



Twelve-Month Transportation Clerk Training Plan

Individual Career Transitions

Objective:

Upon earning a certificate of completion, participants will possess the foundational knowledge and practical skills in transportation logistics, record-keeping, and modern clerical software, positioning them for successful entry into entry-level transportation clerk roles. Our program is tailored for individuals seeking a career transition into the transportation sector, emphasizing adaptability to individual learning needs through personalized 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:

Week 1-2:

- **Keyboarding/10-Key:** Daily practice using Mavis Teaches Typing Tutorial.
- **MS Office:** MS Word: Opening documents, editing, saving.

Week 3-6:

- **MS Office:** MS Word: Creating business letters, creating reports.

Week 7-8:

- **MS Office:** MS Outlook: Creating contact lists, using email, attaching files, calendar scheduling.

Week 9-10:

- **Transportation Clerk:** Interstate Truck Driver Guide.

Week 11-12:

- **MS Office:** MS Excel: Opening documents, editing, saving.

Week 13:

- **Transportation Clerk:** Overview of Fleet Training.

Week 14:

- **Transportation Clerk:** Applying State, Federal, and Company Policies.

Week 15:

- **Transportation Clerk:** Load Arrival Times.

Week 16:

- **Transportation Clerk:** Record Keeping.



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Week 17:

- **Transportation Clerk:** Delivery Assignment 1.

Week 18:

- **MS Office:** Computer: MS Windows basics, security.

Week 19:

- **Transportation Clerk:** Delivery Assignment 2.

Week 20:

- **MS Office:** MS Access: Data entry into multiple tables.

Week 21:

- **Transportation Clerk:** Delivery Assignment 3.

Week 22-23:

- **Transportation Clerk:** Identifying Critical Information.

Week 24:

- **Transportation Clerk:** Participatory and Active Listening.

Week 25:

- **MS Office:** MS Access: Filing: Alphabetic Rules.

Week 26:

- **Transportation Clerk:** Emergencies.

Week 27:

- **MS Office:** MS Access: Filing: Complete alphabetic filing rules, numeric filing rules, chronological and subject filing.

Week 28:

- **Transportation Clerk:** Driver Differences.

Week 29:

- **MS Office:** MS Access: Filing: Final exam.

Week 30:

- **Transportation Clerk:** Handling Telephone Calls.

Week 31:

- **MS Office:** MS Word: Creating business letters, creating reports.

Week 32:

- **Transportation Clerk:** Communication.

Week 33:

- **Transportation Clerk:** Negotiation.

Week 34:

- **Transportation Clerk:** Selling.

Week 35:

- **Transportation Clerk:** Problem Solving.

Week 36:

- **MS Office:** MS Word: Tabs, Margins, Indents.

Week 37:

- **Transportation Clerk:** Dispatch Review.

Week 38-39:

- **MS Office:** MS Word: Creating business letters, creating reports.

Week 40:

- **Transportation Clerk:** Getting Familiar with FMCSA.DOT.GOV.

Week 41:



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- **MS Office:** MS Excel: Formulas, Formatting.

Week 42:

- **Transportation Clerk:** Ethical Issues in Transportation Industry.

Week 43:

- **Transportation Clerk:** Dispatch/Office Review - Company Presentation.

Week 44:

- **Transportation Clerk:** Dispatch/Office Review - Customer Records.

Week 45:

- **MS Office:** MS Word: Creating business letters, creating reports.

Week 46:

- **MS Office:** MS Access: Forms and Reports.

Week 47:

- **Customer Service:** Customer Service: Phone etiquette, answering calls, dealing with customers.

Week 48:

- **Transportation Clerk:** Dispatch/Office Review - Customer Calls.

Week 49:

- **MS Office:** MS Access: Queries, entering and correcting data in tables.

Week 50:

- **Transportation Clerk:** Dispatch/Office Review - Thank You Mail Merge.

Week 51:

- **Customer Service:** Customer Service: Phone etiquette continued, hands-on telephone practice.

Week 52:

- **Transportation Clerk:** Dispatch Payroll Exercises.
- **MS Office:** MS PowerPoint: Basic presentations.

Post-Program Activities (Optional):

- **Job Search:** Activities using the Internet, resume and cover letter development, and other job search strategies.