



General Office, GED Attainment, Transportation Clerk 12 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.

GED Attainment:

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 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



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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:

\$13,800.00 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.

\$13,800.00 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 Attainment: 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 Attainment: 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 Attainment: 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

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

GED Attainment: Capitalization, spelling rules

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



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Week 7

GED Attainment: Capitalization, spelling rules

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

GED Attainment: Capitalization, spelling rules

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

GED Attainment: Capitalization, spelling rules

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

GED Attainment: Punctuation, grammar, spelling rules

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 11

GED Attainment: Punctuation, grammar, spelling rules

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

GED Attainment: Basic Math – addition, subtraction, multiplication, division

GED Attainment: Punctuation, grammar, spelling rules

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



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Week 13

GED Attainment: 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: Record Keeping

Week 14

GED Attainment: Basic Math – addition, subtraction, multiplication, division
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

GED Attainment: 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 16

GED Attainment: Basic Math – addition, subtraction, multiplication, division
GED Attainment: Basic Math continued
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

GED Attainment: 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 18

GED Attainment: 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
Transportation Clerk: Identifying Critical Information
Transportation Clerk: Participatory and Active Listening



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Week 19

GED Attainment: Basic Math continued
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

GED Attainment: Basic Math continued
GED Attainment: Ratios, measurements, and percentages
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

GED Attainment: 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 22

GED Attainment: Ratios, measurements, and percentages
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

GED Attainment: 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: Communication
Transportation Clerk: Negotiation



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Week 24

GED Attainment: 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: Negotiation
Transportation Clerk: Problem Solving
Transportation Clerk: Selling

Week 25

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

Week 26

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

Week 27

GED Attainment: 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 28

GED Attainment: Reading comprehension continued.
GED Attainment: Reading comprehension, reading for retention
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

GED Attainment: 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



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Week 30

GED Attainment: 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
Transportation Clerk: Ethical Issues in Transportation Industry

Week 31

GED Attainment: 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 32

GED Attainment: Reading comprehension continued.
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

Week 33

GED Attainment: 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 34

Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer
GED Attainment: 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
Transportation Clerk: Dispatch/Office Review - Scheduling Drivers

Week 35

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



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Week 36

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice
Customer Service: Customer Service: phone etiquette, answering calls, dealing with customer
GED Attainment: Reading comprehension continued.
GED Attainment: Test Prep: Practice Exams
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
GED Attainment: 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 38

Customer Service: Customer Service: phone etiquette continued, hands on telephone practice
GED Attainment: 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
MS Office: MS PowerPoint: Basic presentations
Transportation Clerk: Dispatch Payroll Exercises

Week 39

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

Week 40

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



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Week 41

Customer Service: Customer Service: Entering data from phone calls
GED Attainment: Test Prep: Practice Exams, including essay portion
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
GED Attainment: 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 43

Customer Service: Customer Service: Entering data from phone calls
GED Attainment: 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 44

Customer Service: Customer Service: Entering data from phone calls
GED Attainment: 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 45

Customer Service: Customer Service: Entering data from phone calls
GED Attainment: 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 46

Customer Service: Customer Service: Entering data from phone calls
GED Attainment: Test Prep: Practice Exams and complete testing
GED Attainment: Test Prep: Practice Exams, including essay portion
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

GED Attainment: 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



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Week 48

GED Attainment: 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 49

GED Attainment: 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 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



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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