

<b><u>4. Program Title:</u></b>	<b><u>Administration Support Specialist Level 2</u></b>
<b><u>Duration:</u></b>	12 Months / 1040 hours
<b><u>Educational Credential:</u></b>	Certificate of Completions
<b><u>Methods of Instruction:</u></b>	One-on-one instruction, classroom lecture, hands-on computer assisted lab

### **Training Overview**

ProTRAIN will deliver computer and office skills training in a classroom environment to assist the client in obtaining the needed skills to be a competitive applicant in an entry-level position in an office setting.

Training will be broken up into classroom sessions covering computer basics, keyboarding and the basic understanding of Microsoft Windows, Word, Excel, Outlook, PowerPoint, Access, and QuickBooks along with a basic understanding of Customer Service, Communication, and other key business skills. Training will be held at ProTRAIN's computer lab and will be delivered in a combination of instructor-led and self-paced (assisted by an instructor) training.

Training will be one-year, 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** – This course is designed for any worker, business professional or private individual who needs knowledge in operating systems and file management skills. Learners will explore its interface, identify the different components in the interface, customize the Windows 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. In addition, 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 to learn to manage inventory, create invoices, work with customers and/or vendors and run reports (all in QuickBooks).
- **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.