



Administrative Office Specialist Certification: - B101
**Microsoft Certified Application Specialists (MCAS) with Administrative,
Project Management and Financial Support for the Office Professional and
Communications Online – 235 hours**

Microsoft Certified Application Specialist Series

The core Microsoft Office Specialist Certification Program credential has been upgraded to validate skills with the 2007 Microsoft Office system as well as the new Windows Vista operating system. The Application Specialist certification targets Information Workers and covers the most popular Microsoft Office applications such as Word 2007, PowerPoint 2007, Excel 2007, and Outlook 2007. In order to achieve MCAS status, students must complete all courses associated with any given application and pass appropriate exam(s).

Getting Started with Word 2007

Overview/Description

With Office Word 2007, Microsoft introduces some of the most significant changes to Word in years. Most notable is the new intuitive user interface which replaces the traditional menus and toolbars, featuring the Ribbon, the Quick Access toolbar, and the Mini Toolbar as well as a new Office button which replaces the File menu. This course provides an introduction to Word 2007 and demonstrates how to navigate within the new user interface.

Lesson Objectives

Course Overview

Starting Work in a New Word 2007 Document

- enter and delete text in a Word document

The Word 2007 Screen

- locate the main elements of Word 2007's screen
- match the main features of Word 2007's screen with their descriptions

Navigating Documents in Word 2007

- recognize methods for navigating through a Word document given a scenario
- identify methods for paging through a document

Working in a Word 2007 Document



Working with Text and Paragraphs in Word 2007

Overview/Description

Word 2007 makes it easy to apply formatting to documents by providing a live visual preview of various formatting options. This enables you to view the formatting change before actually committing to it. This course explains the Font and Paragraph formatting options, as well as the Mini toolbar and live preview features. In addition, the creation and formatting of bulleted, numbered, and multi-level lists and the insertion of symbols or special characters are demonstrated. Setting margins, paragraph indents, tab stops, text alignment, and showing or hiding formatting marks will also be explored in this course.

Personnel at all levels of the enterprise; end-users seeking to attain competency in Word 2007; end-users seeking to obtain Microsoft Office Specialist (MOS) certification at Core level in the use of Microsoft Word 2007; end-users seeking a basic IT certification such as ECDL/ ICDL3, or an equivalent.

Prerequisites

Microsoft Office 2007: New Features learning path; familiarity with a Windows environment

Lesson Objectives

Word 2007's Formatting Features

- identify the formatting options in Word
- use the Home tab to format text

Format Text in Word 2007

- apply basic text formatting in a scenario

Cut, Copy, and Paste Text in Word 2007

- cut and paste text in a Word document
- copy and paste text in a Word document

Add Lists and Symbols in Word 2007

- create lists in a Word document
- add symbols in a Word document

Formatting Text and Adding a Symbol in Word 2007

Set Margins and Indents in Word 2007

- work with margins in a Word document
- set indents in a Word document

Work with Paragraphs in Word 2007

- use tab stops
- align text in a Word document



Formatting Paragraphs in Word 2007

Structuring, Editing, Saving, and Opening Documents in Word 2007

Overview/Description

Word 2007 provides many options for structuring and editing documents which are complemented by a variety of editing tools. There are also options for saving documents which can be customized to suit your word processing needs. This course explains the use of page and section breaks, spacing adjustment, and column insertion, and explores the basic editing tools packaged with Word 2007. A new feature of Word 2007 demonstrated in the course is the ability to save a document in PDF or XPS format, in addition to being able to save as a web page. The course also explains how to save documents so that they can be viewed in previous versions of Word. Personnel at all levels of the enterprise; end-users seeking to attain competency in Word 2007; end-users seeking to obtain Microsoft Office Specialist (MOS) certification at Core level in the use of Microsoft Word 2007; end-users seeking a basic IT certification such as ECDL/ ICDL3, or an equivalent.

Prerequisites

The Microsoft Office 2007: New Features learning path; familiarity with a Windows environment

Lesson Objectives

Insert Page and Section Breaks in Word 2007

- insert a page break
- insert a section break

Adjust Spacing and Inserting Columns in Word 2007

- adjust spacing in a Word document
- insert columns in a Word document

Use Basic Editing Tools in Word 2007

- correct spelling errors in a document
- correct grammar errors in a document

Editing and Formatting a Word 2007 Document

Save and Open Word 2007 Documents

- save a new Word document
- save an existing document
- open an existing Word document in a given scenario

Save Word 2007 Documents in Different Formats

- save a Word document in PDF format
- save a Word document as a web page

Saving Documents and Modifying Save Options in Word 2007



Printing, Help, and Automated Formatting in Word 2007

Overview/Description

Microsoft Office Word 2007 provides new features called Quick Styles and building blocks which make it easy to create great looking documents quickly. You can select Quick Styles using the new Live Preview feature to view the different styles before committing the changes. This course demonstrates the use of Quick Styles, building blocks, templates and AutoCorrect features in detail. Previewing and printing options, as well as Word 2007's Help and Research options, are also explored and demonstrated.

Personnel at all levels of the enterprise; end-users seeking to attain competency in Word 2007; end-users seeking to obtain Microsoft Office Specialist (MOS) certification at Core level in the use of Microsoft Word 2007; end-users seeking a basic IT certification such as ECDL/ ICDL3, or an equivalent.

Prerequisites

The Microsoft Office 2007: New Features learning path; familiarity with a Windows environment

Lesson Objectives

Preview and Print a Document in Word 2007

- print a file
- preview a page before printing

Use Word 2007's Help and Research Options

- use Word Help
- use Word's Research feature

Using Help, Research, and Printing in Word 2007

Use Word 2007's Style Options

- apply a style to selected text
- create a new Quick Style
- apply a new Quick Style set to a document

Use Word 2007's AutoCorrect Features

- use AutoCorrect
- use Smart Tags

Using Word 2007's Styles and AutoCorrect Tools

Use Word 2007's Templates

- create a blank template
- create a template based on an existing document
- create a new template based on an existing template



Use Word 2007's Building Blocks

- create a reusable building block
- distribute a building block with a template

Creating Templates and Building Blocks In Word 2007

Creating a Formal Letter in Word 2007

Working with Documents in Word 2007

Overview/Description

Microsoft Office Word 2007 has various design features that can be used to enhance your Word documents. These include Clip Art, SmartArt, WordArt, shapes, curves, lines, and diagrams to name a few. This course explains how to use Word 2007's Drawing Tools, including working with WordArt, AutoShapes, Pictures, Clip Art, and SmartArt. It also demonstrates the use of headers, footers, and page numbers as well as how to use document views available in Word 2007, and how to navigate using line numbers, and multiple windows.

Personnel at all levels of the enterprise; end-users seeking to attain competency in Word 2007; end-users seeking to obtain Microsoft Office Specialist (MOS) certification at Core level in the use of Microsoft Word 2007; end-users seeking a basic IT certification such as ECDL/ ICDL3, or an equivalent.

Prerequisites

The Microsoft Office 2007: New Features learning path; familiarity with a Windows environment

Lesson Objectives

Headers, Footers, and Page Numbers in Word 2007

- insert a header
- insert a footer
- insert page numbers

Navigate Word 2007 Documents using Views

- navigate a Word document using the Outline view
- navigate a Word document using Full Screen Reading view

Navigate using Line Numbers, Thumbnails, and Document Map

- navigate a document using line numbers
- navigate a Word document using Document map
- navigate a Word document using Thumbnails

Using Word 2007 Headers, Footers, and Views

Use Word 2007's Drawing Tools

- add a shape



- insert WordArt

Inserting WordArt and a Shape in Word 2007

Work with Pictures and SmartArt graphics in Word 2007

- add a picture
- add clip art
- add a SmartArt graphic

Inserting a Picture and a SmartArt in Word 2007

Advanced Formatting in Word 2007

Overview/Description

Themes, Backgrounds and Borders can be used in Microsoft Office Word 2007 to create engaging and professional looking documents. With Word 2007, these tasks are made easier than ever before, specifically with the use of theme colors, theme fonts and theme effects. This course demonstrates how borders, shading, margins and horizontal lines are used when creating interesting documents and implementing emphasis to various parts of a document. Theme colors, theme fonts and theme effects are explained in detail and background colors and fill effects are explored as well. This course also demonstrates the use of footnotes and endnotes. Personnel at all levels of the enterprise; end-users seeking to attain competency in Word 2007; end-users seeking to obtain Microsoft Office Specialist (MOS) certification at Core level in the use of Microsoft Word 2007; end-users seeking a basic IT certification such as ECDL/ ICDL3, or an equivalent.

Prerequisites

The Microsoft Office 2007: Beginning Word learning path; familiarity with the Microsoft Windows environment and some experience of using Microsoft Office; competency in the use of Microsoft Word; an understanding of the Internet and web-page functionality, as well as an understanding of the process of web-page creation, would be an advantage

Lesson Objectives

Page Formatting in Word 2007

- add a page border
- position a page border
- add a text border

Watermarks and Backgrounds in Word 2007

- add a watermark to a document
- add a custom background to a document

Themes and Document Statistics in Word 2007

- apply a theme
- change document properties

Applying Page Borders and Themes



Footnotes and Endnotes in Word 2007

- insert a footnote
- insert an endnote
- customize an endnote

Adding and Revising Endnotes in Word 2007

Advanced Document Navigation and Document Reviews in Word 2007

Overview/Description

Microsoft Office Word 2007 has many features that enable you to create robust documents that can be easily navigated, reviewed, and recovered if issues are encountered. This course explains how tables of contents are created, modified and deleted in conjunction with the use of tables of figures and tables of authorities. The insertion, modification, deletion and navigation of hyperlinks, bookmarks, and frames are demonstrated, as well as the creation of indexes and index cross-references. The course also discusses using track changes and comments when reviewing documents, and explores repairing corrupted documents.

Personnel at all levels of the enterprise; end-users seeking to attain competency in Word 2007; end-users seeking to obtain Microsoft Office Specialist (MOS) certification at Core level in the use of Microsoft Word 2007; end-users seeking a basic IT certification such as ECDL/ ICDL3, or an equivalent.

Prerequisites

The Microsoft Office 2007: Beginning Word learning path; familiarity with the Microsoft Windows environment and some experience of using Microsoft Office; competency in the use of Microsoft Word; an understanding of the Internet and web-page functionality, as well as an understanding of the process of web-page creation, would be an advantage

Lesson Objectives

Creating Tables of Contents in Word 2007

- create a table of contents
- identify the function of a table of contents
- modify a table of contents

Hyperlinks and Bookmarks in Word 2007

- create a hyperlink
- add a bookmark

Create Indexes and Cross-References in Word 2007

- insert an index
- modify an index
- create an index using a concordance file

Using Tables of Contents, Hyperlinks, and Indexes

Creating a document with references



Document Review Features in Word 2007

- use the track changes feature to edit a document
- insert a comment

Conducting a Document Review in Word 2007

Using Tables, Charts, and Graphics in Word 2007

Overview/Description

By using the tabular and charting utilities of Microsoft Office Word 2007, you can format, sort, and analyze your data with ease. In Word 2007, you can insert a table by selecting its layout from a list of preformatted tables, or by selecting the number of columns and rows that you require. You can insert a table into your regular document layout, or you can nest it within another table for increased complexity. There may also be times when you need to insert Excel data or charts into a Word document, and Word 2007 enables you to do so with a few simple steps. This course demonstrates how to create, format, and modify Word 2007 tables, including inserting and deleting table elements, resizing tables, merging and splitting cells, sorting data, using simple formulas, as well as converting a table to text. Methods of inserting, linking, and embedding Excel objects in Word documents are explained in this course, in addition to inserting and formatting charts.

Personnel at all levels of the enterprise; end-users seeking to attain competency in Word 2007; end-users seeking to obtain Microsoft Office Specialist (MOS) certification at Core level in the use of Microsoft Word 2007; end-users seeking a basic IT certification such as ECDL/ ICDL3, or an equivalent.

Prerequisites

The Microsoft Office 2007: Beginning Word learning path; familiarity with the Microsoft Windows environment and some experience of using Microsoft Office; competency in the use of Microsoft Word; an understanding of the Internet and web-page functionality, as well as an understanding of the process of web-page creation, would be an advantage

Lesson Objectives

Create Tables in Word 2007

Formatting Tables

- format a table
- display or hide gridlines
- convert text to a table or vice versa

Modify Table Structure in Word 2007

- add a cell, row, or column to a table
- merge cells in a table

Sort Table Data in Word 2007

- sort table contents



Creating, Formatting, and Modifying a Word 2007 Table

Creating and Formatting a Table in Word 2007

Create Word 2007 Tables from Excel

- embed a selection from an Excel worksheet in a Word document
- distinguish between linked and embedded objects
- link to an Excel worksheet in a Word document

Working with Charts in Word 2007

- insert a chart into a Word document
- paste an Excel chart into Word

Inserting Excel Worksheets and Charts in Word 2007

Advanced Data Manipulation Features in Word 2007

Overview/Description

Word 2007 enables you to create forms quickly and easily, so that they can be used by other users of Word 2007. Forms contain form fields that you can link to external data sources, and Word 2007 contains security features to protect forms from tampering by other users. Inserting fields has been simplified in Word 2007 by means of built-in commands and content controls. The mail merge feature is also improved and simplified in Word 2007, enabling users to merge content into letters, e-mail messages, envelopes, and labels very easily.

The course demonstrates how to add, modify, and update form fields, as well as walking through the mail merge process.

Personnel at all levels of the enterprise; advanced end-users seeking to attain proficiency in Word 2007; advanced end-users seeking to obtain Microsoft Office certification at in the use of Microsoft Word 2007; end-users seeking a basic IT certification such as ECDL/ ICDL4, or an equivalent.

Prerequisites

The Microsoft Office 2007: Advanced Word learning path; familiarity with the Microsoft Windows environment and some experience of using Microsoft Office; competency in the use of Microsoft Word; an understanding of the Internet and web-page functionality, as well as an understanding of the process of web-page creation, would be an advantage.

Lesson Objectives

Use Forms in Word 2007

- add form controls
- match the form type with its appropriate use
- add protection to content controls in a form
- protect a form document

Use Fields in Word 2007

- create a field
- modify a field



Working with Forms and Fields in Word 2007

Use Mail Merge features in Word 2007

- create a form letter using mail merge
- print envelopes or labels

Working with Mail Merge Data in Word 2007

Advanced Document Features in Word 2007

Overview/Description

Some of the advanced features of Microsoft Office Word 2007 offer ways in which you can automate and streamline the way you work. You can use macros in Word 2007 to easily automate repetitive, complex tasks. A macro is a set of instructions that can group a series of actions and keystrokes as a single command. You can also simplify the management of your Word 2007 files by using master documents. Master documents divide large files into related subdocuments through a series of links. This course demonstrates how to create, edit, copy and delete macros through the use of the macro recorder. In addition, aspects of master and subordinate documents are explained, including outline levels, rearranging and restructuring subordinate documents in the master, and converting, deleting, merging, and locking subdocuments. Customization of the Quick Access Toolbar is also explored in this course. Personnel at all levels of the enterprise; advanced end-users seeking to attain proficiency in Word 2007; advanced end-users seeking to obtain Microsoft Office certification at in the use of Microsoft Word 2007; end-users seeking a basic IT certification such as ECDL/ ICDL4, or an equivalent.

Prerequisites

The Microsoft Office 2007: Advanced Word learning path; familiarity with the Microsoft Windows environment and some experience of using Microsoft Office; competency in the use of Microsoft Word; an understanding of the Internet and web-page functionality, as well as an understanding of the process of web-page creation, would be an advantage.

Lesson Objectives

Using Macros in Word 2007

- record a macro
- edit a macro

Recording and Editing Macros in Word 2007

Customizing Word 2007's Interface

- add a command to the Quick Access Toolbar

Customizing Word 2007

Creating Macros in Word 2007

Use Master Documents in Word 2007

- create a master document



- create subdocuments

Manage Master Documents in Word 2007

- modify a master document
- manage subdocuments

Creating and Modifying Master Documents in Word 2007

Collaborative Features in Word 2007

Overview/Description

Microsoft Office Word 2007 offers several options for securing and protecting Word documents as well as providing various collaborative features. This course demonstrates how to use Word 2007's document security, which includes locking document formatting, password protecting a document, marking a document as read-only, using Document Inspector, viewing privacy options, and adding a digital signature. It explains the various workspace collaboration features available using SharePoint in addition to creating a document library. This course also discusses and demonstrates working with HTML to save a document as a web page and creating a web page in Word as well as how to create blogs in Word 2007.

Personnel at all levels of the enterprise; advanced end-users seeking to attain proficiency in Word 2007; advanced end-users seeking to obtain Microsoft Office certification at the use of Microsoft Word 2007; end-users seeking a basic IT certification such as ECDL/ ICDL4, or an equivalent.

Prerequisites

The Microsoft Office 2007: Advanced Word learning path; familiarity with the Microsoft Windows environment and some experience of using Microsoft Office; competency in the use of Microsoft Word; an understanding of the Internet and web-page functionality, as well as an understanding of the process of web-page creation, would be an advantage.

Securing Document Formatting in Word 2007

- lock document formatting
- assign a password to a document

Document Protection in Word 2007

- use the Document Inspector
- add a digital signature

Managing Document Security and Protecting Documents

SharePoint Collaboration in Word 2007

- upload a Word document to SharePoint



Using a Document Library in Word 2007

Securing and Protecting a Word 2007 Document

Working with HTML in Word 2007

- save a document as a web page
- set options for saving a Word document as a web page

Creating Blogs in Word 2007

- recognize how to get a blog account
- create a blog post

Working with Web Pages and Blogs

TestPrep Using Word 2007

Overview/Description

To test your knowledge on the skills and competencies being measured by the vendor certification exam. TestPrep can be taken in either Study or Certification mode. Study mode is designed to maximize learning by not only testing your knowledge of the material, but also by providing additional information on the topics presented. Certification mode is designed to test your knowledge of the material within a structured testing environment, providing valuable feedback at the end of the test.

Individuals seeking practice in a structured testing environment, covering the skills and competencies being measured by the vendor certification exam.

Lesson Objectives

TestPrep Using Word 2007

- Creating and Customizing Documents
- Formatting Content
- Working with Visual Content
- Organizing Content
- Reviewing Documents
- Sharing and Securing Content

Getting Started with Excel 2007

Overview/Description

With the introduction of Office Excel 2007, Microsoft has made substantial changes to the user interface of its spreadsheet application. This course will help get you up-to-speed on the new features, and will introduce you to the basic features and functionality of Excel 2007. This will be accomplished through the demonstration of workbook creation and navigation, and worksheet data entry at a user-friendly beginner level.

Personnel at all levels of the enterprise; end-users seeking competency in the use of Microsoft Excel 2007.



Prerequisites

Some knowledge of basic word processing, computing, and spreadsheets; familiarity with the Microsoft Office work environment; an understanding of the Internet and web-page functionality

Lesson Objectives

Course Overview

Spreadsheets and Excel 2007

- match basic Excel 2007 features with their functions
- recognize how to use the Help feature in a given scenario

Create and Navigate Workbooks in Excel 2007

- create a new Excel workbook in a given scenario
- open an existing Excel workbook in a given scenario
- navigate through an Excel workbook

Enter Data and Text in Excel 2007

- enter data in an Excel worksheet in given scenario

Save Work in Excel 2007

- save a new workbook
- distinguish between the common file formats used to save work in Excel 2007

Creating and Saving a Workbook in Excel 2007

Manipulating and Formatting Data and Worksheets

Overview/Description

Excel 2007 provides a number of improved tools and new features that allow you to visually enhance the appearance of sheets and workbooks. Cells, rows, columns, sheets, and workbooks can be manipulated and customized using various positioning and formatting features. This course explores the processing of copying and moving cells, columns, rows, and sheets, as well as inserting or removing sheets and modifying workbooks. Formatting tables, textual data, and numerical data, as well as conditional formatting, is also covered.

Personnel at all levels of the enterprise; end-users seeking competency in the use of Microsoft Excel 2007.

Prerequisites

Some knowledge of basic word processing, computing, and spreadsheets; familiarity with the Microsoft Office work environment; an understanding of the Internet and web-page functionality

Lesson Objectives

Copy and Move Data in Excel 2007



- copy or move data in given scenarios

Modify Rows and Columns in Excel 2007

- add, delete, or resize rows and columns in a given scenario
- modify rows and columns to view specific sections of the worksheet

Insert and Modify Worksheets in Excel 2007

- format workbooks in given scenarios
- insert and delete a worksheet
- rename a worksheet and format the tab color
- copy or move worksheets

Working with Data and Workbooks in Excel 2007

Copying and Moving Data and Worksheets

Format Data in Excel 2007

- apply basic data formatting
- format a data range as a table
- change the position of data in a cell in a given scenario
- identify the functions of Alignment commands

Format Data as a Table in Excel 2007

- work with tables in Excel 2007
- format a data range as a table
- modify an Excel table

Format Numbers in Excel 2007

- apply number formats in a given scenario
- identify the number formatting options available in Excel 2007

Conditional Formatting in Excel 2007

- apply basic conditional formatting rules in a given scenario
- recognize situations when conditional formatting is suitable

Formatting Data in Excel 2007

Formatting Data and Workbooks in Excel 2007

Reviewing and Printing in Excel 2007

Overview/Description

Excel 2007 simplifies the reviewing and printing processes by centralizing all related features within the



various tabs of the Ribbon. The Review tab enables you to quickly access tools for proofing content and adding comments. Using the Page Layout view, you can preview how your worksheets will look when they are printed, and adjust them as needed to achieve professional results. This course explores Excel 2007 reviewing features, such as spellchecking, translating, and using comments. Configuring entire workbooks, spreadsheets, and spreadsheet selections for printing, using the Page Layout view, and printing using the Office button are also covered. Personnel at all levels of the enterprise; end-users seeking competency in the use of Microsoft Excel 2007

Prerequisites

Some knowledge of basic word processing, computing, and spreadsheets; familiarity with the Microsoft Office work environment; an understanding of the Internet and web-page functionality

Lesson Objectives

Excel 2007 Review Features

- use Excel 2007 review tools in a given situation
- work with comments
- use the track changes tool

Reviewing a Workbook in Excel 2007

Prepare an Excel 2007 Worksheet for Printing

- customize page setup using the Page Layout View
- adjust page breaks using the Page Break Preview

Print Options in Excel 2007

- print a worksheet in a given scenario

Changing Page Setup and Printing in Excel 2007

Excel 2007 Formulas and Functions

Overview/Description

Excel 2007 provides numerous functions and formulas for performing simple and complex calculations on workbook data. The Ribbon's Formulas tab provides convenient access to groups of data analysis and calculation tools, such as the Function Library, Named Cells, Formula Auditing, and Calculation groups. This course demonstrates how to create and edit formulas, use references and names, and work with tables in Excel 2007. Basic, logical, financial, and date functions are also covered.

Personnel at all levels of the enterprise; end-users seeking competency in the use of Microsoft Excel 2007.

Prerequisites

Some knowledge of basic word processing, computing, and spreadsheets; familiarity with the Microsoft Office work environment; an understanding of the Internet and web-page functionality

Lesson Objectives



Basics of Formulas and References in Excel 2007

- identify the elements of a formula
- identify the default order in which calculations occur
- match absolute, relative, mixed, and 3-D references with examples

Insert Formulas in Excel 2007

- insert an Excel 2007 formula
- use names to clarify formulas
- edit formulas

Entering a Formula with References in Excel 2007

Perform AutoCalculate Functions in Excel 2007

- use the AutoCalculate feature to perform basic functions

Logical, Financial, and Date Functions in Excel 2007

- use a logical function
- use a financial function
- use a date function

Inserting Functions in Excel 2007

Using Formulas and Functions in Excel 2007

Excel 2007 Charts, Pictures, Themes, and Styles

Overview/Description

Enhancements to charting, themes, and styles in Excel 2007 enable you to create attractive and well-organized representations of spreadsheet and workbook data. Charts, themes, styles, and pictures can all be easily inserted and customized from the Ribbon bar. This course demonstrates how to effectively use and customize charts in Excel 2007, and explores available chart types and styles. Using themes and styles to improve presentation, and adding visual elements to workbooks, are also covered.

Personnel at all levels of the enterprise; end-users seeking competency in the use of Microsoft Excel 2007

Prerequisites

Some knowledge of basic word processing, computing, and spreadsheets; familiarity with the Microsoft Office work environment; an understanding of the Internet and web-page functionality

Lesson Objectives

Using Charts in Excel 2007



- insert an Excel 2007 chart
- identify the main elements of a chart

Updating Charts in Excel 2007

- change Excel 2007 charts
- change the data range included in the chart
- move a chart to a new worksheet

Adding Charts to Workbooks in Excel 2007

Insert Illustrations in Excel 2007

- insert illustrations in Excel 2007

Use Excel 2007 Themes and Styles

- apply a theme
- apply a cell style

Adding Visual Elements to Excel 2007

Applying Styles and Themes in Excel 2007

Advanced Formatting in Excel 2007

Overview/Description

Charts and pictures enable you to present data visually, demonstrating data more effectively than rows and columns of data. In Excel 2007, you can customize charts and their individual elements, as well as pictures and clip art, to create professional and appealing documents. Formatting, both custom and condition-based, enables you to display data in formats that best suit your needs. This course explores modifying charts and pictures and creating and editing custom number formats.

End users seeking proficiency in the use of Microsoft Excel 2007 at an advanced level or seeking to obtain Microsoft Office Specialist (MOS) certification in Microsoft Excel 2007 at Expert level or an equivalent.

Prerequisites

Some knowledge of basic word processing, computing, and spreadsheets; familiarity with the Microsoft Office work environment; an understanding of the Internet and web-page functionality

Lesson Objectives

Format Charts in Excel 2007

- format chart elements in Excel 2007
- identify Chart Tools commands for customizing chart elements



- save and apply a chart template

Modify Pictures in Excel 2007

- use the Adjust formatting commands to modify a picture
- recognize the commands for formatting a picture's style
- format a picture's size and properties

Modifying Charts and Pictures

Create and Edit Excel 2007 Custom Number Formats

- create a custom number format
- identify codes for custom number formats

Use Advanced Conditional Formatting in Excel 2007

- create a new conditional formatting rule
- recognize how conditional formatting cell precedence works
- find cells that have conditional formats

Creating Custom and Conditional Formats in Excel 2007

Using Advanced Formatting in Excel 2007

Advanced Data Management in Excel 2007

Overview/Description

Excel 2007 provides multiple features for organizing and managing data, so you can ensure data is entered correctly and that calculations and formulas are valid. Data organization features enable you to sort, filter, and group and outline data so that you can focus on the key parts of your data. Validation features ensure that data is correct, that it is entered in the proper format, and that formulas are working correctly, all of which are incredibly important for maintaining accurate records. This course explores organizing and subtotaling data in Excel 2007 using the available features. It also covers data validation, including error messages, invalid data prevention, formula auditing, error checking, and the Watch window. End users seeking proficiency in the use of Microsoft Excel 2007 at an advanced level or seeking to obtain Microsoft Office Specialist (MOS) certification in Microsoft Excel 2007 at Expert level or an equivalent.

Prerequisites

Some knowledge of basic word processing, computing, and spreadsheets; familiarity with the Microsoft Office work environment; an understanding of the Internet and web-page functionality

Lesson Objectives

Sorting and Filtering Data in Excel 2007

- sort data
- filter data in a range or table

Subtotal, Group, and Outline Data in Excel 2007

- group and outline data



- insert subtotals in a worksheet
- display different levels of data using outlines

Subtotaling, Filtering, and Grouping Data in Excel 2007

Organizing Worksheet Data

Validate Data in Excel 2007

- specify the data that is allowed in a particular range
- recognize which error alert to use in given examples

Audit and Correct Formulas in Excel 2007

- locate and correct formula errors
- use the Watch Window to audit formulas

Formula Auditing and Data Validation in Excel 2007

Advanced Customization in Excel 2007

Overview/Description

Numerous features and tools in Excel 2007 enable you to customize the look and feel of spreadsheets and workbooks, and also the functionality and efficiency of the program itself. Existing templates, themes, and styles can be altered to meet business needs, or you can create custom templates, themes, and styles to further enhance data presentation. Using macros, you can automate common or repetitive tasks, resulting in time savings and increased efficiency in day-to-day tasks. This course covers creating templates in Excel 2007, as well as customizing workbook properties, themes, and styles. Working with macros, including recording, editing, and running, is also explored.

Prerequisites

Some knowledge of basic word processing, computing, and spreadsheets; familiarity with the Microsoft Office work environment; an understanding of the Internet and web-page functionality

Creating Templates in Excel 2007

- create an Excel template

Customizing Themes and Styles in Excel 2007

- create new cell styles in Excel 2007
- customize Excel 2007 themes

Customizing Workbook Settings in Excel 2007

- customize workbook settings
- change the workbook properties

Customizing Excel 2007 Workbooks

Record and Run an Excel 2007 Macro



- record and run a macro
- match macro security settings with their effects

Work with Excel Macros

- edit and delete macros
- assign a button to a macro and add it to the Quick Access Toolbar

Recording a Macro in Excel 2007

Getting Started with PowerPoint 2007

Overview/Description

Microsoft PowerPoint 2007 is a powerful authoring application that enables you to create high-impact, professional-looking presentations quickly and easily. This course shows how to create a new presentation from scratch, and also how to use layouts and views to make working with your presentation easy. It provides you with a solid introduction to the basic, must-know aspects of PowerPoint, and it shows you how to use PowerPoint's powerful help features.

End User

Prerequisites

Knowledge of basic word processing and computing; familiarity with the Microsoft Windows and Office environments

Lesson Objectives

Course Overview

First Steps in PowerPoint 2007

- recognize the functions of elements of the PowerPoint screen
- recognize the steps for adding a command to the Quick Access Toolbar

Creating Your First Presentation in PowerPoint 2007

- create a basic presentation in PowerPoint 2007
- format content in a PowerPoint presentation
- add slides to a presentation
- change the layout of a PowerPoint slide

Using Views in PowerPoint 2007

- change the default view in PowerPoint 2007
- match PowerPoint views with their descriptions

Creating a Basic Presentation in PowerPoint 2007

Using the Help Features in PowerPoint 2007



- search online Help in PowerPoint

Getting Help in PowerPoint 2007

Adding Graphics to Presentations in PowerPoint 2007

Overview/Description

Microsoft PowerPoint 2007 is a useful authoring application tool for creating dynamic slide show presentations. This course demonstrates how to create visually appealing presentations using PowerPoint's design templates and implementing new Microsoft Office 2007 themes. The course also explores the introduction of SmartArt in PowerPoint 2007, a feature that allows you to add some glamour to your presentations by using colors and shapes to emphasize text and data. Also covered are the various ways of incorporating diagrams, tables, and charts to enhance your presentations' appeal.

End User

Prerequisites

Knowledge of basic word processing and computing; familiarity with the Microsoft Windows and Office environments

Lesson Objectives

Using Themes in PowerPoint 2007

- apply a theme to a presentation in PowerPoint 2007
- customize a theme in a PowerPoint 2007 presentation

Inserting Objects in PowerPoint 2007

- insert objects in PowerPoint presentations

SmartArt graphics in PowerPoint 2007

- modify the appearance of PowerPoint slides using SmartArt graphics

Using Themes and SmartArt in PowerPoint 2007

Creating Charts and Tables in PowerPoint 2007

- add a chart or a table in PowerPoint
- modify the data in an embedded chart

Formatting Charts and Tables in PowerPoint 2007

- change the appearance of a PowerPoint chart
- modify the appearance of a PowerPoint table

Creating a Chart in PowerPoint 2007



Adding Multimedia and Animations to Presentations

Overview/Description

Microsoft's PowerPoint 2007 is one of the world's most widely used applications for creating presentations. Powerful, high-impact slide shows come to life with the addition of multimedia to your presentations. Engage your audience by keeping things lively and interactive with movie and sound clips, animated slide content, and slide transitions. This course will help you to make the most of all these features.

End User

Prerequisites

Knowledge of basic word processing and computing; familiarity with the Microsoft Windows and Office environments

Lesson Objectives

Inserting Multimedia in PowerPoint 2007

- insert a multimedia clip in a presentation
- insert a sound clip in PowerPoint

Animating Slide Content in PowerPoint 2007

- animate an object in PowerPoint

Creating an Animated PowerPoint 2007 presentation

Specifying Slide Transitions in PowerPoint 2007

- specify a transition for a slide in PowerPoint
- recognize the options for transitioning between slides in a presentation

Adding Navigation Elements in PowerPoint 2007

- identify the ways to enhance navigation in a PowerPoint presentation
- add a hyperlink to a slide
- add an action button to a slide

Adding Transitions and Navigating in PowerPoint 2007

Getting Started with Outlook 2007

Overview/Description

Microsoft Outlook 2007 is an application used to manage your communication needs. It allows people to



send and receive e-mail messages, and provides additional functionality to keep tasks, notes, appointments, and daily activities in one convenient location. This course addresses the basic features and functionality of Outlook 2007, including how to create e-mail messages, view and reply to incoming e-mails, and how to find information using Outlook 2007's basic Help features.

End User

Prerequisites

None

Lesson Objectives

Course Overview

First Steps in Outlook 2007

- launch Outlook 2007
- recognize how incoming e-mail messages are displayed in the Inbox
- recognize Outlook window features and their functions

Creating an E-mail Message in Outlook 2007

- create a new e-mail message

Viewing Incoming E-mails and Replying in Outlook 2007

- preview an incoming e-mail message
- view an e-mail message in the Inbox using the Reading Pane
- view an incoming e-mail message in a separate window
- reply to an e-mail message

Creating an E-mail and Replying in Outlook 2007

Basic Help Features in Outlook 2007

- get help using the Browsing categories feature, given a scenario
- get help using the Searching feature, given a scenario
- get help using the Table of Contents feature, given a scenario

Using the Basic Help Features in Outlook 2007

Formatting and Managing E-mail in Outlook 2007

Overview/Description

Microsoft Outlook 2007 allows you to quickly organize and format e-mail messages using easy management and time-saving tasks. Outlook 2007 provides formatting features that can be applied to an e-mail message as it is being created, and also includes management tools to find and sort messages quickly. This course demonstrates how to use the various formatting features, and also explores such e-mail message options as signatures and voting buttons, and how to use and work with attachments. In addition, the course demonstrates methods of organizing e-mail using an assortment of views and color-coding techniques.



End User

Prerequisites

Basic knowledge of word processing and computing; familiarity with the Microsoft Windows and Office environments, and a very basic understanding of the Internet

Lesson Objectives

E-mail Formatting in Outlook 2007

- format an e-mail message, given a scenario
- apply stationery and themes to an e-mail message, given a scenario

Signatures and AutoReplies in Outlook 2007

- create a signature for an e-mail message in a given scenario
- create an auto-reply in a given scenario

E-mail Options in Outlook 2007

- set up a Read and Delivery receipt in a given scenario
- recall an e-mail message in a given scenario
- add voting buttons to an e-mail message in a given scenario
- respond to a poll in an e-mail message, given a scenario

Using Formatting and E-mail Options in Outlook 2007

Formatting E-mail in Outlook 2007

E-mail Attachments in Outlook 2007

- add an attachment to an e-mail message in a given scenario
- preview an e-mail attachment in a given scenario
- edit an e-mail attachment in a given scenario

Adding and Viewing Attachments in Outlook 2007

Color Coding and Flagging E-mail in Outlook 2007

- use color coding to organize e-mail messages in the Inbox, given a scenario
- use color categories to organize e-mail messages in the Inbox, given a scenario
- add a flag to an e-mail message in a given scenario

E-mail Arrangement Options in Outlook 2007

- arrange e-mail messages in the Inbox using the View menu, given a scenario
- use the Search Folders feature to view different types of e-mail messages in the Inbox, given a scenario
- use the Inbox column headings to arrange e-mail messages, given a scenario



- arrange read and unread e-mail messages in the Inbox, given a scenario

Organizing the Inbox in Outlook 2007

Using the Calendar in Outlook 2007

Overview/Description

Microsoft Outlook 2007 provides an easy-to-manage calendar that allows for creation and management of appointments, meetings, and events in a single interface. It also provides a To-Do bar that displays all calendar entries, including tasks and their deadlines, in a customized view that simplifies scheduling. This course demonstrates how to customize the Outlook 2007 calendar using personalized views. It also demonstrates how to create and manage appointments, meetings, and events.

End User

Prerequisites

Basic knowledge of word processing and computing; familiarity with the Microsoft Windows and Office environments, and a very basic understanding of the Internet

Lesson Objectives

Introduction to the Outlook 2007 Calendar

- configure how the Calendar is displayed, given a scenario

Configuring the Calendar in Outlook 2007

Appointments and Events in Outlook 2007

- schedule an appointment directly in the Calendar, given a scenario
- schedule an appointment using the appointment form, given a scenario
- schedule an appointment from an e-mail message attachment, given a scenario

Scheduling Appointments and Events in Outlook 2007

Scheduling Meetings in Outlook 2007

- use the Meeting Requests feature to schedule a meeting, given a scenario
- use the Plan a Meeting feature to schedule a meeting, given a scenario
- recognize how to change an appointment to a meeting, given a scenario

Managing Meetings in Outlook 2007

- respond to a meeting request in a given scenario
- change a meeting request in a given scenario
- track a meeting in a given scenario
- cancel a meeting in a given scenario



Scheduling and Responding to Meetings in Outlook 2007

Requesting a Meeting in Outlook 2007

Updating and Repeating Calendar Entries in Outlook 2007

- edit Calendar entries in a given scenario
- create a recurring Calendar entry in a given scenario
- change an existing Calendar entry to a recurring entry in a given scenario
- edit a recurring entry in a given scenario

Customizing the Outlook 2007 Calendar

- customize the calendar using the Calendar Options dialog box, given a scenario
- customize calendar entries by applying color to them, given a scenario
- customize the To-Do bar, given a scenario
- customize the calendar by creating additional calendars, given a scenario

Managing an Outlook 2007 Calendar

Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007

Overview/Description

Microsoft Outlook 2007 allows for easy creation and management of all contacts. It provides an easy to use interface for creating contacts, along with business cards, that can also be used for sending e-mail, making meeting requests and journal entries, as well as assigning tasks. Outlook also offers multiple views to easily manage and track tasks. In addition, it allows you to create and store notes for later reference. This course explores how to create and manage contacts, tasks, and notes. It also demonstrates how to customize the Outlook interface using Outlook Today, shortcuts, Favorite Folders, and the Navigation Pane.

End User

Prerequisites

Basic knowledge of word processing and computing; familiarity with the Microsoft Windows and Office environments, and a very basic understanding of the Internet

Lesson Objectives

Creating Contacts in Outlook 2007

- create a new contact using the New Contact feature, given a scenario
- create a distribution list, given a scenario
- recognize how to create a contact from an e-mail that you receive
- recognize how to create multiple contacts from the same company

Viewing and Using Contacts in Outlook 2007

- view your contacts, given a scenario
- perform tasks using your contacts, given a scenario
- send a contact as an electronic business card, given a scenario



Creating and Using Contacts in Outlook 2007

Creating an Electronic Business Card in Outlook 2007

Creating Tasks in Outlook 2007

- create a task, given a scenario
- recognize how to view your tasks
- recognize how to update a task, given a scenario

Managing Tasks in Outlook 2007

- assign a task, given a scenario
- reclaim an assigned task that has been rejected
- track a task that you have assigned, given a scenario
- recognize the different ways to display tasks

Using Notes in Outlook 2007

- create a note, given a scenario
- customize a note, given a scenario
- recognize how to change the view of the Notes folder

Using Tasks and Notes in Outlook 2007

Assigning a Task in Outlook 2007

Customization of the Outlook 2007 Interface

- customize Outlook Today for the Outlook interface, given a scenario
- add folders to Favorite Folders, given a scenario
- work with shortcuts, given a scenario
- customize the Navigation Pane, given a scenario

Working with Outlook 2007 Interface Items

Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007

Overview/Description

Microsoft Outlook 2007 is a versatile e-mail client application that offers numerous features for interacting and sharing information with others. This course demonstrates the new Outlook 2007 search feature, Instant Search, which is used to locate and manipulate e-mail messages and other Outlook items. It also explores printing options using a variety of print styles. Lastly, RSS feeds will be discussed in depth, explaining how Outlook 2007 users can conveniently view content from multiple sources, such as news outlets or blogs, from a central location.

End User

Prerequisites

Basic knowledge of word processing and computing; familiarity with the Microsoft Windows and Office environments, and a very basic understanding of the Internet



Lesson Objectives

Organizing and Sharing Folders in Outlook 2007

- create a private folder with permission for other users to access it, given a scenario
- create a public folder with permission to share it with other users, given a scenario
- move items between private and public folders, given a scenario

Searches and Search Folders in Outlook 2007

- recognize how to perform a basic search using Instant Search
- recognize how to perform an advanced search using Instant Search
- create a Search Folder, given a scenario

Sharing Folders and Performing Searches in Outlook 2007

Printing Items in Outlook 2007

- print Outlook items, given a scenario

Printing in Outlook 2007

RSS Feeds in Outlook 2007

- add an RSS Feed, given a scenario
- read an RSS Feed, given a scenario
- cancel an RSS Feed, given a scenario

Adding and Viewing RSS Feeds in Outlook 2007

Customizing Outlook 2007 and Using the Journal

Overview/Description

Microsoft Outlook 2007 is highly customizable. You can tailor the interface by selecting views – or modifying them – to suit your needs. Using a timeline you can track items, such as e-mail or phone conversations, within Outlook itself and also externally. In addition, Outlook allows you to configure and customize multiple e-mail accounts so that you can view e-mail messages from many different accounts within a single Outlook interface. This course demonstrates how to customize Outlook to meet a variety of such requirements, how to track items in Outlook, and how to configure additional e-mail accounts.

Personnel at all levels of the enterprise; end users seeking competency in the use of Microsoft Office Outlook 2007.

Prerequisites

The Microsoft Office 2007: Beginning Outlook learning path or equivalent; basic knowledge of word processing and computing; familiarity with the Microsoft Windows Office environment and a basic understanding of the Internet

Customizing Views in Outlook 2007



- create a new view in Outlook 2007
- customize an Outlook 2007 view

Customizing Menus and Toolbars in Outlook 2007

- create a custom toolbar
- recognize how to customize menus and toolbars
- customize the Quick Access toolbar

Customizing Views and Toolbars in Outlook 2007

Configuring E-mail Accounts in Outlook 2007

- add a new e-mail account to Outlook 2007
- change e-mail account settings in Outlook 2007
- remove an e-mail account in a given scenario

Adding E-mail Accounts in Outlook 2007

The Journal in Outlook 2007

- record a Journal entry in a given scenario
- recognize how to open and configure the Journal
- use the timeline to change the start and end date of a Journal entry in a given scenario

Using the Journal in Outlook 2007

Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007

Overview/Description

Microsoft Outlook 2007 provides you with the tools you need to efficiently manage your e-mail messages. By using predefined or custom rules and alerts, you can organize your messages by moving, deleting, and forwarding them appropriately, and you can even choose to send an automatic reply to incoming e-mail. Outlook 2007 also provides a Junk E-mail Filter to ensure that any spam or unwanted e-mail messages are dealt with by permanently deleting them or moving them to another folder away from your regular e-mail messages. This course demonstrates how to configure rules and alerts to help organize e-mail messages, and how to adjust the Junk E-mail Filter settings to suit your needs.

Personnel at all levels of the enterprise; end users seeking competency in the use of Microsoft Office Outlook 2007.

Prerequisites

The Microsoft Office 2007: Beginning Outlook learning path or equivalent; basic knowledge of word processing and computing; familiarity with the Microsoft Windows Office environment and a basic understanding of the Internet

Lesson Objectives

Filtering E-mail Using Rules in Outlook 2007

- create a rule from a template in a given scenario



- create a rule from a message in a given scenario
- run a rule manually in a given scenario
- modify a rule in a given scenario

Out of Office Assistant and Public Folder Rules

- create a rule for the Out of Office Assistant in a given scenario
- add a rule to a public folder in a given scenario

Using Alerts in Outlook 2007

- switch on desktop alerts in a given scenario
- extend the onscreen duration of a desktop alert in a given scenario
- set up an alert for a SharePoint library in a given scenario

Creating and Using Rules and Alerts in Outlook 2007

Introducing the Junk E-mail Filter in Outlook 2007

- recognize how the Junk E-mail Filter works
- recognize the functions of the filter lists

Controlling Junk E-mail in Outlook 2007

- set the level of junk e-mail protection to low in a given scenario
- add e-mail addresses to the Safe Senders and Blocked Senders lists in a given scenario
- mark an e-mail as not junk in a given scenario
- empty the Junk E-mail folder in a given scenario

Managing Junk E-mail in Outlook 2007

Working with SharePoint, Calendars, and Forms in Outlook 2007

Overview/Description

Microsoft Outlook 2007 enables you to collaborate with others by using a SharePoint site to share information such as contacts and calendars. From within Outlook 2007 you can open, edit, and update SharePoint files, as well as update and add items to calendars on the SharePoint site. With Outlook 2007 you can easily share your calendar either through Outlook itself or online using an Internet Calendar. It also allows you to customize default forms to ensure they meet your needs. This course demonstrates how to use Outlook 2007 to connect to a SharePoint site and open, edit, and update SharePoint files, as well as create calendar items for the SharePoint site. It also explores how to share your Outlook 2007 calendar and customize, test, and publish customized forms in Outlook 2007.

Personnel at all levels of the enterprise; end users seeking competency in the use of Microsoft Office Outlook 2007.

Prerequisites

The Microsoft Office 2007: Beginning Outlook learning path or equivalent; basic knowledge of word processing and computing; familiarity with the Microsoft Windows Office environment and a basic understanding of the Internet



Lesson Objectives

Working with SharePoint Files in Outlook 2007

- connect to a SharePoint library from Outlook in a given scenario
- open a SharePoint file from Outlook in a given scenario
- disconnect Outlook from SharePoint in a given scenario

Managing SharePoint Tasks and Contacts in Outlook 2007

- create an Outlook task for a SharePoint site in a given scenario
- add an event to a SharePoint calendar from Outlook in a given scenario
- add a SharePoint contact to Outlook in a given scenario

Update a SharePoint Calendar and Task in Outlook 2007

Creating and Using a Group Schedule in Outlook 2007

- create a group schedule in a given scenario
- display the group schedule for times outside working hours in a given scenario
- send a meeting request message from a group schedule in a given scenario

Using Internet Calendars in Outlook 2007

- add an Internet Calendar subscription to Outlook in a given scenario
- publish a calendar to Microsoft Office Online in a given scenario

Sharing the Calendar in Outlook 2007

- open another person's calendar in a given scenario
- add a delegate in a given scenario

Using a Group Schedule and Calendar in Outlook 2007

Introduction to Forms in Outlook 2007

- choose a form in a given scenario

Creating and Publishing Forms in Outlook 2007

- create a form in a given scenario
- modify a form action in a given scenario
- test and publish a form to a library in a given scenario

Creating and Publishing a Form in Outlook 2007

Customizing a form in Outlook 2007



The Effective Administrative Support Professional

Getting Started--Administrative Support

Overview/Description

The skills needed to fulfill the requirements of today's administrative support professionals are numerous. Day-to-day, they must be flexible as they work in an ever-changing business environment. They must use interpersonal skills that help them deal effectively with clients, visitors, and other office professionals. They must also manage their time effectively to function successfully. This course takes you through the process of managing your own professional productivity. You will learn about the changing role of the administrative support professionals, the professional practices common to business offices, and the time-management skills that will help you accomplish more tasks in less time.

Target Audience

Administrative support professionals who want to brush up on office procedures and skills, and individuals who want to prepare themselves for a business environment

Lesson Objectives:

The Ever-changing Business Office

- Identify the benefits of developing skills for the ever-changing business office.
- Identify the changing roles of administrative support professionals, given examples.
- Identify the necessary skills for future success as an administrative support professional.

Professionalism in the Office

- Recognize the benefits of using professional conduct in the workplace.
- Choose the best options for creating a positive work environment, given an administrative scenario.
- Choose the best options for avoiding office politics, given an administrative scenario.
- Use key techniques for effective interpersonal skills, in an administrative scenario.
- Choose the best options for handling workplace stress, given an administrative scenario.
- Respond effectively to a rude individual, given an administrative scenario.

Time Management

- Choose the benefits of using effective time management.
- Choose the best options to avoid wasting time in the workplace, given a scenario.
- Determine if all steps of a time management plan are followed, in a given scenario.
- Choose the best options for effectively handling interruptions in an office environment.

Overview to Effective Business Communication

Overview/Description

Calvin Coolidge said, "No one ever listened themselves out of a job." Furthermore, you could say that "No one ever communicated themselves out of a job." Understanding business communication is foundational to being an effective administrative support professional. Learn about the business communication process and techniques for effective communication such as listening effectively and sending messages. This course, Overview of Effective Business Communication, will help you to become successful in today's fast paced business world.



Target Audience

Administrative assistants who want to brush up on office procedures and skills, and individuals who want to prepare themselves for a business environment.

Lesson Objectives:

Business Communication

- Identify the benefits of understanding business communication.
- Match communication process components to their corresponding examples, in a given situation.
- Identify the flow of business communication, given scenarios.

Communicating Your Message

- Recognize the importance of clearly communicating your message.
- Determine if the steps for preparing for communication were followed, in a given situation.
- Determine whether the guidelines for sending messages were applied, in a given scenario.
- Determine whether effective listening skills were used, in a given scenario.
- Determine the barriers to effective communication, in a given scenario.

Types of Business Communication

- Identify the advantages of understanding different types of communication.
- Determine if effective verbal and non-verbal communication was used, in a given situation.
- Identify examples of when to use formal communication.
- Use formal communication, in a given scenario.
- Identify examples of when to use informal communication.
- Use informal communication, in a given scenario.

Using Effective Business Communication

Overview/Description

Someone walks into your office and tells you that the ten important packages you couriered have safely arrived in Albany, New York. Unfortunately, they were supposed to go to Albany, Georgia. This is an announcement no one wants to hear. This course is designed to help you use effective business communication as an effective administrative support professional. Learn about etiquette in the workplace, telephone communication, and written business communication. This course, Using Effective Business Communication, will provide you with tools to become a successful administrative support professional. You will learn how to disseminate information efficiently and effectively.

Target Audience

Administrative assistants who want to brush up on office procedures and skills, and individuals who want to prepare themselves for a business environment.

Lesson Objectives:

Business Greeting Etiquette

- Recognize the advantages of using proper formal business greeting etiquette.
- Apply the guidelines to greet clients and visitors effectively, in a given scenario.



- Apply the guidelines for performing formal introductions, in given scenarios.

Telephone Communications

- Recognize the benefits of effective telephone communication techniques.
- Follow the guidelines for making a telephone call, in a given business situation.
- Identify the telephone speaking guidelines, given a list.
- Apply the techniques for managing telephone calls, in a given business situation.
- Apply the guidelines for telephone based messaging, in a given business situation.

Written Business Communications

- Recognize the benefits of effectively writing business communications.
- Organize the steps involved in a business writing task.
- Identify presentation style elements of formal reports.
- Match the components of the formal report with samples of information.
- Match email writing conventions with given actions.
- Identify the transcription guidelines.

Administrative Functions

Overview/Description

Administrative support professionals are the central nervous systems of an office. Their responsibilities are numerous and vital to the operation of their organization. Knowing the best ways to perform office functions will enable administrative support professional to complete their responsibilities efficiently and effectively. This course will present you with information that will help you succeed at your job. It will show you how to manage records, make business travel arrangements, and organize conferences and meetings. It will also introduce you to the automated office environment. Your career as an administrative support professional will benefit from the knowledge and skills presented in "Administrative Functions".

Target Audience

Administrative support specialists who want to brush up on office procedures and skills, and individuals who want to prepare themselves for a business environment.

Lesson Objectives:

Managing Records

- Identify the benefits of using a records management system.
- Match the appropriate stage of a records management life cycle to its description.
- Use the alphabetic, numeric, and alphanumeric classification systems to sort given records.
- Determine if all the basic steps for filing are followed, in a given scenario.

Business Travel Arrangements

- Identify the benefits of knowing how to effectively plan business travel.
- Choose the best course of action for planning a business trip, given an administrative scenario.



- Identify the main considerations for international travel that go beyond regular business trip arrangements.

Conferences and Meetings

- Identify the value of knowing how to plan and participate in business conferences and meetings.
- Determine if an administrative assistant followed the proper steps for planning a meeting or conference in a given scenario.
- Identify the key techniques for recording meetings.
- Use key techniques for participating effectively in a meeting, in a given scenario.

Using the Automated Office Workstation

- Identify the value of knowing how to use an automated workstation.
- Recognize the stages for processing information in an automated office.
- Match the applications software to its description.
- Identify the most effective options for organizing a workstation.

Advancing Your Administrative Career

Overview/Description

Getting a position as an administrative support professional is a great accomplishment. However, have you considered what your next move should be? This course will show you how to advance on the job by providing you with important information about having a professional image and a successful attitude. You will learn valuable leadership skills and methods for motivating others. You will gain essential problem solving skills and learn strategic guidelines for managing your career. Putting in your eight hours is one thing, but advancing your administrative career is another. You can make the most of your administrative career by searching for new challenges and opportunities to grow. This course will show you how.

Target Audience

Administrative support professionals who want to brush up on office procedures and skills, and individuals who want to prepare themselves for a business environment.

Lesson Objectives:

A Successful Attitude

- Identify the benefits of having a successful attitude.
- Choose the best course of action that shows professionalism, in a given scenario.
- Apply the guidelines for big picture thinking, in a given scenario.
- Apply the guidelines to demonstrate a constructive attitude, in a given scenario.

Leadership Skills and Styles

- Identify the value of knowing about leadership skills and styles.
- Identify five characteristics of a successful leader.



- Match the leadership style to its description.
- Follow the rules for motivating others, in a given scenario.

Problem-solving Skills

- Identify the benefits of knowing how to effectively solve problems.
- Determine whether problem-solving steps were applied to a given scenario.
- Match the problem types to examples of the main barriers to their solutions.
- Match each technique for encouraging creative solutions to problems to its description.

Your Career Path

- Identify the value of knowing how to manage your career path.
- Determine whether the steps for managing a career were applied to a given scenario.
- Identify the guidelines for advancing in a company.
- Identify the guidelines for portraying a professional appearance.

Effective Administrative Support Professional Simulation

Overview/Description

Today's office setting is high-tech and fast-paced. Successful administrative support professionals must keep up with the requirements of the modern-day office environment, and this simulation tests the skills and procedures that will help you do just that. As administrative assistant to the VP of Sales for the Northeast Division of BMS Printed Circuits, you'll experience the full spectrum of responsibilities and challenges that face administrative professionals. Whether greeting visiting clients, drafting memos or dealing with office politics, you'll want to stay sharp, keeping the ultimate goal in mind--administrative excellence. This simulation provides links to the following courses: ADM0101, ADM0102 and ADM0103.

Target Audience

Administrative support professionals who want to brush up on office procedures and skills.

Lesson Objectives:

Effective Administrative Support Professional Simulation

- Maintaining professionalism.
- Creating a positive work environment.
- Avoiding office politics.
- Demonstrating interpersonal skills.
- Managing telephone calls.
- Handling rudeness.
- Greeting clients and visitors.
- Demonstrating formal communication.

Advanced Skills for Administrative Support Professionals

Behavior: Putting Your Best Foot Forward

Overview/Description

Are you interested in taking charge of your career? Would you like your job to be more interesting, to offer you more challenges? Today's workplace offers more opportunities than ever for administrative support



professionals to assume more responsibility and be more active in office decision-making. This course will show you some ways to assess yourself to ensure you're ready to work towards a new role. It will also show you some techniques for interacting with co-workers, subordinates, and superiors. In addition, you'll see how to project self-confidence and to become the kind of person to whom people give their loyalty and trust.

Target Audience

Administrative support professionals and executive secretaries looking for a way to improve their personal management skills.

Lesson Objectives:

Gauging Your Personality and Behavior

- Recognize the value of gauging your personality and behavior.
- Match the four personality types in the Personality Explorer model with their appropriate character descriptions.
- Apply techniques for maintaining a positive attitude, in a given scenario.
- Apply a course of action in a given scenario to change an undesired behavior.

Interacting with Others

- Recognize the value of using the techniques for interaction with others, in a given scenario.
- Apply skills for dealing with criticism, in a given scenario.
- Use techniques for being a more supportive team member in a given scenario.
- Apply the steps for asking for help in a given scenario.
- Identify strategies to increase personal power.

Maintaining a Professional Image

- Recognize the benefits of maintaining a professional image.
- Apply the guidelines for increasing self-esteem in a given scenario.
- Judge whether the guidelines for maintaining confidentiality have been followed effectively in a given scenario.
- Apply methods for keeping promises in a given scenario.
- Employ guidelines for accepting responsibility in a given scenario.

Managing Yourself and Those Around You

Overview/Description

Successful administrative support professionals must be good managers. This means managing their own time and energies, as well as cooperatively working with their boss and co-workers. This course teaches successful strategies for dealing with the myriad demands on the time, resources, communication skills, and organizational powers of administrative assistants.

Target Audience

Administrative support professionals and executive secretaries who wish to improve their management skills.

Lesson Objectives:

Time and Stress Management



- Recognize the benefits of successful time and stress management.
- Match stress reducing organizational strategies to given examples.
- Match the strategy that will help organize an administrative team, to a specific example of that strategy.
- Apply effective time management strategies when coping with specified time management problems.
- Choose the appropriate action to deal with calls and visitors, in a given scenario.

Partnerships and Information Networks

- Recognize the benefits of effective partnerships and information networks.
- Apply strategies that establish partnerships within a given organization.
- Select approaches for establishing an information network.

Creative Problem Solving

- Recognize the benefits of creative problem solving.
- Identify appropriate questions to ask, in order to clarify the problems involved in a difficult situation.
- Use clarifying techniques to analyze a specified problem.
- Apply techniques of goal-oriented problem solving.

Managing Conflict

- Identify the benefits of being able to manage conflict in the workplace.
- Apply strategies for dealing with a difficult person, in a given scenario.
- Manage conflict between two people, in a given scenario.
- Promote a healthy environment after a confrontation.

Partnering with Your Boss

Overview/Description

You may have noticed that the traditional secretary has gone the way of the dinosaur. However, your boss may not yet have entered this new age in which administrative support professionals are working as partners with their managers and supervisors. This course will equip you to make the transition from working as a subordinate who follows orders, to partnering with your boss as an empowered and valued member of the management team. For administrative support professionals who currently work in this type of relationship with their bosses, the course contains many strategies that will make them more effective in this role.

Target Audience

Administrative support professionals and executive secretaries who wish to improve their management skills.

Lesson Objectives:

Establishing a Business Partnership with Your Boss

- Recognize the benefits of establishing a business partnership with a boss.
- Identify the essential elements to include in a partnership proposal.
- Apply techniques to propose a partnership idea to a boss, given a scenario.
- Identify the priorities of implementing a partnership plan.

Managing Relational Challenges



- Recognize the importance of handling relational challenges with the boss.
- Identify ways to deal with four different types of bosses.
- Choose the proper approach to use with the boss in a given scenario.
- Use principles for maintaining a professional relationship with a boss in a given scenario.
- Identify the considerations that must be made when deciding whether to confront a boss.
- Use the appropriate skills to handle confrontation with a boss, given a scenario.

Being Your Boss's Right Arm

- Recognize the benefits in being essential to the boss.
- Identify three strategies that allow an administrative assistant to anticipate a boss's needs.
- Identify examples of the principles for making a boss look good.
- Identify the principles for communicating information to a boss.
- Identify the strategies for maximizing your effectiveness within your organization.

Communicating with Power and Confidence

Overview/Description

Do you want to be an effective and powerful communicator? Do you want to take charge, welcome responsibility and view challenge as an opportunity? In today's workplace, when administrative support professionals talk, supervisors listen. They have been empowered and given many managerial responsibilities. They can now work alongside rather than as subordinates to their managers. They no longer only proofread, make coffee, or take notes. Today they run team meetings, benchmark, make presentations to senior management, pass out their own business cards, and earn degrees. Administrative support professionals who can communicate, teach, guide, mentor, and make important decisions have a greater chance of achieving upward mobility in their workplace. Administrative assistants can earn more money as a result of taking on these responsibilities. This course will show you how to communicate with power and confidence, a skill that will enable you to advance your career.

Target Audience

Administrative support professionals who want to communicate more effectively and be better equipped to take on more responsibilities in the workplace and advance in their career.

Lesson Objectives:

Communicating to Get the Results You Want

- Recognize the benefits of communicating effectively in the workplace.
- Use techniques to influence and persuade, in a given scenario.
- Sequence the steps for selling ideas to coworkers.
- Effectively use the steps to sell ideas, given a scenario.
- Use appropriate actions to say "No" with confidence, in a given scenario.

Listening and Responding to Others

- Recognize the benefits of effectively listening and responding to people in the workplace.
- Identify examples of good listening skills.
- Identify examples of effective nonverbal communication skills.
- Identify examples of the four steps to effectively train employees.
- Effectively use the steps for handling a specified crisis situation.

Representing Your Boss



- Identify the benefits of being able to confidently represent your boss.
- Identify examples of the strategies for confident and authoritative representation of your boss.
- Recognize the steps in communicating decisions for a boss.
- Use the steps to communicate a decision for your boss, in a given scenario.
- Identify examples of strategies for developing your delegating skills.

Advanced Administrative Support Simulation

Overview/Description

You're an administrative assistant at the corporate headquarters of King's Stores Company, a chain of retail stores, and report to Maxine Washington, Merchandising Manager. Recently, you were disappointed when Maxine turned you down for a promotion. During a meeting with Maxine, you'll have the opportunity to find out to why she didn't promote you. You'll need to listen actively and effectively to her constructive criticism. Also, you will need to deal with this criticism like a professional. After the meeting, maintaining a positive attitude and avoiding the influence of negative people are among the challenges you'll face. If you take Maxine's advice and successfully improve your skills, you'll then try to establish a partnership with her. This will involve effectively pitching your partnership proposal. If she agrees to the proposal, you'll then have to implement the partnership plan. Also, as Maxine's partner, you'll need to represent her with confidence and authority when she's not in the office. This simulation is based on the Advanced Skills for Administrative Support series and contains links to the following courses: ADM0111, ADM0112, ADM0113, ADM0114.

Target Audience

Administrative support professionals who want to improve their communication and management skills, becoming better equipped to take on more responsibility in the workplace.

Lesson Objectives:

Advanced Administrative Support Simulation

- Maintaining a positive attitude.
- Increasing your self-esteem.
- Listening effectively.
- Pitching a partnership proposal to your boss.
- Implementing a partnership plan.
- Dealing with calls and visitors.
- Coping with difficult people.
- Saying "no" with confidence.
- Handling crisis situations.
- Representing your boss with authority and confidence.
- Mediating conflict.
- Dealing with criticism professionally.

Project Management for Non-Project Managers

Project Management Fundamentals

Overview/Description

The evolution of business strategies has increased the importance of management having a thorough understanding of the products they produce. More and more employees are getting promoted from within to



become project managers as they fully understand what they are trying to produce and how best to meet the quality and quantity requirements set forth by upper management. Project management, as a process, is the supervision and control of the work required to complete the project deliverable. Using established project management processes, coupled with the experience and skills of experienced workers, has allowed employers to adjust their mind-set when developing management and leadership skills from within. This course will enable someone who is not a professional project manager to learn the fundamentals of project management so he will be able to manage projects related to his area of responsibility within the organization.

This course is targeted toward a diverse range of managers and staff members who wish to acquire the necessary skills to successfully manage small to medium sized projects.

Lesson Objectives

Course Overview

Lesson Overview

- identify the importance of effective project management to an organization
- identify project management objectives and activities

Project Roles and Interested Parties

- match project roles and interested parties to their responsibilities

The Project Management Process

- identify examples of the activities that take place during each phase of the project management process

Defining a Project's Statement of Work

- identify the types of questions to ask to define a SOW for a given project
- identify examples of activities associated with clarifying the purpose of the project in a given scenario
- identify examples of activities associated with describing desired project outcomes in a given scenario
- identify examples of activities associated with identifying project restrictions and uncertainties in a given scenario

Lesson Overview

- match project manager roles with examples

Value of the Project Manager

- identify the value of the project manager in an organization

The Right Amount of Project Management

- determine the right amount of project management in given scenarios



- match "bad manager" types to examples of their behaviors
- identify examples of micromanagement

Managing Small to Medium Projects

- identify the management challenges posed by small to medium projects in given scenarios

Transitioning into a Project Management Role

Overview/Description

Many people find themselves thrust into a project management role with no formal training or experience. When this occurs, it is important to be prepared to deal with the significant changes in your role. Your responsibilities broaden from managing yourself to managing others, from short-term to long-term goals, and from tangible to intangible issues. Time and experience will develop and refine your project management skills, but this course will prime you for the process of transitioning into a project management role. It will discuss the changes a new project manager may face, including the development of a successful project team.

This path is targeted toward a diverse range of managers and staff members who wish to acquire the necessary skills to successfully manage small to medium sized projects.

Prerequisites

There are no prerequisites for this learning path, however students should have a good understanding of the experience gained from working in an organization.

Lesson Objectives

Course Overview

Lesson Overview

- recognize the importance of leadership in project management
- recognize the types of project authority

Transitioning to Project Manager

- identify what transitioning to project manager entails
- recognize examples of the criteria for successful project managing

The Stages of Team Development



- match the five stages of team development to their characteristics

Managing the Development of a Project Team

- manage the development of a project team in a given scenario

Lesson Overview

- recognize the importance of management skills to a successful project

Managing Working Relationships

- identify the appropriate management role to play in a given scenario

Conducting Feedback Sessions

- conduct an effective feedback session in a given scenario

Initiating and Planning a Project

Overview/Description

Initiating and Planning are crucial phases in developing and executing any successful project. Companies that are embarking on a new project initiative must assign people to gather facts and decide what exactly they want to produce and how they are going to produce it. This course examines which factors should weigh in during the project selection process and how to effectively plan a project from beginning to end.

This course is targeted toward a diverse range of managers and staff members who wish to acquire the necessary skills to successfully manage small to medium sized projects.

Lesson Objectives

Course Overview

- recognize the importance of successfully initiating a project
- identify the steps of the Initiating phase of project management

Defining a Project and the Project Manager's Role

- identify the types of questions to ask to define a project and your role as the project manager

Project Stakeholders

- match project stakeholders to examples of their responsibilities

Creating Project Documentation

- match each element of a project repository with its example
- determine project charter requirements in a given scenario



Lesson Overview

- recognize the importance of successfully planning a project
- identify the steps of the Planning phase of project management

Choosing a Project Team

- identify appropriate team members for a project in a given scenario
- match imposed team issues with solutions

Project Planning Activities

- match activities that must be performed during the project Planning phase to their examples
- recognize examples of the elements of a project plan
- recognize the steps in creating the work breakdown structure

Kicking Off a Project

- match the elements of a project communications management plan with examples
- recognize the agenda of a kickoff meeting for a given project

Managing a Project

Overview/Description

The factors of a successful project almost always end up depending on how much money and time is needed to create a product worthy of the customer. This course will help you manage the constraints of time, money, and schedules, and how they relate to the overall quality of your project and product.

This course is targeted toward a diverse range of managers and staff members who wish to acquire the necessary skills to successfully manage small- to medium-sized projects.

Lesson Objectives

Course Overview

Lesson Overview

- recognize the importance of managing project costs, schedules, and resources
- recognize the importance of managing project quality

Managing Schedules, Resources, and Costs

- manage project performance variances in a given scenario

Managing Project Quality

- determine how to ensure customer satisfaction in a given scenario
- identify the process improvement technique to use in a given scenario
- match common fact-based management mistakes with examples
- match empowered performance principles with examples



Project Management Applications

- recognize ways that project management software can be used to manage projects
- match report types to examples of their use

Lesson Overview

- recognize the importance of properly managing a project

Managing Project Activities

- manage technical performance, the customer relationship, and team conflict in given scenarios

Maintaining Control of a Project

- recognize examples of the activities involved in the change management process

Managing Project Risks

- match the risk management processes with their descriptions

Troubleshooting and Closing the Project

Overview/Description

The factors that can affect a project are numerous and often hard to pinpoint. Conducting meetings and using advanced tools, such as formulas and graphs, allow the project manager to properly define the health or status of the project. This course outlines how to conduct effective meetings and presents some troubleshooting tools that can be used during the project life cycle. It also presents the information required to close the project, which is the last stage in project management. This path is targeted toward a diverse range of managers and staff members who wish to acquire the necessary skills to successfully manage small- to medium-sized projects.

Lesson Objectives

Course Overview

Lesson Overview

- recognize the importance of being able to solve problems as a project manager
- distinguish between open-ended and close-ended types of problems

Measuring Project Costs and Reporting Performance

- match the cost management formulas to examples of their usage
- match the project management activities associated with cost control to examples
- match the activities associated with reporting project performance to examples

Monitoring Project Quality



- determine the appropriate quality control tool to use in given scenarios

Problem Solving and Recovery Plans

- recognize considerations for problem solving in given scenarios
- match each consideration for the development of a recovery plan with its intended purpose

Lesson Overview

- recognize the importance of closing a project successfully

Auditing and Terminating the Project

- recognize key project audit questions to ask in a given scenario
- identify why a project is terminated in a given scenario

Performance Reviewing and Project Closure

- recognize the basic requirements for reviewing project team members
- recognize how to reward project performance in a given scenario
- match each task associated with project closure with its purpose

Accounting 101

Accounting Fundamentals

Overview/Description

How does a business achieve and maintain profitability? An understanding and an accurate application of accounting practices are hallmarks of a successful and financially progressive business. Accounting is a distinct discipline, with its own standards and language. Understanding accounting procedures requires a prerequisite knowledge of certain principles, concepts, terms, and common accounting records. This practical course gives you the why's and how's to accurately conduct accounting activities. "Accounting Fundamentals" examines the theories of accounting, how to maintain accounting records, and how to generate financial statements. A business deals with many transactions in a single day, so it's important to keep up-to-date records of its finances.



Individuals who require knowledge of the basics of accounting, who are starting a business, who are learning to manage the accounting activities of a business, who need to review standard accounting principles and procedures, shareholders, or potential shareholders.

Lesson Objectives:

The Principles of Accounting

- Recognize the advantages of applying the fundamentals of accounting.
- Match the generally accepted accounting principles to examples of their definitions.
- Identify which of the 3 account types, asset, liability, and owner's equity, are affected in a given transaction.
- Apply the accounting equation, given the accounts.
- Determine whether accounts are recorded as a debit or credit in a given transaction.

Accounting Records

- Recognize the advantages of maintaining accounting records.
- Match source documents to examples of their transactions.
- Determine the correct entries of given transactions in a general journal.
- Perform posting procedures to a general ledger.
- Perform the steps to taking a trial balance.
- Identify the techniques for locating errors.

Preparing Financial Statements

- Recognize the importance of preparing proper financial statements.
- Identify revenue and expense accounts.
- Balance an income statement given a set of data.
- Determine the capital in a statement of owner's equity for the end of the accounting period.
- Identify the features of a balance statement.
- Balance a balance statement given a set of data.
- Identify a cash transaction as an operating activity, investing activity, or financing activity.
- Balance a cash flow statement given a set of data.

Accrual Accounting Procedures



Overview/Description

It's the end of the fiscal year and all transactions must be accounted for. But there are some transactions that aren't complete, such as paying interest or delivering services. Do you record them or ignore them? The accrual basis of accounting is guided by the principle that says the revenue earned by a business must match all the expenses incurred to generate that revenue. This course will explain the step-by-step procedures to properly record incomplete transactions at the end of an accounting period. The transactions typically involve expenses, revenue, and depreciation. Accrual accounting procedures will ensure that your financial information about the business's performance is accurate. After all, accurate financial information is the basis for making crucial decisions in any successful business.

Individuals who require knowledge of the basics of accounting, who are starting a business, who are learning to manage the accounting activities of a business, or who need to review standard accounting principles and procedures.

Lesson Objectives:

Adjusting for Expenses

- Recognize the importance of performing adjustments for expenses.
- Calculate the remaining value of a prepaid expense, for a given time period.
- Sequence the steps to recording an adjusted prepaid expense, for a given scenario.
- Calculate the adjustment for an accrued expense, for a given period of time.
- Identify the steps to recording an adjustment for an accrued expense, in a given scenario.

Adjusting for Revenue

- Recognize the importance of preparing adjustments for unearned revenue and accrued revenue.
- Choose the unearned revenue transactions from a given list.
- Calculate the adjusted unearned revenue, for a given scenario.
- Sequence the steps to recording an adjustment for unearned revenue.
- Choose examples of accrued revenue transactions from a given list.
- Calculate the adjustment for accrued revenue, in a given scenario.
- Sequence the steps to recording adjusted accrued revenue, for a given accounting period.

Adjusting for Depreciation Expense

- Recognize the importance of making adjusting entries for depreciation expense.
- Calculate the depreciation expense of a given asset using the straight-line method.
- Apply the double declining-balance method to determine the depreciation expense of an asset, for a



given time period.

- Sequence the steps to recording adjusted depreciation expense of a given asset.

Accounting Systems and Closing Activities

Overview/Description

Some businesses carry out hundreds of transactions in a single day. You can imagine the accounting data at the end of the day, or the end of the month. Ultimately, these transactions can be categorized into a few different types. Organizing the transactions through special journals actually reduces the work and allows you to be more efficient in your accounting activities at the end of every period. Efficient accounting activities are an important aspect to a successful and profitable business. This practical course shows you how to maintain an accounting system and perform closing activities in three lessons, "Special Journals," "Subsidiary Ledgers," and "Closing Activities."

Individuals who require knowledge of the basics of accounting, who are starting a business, who are learning to manage the accounting activities of a business, who need to review standard accounting principles and procedures, shareholders, or potential shareholders.

Lesson Objectives:

Special Journals

- Recognize the benefits of using special journals.
- Sequence the steps to recording a transaction in the Cash Receipts Journal for a given scenario.
- Match given data from a transaction to its appropriate column in the Cash Disbursement Journal.
- Determine the correct entries in the Sales Journal in a given transaction.
- Sequence the entries to a Sales Returns and Discounts Journal for a given transaction.
- Calculate the payment based on the discount period for a given transaction.
- Determine the correct Purchases Journal entries for a given transaction.

Subsidiary Ledgers

- Recognize the benefits of using subsidiary ledgers to achieve efficiency.
- Sequence the posting procedures for the Accounts Receivable Ledger for a given scenario.
- Sequence the posting procedures for the Accounts Payable Ledger for a given transaction.
- Determine the accuracy of the subsidiary ledgers based on schedules for a given scenario.

Closing Activities



- Recognize the importance of performing closing activities.
- Perform the calculations to complete a work sheet in a given scenario.
- Categorize accounts as current and long-term assets or liabilities, given examples.
- Apply the steps to close temporary accounts for a given scenario.

Accounting for Cash Control

Overview/Description

Businesses operate on cash and strive to earn it. Cash can be defined as dollars and coins, checks, vouchers, and money orders. Accounting procedures are established to ensure that cash receipts and cash disbursements are protected. This course explores the accounting methods for internal control of cash such as petty cash, bank reconciliation, and payroll. Understanding the processing, recording, and safekeeping of cash are vital to the financial stability of a business. Individuals who require knowledge of the basics of accounting, who are starting a business, who are learning to manage the accounting activities of a business, who need to review standard accounting principles and procedures, shareholders, or potential shareholders.

Lesson Objectives:

Internal Control

- Recognize the benefits of using an internal cash control system.
- Identify the main principles of internal control.
- Identify the procedures required in a voucher system.
- Apply internal control procedures for petty cash, given a scenario.
- Apply the steps to reconcile the bank balance, for a given scenario. Calculating Payroll
- Recognize the importance of calculating payroll.
- Match the payment plans used to determine gross earnings to examples.
- Apply the steps to calculate gross earnings, for a given scenario.
- Distinguish between voluntary and required payroll deductions.
- Calculate the payroll deductions, for a given scenario.
- Apply the steps for calculating net earnings for a given payroll period.

Recording Payroll

- Recognize the benefits of recording the payroll.
- Calculate the column totals of a payroll register, for a given pay period.
- Calculate a given employee's cumulative earnings.
- Apply the steps to record the payroll, for a given scenario.



Accounting for Merchandising Businesses

Overview/Description

A merchandising business is a business that buys goods and sells them for profit. Merchandising businesses, which include wholesalers and retailers, typically handle inventory, therefore accounting procedures exist to record the cost of goods sold or not sold. This course will provide practical information about maintaining accounts and generating financial statements specifically for merchandising businesses. Applying these accounting procedures will help keep a business in control of its goods and ultimately, its profit margin. Individuals who require knowledge of the basics of accounting, who are starting a business, who are learning to manage the accounting activities of a business, who need to review standard accounting principles and procedures, shareholders, or potential shareholders.

Lesson Objectives:

Accounting for Purchases and Sales

- Recognize the benefits of applying specific accounting methods for a merchandising business.
- Apply the rule of debit and credit for purchase transactions, given a scenario.
- Apply the rule of debit and credit for purchase discount and purchase return transactions, given a scenario.
- Apply the rule of debit and credit for sale transactions, given a scenario.
- Apply the rule of debit and credit for sale discount and sale return transactions, given a scenario.

Accounting for Merchandise Inventory

- Recognize the benefits of applying accounting methods for maintaining accurate inventory records.
- Identify the appropriate methods being used to account for inventory in a given scenario.
- Apply the steps for adjusting a business' inventory account.

Completing the Merchandising Accounting Cycle

- Recognize the benefits of completing the accounting cycle for a merchandising company.
- Calculate the cost of goods sold for a merchandising company, given a scenario.
- Perform the necessary steps to complete an income statement for a merchandising company, given a scenario.
- Sequence the steps that prepare a merchandising company's ledger for the next fiscal period, given a scenario.

TestPrep Final Exam Accounting 101

Overview/Description



Generally taken near the end of a program, Final Exam: Accounting 101 enables the learner to test their knowledge in a testing environment.

Individuals seeking practice in a testing environment, covering the skills and competencies being measured by the courseware.

Prerequisites

The associated SkillSoft content should be completed before attempting this test. This will maximize the effectiveness of the simulated preparation exam.

Objectives :

TestPrep Final Exam: Accounting 101

- Accounting for Cash Control
- Accounting for Merchandising Businesses
- Accounting Fundamentals
- Accrual Accounting Procedures
- Accounting Systems and Closing Activities

Accounting 102

Accounting for Partnerships

Overview/Description

Partnerships are voluntary organizations between two or more people that combine different resources in a business venture. These resources can be money, expertise, personal connections, or experience. Accounting procedures are established to ensure that each partner gets his/her share of the business income or loss. This course explores the accounting methods that pertain to partnerships and the division of its assets.

This course is intended for individuals who require knowledge of the basics of accounting, who are starting a business or interested in becoming a partner, who are learning to manage the accounting activities of a business, and who need to review accounting principles and procedures. Shareholders or people who are interested in becoming a shareholder can also benefit from this course.



Lesson Objectives:

Setting up a Partnership Account

- Identify the advantages of forming a partnership.
- Identify the conditions a business must meet for the formation of a new partnership, based on the type of partnership being formed.
- Calculate the balance of the capital account, given a scenario.
- Apply the steps to make an entry in a withdrawals account.
- Determine which accounting entries to use to set up the books for different types of partnerships.

Division of Partnership Earnings

- Recognize the importance of properly distributing the earnings of a partnership.
- Calculate owner's equity for each partner, using a balance sheet.
- Apply the three common methods of calculating owner's equity for each partner.
- Calculate the balance in each partner's capital account based on the Changes in Partner's Equity Statement.

Accounting for Changes in a Partnership

- Recognize the importance of understanding the accounting for change procedures.
- Match each type of new partner addition to examples.
- Calculate the bonus that existing partners contribute to admit a new partner, in a given scenario.
- Apply the steps to withdraw a partner from a partnership, for a given scenario.
- Apply the steps for dissolving a partnership because of a death.
- Sequence the steps for the liquidation of a partnership.
- Apply the steps for liquidating a partnership, given a scenario.

Accounting for Corporations

Overview/Description

Did you know that basic accounting transactions for corporations are different than other types of business organizations? Do you need to learn more about the basic accounting principles of corporations? This course is designed to teach you how to perform basic accounting procedures specifically for corporations. You will learn how to record the issuance of stock and record transactions



in the corporation's accounts. In addition, you will learn how to determine total and per share shareholder equity.

Individuals who require knowledge of the basics of accounting, who are starting a business or interested in becoming a partner, who are learning to manage the accounting activities of a business, and who need to review accounting principles and procedures. Shareholders or people who are interested in becoming a shareholder can also benefit from this course.

Lesson Objectives:

Recording the Issuance of a Corporation's Stock

- Recognize the importance of properly recording the issuance of a corporation's stock.
- Match the types of common stock to given examples.
- Label the steps to recording the issuance of different types of common stock.
- Apply the steps to recording the issuance of preferred stock, given a scenario.
- Determine the proper entries for the Contributed Capital in Excess of Par Value Accounts, for a given scenario.
- Select the correct entries for the issuance of treasury stock for a given scenario.
- Determine the entries for reissuing treasury stock for a given scenario.

Corporate Transactions

- Recognize the importance of properly recording the transactions for a corporation.
- Apply the steps to complete a Statement of Retained Earnings for a given scenario.
- Calculate the balance of the contributed capital account for a given scenario.
- Apply the steps to paying a cash dividend for a given scenario.

Calculating Shareholders' Equity

- Recognize the importance of understanding how to calculate total and per share shareholders' equity.
- Determine total shareholders' equity from a Shareholders' Equity Statement for a given scenario.
- Calculate the book value per share of a corporation's common and preferred stock for a given scenario.
- Calculate a corporation's earnings per share, given a scenario.
- Determine the best investment based on the dividend yield of the shareholders' equity, for a given scenario.
- Compare investments to determine which is the better one based on the price-earnings ratio, for a given scenario.
- Determine the balance of the Statement of Changes in Shareholders' Equity for a given scenario.



Analyzing Cash Flow Statements

Overview/Description

Have you ever had to make a really tough business decision? They can be hard to make, especially since a bad decision can ruin a company. Fortunately there is a way to make a more informed and better business decision; by analyzing your company's financial statements. They contain information that can help you improve your company's efficiency and overall effectiveness. Cash flow statement analysis focuses on determining your company's ability in the following four areas: (1) ability to meet short-term obligations and to efficiently generate revenue, (2) ability to generate future revenues and meet long-term obligations, (3) ability to provide financial rewards and attract and retain financing, and (4) ability to generate positive market expectations.

Individuals who require knowledge of the basics of accounting, who are starting a business or interested in becoming a partner, who are learning to manage the accounting activities of a business, and who need to review accounting principles and procedures. Shareholders or people who are interested in becoming a shareholder can also benefit from this course.

Lesson Objectives:

Tools for Financial Statement Analysis

- Recognize the importance of using financial statements as a method of comparison.
- Use horizontal analysis to determine if a given company's performance is within industry standards.
- Calculate trend percent to reveal patterns in a company's financial information, given a scenario.
- Identify the base amount for calculating the commonsize percent for a balance sheet and income statement.
- Calculate the commonsize percent to determine if there is a significant change, given a scenario.

Liquidity and Efficiency

- Recognize the importance of being able to determine a company's liquidity and efficiency.
- Calculate the current ratio for a given scenario to determine if the company has enough working capital to meet its short-term obligations.
- Perform acidtest ratios to determine if a company faces liquidity problems in a given scenario.
- Determine if a company's accounts receivable turnover is favorable, given a scenario.
- Determine a company's merchandise inventory turnover, given a scenario.



Solvency

- Recognize the importance of determining a company's solvency.
- Calculate the debt and equity ratio to determine if a company is solvent in a given scenario.
- Determine a company's credit rating by calculating the ratio of pledged assets to secured liabilities for a given scenario.
- Determine which of two companies is a better credit risk by calculating and analyzing their times interest earned ratios, given information from their income statements.

Profitability

- Recognize the importance of being able to determine a company's profitability.
- Analyze a company's return on total assets to determine if it is favorable, for a given scenario.
- Determine the common stockholder's equity for a given scenario.
- Determine the range of the priceearnings ratio per share, given a scenario.
- Determine the best investment for a given scenario based on the dividend yield.

Master Budgets

Overview/Description

Will you be able to expand? Will you be able to afford that new piece of equipment? What kind of profit can be expected if you do? To answer these questions about your business will not require a fortune teller. It will require the creation of a master budget. No matter the size of your company, if you are to succeed and continue to grow, you must carefully plan for your company's future. Master budgets can be used to predict the future success of your company and serve as an overall plan to indicate in which direction your company should grow.

Individuals who require knowledge of the basics of accounting, who are starting a business or interested in becoming a partner, who are learning to manage the accounting activities of a business, and who need to review accounting principles and procedures. Shareholders or people who are interested in becoming a shareholder can also benefit from this course.

Lesson Objectives:

Operating Budgets

- Recognize the importance of using an operating budget.



- Apply the steps necessary to create a sales budget for a given company.
- Label examples of just-in-time and safety stock inventory systems.
- Apply the steps to creating a merchandise purchases budget, for a given company.
- Apply the steps to preparing a production budget, for a given company.
- Apply the steps to creating the three subbudgets of the manufacturing budgets, given a scenario.
- Calculate the depreciation of a given company's assets.
- Calculate the total selling expense for a given scenario.
- Apply the steps to creating a general and administrative budget, for a given company.

Capital Expenditures Budget

- Recognize the advantages of using a capital expenditures budget to plan for the future.
- Analyze two different investments to determine which would be the best one for a given company to pursue, based on the payback period.
- Compare investments to determine which is the best one for a given company, based on the net present value.
- Analyze two investments to determine which would be the best one for a given company based on its rate of return.

Financial Budgets

- Recognize the advantages of preparing financial budgets.
- Apply the steps to complete a three month cash budget, for a given company.
- Calculate the forecasted net income for a given company's budget period, given the revenue and expenses.
- Calculate the forecasted owner's equity from a budgeted balance sheet.

TestPrep Final Exam: Accounting 102

Overview/Description

Generally taken near the end of a program, Final Exam: Accounting 102 enables the learner to test their knowledge in a testing environment.

Individuals seeking practice in a testing environment, covering the skills and competencies being measured by the courseware.

Prerequisites

The associated SkillSoft content should be completed before attempting this test. This will maximize the effectiveness of the simulated preparation exam.



Objectives :

TestPrep Final Exam: Accounting 102

- Accounting for Partnerships
- Accounting for Corporations
- Analyzing Cash Flow Statements
- Master Budgets



Communication Curriculum:

[Business Interpersonal Communication Skills](#)

[Business Writing Essentials](#)

[International Communications](#)

[Emotional Intelligence at Work](#)

[Effective Listening](#)

[Working with and Managing Difficult People](#)

[Communicating Assertively](#)

[Professionalism and Business Etiquette](#)

[Building Improved Work Relationships](#)

[Business Grammar Essentials](#)

[Email Essentials](#)

[Giving Successful Presentations](#)

[The Effective Business Meeting](#)

[Conflict in the Workplace](#)

[Telephone Skills For Business Professionals](#)

[Getting the Results You Want: Negotiating to Win](#)

[Obtaining Results without Authority](#)

[Effective Use of Feedback for Business](#)

[Anger Management in The Workplace](#)

[How to Write an Effective Internal Business Case](#)

[Professional Telephone Skills](#)

[International Business Skills - Culture, Customs and Norms](#)