

Program Title: Administration Support Specialist - Level II

Duration: 12 Months / 910 hours

Educational Credential: Certificate of Completions

Methods of Instruction: 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, Project/Project Management 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.

Richland: Training will be one-year, Monday-Friday, 3.5 hours per day/17.5 hours per week.

Selah: Training will be one-year, Monday-Thursday, five hours per day/20 hours per week.

The training plan, including the duration of training and cost can be modified to meet the needs of the client.

Program Cost

Billing will be broken up into 12 payments and will be billed monthly. Tentative billing schedule is detailed below:

- Invoice/ Payment 1 – Completion of Month 1 – \$1,250
- Invoice/ Payment 2 – Completion of Month 2 – \$1,250
- Invoice/ Payment 3 – Completion of Month 3 – \$1,250
- Invoice/ Payment 4 – Completion of Month 4 – \$1,250
- Invoice/ Payment 5 – Completion of Month 5 – \$1,250
- Invoice/ Payment 6 – Completion of Month 6 – \$1,250
- Invoice/ Payment 7 – Completion of Month 7 – \$1,250
- Invoice/ Payment 8 – Completion of Month 8 – \$1,250
- Invoice/ Payment 9 – Completion of Month 9 – \$1,250
- Invoice/ Payment 10 – Completion of Month 10 – \$1,250
- Invoice/ Payment 11 – Completion of Month 11 – \$1,250
- Invoice/ Payment 12 – Completion of Month 12 – \$1,250

Total Program Costs: \$15,000

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 MS Word training sessions. Duration: 1 month
- Microsoft Windows 7 – 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 7 desktop, manage files and folders, use the common tools and programs available and browse the Internet. Duration: 10 days
- Microsoft Word – Beginning - This course is intended for individuals who want to gain basic knowledge of working in Word. In all Microsoft Office courses, various versions will be compared and contrasted. Duration: 10 days
- Review #1 – Computer Basics – This course will review topics covered in earlier in the training plan in order to encourage and aid retention of skills taught. Duration: 10 days
- Microsoft Excel – Beginning - This course is intended for an individual with little or no experience using Microsoft Excel or any other spreadsheet program. In all Microsoft Office courses, various versions will be compared and contrasted. Duration: 10 days
- Microsoft Outlook – Beginning - Students will use Outlook to compose and send email, schedule appointments and meetings, manage contact information, schedule tasks, and create notes. In all Microsoft Office courses, various versions will be compared and contrasted. Duration: 10 days
- 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. In all Microsoft Office courses, various versions will be compared and contrasted. Duration: 10 days
- 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. In all Microsoft Office courses, various versions will be compared and contrasted. Duration: 10 days
- 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. In all Microsoft Office courses, various versions will be compared and contrasted. Duration: 10 days
- 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. In all Microsoft Office courses, various versions will be compared and contrasted. Duration: 10 days

- Microsoft Outlook – Intermediate – Students will customize the Outlook environment, calendar, and mail messages, and will also track, share, assign, and quickly locate various Outlook items. In all Microsoft Office courses, various versions will be compared and contrasted. Duration: 10 days
- Microsoft Word – Advanced – Students will learn how to create templates, use styles, comment on and review documents, work with multiple documents, perform a mail merge, create an outline and also a table of contents, index, and bibliography. Additional areas of focus including adding captions, cross-references, bookmarks, citations, footnotes, and endnotes to a document and creating and using macros. In all Microsoft Office courses, various versions will be compared and contrasted. Duration: 10 days
- Microsoft Excel – Advanced – Students will learn advanced formulas and functions, named ranges, resolving formula errors, consolidating data, removing duplicates, configuring data validation, transposing data, using outlining, grouping, subtotal tools, working with scenarios, using data analysis tools, creating and using PivotTables and PivotCharts, using PowerPivot to integrate data from several different sources, and recording, editing, and using macros. In all Microsoft Office courses, various versions will be compared and contrasted. Duration: 10 days
- Microsoft Outlook – Advanced – 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. In all Microsoft Office courses (Word, Excel, Outlook, etc.) various versions, including Office 2010, Office 2013 and Office365, will be compared and contrast. Duration: 10 days
- 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. Just as it was taught in the Windows 7 course, 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. Duration: 5 days
- Review #2 – Microsoft Office – This course will review Microsoft Office topics covered in earlier in the training plan in order to encourage and aid retention of skills taught. Duration: 5 days
- Microsoft Project and Project Management Beginning – This course will focus on how Project is used for Customer Service Specialists. Learners will get an introduction to the basics of Project including: Setting up a project, scheduling work, managing tasks, working with deadlines and constraints, working with data, and Creating reports. The following Project Management topics will also be covered: Identifying the basic concepts and terminology of professional project management, launch a project, estimate project work, Create a project schedule, Plan project costs and Plan for project risks. Duration: 5 days
- QuickBooks/Bookkeeping Essential Skills – This program will introduce new users to QuickBooks and the essentials of Bookkeeping. This course will be targeted to Customer Service Specialists and learners will learn to manage inventory, create invoices, work with customers and/or vendors and run reports (all in QuickBooks). Bookkeeping principles such as accounting cycles, reporting, general ledgers, adjusting entries and year-end closing will also be covered. Duration: 10 days

- **Communication Strategies** – The primary aim of this course is to enable participants with an understanding of the impact that their communication skills can have on others, while exploring the different ways in which developing these skills can make it easier for them to succeed in the office and beyond. Duration: 3 days
- **Customer Service Overview** – Learners will explore the background and techniques of customer interactions. This course is intended for learners with any level of experience who want to expand their knowledge, improve their skill set, and increase the understanding of customer benefits. Duration: 4 days
- **Problem Solving and Decision Making** – This course is designed to aid the learner in solving problems with less error and gives key insight into providing enhanced customer service. Duration: 2 days
- **Telephone Skills A to Z** - This course helps deliver best practices for telephone usage and demonstrates how to effectively communicate with caller. Duration: 2 days
- **Business Writing** - This training course will give participants the tools to become better writers. Specific courseware learning objectives include: the value of good written communication, how to write and proofread your work so it is clear, concise, complete, and correct, how to apply these writing skills in real world situations, voicing, types of paragraphs, spelling and proof-reading skills, understanding the proper format for memos, letters, and e-mails. Duration: 2 days
- **Business Etiquette** – In this program, participants will learn to manage otherwise awkward moments, and to handle them with grace. This training course includes sessions on networking, introductions and remembering names, what to wear, confident communications, etiquette at meal time, and much more.