



## General Office, Transportation Clerk 6 Months

### Program Information:

The order and duration of each topic can be adjusted to meet the needs of each individual student. The program is designed to work at the student's pace, allowing them to master the content at a speed that is comfortable for them. The one-on-one instruction during the student's scheduled class time provides an individualized approach to learning, allowing for tailored support and attention. This approach helps to ensure that students can effectively develop the skills and knowledge they need to succeed in their chosen career path.

### MS Office:

The Microsoft Office Suite training program focuses on the essential tools used in the business world. Students will learn Word, Excel, PowerPoint, Access, and Outlook, starting with the basics and advancing to more complex concepts. The objective of the course is to equip students with the necessary skills and knowledge to effectively use these programs and increase their job prospects in the market.

### Transportation Clerk:

The dispatcher course is designed to improve skills in transportation clerk. The course includes quizzes, daily exercises, and a textbook. The curriculum covers creating and maintaining logs, understanding regulations, calculating load arrival times, organizing record keeping, handling emergencies, and problem-solving with customers and drivers.

### Keyboarding/Ten Key:

The training program involves daily keyboarding practice and occasional 10-key practice. The typing goals for the course are 35 words per minute and 130 characters per minute.

### Customer Service:

The course teaches students how to assist customers with inquiries and problems in call centers, help desks, tele service centers, and online. It covers topics such as user interfaces and behavior, hardware and software systems, customer interaction skills, telephone and email communication, data entry, and database and internet search and retrieval. The aim is to provide students with the skills to effectively assist customers in a frontline customer service role.

### Job Search:

The Job Preparation Service includes creating resumes and cover letters, finding job leads, applying, and interviewing for work, using the skills and resources obtained during the training program.

### Cost:

\$8,400.00	Tuition - Excluding other fees listed, tuition is all-inclusive for \$4,200 per quarter. 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.
\$8,400.00	Total



## General Office, Transportation Clerk 6 Months

### 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: creating business letters, creating reports

### Week 3

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar scheduling  
MS Office: MS Word: creating business letters, creating reports

### Week 4

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Outlook: Creating contact lists, using email, attaching files, calendar scheduling  
Transportation Clerk: Interstate Truck Driver Guide

### Week 5

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, calendar scheduling  
Transportation Clerk: Interstate Truck Driver Guide  
Transportation Clerk: Overview of Fleet Training

### Week 6

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Excel: Opening documents, editing, saving  
Transportation Clerk: Applying State, Federal, and Company Policies  
Transportation Clerk: Load Arrival Times  
Transportation Clerk: Overview of Fleet Training  
Transportation Clerk: Record Keeping

### Week 7

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  
Transportation Clerk: Delivery Assignment 1

### Week 8

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  
Transportation Clerk: Delivery Assignment 2  
Transportation Clerk: Delivery Assignment 3



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### Week 9

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Access: Data entry into multiple tables  
Transportation Clerk: Delivery Assignment 3  
Transportation Clerk: Identifying Critical Information  
Transportation Clerk: Participatory and Active Listening

### Week 10

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.  
MS Office: MS Access: Filing: Final exam  
Transportation Clerk: Driver Differences  
Transportation Clerk: Emergencies  
Transportation Clerk: Handling Telephone Calls  
Transportation Clerk: Participatory and Active Listening

### Week 11

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: Communication  
Transportation Clerk: Handling Telephone Calls

### Week 12

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: Communication  
Transportation Clerk: Negotiation  
Transportation Clerk: Problem Solving  
Transportation Clerk: Selling

### Week 13

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 14

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: Ethical Issues in Transportation Industry  
Transportation Clerk: Getting Familiar with FMCSA.DOT.GOV

### Week 15

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Excel: Formulas, formatting  
Transportation Clerk: Dispatch/Office Review - Company Presentation  
Transportation Clerk: Ethical Issues in Transportation Industry

### Week 16

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Access: Forms and Reports  
MS Office: MS Excel: Formulas, formatting  
MS Office: MS Word: creating business letters, creating reports  
Transportation Clerk: Dispatch/Office Review - Company Presentation  
Transportation Clerk: Dispatch/Office Review - Customer Calls  
Transportation Clerk: Dispatch/Office Review - Customer Records

### Week 17

Customer Service: Customer Service: phone etiquette, answering calls, dealing with custom  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: MS Access: Forms and Reports  
Transportation Clerk: Dispatch/Office Review - Customer Calls  
Transportation Clerk: Dispatch/Office Review - Scheduling Drivers

### Week 18

Customer Service: Customer Service: phone etiquette continued, hands on telephone practi  
Customer Service: Customer Service: phone etiquette, answering calls, dealing with custom  
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: Dispatch/Office Review - Scheduling Drivers  
Transportation Clerk: Dispatch/Office Review - Thank You Mail Merge



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### Week 19

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: Dispatch Payroll Exercises

### Week 20

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

### Week 21

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 22

Customer Service: Customer Service: Entering data from phone calls  
Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial  
MS Office: Internet: Using the Internet to perform searches, sending materials via Internet, downloading files  
MS Office: Using Word, Excel and Access together

### Week 23

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 24

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 25

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 26

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

### Equipment Provided by Office Careers:

The cost of training plans includes the essential equipment needed for remote or onsite classes. Laptops provided by Office Careers are pre-configured for online communication and remote access, and students may also be able to use their own laptops if they sign an agreement with the company. The company provides backups and safety features to minimize the loss of class days due to technical issues, and can provide secondary monitors, wireless keyboard and mouse, and ergonomic devices if needed. If necessary, Office Careers will arrange for internet service, including paying the student for service in their home, with the exception of satellite internet which may have additional fees.