



Training Plan 18 - Months Transportation Clerk with ESL Assistance

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.

ESL:

Supplemental training for the Washington State ESL Competencies. This is a co-educational service that increases the success of completing ESL classes while enrolled in Office Careers. Our program allows for students to attend ESL classes regardless of schedule changes during a training plan.

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.



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Our students use their new skills and resources to complete the process.

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.

(\$3,500.00)

\$17,200.00 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

ESL: Developing Reading Skills (DRS) Chapter 1: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Basic essay writing assignment 1

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

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

Week 4

ESL: Developing Reading Skills (DRS) Chapter 1: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Basic essay writing assignment 1

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



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Week 5

ESL: Developing Reading Skills (DRS) Chapter 1: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Basic essay writing assignment 1

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

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

Week 6

ESL: Developing Reading Skills (DRS) Chapter 1 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

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

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

Week 7

ESL: Developing Reading Skills (DRS) Chapter 1 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

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

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

Week 8

ESL: Developing Reading Skills (DRS) Chapter 1 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

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

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

Week 9

ESL: Developing Reading Skills (DRS) Chapter 2: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: clauses

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

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

Week 10

ESL: Developing Reading Skills (DRS) Chapter 2: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: clauses

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 11

ESL: Developing Reading Skills (DRS) Chapter 2: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: clauses

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

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

Week 12

ESL: Developing Reading Skills (DRS) Chapter 2 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: colons

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

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

Week 13

ESL: Developing Reading Skills (DRS) Chapter 2 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: colons

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

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

Week 14

ESL: Developing Reading Skills (DRS) Chapter 2 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: colons

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

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

Week 15

ESL: Developing Reading Skills (DRS) Chapter 3: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: commas

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

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



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Week 16

ESL: Developing Reading Skills (DRS) Chapter 3: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: commas

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

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

Week 17

ESL: Developing Reading Skills (DRS) Chapter 3: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: commas

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

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

Week 18

ESL: Developing Reading Skills (DRS) Chapter 3 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: conjunctions

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

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

Week 19

ESL: Developing Reading Skills (DRS) Chapter 3 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: conjunctions

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

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

Week 20

ESL: Developing Reading Skills (DRS) Chapter 3 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: conjunctions

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

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



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Week 21

ESL: Developing Reading Skills (DRS) Chapter 4: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: intro to punctuation: end marks

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

MS Office: Computer: MS Windows basics, security

Week 22

ESL: Developing Reading Skills (DRS) Chapter 4: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: intro to punctuation: end marks

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

MS Office: Computer: MS Windows basics, security

Week 23

ESL: Developing Reading Skills (DRS) Chapter 4: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: intro to punctuation: end marks

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

MS Office: Computer: MS Windows basics, security

Week 24

ESL: Developing Reading Skills (DRS) Chapter 4 cont: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Nouns and articles

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

MS Office: MS Access: Data entry into multiple tables

Week 25

ESL: Developing Reading Skills (DRS) Chapter 4 cont: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Nouns and articles

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

MS Office: MS Access: Data entry into multiple tables



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Week 26

ESL: Developing Reading Skills (DRS) Chapter 4 cont: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Nouns and articles

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 27

ESL: Developing Reading Skills (DRS) Chapter 5: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: prepositions and prepositional phrases

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 28

ESL: Developing Reading Skills (DRS) Chapter 5: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: prepositions and prepositional phrases

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.

Transportation Clerk: Recording data from customer calls (Access)

Week 29

ESL: Developing Reading Skills (DRS) Chapter 5: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: prepositions and prepositional phrases

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 30

ESL: Developing Reading Skills (DRS) Chapter 5 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: pronouns

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.

Transportation Clerk: Recording data from customer calls (Access)

Week 31

ESL: Developing Reading Skills (DRS) Chapter 5 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: pronouns

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.

Transportation Clerk: Recording data from customer calls (Access)

Week 32

ESL: Developing Reading Skills (DRS) Chapter 5 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: pronouns

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)

Transportation Clerk: Scheduling for an office (Outlook)

Week 33

ESL: Developing Reading Skills (DRS), Intermediate level, Chapter 1: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: review of punct. Cont.

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)



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Week 34

ESL: Developing Reading Skills (DRS), Intermediate level, Chapter 1: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: review of punct. Cont.

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 35

ESL: Developing Reading Skills (DRS), Intermediate level, Chapter 1: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: review of punct. Cont.

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 36

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 1cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: review of punct. Cont.

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 37

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 1cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: review of punct. Cont.

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 38

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 1cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: review of punct. Cont.

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

MS Office: MS Word: Tabs, Margins, Indents

Transportation Clerk: Scheduling for an office (Outlook)



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Week 39

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 2: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: review of punctuation

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 40

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 2: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: review of punctuation

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

Transportation Clerk: Setting up contact lists, shippers and receivers

Week 41

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 2: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: review of punctuation

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

Week 42

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 2 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Sentences

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



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Week 43

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 2 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Sentences

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 44

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 2 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Sentences

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 45

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 3: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: superlatives

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 46

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 3: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: superlatives

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 47

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 3: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: superlatives

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

MS Office: MS Excel: Formulas, formatting

Transportation Clerk: State, Federal and company regulations, Ethics



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Week 48

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 3 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Verb tenses

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

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

Transportation Clerk: State, Federal and company regulations, Ethics

Week 49

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 3 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Verb tenses

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

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

Transportation Clerk: State, Federal and company regulations, Ethics

Week 50

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

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 3 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Verb tenses

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 51

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

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 4: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Verb tenses

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



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Week 52

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

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 4: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Verb tenses

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

MS Office: MS Access: Forms and Reports

Transportation Clerk: Calculating Load Arrival Times

Week 53

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

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 4: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Verb tenses

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

MS Office: MS Access: Forms and Reports

Transportation Clerk: Calculating Load Arrival Times

Week 54

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

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 4 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Verbs

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 55

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

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 4 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Verbs

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



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Week 56

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

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 4 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Verbs

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 57

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

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 5: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: word order

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 58

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

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 5: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: word order

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

MS Office: MS PowerPoint: Basic presentations

Transportation Clerk: Calculating Load Arrival Times

Week 59

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

ESL: Developing Reading Skills (DRS), Intermediate, Chapter 5: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: word order

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 60

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

ESL: Developing Reading Skills (DRS), Intermediate, Chapt. 5 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Commas cont.

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 61

Customer Service: Customer Service: Entering data from phone calls

ESL: Developing Reading Skills (DRS), Intermediate, Chapt. 5 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Commas cont.

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 62

Customer Service: Customer Service: Entering data from phone calls

ESL: Developing Reading Skills (DRS), Intermediate, Chapt. 5 cont.: Reading aloud, reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

ESL: Intro to written English: Commas cont.

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

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

Week 63

Customer Service: Customer Service: Entering data from phone calls

ESL: Developing Reading Skills (DRS), Intermediate, Expansion 5: Intro to written English: Complete Basic essay writing assignment 1

ESL: Intro to written English: semi-colons

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



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Week 64

Customer Service: Customer Service: Entering data from phone calls
ESL: Developing Reading Skills (DRS), Intermediate, Expansion 5: Intro to written English: Complete Basic essay writing assignment 1
ESL: Intro to written English: semi-colons
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 65

Customer Service: Customer Service: Entering data from phone calls
ESL: Developing Reading Skills (DRS), Intermediate, Expansion 5: Intro to written English: Complete Basic essay writing assignment 1
ESL: Intro to written English: semi-colons
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 66

Customer Service: Customer Service: Entering data from phone calls
ESL: Developing Reading Skills (DRS), Intermediate, Expansion 5 cont.: Intro to written English: Basic writing assignment final
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 67

Customer Service: Customer Service: Entering data from phone calls
ESL: Developing Reading Skills (DRS), Intermediate, Expansion 5 cont.: Intro to written English: Basic writing assignment final
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Using Word, Excel and Access together

Week 68

Customer Service: Customer Service: Entering data from phone calls
ESL: Developing Reading Skills (DRS), Intermediate, Expansion 5 cont.: Intro to written English: Basic writing assignment final
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Using Word, Excel and Access together



Training Plan 18 - Months Transportation Clerk with ESL Assistance

Week 69

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

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

Week 71

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

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

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 74

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

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

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

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 Transportation Clerk with ESL Assistance

Week 78

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