

Computerized Office Support

(Available in Allentown Only)

Educational Objectives:

The Computerized Office Support Program is designed to provide students with beginning to advanced knowledge of Microsoft Office applications, as well as workplace development and administrative support fundamentals. The training provided in this program, will help students prepare for the Microsoft Office Specialist (MOS) Exams. As a MOS trained professional, they will be able to maintain, manage and format spreadsheets, create professional slide shows, manage email, and create or edit documents. In the modern office, many clerical tasks must be performed in order to keep things running smoothly. Office workers perform a variety of different tasks in support of general office, business, or administrative operations. To further advance the students' knowledge and prepare them for a professional environment, we are also instructing on human resources, business skills and professional development. These provide students with critical skills needed for the workplace, such as time management and communication. Learning this information will enhance the students' skillset and make them well-rounded assets. The knowledge acquired will give students an advantage when entering a computer generated professional working environment and aid them in reaching their full potential within the life of their career. Students will be marketable within several different types of companies and industries, who are hiring computer-ready employees.

Potential Occupations:

Students will be prepared for positions as Administrative Assistant & Secretaries, Office Clerk, Supervisor, Office & Administrative Support, Customer Service Representative, Billing & Posting Clerk, Bookkeeping Auditing Clerk, Marketing Assistant, Data Entry, Office Assistant, Executive Secretaries and Microsoft Office Specialist.

Admission Requirements:

The program requires a high school diploma or GED. In addition, the student must take the Wonderlic verbal skills test and score a 238 or above to qualify for entrance in the Computerized Office Support Program. Upon successful completion of all courses entailed, the student will graduate from the Computerized Office Support Program and receive a diploma.

Course Tuition: \$3,999

Total Hours: 300Hours

COMPUTERIZED OFFICE SUPPORT

300 HOURS

Course Number	Course Name	Exam	Certification
NH203	Microsoft Office Advanced		Microsoft Office Specialist
NH400	Workplace Fundamentals		
NH500	Executive Administrative Support Fundamentals		

Tuition Prices for Computerized Office Support	
Tuition Only	\$3,999
Tuition with optional Certification Package <i>INCLUDES: Exam vouchers, test preparation software keys, additional lab time, hands on breakout sessions, voucher administration and one on one Instructor time to develop a plan to address weak areas to prepare for exams from special testing software.</i>	Based on the quantity and type of exams chosen, prices will vary, See your Education Consultant.

Students who purchase test prep packages and completed the above course are eligible to take the exam for the corresponding certifications. Pass of certification exams is not guaranteed.



Microsoft
Office Specialist

Office Applications

NH203 Microsoft Office Advanced

This course is intended for individuals who are looking to further themselves with the basics of personal computers to the intermediate and advanced levels of Microsoft Office Applications.

Topics Include:

- Windows Level 1- Managing files, folders, and libraries as well as customizing the Windows experience.
- What's New in Windows 10- New features of Windows 10 operating system.
- Word Level 1- Formatting text and paragraphs, managing lists, adding tables, inserting graphic objects, controlling page appearance and preparing to publish a document.
- Word Level 2- Organizing with tables and charts, customizing with styles and themes, controlling the flow of a document, Quick Parts and Mail Merge.
- Word Level 3- Manipulating images, using custom graphic elements, collaborating on documents, adding document references and links, securing a document, using forms to manage content, and automating repetitive tasks with macros.
- Excel Level 1- Performing calculations and modifying, formatting and printing, and managing workbooks.
- Excel Level 2- Working with functions and lists, analyzing data, visualizing data with charts, and using PivotTables and PivotCharts.
- Excel Level 3- Working with multiple worksheets and workbooks, using lookup functions and formula auditing, sharing and protecting workbooks, automating workbook functionality, creating Sparklines and mapping data, and forecasting data.
- PowerPoint Level 1- Developing a presentation, performing advanced text editing, adding graphical elements, modifying objects, adding tables and charts, and preparing to deliver a presentation.
- PowerPoint Level 2- Modifying the PowerPoint environment, customizing design templates, adding SmartArt and math equations to a presentation, working with media and animations, collaborating on a presentation, customizing a slide show, and securing and distributing a presentation.
- Outlook Level 1- Formatting messages, working with attachments and illustrations, customizing message options, organizing messages, managing contacts, working with the Calendar, and working with tasks and notes.
- Outlook Level 2- Modifying messages and setting global options, organizing, searching, and managing messages, managing your mailbox, automating message management, working with Calendar settings, managing contacts, managing activities using tasks, sharing workspaces with others, and managing Outlook Data Files.

Workplace Fundamentals

NH400 Workplace Fundamentals

In this course, students will learn about several different professional business skills.

Topics include:

- Professionalism in the Office- Positioning yourself as a professional, enhancing your professional image, expanding your skills, communicating for results, and building relationships and networks.
- Communication Essentials- Business communication, verbal and non-verbal communication, written communication, electronic communication, communicating with graphics, and effectively working for your boss.
- Business Etiquette- Professional behavior, interview etiquette, planning and attending business meetings, electronic etiquette, and multicultural etiquette.
- Thinking Critically- Facing new problems, establishing the problem, discovering the solution, and accepting a decision.
- Creative Problem Solving- Problem solving method, information gathering, problem definition, preparing for brainstorming, generating solutions, analyzing solutions, selecting a solution, planning your next steps, and recording lessons learned.
- Customer Service Skills- Understanding customer service, focusing on the customer, customer service and the telephone, handling complaints, and enduring stress.
- Time Management- Identifying goals, effective energy distribution, working with your personal style, building your toolbox, and establishing your action plan.



NH500 Executive Administrative Support Fundamentals

In this course, students will learn more about the different roles of executive administrative support.

Topics include:

- Administrative Office Procedures- Understanding how an Administrative Office Procedure binder demonstrates professionalism and efficiency in an organization or office setting.
- Administrative Support Fundamentals- Getting organized, managing time, getting it all done on time, special tasks, verbal communication skills, non-verbal communication skills, empowering yourself, the team of two, and taking care of yourself.
- Executive Assistant Fundamentals- Working with your manager, administrative soft skills, effective time management, meeting management, tools of the trade, being an effective gatekeeper, organizational skills, confidentiality guidelines, and special tasks.
- Introduction to Human Resources Concepts- Attracting and retaining employees, recruiting, selection and orientation, training and development, performance appraisal, legal environment of HRM, motivating employees, contemporary motivation theory, motivation techniques, and teams and teamwork.
- Effective Human Resources Administration- Fundamentals of motivation, individual and group behavior, the informal organization, technology and people at work, productivity and quality improvement, job redesign and job enrichment, fundamentals of leadership, developing, appraising, and rewarding employees, communicating for effectiveness, managing conflict and change, and human relations in global business.



Electives

NH300 Project Management

This course is intended for individuals who are looking to further their knowledge of project management.

Topics Include:

- Project Management Skills for Non Project Managers- Making a meaningful contribution by leading others through the stages of planning, executing, and completing a project.
- Introduction to Project Management - Introducing participants to the practical basics of project management. Focus is placed on the ANSI and IEEE accepted standards for professional project management as defined by the Project Management Institute (PMI).
- Project Management Professional PMP- Designed to prepare participants to take the Project Management Institute's Project Management Professional (PMP)[®] Exam, and is based on the information covered in the 10 areas of study used to formulate the exam, including the Guide to the Project Management Body of Knowledge (PMBOK[®] Guide) - Sixth Edition, Project Management Institute, Inc.

NH400 Introduction to Accounting

This course is intended for individuals who are looking to further their knowledge of basic accounting.

Topics Include:

- Introduction to Business Accounting - Accounting and business, the accounting equation, analyzing transactions, posting entries, the adjusting process, adjusting entries, the adjustment summary, preparing a worksheet, financial statements, completing the accounting cycle, the accounting cycle illustrated, and the fiscal year.
- Booking and Payroll Basics - Principles, an overview of internal controls, subsidiary ledgers and special journals, reconciliations, correcting entries, sales tax, budgeting, accounting for merchandising, accounting for cash, payroll, partnerships and corporations, accounts receivable and bad debts, interim profit or loss, closing the books, and cash flow.