



Training Plan 12 - Months Transportation Clerk

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.

Transportation Clerk:

The dispatcher course will reinforce the skills needed for successful dispatching. Through a combination of quizzes and daily exercises based on the textbook "Daily Dispatch Challenge," students will learn how to create and keep logs, learn state and federal regulations, calculate load arrival times, assemble and use a well-organized record keeping system, handle emergency situations and problem solve with customers/drivers.

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.

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



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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

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

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 Outlook: Creating contact lists, using email, attaching files
MS Office: MS Word: creating business letters, creating reports

Week 7

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

Week 8

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

Week 9

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 10

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

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

Week 12

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

Week 13

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

Week 14

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

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Computer: MS Windows basics, security

Week 16

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

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

Week 18

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Data entry into multiple tables
Transportation Clerk: Recording data from customer calls (Access)

Week 19

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Filing: Alphabetic Rules.
Transportation Clerk: Recording data from customer calls (Access)



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Week 20

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.

Transportation Clerk: Recording data from customer calls (Access)

Week 21

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

MS Office: MS Access: Filing: Final exam

Transportation Clerk: Recording data from customer calls (Access)

Week 22

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

Transportation Clerk: Scheduling for an office (Outlook)

Week 23

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

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

Transportation Clerk: Scheduling for an office (Outlook)

Week 24

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

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

Transportation Clerk: Scheduling for an office (Outlook)

Week 25

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

MS Office: MS Word: Tabs, Margins, Indents

Transportation Clerk: Scheduling for an office (Outlook)

Week 26

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

MS Office: MS Word: Tabs, Margins, Indents

Transportation Clerk: Scheduling for an office (Outlook)

Transportation Clerk: Setting up contact lists, shippers and receivers

Week 27

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

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

Transportation Clerk: Setting up contact lists, shippers and receivers



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Week 28

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
Transportation Clerk: Setting up contact lists, shippers and receivers

Week 29

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, formatting
Transportation Clerk: Setting up contact lists, shippers and receivers

Week 30

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, formatting
Transportation Clerk: Setting up contact lists, shippers and receivers
Transportation Clerk: State, Federal and company regulations, Ethics

Week 31

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, formatting
Transportation Clerk: State, Federal and company regulations, Ethics

Week 32

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
Transportation Clerk: State, Federal and company regulations, Ethics

Week 33

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Forms and Reports
Transportation Clerk: State, Federal and company regulations, Ethics

Week 34

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
Transportation Clerk: Calculating Load Arrival Times
Transportation Clerk: State, Federal and company regulations, Ethics

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
Transportation Clerk: Calculating Load Arrival Times



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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
Transportation Clerk: Calculating Load Arrival Times

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
Transportation Clerk: Calculating Load Arrival Times

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
Transportation Clerk: Calculating Load Arrival Times

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
Transportation Clerk: Calculating Load Arrival Times

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
Transportation Clerk: Finish Creating a record keeping system, reading your paycheck

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
Transportation Clerk: Finish Creating a record keeping system, reading your paycheck



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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
Transportation Clerk: Finish Creating a record keeping system, reading your paycheck

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
Transportation Clerk: Finish Creating a record keeping system, reading your paycheck

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
Transportation Clerk: Finish Creating a record keeping system, reading your paycheck

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

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



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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