



Training Plan

General Office, Transportation Clerk

12 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 reach a functional level of usage at a speed that is comfortable for them. However, students must maintain progress and participate to the best of their abilities. 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 abilities they need

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:

\$17,400.00	Tuition - Excluding other fees listed, tuition is all-inclusive for \$1,400 per month plus \$50 to ensure internet access is available and not disrupted during plan. Tuition includes a specially configured laptop and devices described at the end of the training plan.
250.00	Equipment setup, shipping and securing the start date.
\$17,650.00	Total



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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, calendar scheduling
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, calendar scheduling

Week 8

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

Week 9

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



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Week 11

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: Overview of Fleet Training

Week 12

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: Record Keeping

Week 13

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

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
Transportation Clerk: Delivery Assignment 1

Week 15

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: Computer: MS Windows basics, security
Transportation Clerk: Delivery Assignment 2

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

Week 17

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



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Week 18

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 19

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Filing: Alphabetic Rules.
Transportation Clerk: Participatory and Active Listening

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: Driver Differences
Transportation Clerk: Emergencies

Week 21

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Access: Filing: Final exam
Transportation Clerk: Handling Telephone Calls

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: Communication
Transportation Clerk: Handling Telephone Calls

Week 23

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports
Transportation Clerk: Communication
Transportation Clerk: Negotiation

Week 24

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: creating business letters, creating reports
Transportation Clerk: Negotiation
Transportation Clerk: Problem Solving
Transportation Clerk: Selling



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Week 25

Keyboarding/10-Key: Daily practice using Mavis Teaches Typing Tutorial
MS Office: MS Word: Tabs, Margins, Indents
Transportation Clerk: Problem Solving

Week 26

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

Week 27

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

Week 29

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

Week 30

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 31

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

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: Dispatch/Office Review - Customer Records



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Week 33

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 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: Dispatch/Office Review - Customer Calls
Transportation Clerk: Dispatch/Office Review - Scheduling Drivers

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: Dispatch/Office Review - Scheduling Drivers

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

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: Dispatch/Office Review - Thank You Mail Merge

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: Dispatch Payroll Exercises

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



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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

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



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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

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

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. To minimize the loss of class days due to technical issues, Office Careers will provide backups and safety features. A secondary monitor, wireless keyboard, and mouse are provided. Office Careers will arrange for internet service, including covering the cost for service in the student's home. The equipment is the property of Office Careers until a student completes their training plan.