A+ & PROFESSIONAL DEVELOPMENT

CompTIA Cert Prep Courses
(All Included in Package)
NOTE: The NEW Core A+ (220-1001) and (220-1002) Certification Courses included

A+ Essential	A+ Practical
• Computer systems • CPU & Peripheral Devices • Computer Configuration • Internet Connections • Computer & Mobile Devices • Computer & Portable Devices	• Win Operating System • Installing Win Operating Systems • Adjust the display settings • Use command line tools • Use Device Manager • Configure Windows Networking • Troubleshoot application in Mac OSX

Microsoft Office Specialist Cert Prep Courses
(Select 3 Levels)

Word Basic Level	Word Intermediate Level	Word Advanced Level
· Performing Basic Tasks · Editing and Formatting · Structuring a Document · Adding Lists and Objects · Using Tables	· Advanced Formatting · Navigating and Reviewing Documents · Customizing Document Layout · Inserting and Formatting Graphics	· Advanced Table Customization · Reference Tools and Mail · Document Customization · Sharing and Collaboration
Excel Basic Level	**Excel Intermediate Level**	**Excel Advanced Level**
· Creating Workbooks, · Worksheets, and Data · Saving and Printing Data · Formatting Cells and Worksheets · Formatting Data	· Calculations Using Functions · Presenting Data in Tables and Charts · Presenting Data using Conditional Formatting and Spark lines · Creating & Customizing Visual Elements	· Customizing Options and Views · Manipulating Data · Data Search, Data Validation, · Modify work environment · Ways to sort and filter data. · Apply and modify default settings.
Outlook Basic Level	**Outlook Int. Level**	**Outlook Int. Level**
· Working with E-mail · Managing E-mail · Working with Contacts · Create and manage e-mails. · Reply & add attachments to emails · Design email signatures · Configure message settings	· Scheduling Apps, Events, and Tasks · Working with Meetings · Formatting & Configuring Emails · Create & manage appts, events & tasks · Navigate & manage the Calendar. · Create & reply to meeting requests · Work with meeting features.	· Ways to customize Outlook · Usage various organizational features · Create & manage Outlook rules · Use cleanup & storage tools · Apply various sharing features · How to configure calendar options · Management and Customization
PowerPoint Basic Level		**PowerPoint Adv. Level**
· Format features to a presentation · Insert & format various objects · Create & modify a photo album · Presentation animations in a · Manage audio & video basics · Work with transitions		· Customized transitions & animations. · Steps to insert and modify charts · Create a consistent presentation look · Ways to share presentations · Ways to protect a presentation · Present online & use presenter tools · Advanced Slide Show Tools · Sharing, Printing & Protecting

Professional Development Courses
(Select 1 Courses)

Customer Service	Business Communication	Keyboarding
· Telephone Etiquette · Inbound Calls- · Outbound Calls · The Importance of Customer Service · Serving the External Customer · Serving the Internal Customer	· Parts of Speech · Working with Words · The Mechanics of Writing · Punctuation · Sentence Construction · Common Grammar Usage Errors	· Touch Typing Keyboard Drills · Home Row · Speed Building · Numbers · Enhancing Listening Skills · Number Pad

WHAT IS INCLUDED

Textbook(s) and authors: The following textbooks will be used in the course. Textbooks may be accessed via the e-Reference Library at no charge to students for online access. You have the option to purchase the books within the e-Reference Library however it is not a requirement:

Exercises: You will go through a series of exercises that will assess your comprehension and application of the principles covered in the course. Once you answer the assignment questions, you may compare your answers to the answer key.

Lesson Quizzes/Tests: Upon completion of each lesson and exercises, there is a lesson Quiz. These quizzes will assess your comprehension of the concepts covered within the lesson presentations. The grade achieved on these quizzes will be saved in the grade book for the course.

Final Exam: Upon completion of all the activities in the course, there is a final exam. The exam will focus on all the material covered throughout the course, including reading assignments. The results achieved on the final exam will be saved in the grade book.

TECHNICAL SUPPORT Instructional/Technical Support may be reached by:

- **CHAT:** clicking the icon in the online classroom entitled, 'Connect with Support.' A help desk specialist is available Monday-Saturday via instantaneous chat mode. (Monday-Thursday 8am-11pm; Friday 8am-6pm; Saturday 11am-6pm)
- **EMAIL:** During those hours when online support is not available, instructional support will contact you within 24 business hours.