Customer Service: Entering data from phone calls

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

MS Office: Using Word, Excel and Access together

Week 70

Accounting: Final QuickBooks projects

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

MS Office: Review of MS Office including testing over programs

Week 71

Accounting: Final QuickBooks projects

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 72

Accounting: Final QuickBooks projects

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 73

Accounting: Final QuickBooks projects

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 18 - Months MS Office, Customer Service, Accounting

Week 74

Accounting: Accounting office work experience
Accounting: Final QuickBooks projects
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 75

Accounting: Accounting office work experience
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 76

Accounting: Accounting office work experience
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 77

Accounting: Accounting office work experience
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

Week 78

Accounting: Accounting office work experience
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



Training Plan 18 - Months MS Office, Customer Service, Accounting

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