



## General Office, Transportation Clerk 18 Months

### 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.

### 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.

(\$3,450.00) Extended Training Plan Discount

\$17,250.00 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.



## General Office, Transportation Clerk 18 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: Opening documents, editing, saving

### **Week 3**

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

### **Week 4**

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

### **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, calendar scheduling

### **Week 10**

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

### **Week 11**

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

### **Week 12**

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



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### Week 13

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

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

### Week 14

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 15

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

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 17

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

### Week 18

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

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

Transportation Clerk: Load Arrival Times

### Week 19

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

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

Transportation Clerk: Load Arrival Times

Transportation Clerk: Record Keeping

### Week 20

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

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

Transportation Clerk: Delivery Assignment 1

Transportation Clerk: Record Keeping

### Week 21

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

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

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

### Week 24

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

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

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

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

### Week 28

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: Identifying Critical Information  
Transportation Clerk: Participatory and Active Listening

### Week 29

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



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### Week 30

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: Driver Differences

Transportation Clerk: Emergencies

### Week 31

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: Driver Differences

### Week 32

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

MS Office: MS Access: Filing: Final exam

Transportation Clerk: Handling Telephone Calls

### Week 33

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

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

Transportation Clerk: Handling Telephone Calls

### Week 34

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 35

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

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

Transportation Clerk: Negotiation

### Week 36

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

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

Transportation Clerk: Selling

### Week 37

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

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

Transportation Clerk: Problem Solving

Transportation Clerk: Selling



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### Week 38

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

### Week 39

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

### Week 40

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

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

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

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

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

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

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

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

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

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  
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  
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 52

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 53

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





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### Week 54

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: 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  
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  
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

### Week 57

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 Payroll Exercises

### Week 58

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: Dispatch Payroll Exercises

### Week 59

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 60

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 61

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





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### Week 62

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: MS PowerPoint: Basic presentations

### Week 63

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 64

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 65

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 66

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 67

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 68

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 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



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### **Week 71**

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

### **Week 72**

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

### **Week 73**

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

### **Week 74**

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

### **Week 75**

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

### **Week 76**

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

### **Week 77**

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

### **Week 78**

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



## **General Office, Transportation Clerk 18 Months**

### **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](http://officecareers.org)**