



Training Plan 18 - Months MS Office, Customer Service, GED Preparation, 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.

GED Preparation:

The students will prepare for the GED test by working through a computerized GED testing program. This will be supplemented by coursework over Basic English, math and reading skills. By the end of the program students should be familiar with GED testing, and know the basics of English grammar, spelling and math.

Job Search:

This training service gives students real-life exposure and job experience using the new skills they have



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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:

\$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)	Extended Training Plan Discount
\$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

GED Preparation: Pretests: Language Arts, Social Studies, Science, Mathematics
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: Opening documents, editing, saving

Week 2

GED Preparation: Pretests: Language Arts, Social Studies, Science, Mathematics
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: Opening documents, editing, saving

Week 3

GED Preparation: Pretests: Language Arts, Social Studies, Science, Mathematics
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: Opening documents, editing, saving

Week 4

GED Preparation: Pretests: Language Arts, Social Studies, Science, Mathematics
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports
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



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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

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

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

Week 11

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

Week 12

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

Week 13

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

Week 14

GED Preparation: Capitalization, spelling rules
GED Preparation: 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
Transportation Clerk: Interstate Truck Driver Guide



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Week 15

GED Preparation: Punctuation, grammar, spelling rules
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Opening documents, editing, saving
Transportation Clerk: Interstate Truck Driver Guide

Week 16

GED Preparation: Punctuation, grammar, spelling rules
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Opening documents, editing, saving
Transportation Clerk: DDC Chapters 1 & 2

Week 17

GED Preparation: Punctuation, grammar, spelling rules
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Opening documents, editing, saving
Transportation Clerk: DDC Chapters 1 & 2

Week 18

GED Preparation: Punctuation, grammar, spelling rules
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Opening documents, editing, saving
Transportation Clerk: DDC Chapter 3 & 4

Week 19

GED Preparation: Basic Math – addition, subtraction, multiplication, division
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Opening documents, editing, saving
Transportation Clerk: DDC Chapter 3 & 4

Week 20

GED Preparation: Basic Math – addition, subtraction, multiplication, division
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Opening documents, editing, saving
Transportation Clerk: DDC Chapter 3 & 4
Transportation Clerk: Delivery Assignment 1

Week 21

GED Preparation: Basic Math – addition, subtraction, multiplication, division
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Computer: MS Windows basics, security
Transportation Clerk: Delivery Assignment 1



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Week 22

GED Preparation: Basic Math – addition, subtraction, multiplication, division
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Computer: MS Windows basics, security
Transportation Clerk: Delivery Assignment 1
Transportation Clerk: Delivery Assignment 2

Week 23

GED Preparation: Basic Math – addition, subtraction, multiplication, division
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Computer: MS Windows basics, security
Transportation Clerk: Delivery Assignment 2

Week 24

GED Preparation: Basic Math – addition, subtraction, multiplication, division
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Data entry into multiple tables
Transportation Clerk: Delivery Assignment 2

Week 25

GED Preparation: Basic Math continued
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Data entry into multiple tables
Transportation Clerk: Delivery Assignment 3

Week 26

GED Preparation: Basic Math continued
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Data entry into multiple tables
Transportation Clerk: Delivery Assignment 3

Week 27

GED Preparation: Basic Math continued
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Data entry into multiple tables
Transportation Clerk: DDC Chapters 5 & 6



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Week 28

GED Preparation: Basic Math continued
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: DDC Chapters 5 & 6

Week 29

GED Preparation: Basic Math continued
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Filing: Alphabetic Rules.
Transportation Clerk: DDC Chapters 7 & 8

Week 30

GED Preparation: Basic Math continued
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Filing: Complete alphabetic filing rules, numeric filing rules, chronological and subject filing.
Transportation Clerk: DDC Chapters 7 & 8

Week 31

GED Preparation: Ratios, measurements, and percentages
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Filing: Complete alphabetic filing rules, numeric filing rules, chronological and subject filing.
Transportation Clerk: DDC Chapters 7 & 8

Week 32

GED Preparation: Ratios, measurements, and percentages
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Filing: Final exam
Transportation Clerk: Handling Telephone Calls

Week 33

GED Preparation: Ratios, measurements, and percentages
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports
Transportation Clerk: Handling Telephone Calls



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Week 34

GED Preparation: Ratios, measurements, and percentages
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports
Transportation Clerk: DDC Chapters 9 & 10

Week 35

GED Preparation: Graphs and basic algebra
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports
Transportation Clerk: DDC Chapters 9 & 10

Week 36

GED Preparation: Graphs and basic algebra
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports
Transportation Clerk: DDC Chapters 11 & 12

Week 37

GED Preparation: Graphs and basic algebra
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports
Transportation Clerk: DDC Chapters 11 & 12

Week 38

GED Preparation: Graphs and basic algebra
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: Tabs, Margins, Indents
Transportation Clerk: DDC Chapters 11 & 12
Transportation Clerk: Dispatch Review

Week 39

GED Preparation: Graphs and basic algebra
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: Tabs, Margins, Indents
Transportation Clerk: Dispatch Review



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Week 40

GED Preparation: Reading comprehension, reading for retention
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: Dispatch Review
Transportation Clerk: Getting Familiar with FMCSA.DOT.GOV

Week 41

GED Preparation: Reading comprehension, reading for retention
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports
Transportation Clerk: Getting Familiar with FMCSA.DOT.GOV

Week 42

GED Preparation: Reading comprehension, reading for retention
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, Formatting
Transportation Clerk: Getting Familiar with FMCSA.DOT.GOV

Week 43

GED Preparation: Reading comprehension continued.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, formatting
Transportation Clerk: Ethical Issues in Transportation Industry

Week 44

GED Preparation: Reading comprehension continued.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, formatting
Transportation Clerk: Ethical Issues in Transportation Industry

Week 45

GED Preparation: Reading comprehension continued.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, formatting
Transportation Clerk: Dispatch/Office Review - Company Presentation



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Week 46

GED Preparation: Reading comprehension continued.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, formatting
Transportation Clerk: Dispatch/Office Review - Company Presentation

Week 47

GED Preparation: Reading comprehension continued.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Excel: Formulas, formatting
Transportation Clerk: Dispatch/Office Review - Customer Records

Week 48

GED Preparation: Reading comprehension continued.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports
Transportation Clerk: Dispatch/Office Review - Customer Records

Week 49

GED Preparation: Reading comprehension continued.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports
Transportation Clerk: Dispatch/Office Review - Customer Records

Week 50

Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer
GED Preparation: Reading comprehension continued.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Forms and Reports
Transportation Clerk: Dispatch/Office Review - Customer Calls

Week 51

Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer
GED Preparation: Reading comprehension continued.
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Forms and Reports
Transportation Clerk: Dispatch/Office Review - Customer Calls



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Week 52

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

GED Preparation: Reading comprehension continued.

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

MS Office: MS Access: Forms and Reports

Transportation Clerk: Dispatch/Office Review - Scheduling Drivers

Week 53

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

GED Preparation: Reading comprehension continued.

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

MS Office: MS Access: Forms and Reports

Transportation Clerk: Dispatch/Office Review - Scheduling Drivers

Week 54

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

GED Preparation: Reading comprehension continued.

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

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

Transportation Clerk: Dispatch/Office Review - Thank You Mail Merge

Week 55

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

GED Preparation: Test Prep: Practice Exams

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

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

Transportation Clerk: Dispatch/Office Review - Thank You Mail Merge

Week 56

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

GED Preparation: Test Prep: Practice Exams

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

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

Transportation Clerk: Dispatch Payroll Exercises

Transportation Clerk: Dispatch/Office Review - Thank You Mail Merge



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Week 57

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice
GED Preparation: Test Prep: Practice Exams
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Queries, entering and correcting data in tables
Transportation Clerk: Dispatch Payroll Exercises

Week 58

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice
GED Preparation: Test Prep: Practice Exams
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS PowerPoint: Basic presentations
Transportation Clerk: Dispatch Payroll Exercises

Week 59

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice
GED Preparation: Test Prep: Practice Exams
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS PowerPoint: Basic presentations

Week 60

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice
GED Preparation: Test Prep: Practice Exams
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS PowerPoint: Basic presentations

Week 61

Customer Service: Customer Service: Entering data from phone calls
GED Preparation: Test Prep: Practice Exams, including essay portion
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS PowerPoint: Basic presentations

Week 62

Customer Service: Customer Service: Entering data from phone calls
GED Preparation: Test Prep: Practice Exams, including essay portion
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Internet: Using the Internet to perform searches, sending materials via Internet, downloading files
MS Office: MS PowerPoint: Basic presentations



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Week 63

Customer Service: Customer Service: Entering data from phone calls
GED Preparation: Test Prep: Practice Exams, including essay portion
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Internet: Using the Internet to perform searches, sending materials via Internet, downloading files

Week 64

Customer Service: Customer Service: Entering data from phone calls
GED Preparation: Test Prep: Practice Exams, including essay portion
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Internet: Using the Internet to perform searches, sending materials via Internet, downloading files

Week 65

Customer Service: Customer Service: Entering data from phone calls
GED Preparation: Test Prep: Practice Exams, including essay portion
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Using Word, Excel and Access together

Week 66

Customer Service: Customer Service: Entering data from phone calls
GED Preparation: Test Prep: Practice Exams, including essay portion
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Using Word, Excel and Access together

Week 67

Customer Service: Customer Service: Entering data from phone calls
GED Preparation: Test Prep: Practice Exams, including essay portion
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Using Word, Excel and Access together

Week 68

Customer Service: Customer Service: Entering data from phone calls
GED Preparation: Test Prep: Practice Exams, including essay portion
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Using Word, Excel and Access together

Week 69

Customer Service: Customer Service: Entering data from phone calls
GED Preparation: Test Prep: Practice Exams, including essay portion
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Using Word, Excel and Access together



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Week 70

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

Week 71

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

Week 72

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

Week 73

GED Preparation: Test Prep: Practice Exams and complete testing
Job Search: Resume and Cover letter development
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Review of MS Office including testing over programs

Week 74

GED Preparation: Test Prep: Practice Exams and complete testing
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



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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

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