



Twelve-Month General Office Training Plan

Individual Career Transitions

Objective: Upon earning a *Certificate of Completion*, participants will be capable of producing basic professional documents, handling simple databases, understanding data basics, and navigating digital tools, positioning them for successful entry into entry-level office positions. Our program is tailored for individuals seeking a career change, emphasizing adaptability to learning needs, through one-on-one instruction.

Key Features:

- **Adaptable Curriculum:** We adjust the sequence and duration based on the student's pace, ensuring a comfortable learning experience. Satisfactory progress must be maintained.
- **Flexible Enrollment:** Open-enrollment allows for continuous intake, though preferred timings might require initial adjustments.
- **Cost-Effective Learning:** For \$16,800, students receive essential equipment, including a specially configured laptop.

Core Modules:

- **Microsoft Office:** Word, Excel, PowerPoint, Access, and Outlook.
- **Keyboarding & Ten Key:** Daily sessions using an online platform, aiming for 35 wpm in typing and 130 spm in 10-key.
- **Customer Service:** Boosts communication and problem-solving, navigate conflicts and manage time.
- **Job Search:** Resume, interview and resource navigation.

Equipment & Connectivity:

- **Laptops:** ICT-provided laptops are beginner-friendly, optimized for remote learning, with robust backup and safety features.
- **Additional Tools:** Packages may include secondary monitors, wireless sets, and ergonomic devices.
- **Internet Provisions:** We may cover home internet service costs, with certain conditions.

Weekly Breakdown:

Weeks 1-6: Introduction to Office Basics

- Basics of Keyboarding: Introduction to touch typing and building foundational speed.
- MS Word: Basics of document creation, editing, and saving.
- Digital Literacy: Introduction to operating systems and basic internet navigation.

Weeks 7-12: Building on Foundations

- Continued Keyboarding Practice: Reinforcing techniques and improving accuracy.
- MS Word: Introduction to formatting, creating business letters, and basic reports.
- Digital Literacy: Understanding file storage, organization, and safety online.

Weeks 13-18: Introduction to Data Management

- MS Excel: Introduction to spreadsheets, basic data entry, and simple formatting.
- MS Access: Basics of databases, understanding tables, and simple data entry.

Weeks 19-24: Enhancing Communication Skills

- MS Outlook: Creating contact lists, basic email etiquette, attaching files, and calendar scheduling.
- Customer Service Principles: Basics of communication, understanding customer needs, and problem-solving.
- MS Word: Continued practice with business letters and reports.

Weeks 25-30: Diving Deeper into Office Tools

- MS Excel: Introduction to basic formulas and creating simple charts.
- MS PowerPoint: Basics of creating presentations, adding text, and using templates.



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Weeks 31-36: Practical Applications & Reinforcements

- MS Access: Continued practice with data entry, introduction to queries.
- File Management: Organizing files, creating folders, and understanding file paths.
- MS Word & Excel: Reinforcement exercises and practical tasks.

Weeks 37-42: Preparing for the Job Market

- Job Search Basics: Introduction to job boards, creating a basic resume, and understanding job descriptions.
- MS PowerPoint: Enhancing presentations, adding visuals, and basic slide transitions.
- Customer Service: Role-playing basic customer interactions and practicing phone etiquette.

Weeks 43-48: Review & Skill Refinement

- Comprehensive Review: Reinforcing skills across Word, Excel, Access, and PowerPoint.
- Practical Office Simulations: Simulated tasks combining multiple software tools.

Weeks 49-52: Final Preparations and Conclusion

- Final Project: A comprehensive task combining all learned skills.
- Job Search Reinforcement: Mock interviews, tailoring cover letters, and feedback sessions.
- Review Sessions: Addressing any areas of difficulty and reinforcing knowledge.
- Final Test: Comprehensive assessment covering all course materials.