Program Title:	**Administrative Technician**
Program Duration:	5 weeks / 100 hours
Educational Credential:	Microsoft Office Specialist Certification of Completion
Methods of Instruction:	One-on-one instruction, classroom lecture, hands-on computer assisted, lab

Training Overview:

ProTRAIN will deliver the _Administrative Technician_ training program in a classroom environment to strengthen the clients Microsoft Office, and Communication skills with the goal of re-entering the workforce in an administrative-type position.

Training will be broken up into 20 classroom sessions covering Microsoft Office, Customer Service and Communication. In addition to the 20 classroom sessions, the last two days of training will be reserved for review. Support materials (textbooks, practice exercises) are included in the cost of the program. See below for number of training days per topic:

- MS Word – 4 Days
- MS Excel – 4 Days
- MS PowerPoint – 4 Days
- MS Outlook – 4 Days
- Communication in the Workplace – 2 Days
- Review – 2 Days

Total Program Cost $3,750

Course Topics

- **Microsoft Word – Beginning** - This course is intended for individuals who want to gain basic knowledge of working in Word.

- **Microsoft Excel – Beginning -** This course is intended for an individual with little or no experience using Microsoft Excel or any other spreadsheet program.

- **Microsoft PowerPoint – Beginning –** Students will learn how to create presentations, use themes and variants, add media and objects to a presentation, format text, share presentations, present a slide show online, and customize the interface.

- **Microsoft Outlook –** Students will use Outlook to compose and send email, schedule appointments and meetings, manage contact information, schedule tasks, and create notes. Students will also customize the Outlook environment, calendar, and mail messages, track, share, assign, and quickly locate various Outlook items. Students will learn how to use the favorites list, use search folders, managing mail with rules, creating, and using categories, managing junk mail, sharing the calendar, using meeting scheduling and mailbox features on Microsoft Exchange Server, creating signatures, managing Outlook data, using data management tools like Mailbox Cleanup and AutoArchive and working with Outlook profiles.

- **Microsoft Word – Intermediate -** Students will work with styles, sections, and columns, use the Navigation pane to work with outlines, will format tables, print labels and envelopes, work with graphics, use document templates, manage document revisions, and work with web features.

- **Microsoft Excel – Intermediate -** Students will learn how to use multiple worksheets and workbooks efficiently and start working with more advanced formatting options including styles, themes, and backgrounds. In addition, training includes instruction on working with tables and adding hyperlinks.

- **Career Planning and Readiness Skills -** This portion of training will focus on preparing and polishing skills for the client returning to the workforce. This course will provide several topics to enable participants with an understanding of the impact of career planning, job searching, resume and cover letter writing, interview questions, and effective communication skills that can make it easier for them to succeed in the office and beyond.