



## Training Plan 12 - Months General Office with Business English and Math Review

### 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.

### Business English/Math Review:

Covers material from our GED Preparation coursework, but excludes test preparation. Office Careers supports the growth of good business English/Math skills in all our coursework by identifying areas students need to develop and applying those skills to simulated office activities.

### 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:

\$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



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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**

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: creating business letters, creating reports

### **Week 4**

Business English & Math Review: Capitalization, spelling rules  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Word: creating business letters, creating reports

### **Week 5**

Business English & Math Review: Capitalization, spelling rules  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Word: creating business letters, creating reports

### **Week 6**

Business English & Math Review: 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**

Business English & Math Review: Punctuation, grammar, spelling rules  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Outlook: Creating contact lists, using email, attaching files

### **Week 8**

Business English & Math Review: Punctuation, grammar, spelling rules  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Outlook: Creating contact lists, using email, attaching files



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### Week 9

Business English & Math Review: Punctuation, grammar, 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

Business English & Math Review: Punctuation, grammar, spelling rules  
Business English & Math Review: Reading comprehension, reading for retention  
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

Business English & Math Review: Reading comprehension, reading for retention  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Excel: Opening documents, editing, saving

### Week 12

Business English & Math Review: Reading comprehension, reading for retention  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Excel: Opening documents, editing, saving

### Week 13

Business English & Math Review: Reading comprehension, reading for retention  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Excel: Opening documents, editing, saving

### Week 14

Business English & Math Review: Reading comprehension, reading for retention  
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

Business English & Math Review: Reading comprehension, reading for retention  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Computer: MS Windows basics, security

### Week 16

Business English & Math Review: Reading comprehension, reading for retention  
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



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### Week 17

Business English & Math Review: Reading comprehension, reading for retention  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Access: Data entry into multiple tables

### Week 18

Business English & Math Review: Reading comprehension, reading for retention  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Access: Data entry into multiple tables

### Week 19

Business English & Math Review: Reading comprehension, reading for retention  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Access: Filing: Alphabetic Rules.

### Week 20

Business English & Math Review: Addition, subtraction, multiplication, division  
Business English & Math Review: Reading comprehension, reading for retention  
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

Business English & Math Review: Addition, subtraction, multiplication, division  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Access: Filing: Final exam

### Week 22

Business English & Math Review: Addition, subtraction, multiplication, division  
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

### Week 23

Business English & Math Review: Addition, subtraction, multiplication, division  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Word: creating business letters, creating reports

### Week 24

Business English & Math Review: Addition, subtraction, multiplication, division  
Business English & Math Review: Basic Math 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 25

Business English & Math Review: Basic Math continued  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Word: Tabs, Margins, Indents

### Week 26

Business English & Math Review: Basic Math continued  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Word: Tabs, Margins, Indents

### Week 27

Business English & Math Review: Basic Math continued  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Word: creating business letters, creating reports

### Week 28

Business English & Math Review: Basic Math continued  
Business English & Math Review: Ratios, measurements, and percentages  
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

Business English & Math Review: Ratios, measurements, and percentages  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Excel: Formulas, formatting

### Week 30

Business English & Math Review: Ratios, measurements, and percentages  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Excel: Formulas, formatting

### Week 31

Business English & Math Review: Graphs and basic algebra  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Excel: Formulas, formatting

### Week 32

Business English & Math Review: Graphs and basic algebra  
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



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### Week 33

Business English & Math Review: Graphs and basic algebra  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Access: Forms and Reports

### Week 34

Business English & Math Review: Graphs and basic algebra  
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 35

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 36

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice  
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  
MS Office: MS Access: Queries, entering and correcting data in tables

### Week 37

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 38

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  
MS Office: MS PowerPoint: Basic presentations

### Week 39

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 40

Customer Service: Customer Service: Entering data from phone calls  
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



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### Week 41

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

### Week 42

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 43

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 44

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 45

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 46

Customer Service: Customer Service: Entering data from phone calls  
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

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Review of MS Office including testing over programs

### Week 48

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





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### Week 49

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 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)**