

Program Title: **OFFICE ADMINISTRATION WITH DISPATCH**

Program Duration: 12 Months / 1040 hours

Educational Credential: Certificate of Completion

Methods of Instruction: One-on-one instruction, classroom lecture, hands-on computer assisted, lab

Training Overview:

Our core focus is the Microsoft Office Software, which is the mainstream to today's office functionality. You will work through one course at a time to learn, practice and then apply the skill before moving to your next topic. With a combination of basic through advanced book, online and project training, students develop an understanding they can confidentially take to their new career path.

The Academic portion of our program reviews topics to ensure a professional delivery of communications and interactions in the business world. During the final stages of the program, our Employability Skills will prepare students to find and secure long term employment through successful job search, resume writing and by fine tuning their learned skills.

The dispatch portion of the program will cover an instruction manual for developing the communication aspects of those frontline positions where interaction with vehicle drivers is required. Coverage helps readers develop and fine-tune their interpersonal communication, problem-solving skills, and decision-making abilities, and teaches readers how to handle stress and resolve conflicts while providing essential industry knowledge and logistics.

Training will be twelve months, Monday-Thursday, five hours per day/20 hours per week.

Total Program Costs: \$16,500

Course Topics

- **Computer Basics 101** – Instruction includes the basics of current operating systems, working with files and folders, applications, keyboarding, and common and advanced customization tasks. This course includes discussion around “cloud” computing and the functions that can be performed. Keyboarding will also be further developed during the remaining training sessions.
- **Microsoft Windows 10** – Windows 10 will be adopted by businesses rather quickly and will be vital for anyone entering the workforce to understand. The course will provide an understanding of the operating system. Learners will explore the interface, identify the different components in the interface, customize the Windows 10 desktop, manage files and folders, use the common tools and programs available and browse the Internet.
- **Microsoft Word – Beginning** - This course is intended for individuals who want to gain basic knowledge of working in Word.
- **Review #1 – Computer Basics** – This course will review topics covered in earlier in the training plan to encourage and aid retention of skills taught.
- **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 Access – Beginning** – Students will learn the basics of databases and then move on to tables, reports, queries, how to manage a database, and ways to customize the database 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.
- **Review #2 – Microsoft Office** – This course will review Microsoft Office topics covered in earlier in the training plan to encourage and aid retention of skills taught.
- **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. Also, training includes instruction on working with tables and adding hyperlinks.
- **Review #3 – Microsoft Office** – This course will review Microsoft Office topics covered in earlier in the training plan to encourage and aid retention of skills taught.
- **QuickBooks/Bookkeeping Essential Skills** – This program will introduce new users to QuickBooks and the essentials of Bookkeeping. This course will be targeted learn to manage inventory, create invoices, work with customers and/or vendors and run reports (all in QuickBooks).
- **Review #4 – Microsoft Office** – This course will review Microsoft Office topics covered in earlier in the training plan to encourage and aid retention of skills taught.
- **Dispatcher Job Duties** – Students will develop skills and understanding in the areas of receiving emergency and non-emergency calls, recording significant information, address problems and requests by transmitting information or providing solutions, receive and dispatch orders for products or deliveries, prioritize calls according to urgency and importance, monitor the route and status of field units to coordinate and prioritize their schedule, provide field units with information about orders, traffic, obstacles and requirements and enter data in computer system and maintain logs and records of calls, activities and other information.
- **Review #5 – Microsoft Office** – This course will review Microsoft Office topics covered in earlier in the training plan to encourage and aid retention of skills taught.

- **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.