



Detailed Course Curriculum and Program Outline for Distance or In-Class Learning

COURSE DESCRIPTION

Most Administrative Assistant and Virtual Assistant duties revolve around providing administrative support and managing efficient operation of the office. This course content will guide the learner on how to develop and maintain a daily office routine, understand and appreciate how office ergonomic considerations aid in work efficiency, organize and schedule meetings and appointments, how to maintain contact lists and produce business and legal correspondence. The learner will also compare the various aspects and responsibilities of a human resource department, explain the importance of maintaining records, consider various office filing systems, develop an understanding of basic bookkeeping and accounting, explore an introduction to marketing and event planning, and reception duties. Reception duties include: mailing and shipping considerations, booking travel, use of online applications and cyber security. The student will also learn how to efficiently use a keyboard and further develop their keyboarding skills. Consideration and study of time management skills and the importance of being a detail-oriented problem solver will also be discussed. The program will expose and support the learner to a complete understanding and appreciation of computer fundamentals and will provide the learner a review of grammar and writing style. Microsoft™ products such as Word, Excel, Outlook, PowerPoint, and OneNote will also be studied to a Core and Expert level. The course will also support the learner with resume writing and interview skills. Everything learned in this course will give the learner the skillset to become both a Virtual Assistant and an Administrative Assistant.

PREREQUISITES

Applicants must have a grade 12 diploma or be a mature student (aged 19 at the start of the course). A copy of the student's high school diploma is required if they are under the age of 19. A copy of a Government issued photo identification such as a driver's license, passport or other, which shows the students date of birth, must also be supplied. Students must complete our typing test confirming that they meet our minimum typing speed of 30 nwpm (net words per minute). Students must also complete and pass the English & Grammar test with at least 85%. All distance learning students are required to complete a Distance Learning Assessment and have a PC with Internet access (high speed is recommended).

INSTRUCTORS

All instructors and education assistants employed by CanScribe Career College are highly qualified and bring with them a wealth of knowledge and experience. They are dedicated to assisting every student through the program. Students will complete the course individually, self-paced, and in-class or online. They will be supported through instructor, student services and technical assistance accessibility.

REQUIRED TEXTBOOKS, COMPUTER, REFERENCE MATERIALS AND PROGRAMS

Students are responsible for and must purchase the fifth edition of the *Administrative Assistant's and Secretary's Handbook* by James Stroman. This textbook is referenced throughout the courseware and quizzes have been based off this textbook. Print or eText versions are available through Amazon or VitalSource.

Students will be provided with a Student Version of Sage 50 Premium Accounting Software. Instructions will be given on how and when students need to download the software.

FastFox is a word expander that organizes frequently used text snippets in customizable categories for quick access, saving hours of typing. Students will be provided with a complimentary, one year license. After one year, students will be able to purchase extended licenses from FastFox.

A personal computer is required for the entire program. Computer requirements are as follows:

- Access to high-speed internet.
 - Minimum download speed of 15 megabits per second.
 - Minimum upload speed of 5 megabits per second.
- A minimum of 4 gigabytes of RAM.
- For Windows Operating Systems
 - Windows 7 or newer
 - Google Chrome, Firefox or Microsoft Edge
- For Mac
 - Mac OS X Snow Leopard or newer
 - Google Chrome, Firefox or Safari

METHOD OF EVALUATION

Chapter Quizzes 15%

This grade is derived from the completion of chapter quizzes throughout the course. Students are encouraged to meet or exceed a benchmark score of 90% on all exercises.

Chapter Tests 20%

Students are encouraged to meet the benchmark score of 90% on all chapter tests. Chapter tests are weighted equally, combined and averaged for a final grade.

Midterm Exam 20%

The midterm exam is cumulative from the beginning of the courseware and includes questions relating to all sections before midterm. Students are encouraged to meet the benchmarks score of 90% on the midterm exam.

Exit Interview 5%

The exit interview is comprised of a cover letter and resume submission for a fictional job, and a virtual interview based on the same job. Students must submit an edited version of his or her cover letter and resume and then make an appointment with an instructor for the virtual interview. The cover letter and resume submission is worth 40% of the grade and the interview is worth 60% of the grade.

Final Exam 40%

The final exam is cumulative from the beginning of the course. The final exam will be comprised of questions from every chapter in the course. Students are encouraged to surpass the 90% benchmark to ensure they receive a passing overall grade.

ACADEMIC HONESTY

CanScribe Career College is committed to the highest standards of academic integrity and honesty. Students are particularly urged to avoid any behavior which could potentially result in suspicions of cheating, plagiarism, misrepresentation of facts and/or participation in an offence. Academic dishonesty is a serious offence and can result in suspension or dismissal from the program. Please see further details under the Appropriate Conduct/Dismissal Policy section in the CanScribe Student Handbook.

GRADUATION REQUIREMENTS

To meet the graduation requirement for the Administrative Assistant / Virtual Assistant course, the student must have achieved a grade of C+ (65% or higher) to pass the course. The following table denotes CanScribe's Final Grade Percentages:

A+	95 – 100%	High Honours
A	90 – 94%	Honours
A-	85 – 89%	
B+	80 – 84%	
B	75 – 79%	
B-	70 – 74%	
C+	65 – 69%	
F	64% or lower	

Upon registration, the student has access to an online grade book in their account. This tool is for the student to access grades throughout the program.

SAMPLE TIMELINE

Start Date	January 1, 2017	Hours/Day →	3.09
Chapter	Estimated hours of completion	# days for completion	Estimated Date of completion
Introduction	3	1	January 1, 2017
Daily Routine and Office Equipment	6	2	January 3, 2017
Computer Fundamentals	57	18	January 21, 2017
MILESTONE 1			
Microsoft Word	90	29	February 19, 2017
Microsoft Excel	112	36	March 27, 2017
MILESTONE 2			
Microsoft Outlook	29	9	April 6, 2017
Microsoft PowerPoint	53	17	April 23, 2017
Microsoft OneNote	20	6	April 29, 2017
Other Microsoft Office Applications	13	4	May 3, 2017
Other Online Applications	15	5	May 9, 2017
Office Ergonomics	7	2	May 11, 2017
Midterm Exam	4	1	May 12, 2017
Keeping Accurate Records	8	3	May 15, 2017
Grammar and Style	33	11	May 25, 2017
Business Writing and Legal Documents	13	4	May 29, 2017
Mailing and Shipping	12	4	June 2, 2017
Booking Travel	7	2	June 4, 2017
Effective Communication	10	3	June 8, 2017
Meetings and Time Management	15	5	June 13, 2017

Accounting	68	22	July 5, 2017
MILESTONE 3			
Human Resources	12	4	July 8, 2017
Marketing	10	3	July 12, 2017
Event Planning	2	1	July 12, 2017
Career Development	8	3	July 15, 2017
Final Exam	4	1	July 16, 2017
Total	610	196	

COURSE MILESTONES

Milestones occur three times throughout the course and are triggered when the student reaches a specific point in the program. The student is encouraged to complete a short milestone survey which is then reviewed by a senior member of the instructional team. Contact is initiated by the instructor, to see in general how the student is doing, answer any questions or concerns, and to ensure the student is making good progress through the course. If the survey is not completed, contact with the student is still made. Students are encouraged to contact the instructors at any time throughout the program when they need assistance.

COURSE OUTLINE

INTRODUCTION

Learning Objective:

In this introduction chapter, the student will be exposed to the overall course objectives and learning outcomes of the course. They will also learn of the importance of the Administrative Assistant / Virtual Assistant role in an organization. This chapter also explains the difference between Administrative and Virtual Assistant, and provides a career outlook for administrative / virtual assistants. Students are also introduced to their course textbook: *The Administrative Assistant's and Secretary's Handbook*. Students are responsible for the material covered in Chapter 1 of their textbook.

Section Content:

- 1.0 Introduction
- 1.1 Administrative Assistant vs. Virtual Assistant
- 1.2 What does a Virtual Assistant do?
- 1.3 Course Objectives

- 1.4 Learning Outcomes
- 1.5 Introduction to Your Textbook
- 1.6 Career Outlook for Administrative Assistants
- 1.7 Why People Become Virtual Assistants
- 1.8 Career Outlook for Virtual Assistants

DAILY ROUTINE AND OFFICE EQUIPMENT

Learning Objective:

In this chapter, the student will learn the importance of creating and developing an efficient work routine. Office conditions may vary as the company grows and technology expands, making potential office equipment change as well. The student will learn and identify efficiencies in creating a proper workstation, ordering office

supplies, and identify typical office equipment needed for everyday workings. Students are responsible for the material covered in Chapters 2, 3, and 9 in their textbook.

Daily Routine

Section Content:

2.0 Introduction

Office Equipment

Section Content:

2.1 Office Equipment Introduction

2.2 Phones

2.3 Faxes

2.4 Daily Routine and Office Equipment Chapter Test

COMPUTER FUNDAMENTALS

Learning Objective:

In this chapter, the student will become familiar with basic computer skills, including an introduction to keyboarding techniques, the use of hardware, software, peripherals, and wireless technology; use of the internet as a resource; and use of various methods for data storage and networking. Students will also accurately keyboard audio to text documents. Upon completion of this chapter, the student will be able to identify hardware/software and internet components, and have a better understanding of the equipment and how to use it.

Keyboarding Techniques

Section Content:

3.0 Lesson Objectives

3.1 Introduction

3.2 QWERTY Keyboard

3.3 Placement of the Hands

3.4 Carpal Tunnel Syndrome

3.5 Practice Yourself

3.6 Proofreading and Editing Tips: The Live 5

3.7 Proofreading and Editing

3.8 Proofreading and Editing Activity 1

3.9 Proofreading and Editing Activity 2

3.10 Summary

3.11 Keyboarding Techniques Quiz

Basic Computer Components and Terminology

Section Content:

3.12 Terms and Definitions

3.13 PC Basics

3.14 The Case

3.15 Monitors

3.16 Keyboard

3.17 Mouse

3.18 Power Cords / Surge Protection

3.19 Deleting Temporary Internet Files

3.20 User Name and Passwords

3.21 Malware, Viruses, Worms, and Trojan Horses

- 3.22 Unauthorized Access, Phishing, Spyware / Adware
- 3.23 Antivirus Software
- 3.24 Equipment Damage Protection
- 3.25 Portable PC's (Laptops)
- 3.26 Servers
- 3.27 Motherboard (System Board)
- 3.28 Central Processing Unit (CPU)
- 3.29 Memory
- 3.30 Read-Only Memory (ROM)
- 3.31 Random Access Memory (RAM)
- 3.32 Ports and Connectors

- 3.33 Network Operating Systems
- 3.34 Firewall
- 3.35 Routers / Hubs / Switches
- 3.36 Wireless
- 3.37 How the Internet Works
- 3.38 Internet Service Providers (ISP's)
- 3.39 Web Browsers
- 3.40 Installing a Web Browser
- 3.41 Browser Home Page
- 3.42 Pop-Up Blocker and Encryption
- 3.43 Secure Your Workstation
- 3.44 Computer Fundamentals Quiz

Windows 8 Pro

Section Content:

Getting Familiar with Windows 8

- 3.45 What is Windows 8
- 3.46 Logging into Windows 8
- 3.47 Navigating Around the Start Screen
- 3.48 Using the Charms Menu
- 3.49 Using the Start Screen Apps
- 3.50 Working with Help
- 3.51 Shutting Down and Restarting
- 3.52 Lesson Summary
- 3.53 Microsoft Windows 8 Pro Quiz 1

Managing Apps and Files

- 3.54 Lesson Objectives
- 3.56 Using Windows 8 Apps
- 3.57 Managing Apps
- 3.58 Lesson Summary
- 3.59 Microsoft Windows 8 Pro Quiz 2

Using Windows Desktop

- 3.60 Lesson Objectives
- 3.61 The Desktop
- 3.62 Working with WordPad
- 3.63 Using File Explorer
- 3.64 Lesson Summary
- 3.65 Microsoft Windows 8 Pro Quiz 3

Internet and Sharing

- 3.66 Lesson Objectives
- 3.67 Using Internet Explorer
- 3.68 Social Media Apps
- 3.69 SkyDrive
- 3.70 Music and Video Apps
- 3.71 Lesson Summary
- 3.72 Microsoft Windows 8 Pro Quiz 4

Changing PC Settings

- 3.73 Lesson Objectives
- 3.74 Personalizing Windows 8
- 3.75 Control Panel Settings
- 3.76a. Hardware and Sound
- 3.76b. Printers
- 3.77 Lesson Summary
- 3.78 Microsoft Windows 8 Pro Quiz 5

Protecting Your PC

- 3.79 Lesson Objectives
- 3.80 Managing User Accounts
- 3.81 Protecting Your PC from Malware
- 3.82 Rebuilding Windows
- 3.83 Lesson Summary
- 3.84 Microsoft Windows 8 Pro Quiz 6

Audio Transcription

Section Content:

- 3.85 Lesson Objectives
- 3.86 Audio Transcription
- 3.87 Volume

- 3.89 Speed
- 3.90 Audio Transcription Practice Activity
- 3.91 Audio Transcription Submission

MICROSOFT OFFICE 2013

Section Content:

- 4.0 Microsoft Office Introduction

Microsoft Word 2013 – Core and Expert

Learning Objective:

The purpose of this chapter is to demonstrate the available features in Microsoft Word 2013 such as, copy and paste, find and replace, and how to format documents. Students will learn how to use Word features to produce a professional edited document. Upon completion of this chapter, the student will be able to apply simple formatting to documents, create lists, change margins, paper size, and document orientation. In addition, the student will be able to proofread and edit documents using Spell-check and grammar-check features. Students will be introduced to word expander technology through the use of Auto Correct. Students may refer to Chapter 20 in their textbook for support.

Microsoft Word 2013 Core Level Section Content:

About This Microsoft Word

- 4.1 Microsoft Word Core Objectives

Getting Started

- 4.2 Lesson Objectives
- 4.3 Looking at the Screen
- 4.4 Working with Text
- 4.5 Working with Documents
- 4.6 Lesson Summary
- 4.7 Microsoft Word 2013 Core Quiz 1

Manipulating Text

- 4.8 Lesson Objectives
- 4.9 Changing the View
- 4.10 Selecting Text
- 4.11 Working with Text
- 4.12 Finding and Replacing Items
- 4.13 Lesson Summary
- 4.14 Microsoft Word 2013 Core Quiz 2

Formatting Text and Paragraphs

- 4.15 Lesson Objectives
- 4.16 Formatting Characters
- 4.17 Formatting Paragraphs
- 4.18 Formatting with Styles
- 4.19 Organizing List Information
- 4.20 Using WordArt
- 4.21 Lesson Summary
- 4.22 Microsoft Word 2013 Core Quiz 3

Formatting Documents to Print

- 4.23 Lesson Objectives
- 4.24 Setting Up the Document
- 4.25 Using Headers and Footers
- 4.26 Working With Document Backgrounds
- 4.27 Proofing Your Document
- 4.28 Navigating with References
- 4.29 Preparing to Print
- 4.30 Lesson Summary
- 4.31 Microsoft Word 2013 Core Quiz 4

Using Tables

- 4.32 Lesson Objectives
- 4.33 Working with Tables
- 4.34 Inserting a Table
- 4.35 Modifying Tables
- 4.36 Inserting Formulas
- 4.37 Converting Tabular Information
- 4.38 Sorting Lists of Data
- 4.39 Lesson Summary
- 4.40 Microsoft Word 2013 Core Quiz 5

Working With Illustrations

- 4.41 Lesson Objectives
- 4.42 Inserting Images
- 4.43 Working with Shape Objects
- 4.44 Using SmartArt
- 4.45 Lesson Summary
- 4.46 Microsoft Word 2013 Core Quiz 6

Working With References

Microsoft Word 2013 Expert Level Section Content:

About Microsoft Word Expert

- 5.0 Course Objectives

Reviewing Documents

- 5.1 Lesson Objectives
- 5.2 Managing Documents
- 5.3 Protecting Documents
- 5.4 Lesson Summary
- 5.5 Microsoft Word 2013 Expert Quiz 1

Applying Advanced Formatting

- 5.6 Lesson Objectives
- 5.7 Using Wildcards in Searches
- 5.8 Setting Advanced Formatting Features
- 5.9 Lesson Summary
- 5.10 Microsoft Word 2013 Expert Quiz 2

Customizing Document Elements

- 4.47 Lesson Objectives
- 4.48 Why Use References?
- 4.49 Working with Text Boxes
- 4.50 Using Captions
- 4.51 Using Footnotes or Endnotes
- 4.52 Inserting Citation Sources
- 4.53 Lesson Summary
- 4.54 Microsoft Word 2013 Core Quiz 7

Using Productivity Tools

- 4.55 Lesson Objectives
- 4.56 Customizing Some Tools
- 4.57 Understanding Building Blocks
- 4.58 Understanding Macros
- 4.59 Lesson Summary
- 4.60 Microsoft Word 2013 Core Quiz 8

Appendices

- 4.61 Glossary of Terms

- 5.11 Lesson Objectives
- 5.12 Working with Building Blocks
- 5.13 Customizing Themes
- 5.14 Working with Templates
- 5.15 Lesson Summary
- 5.16 Microsoft Word 2013 Expert Quiz 3

Working With Forms

- 5.17 Lesson Objectives
- 5.18 Creating Mailing Documents
- 5.19 Creating Online Forms
- 5.20 Lesson Summary
- 5.21 Microsoft Word 2013 Expert Quiz 4

Working With Large Documents

- 5.22 Lesson Objectives
- 5.23 Creating Outlines
- 5.24 Using Master Documents

- 5.25 Referencing Information
- 5.26 Lesson Summary
- 5.27 Microsoft Word 2013 Expert Quiz 5

Setting Up Global Accessibility

- 5.28 Lesson Objectives
- 5.29 Preparing Documents

Microsoft Excel 2013 – Core and Expert

Learning Objective:

This chapter is an introduction to Microsoft Excel 2013. The student will learn about an electronic spreadsheet, the Excel program, what it can do, identify elements within the program, and understand basic terminology. Upon completion of this chapter, the student will have a working knowledge of the use of Excel as an electronic spreadsheet.

Microsoft Excel 2013 Core Level Section Content:

About Microsoft Excel Core

- 6.0 Course Objectives

Introducing Excel

- 6.1 Lesson Objectives
- 6.2 What is Excel
- 6.3 Looking at the Screen
- 6.4 Entering Data in a Worksheet
- 6.5 Working With Workbooks
- 6.6 Selecting Cells
- 6.7 Lesson Summary
- 6.8 Microsoft Excel 2013 Core Quiz 1

Constructing Cell Data

- 6.9 Lesson Objectives
- 6.10 Editing Cells and Undoing Changes
- 6.11 Copying and Moving Data
- 6.12 Inserting and Deleting Rows and Columns
- 6.13 Adjusting the Columns and Rows
- 6.14 Using Autofill
- 6.15 Managing Worksheets
- 6.16 Lesson Summary
- 6.17 Microsoft Excel 2013 Core Quiz 2

Using Formulas

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- 5.30 Checking Documents for Accessibility
- 5.31 Lesson Summary
- 5.32 Microsoft Word 2013 Expert Quiz 6

Appendices

- 5.33 Glossary of Terms

- 6.18 Lesson Objectives
- 6.19 Using Formulas
- 6.20 Using Functions
- 6.21 Using Text Functions
- 6.22 Using Absolute and Relative Cell References
- 6.23 Displaying and Printing Formulas
- 6.24 Data Validation
- 6.25 Lesson Summary
- 6.26 Microsoft Excel 2013 Core Quiz 3

Formatting The Worksheet

- 6.27 Lesson Objectives
- 6.28 Formatting a Cell
- 6.29 Formatting Numbers and Decimal Digits
- 6.30 Themes
- 6.31 Using Cell Styles
- 6.32 Conditional Formatting
- 6.33 Lesson Summary
- 6.34 Microsoft Excel 2013 Core Quiz 4

Viewing and Printing Workbooks

- 6.35 Lesson Objectives
- 6.36 Changing Worksheet Views
- 6.37 Printing and Previewing the Workbook
- 6.38 Customizing the Page Layout
- 6.39 Lesson Summary
- 6.40 Microsoft Excel 2013 Core Quiz 5

Working with Charts and Graphics

- 6.41 Lesson Objectives
- 6.42 Creating a Basic Chart
- 6.43 Moving and Resizing Charts
- 6.44 Changing Chart Types
- 6.45 Working with Pie Charts
- 6.46 Modifying the Chart Design and Location
- 6.47 Using Sparklines
- 6.48 Printing Charts
- 6.49 Using Quick Analysis Tool
- 6.50 Drawing Shapes
- 6.51 Modifying Graphics Objects
- 6.52 Inserting a Watermark in the Background
- 6.53 Using SmartArt Graphics
- 6.54 Lesson Summary
- 6.55 Microsoft Excel 2013 Core Quiz 6

Organizing Data

- 6.56 Lesson Objectives

Microsoft Excel Expert Level 2013 Section Content:

About Microsoft Excel 2013 Core

- 7.0 Course Objectives:

Advanced Functions and Pivot Tables

- 7.1 Lesson Objectives
- 7.2 What are Functions
- 7.3 Using Array Formulas
- 7.4 Using Lookup Functions
- 7.5 Date and Time Functions
- 7.6 Transpose Function
- 7.7 Creating and Managing Pivot Tables
- 7.8 Using the Data Slicer with a Pivot Table
- 7.9 Lesson Summary
- 7.10 Microsoft Excel Expert Quiz 1

- 6.57 Working with Named Ranges
- 6.58 Go to a Cell or Named Range
- 6.59 Using Tables
- 6.60 Sorting Data
- 6.61 Filtering Information
- 6.62 Removing Duplicate Rows
- 6.63 Outlining
- 6.64 Lesson Summary
- 6.65 Microsoft Excel 2013 Core Quiz 7

Macros, Importing and Exporting Data

- 6.66 Lesson Objectives
- 6.67 Customizing Excel
- 6.68 Finding and Replacing Data
- 6.69 Using Hyperlinks
- 6.70 Using Comments
- 6.71 Importing and exporting Data
- 6.72 Save to Remote Locations
- 6.73 Macros
- 6.74 Lesson Summary
- 6.75 Microsoft Excel 2013 Core Quiz 8

Appendices

- 6.76 Glossary of Terms

Advanced Charts, Conditional Formatting, and Checking Formulas

- 7.11 Lesson Objectives
- 7.12 Advanced Chart Elements
- 7.13 Conditional Formatting
- 7.14 Checking for Formula Errors
- 7.15 Lesson Summary
- 7.16 Microsoft Excel 2013 Expert Quiz 2

Filtering and Sharing Workbooks

- 7.17 Lesson Objectives
- 7.18 Advanced Filtering

- 7.19 Using Comments
- 7.20 Internationalization
- 7.21 Using Accessibility Checker Tool
- 7.22 +Body and +Heading Fonts
- 7.23 Modify Tab Order
- 7.24 Lesson Summary
- 7.25 Microsoft Excel 2013 Expert Quiz 3

Custom Formatting and What-If Analysis

- 7.26 Lesson Objectives
- 7.27 Using Custom Cell Formats
- 7.28 User Defined Styles
- 7.29 What-if Analysis
- 7.30 Fill Series
- 7.31 Lesson Summary
- 7.32 Microsoft Excel 2013 Expert Quiz 4

Pivot Charts and Advanced Formulas

- 7.33 Lesson Objectives
- 7.34 Pivot Charts

Microsoft Outlook 2013

Learning Objective:

This chapter teaches the student how to use the features in Microsoft Outlook 2013, and how to use ribbons, quick access toolbar, and navigation pane. The student will learn how to address, compose, read, reply, forward, and format email messages. Upon completion of this chapter, the student will have a better understanding of how to use the features in their email program.

Microsoft Outlook Section Content:

About this Course

- 8.0 Course Objectives
- 8.1 Using the PST File in Outlook

Getting Started with Email

- 8.2 Lesson Objectives
- 8.3 Looking at the Screen
- 8.4 Creating a New Message
- 8.5 Reading and Viewing Messages
- 8.6 Printing Messages
- 8.7 Lesson Summary
- 8.8 Microsoft Outlook 2013 Quiz 1

- 7.35 Using Advanced Functions and Features
- 7.36 Opening a Workspace
- 7.37 Linking External Workbooks
- 7.38 Consolidating Data
- 7.39 Lesson Summary
- 7.40 Microsoft Excel 2013 Expert Quiz 5

Protecting and Configuring Workbooks

- 7.41 Lesson Objectives
- 7.42 Working with Templates
- 7.43 Protecting Your Workbook
- 7.44 Form Fields
- 7.45 Copy Macros
- 7.46 Workbook Properties
- 7.47 Changing Excel Formula Calculation Options
- 7.48 Lesson Summary
- 7.49 Microsoft Excel 2013 Expert Quiz 6

Appendices

- 7.50 Glossary of Terms

Managing Email

- 8.9 Lesson Objectives
- 8.10 Using Signatures
- 8.11 Working with Conversations
- 8.12 Organizing Messages
- 8.13 Automating Message Tasks
- 8.14 Managing Junk Email
- 8.15 Lesson Summary
- 8.16 Microsoft Outlook 2013 Quiz 2

Working With People

- 8.17 Lesson Objectives
- 8.18 Working with Contacts
- 8.19 Working with Contact Groups
- 8.20 Printing Contacts
- 8.21 Lesson Summary
- 8.22 Microsoft Outlook 2013 Quiz 3

Using the Calendar

- 8.23 Lesson Objectives
- 8.24 Scheduling Items
- 8.25 Understanding Calendar Groups
- 8.26 Creating an Appointment
- 8.27 Sending Meeting Requests
- 8.28 Customizing the Calendar Options
- 8.29 Working with Other Calendars
- 8.30 Sharing Calendars
- 8.31 Lesson Summary
- 8.32 Microsoft Outlook 2013 Quiz 4

Using Tasks, Notes, and the Journal

- 8.33 Lesson Objectives

- 8.34 Working With Tasks
- 8.35 Tracking the Status of a Task
- 8.36 Customizing Tasks
- 8.37 Printing Tasks
- 8.38 Using Notes
- 8.39 Using the Journal
- 8.40 Lesson Summary
- 8.41 Microsoft Outlook 2013 Quiz 5

Organizing Information

- 8.42 Lesson Objectives
- 8.43 Using Search Folders
- 8.44 Using Rules
- 8.45 Sending Automatic Replies
- 8.46 Working With Data Files
- 8.47 Customizing Outlook
- 8.48 Lesson Summary
- 8.49 Microsoft Outlook 2013 Quiz 6

Appendices

- 8.50 Glossary of Terms

Microsoft PowerPoint 2013

Learning Objectives:

In this section, the student will learn about creating and managing presentations. They will learn how to insert and format slide content, graphics, and multimedia. Also covered will be instruction on how to incorporate tables and graphs. The student will also learn how to deliver, share and manage multiple presentations.

Microsoft PowerPoint 2013 Section Content:

About This Course

- 9.0 Lesson Objectives

Getting Started

- 9.1 Lesson Objectives
- 9.2 What's New in PowerPoint 2013?
- 9.3 Working in PowerPoint
- 9.4 Managing Presentation Files
- 9.5 Lesson Summary
- 9.6 Microsoft PowerPoint Quiz 1

Working With Slides

- 9.7 Lesson Objectives
- 9.8 Using Themes
- 9.9 Understanding Slide Layouts
- 9.10 Understanding Slide Masters
- 9.11 Managing Slides
- 9.12 Organizing Slides
- 9.13 Using Sections
- 9.14 Lesson Summary
- 9.15 Microsoft PowerPoint Quiz 2

Working With Text

- 9.16 Lesson Objectives
- 9.17 Using an Outline

- 9.18 Adding Text
- 9.19 Modifying Text on a Slide
- 9.20 Using Bullets and Numbering
- 9.21 Formatting Paragraphs
- 9.22 Setting Tabs
- 9.23 Using Text Boxes
- 9.24 Using WordArt
- 9.25 Lesson Summary
- 9.26 Microsoft PowerPoint Quiz 3

Working With Charts and Tables

- 9.27 Lesson Objectives
- 9.28 Inserting Charts
- 9.29 Using Tables
- 9.30 Modifying Tables
- 9.31 Lesson Summary
- 9.32 Microsoft PowerPoint Quiz 4

Adding Multimedia Elements

- 9.33 Lesson Objectives
- 9.34 Using Multimedia Elements
- 9.35 Working with Pictures
- 9.36 Inserting and Modifying Hyperlinks
- 9.37 Inserting and Modifying Action Buttons
- 9.38 Working with SmartArt
- 9.39 Lesson Summary
- 9.40 Microsoft PowerPoint Quiz 5

Enhancing Presentations

- 9.41 Lesson Objectives
- 9.42 Adding Audio and Video Media
- 9.43 Using Transitions
- 9.44 Using Animations
- 9.45 Lesson Summary
- 9.46 Microsoft PowerPoint Quiz 6

Microsoft 2013 OneNote

Learning Objectives:

In this chapter, the student will learn how to use OneNote to create and enhance a variety of notebooks, and will learn how to collaborate effectively on group projects and customize them to meet varying needs and enhance productivity.

Preparing the Slide Show

- 9.47 Lesson Objectives
- 9.48 Reviewing Presentations
- 9.49 Customizing the Presentation
- 9.50 Proofing a Presentation

Running the Slide Show

- 9.51 Run Your Presentation
- 9.52 Setting Up a Slideshow
- 9.53 Using Presentation Tools
- 9.54 Using the Presenter View
- 9.55 Rehearsing a Presentation
- 9.56 Customizing Rehearsed Timings
- 9.57 Recording a Presentation
- 9.58 Creating Custom Slideshows
- 9.59 Presenting Online
- 9.60 Lesson Summary
- 9.61 Microsoft PowerPoint Quiz 7

Sharing Presentations

- 9.62 Lesson Objectives
- 9.63 Reducing the Size of a Presentation File
- 9.64 Protecting and Inspecting a Presentation
- 9.65 Saving Presentations in Other Formats
- 9.66 Packaging Presentations for a CD
- 9.67 Printing a Presentation
- 9.68 Sharing a Presentation
- 9.69 Lesson Summary
- 9.70 Microsoft PowerPoint Quiz 8

Appendices

- 9.71 Glossary of Terms

Microsoft OneNote Section Content:

10.14 Microsoft OneNote Quiz 2

Frontmatter

10.0 Course Objectives

Getting Started

10.1 Lesson Objectives
10.2 Introducing OneNote
10.3 Managing OneNote Notebooks
10.4 Lesson Summary
10.5 Microsoft OneNote Quiz 1

Using Notebooks

10.6 Lesson Objectives
10.7 Working with Pages
10.8 Working with Sections
10.9 Working with Tables
10.10 Working with Visual Elements
10.11 Using Drawing Tools
10.12 Linking Information
10.13 Lesson Summary

Other Microsoft Office Applications

Section Content:

11.0 Microsoft Publisher
11.1 Microsoft Web Applications

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Microsoft Word 2016 – Core and Expert

Learning Objective:

The purpose of this chapter is to demonstrate the available features in Microsoft Word 2016 such as, copy and paste, find and replace, and how to format documents. Students will learn how to use Word features to produce a professional edited document. Upon completion of this chapter, the student will be able to apply simple formatting to documents, create lists, change margins, paper size, and document orientation. In addition, the student will be able to proofread and edit documents using Spell-check and grammar-check features. Students will be introduced to word expander technology through the use of Auto Correct. Students may refer to Chapter 20 in their textbook for support.

Managing Notebooks

10.15 Lesson Objectives
10.16 Organizing Notebooks
10.17 Using History and Backups
10.18 Searching for Content
10.19 Using Quick Filing
10.20 Tagging Information
10.21 Lesson Summary
10.22 Microsoft OneNote Quiz 3

Sharing and Collaborating

10.23 Lesson Objectives
10.24 Sharing Notebooks
10.25 Sharing Content via Email
10.26 Collaborating with Others
10.27 Lesson Summary
10.28 Microsoft OneNote Quiz 4

Appendices

10.29 Glossary of Terms

Microsoft Word 2016 Core Lesson 1: Getting Started Content:

Getting Started

- 12.0 Lesson Objectives
- 12.1 What is Word?
- 12.2 Starting Word 2016

Looking at the Screen

- 12.3 Looking at the Screen Introduction
- 12.4 Accessing Commands and Features
- 12.5 Using ScreenTips
- 12.6 Using the Quick Access Toolbar
- 12.7 Using the Ribbon
- 12.8 Using the Backstage
- 12.9 Working with Text
- 12.10 Moving Around in the Document
- 12.11 Learn to Enter Text

Working with Documents

- 12.12 Creating a New Document
- 12.13 Switching Between Documents
- 12.14 Learn to Create New Documents and Add Text
- 12.15 Saving Documents
- 12.16 Understanding Word and File Types
- 12.17 Using Document Properties
- 12.18 Closing a Document
- 12.19 Learn to Save Documents
- 12.20 Opening a Document
- 12.21 Importing Files
- 12.22 Opening PDF Files
- 12.23 Learn to Open a Variety of Documents
- 12.24 Lesson Summary
- 12.25 Microsoft Word 2016 Core Lesson 1: Getting Started Quiz

Microsoft Word 2016 Core Lesson 2: Manipulating Text Content:

Introduction

- 12.26 Lesson Objectives

Changing the View

- 12.27 Changing the View Introduction
- 12.28 Adjusting the Zoom
- 12.29 Using Show/Hide ¶
- 12.30 Splitting the Window
- 12.31 Learn to Change the View

Selecting Text

- 12.32 Selecting Text Introduction
- 12.33 Selecting Consecutive Text
- 12.34 Selecting Non-Consecutive Text
- 12.35 Learn to Select Text

Working with Text

- 12.36 Working with Text Introduction
- 12.37 Using Undo
- 12.38 Using Repeat or Redo
- 12.39 Inserting Special Characters
- 12.40 Learn to Modify a Document Using Various Features
- 12.41 Using Cut, Copy and Paste
- 12.42 Using Office Clipboard
- 12.43 Moving Text Using Drag-and-Drop
- 12.44 Learn to Cut, Copy and Paste

Finding and Replacing Text

- 12.45 Finding Items
- 12.46 Using the Navigation Pane
- 12.48 Using the Find and Replace Dialog Box
- 12.49 Replacing Items
- 12.50 Using AutoCorrect to Replace Items
- 12.51 Learn to Use Find and Replace
- 12.52 Lesson Summary
- 12.53 Microsoft Word 2016 Core Lesson 2: Manipulating Text Quiz

Microsoft Word 2016 Core Lesson 3: Formatting Text and Paragraphs Content:

Introduction

- 12.54 Lesson Objectives

Formatting Characters

- 12.56 Formatting Characters Introduction

12.57 Using the Font Dialog Box

12.58 Learn to Format Text

Formatting Paragraphs

12.59 Formatting Paragraphs Introduction

12.60 Aligning Text

12.61 Changing the Spacing

12.62 Setting Line Spacing

12.63 Setting Paragraph Spacing

12.64 Learn to Apply Formatting

12.65 Indenting Paragraphs

12.66 Setting Indents on the Ruler

12.67 Using the Paragraph Group

12.68 Adjusting the Indents

12.69 Setting Tabs

12.70 Using the Ruler

12.71 Using the Tabs Dialog Box

12.72 Learn to Use Tabs

12.73 Using the Format Painter

12.74 Learn to Use the Format Painter

Formatting With Styles

12.75 Formatting With Styles Introduction

12.76 Using Quick Styles

12.77 Using the Styles Pane

12.78 Learn to Use Styles

Organizing List Information

12.79 Organizing List Information

12.80 Customizing the Lists

12.81 Defining a New List Style

12.82 Changing the List Numbering

12.83 Creating a Multilevel List

12.84 Learn to Work with Lists

12.85 Using WordArt

12.86 Lesson Summary

12.87 Microsoft Word 2016 Core Lesson 3:
Formatting Text and Paragraphs Quiz

Microsoft Word 2016 Core Lesson 4: Formatting Documents to Print Content:

Introduction

12.88 Lesson Objectives

Modifying the Page Setup

12.89 Modifying the Page Setup Introduction

12.90 Changing the Paper Size

12.91 Changing the Orientation

12.92 Changing the Margins

12.93 Using the Ruler

12.94 Using the Margins Command

12.95 Using the Page Setup Dialog Box

12.96 Learn to Modify the Page Setup

12.97 Inserting Page Breaks

12.98 Learn to Use Breaks

12.99 Working with Section Breaks

12.100 Working with Columns

12.101 Learn to Use Columns

Using Headers and Footers

12.102 Using Headers and Footers Introduction

12.103 Inserting Page Numbers

12.104 Creating Headers and Footers

12.105 Learn to Insert a Footer

Working with Document Backgrounds

12.106 Working with Document Backgrounds
Introduction

12.107 Adding Watermarks

12.108 Adding Background Colors

12.109 Adding Page Borders

12.110 Applying Themes

12.111 Using Document Style Sets

12.112 Learn to Use Watermarks, Page Colors or
Borders, and Themes

12.113 Lesson Summary

12.114 Microsoft Word 2016 Core Lesson 4:
Formatting Documents to Print Quiz

Microsoft Word 2016 Core Lesson 5: Distributing Documents Content: Introduction

12.115 Lesson Objectives

12.116 Proofing Your Document

12.117 Learn to Use the Proofing Tools

Navigating with References

- 12.118 Navigating with References Introduction
- 12.119 Using the Navigation Pane
- 12.120 Using the Go To Command
- 12.121 Working with Hyperlinks
- 12.122 Creating Bookmarks
- 12.123 Learn to Use Navigation Tools
- 12.124 Preparing to Print
- 12.125 Learn to Set Print Options

Inspecting a Document

- 12.126 Maintaining Compatibility
- 12.127 Using the Document Inspector
- 12.128 Checking Documents for Accessibility
- 12.129 Learn To Check a Document For Issues
- 12.130 Lesson Summary
- 12.131 Microsoft Word 2016 Core Lesson 5: Distributing Documents Quiz

Microsoft Word 2016 Core Lesson 6: Using Tables Content:

Introduction

- 12.132 Lesson Objectives
- 12.133 Working with Tables

Inserting a Table

- 12.134 Inserting a Table
- 12.135 Working with Text
- 12.136 Formatting the Table
- 12.137 Learn to Create Tables

Modifying Tables

- 12.138 Modifying Tables Introduction
- 12.139 Adjusting the Width or Height
- 12.140 Inserting Rows, Columns or Cells
- 12.141 Deleting Rows, Columns or Cells
- 12.142 Merging and Splitting Cells
- 12.143 Splitting a Table
- 12.144 Setting Row Headings
- 12.145 Learn to Modify a Table
- 12.146 Using Table Styles

- 12.147 Learn to Use Table Styles
- 12.148 Modifying Cells
- 12.149 Learn to Modify Cell and Table Properties

Converting Tabular Information

- 12.150 Converting Tabular Information Introduction
- 12.151 Converting a Table to Text
- 12.152 Converting Text to a Table
- 12.153 Learn to Convert Text to a Table
- 12.154 Sorting Lists of Data
- 12.155 Learn to Sort Text
- 12.156 Lesson Summary
- 12.157 Microsoft Word 2016 Core Lesson 6: Using Tables Quiz

Microsoft Word 2016 Core Lesson 7: Working with illustrations Content:

Introduction

- 12.158 Lesson Objectives

Inserting Images

- 12.159 Inserting Images Introduction
- 12.160 Inserting Picture Files
- 12.161 Inserting Online Pictures
- 12.162 Learn to Insert Pictures
- 12.163 Inserting Screenshots
- 12.164 Learn to Capture a Screen
- 12.165 Manipulating Pictures
- 12.166 Sizing a Picture
- 12.167 Scaling the Picture
- 12.168 Cropping the Picture
- 12.169 Rotating the Picture
- 12.170 Removing the Background
- 12.171 Wrapping Text Around a Picture
- 12.172 Moving a Picture
- 12.173 Applying Quick Styles
- 12.174 Adjusting the Picture's Color
- 12.175 Tagging the Picture
- 12.176 Learn to Manipulate Pictures

Working with Shape Objects

- 12.177 Working with Shape Objects Introduction
- 12.178 Drawing Shapes

- 12.179 Using Text Boxes
- 12.180 Manipulating Shapes
- 12.181 Customizing Shapes
- 12.182 Learn to Draw and Modify Shapes

Using SmartArt

- 12.183 Using SmartArt Introduction
- 12.184 Using the Text Pane
- 12.185 Manipulating the SmartArt
- 12.186 Learn to Create SmartArt
- 12.187 Lesson Summary
- 12.188 Microsoft Word 2016 Core Lesson 7:
Working with Illustrations Quiz

Microsoft Word 2016 Core Lesson 8: Working with References Content:

Introduction

- 12.189 Lesson Objectives

Microsoft Word 2016 Expert Level Section Content:

About Microsoft Word 2016 Expert

The Expert Level teaches the student how to use a variety of intermediate and advanced features to create and format business documents such as online forms and personalized mailings; and how to include reference tables; manage multiple documents; and customize various Word elements. Some topics will review core skill sets and will then be discussed in more detail, exploring at a higher level different options that can be chosen or applied for that skill set.

Microsoft Word 2016 Expert Lesson 1: Using Advanced Design Elements

Introduction

- 13.0 Lesson Objectives
- 13.1 Customizing Templates
- 13.2 Learn to Customize Templates
- 13.3 Sharing Template Tools
- 13.4 Learn to Share Items Among Templates

Working with Styles

- 13.5 Creating Styles
- 13.6 Modifying Styles

Working with References

- 12.190 Why Use References
- 12.191 Using Captions
- 12.192 Inserting a Table of Figures
- 12.193 Learn to Add Captions
- 12.194 Using Footnotes or Endnotes
- 12.195 Learn to Insert a Footnote and Endnote
- 12.196 Inserting Citation Sources
- 12.197 Editing an Author
- 12.198 Inserting a Bibliography
- 12.199 Managing Your Sources
- 12.200 Learn to Use Citations and Bibliographies
- 12.201 Creating a Table of Contents
- 12.202 Learn to Add a Table of Contents
- 12.203 Inserting a Cover Page
- 12.204 Learn to Add a Cover Page
- 12.205 Lesson Summary
- 12.206 Microsoft Word 2016 Core Lesson 8:
Working with References Quiz

- 13.7 Styles, Structure, and Navigation
- 13.8 Learn to Create and Modify Styles

Customizing Themes and Style Sets

- 13.9 Customizing Themes
- 13.10 Customizing Color Sets
- 13.11 Customizing Font Sets
- 13.12 Customizing Style Sets
- 13.13 Managing Multiple Font Options
- 13.14 Learn to Customize Themes, Colors, Fonts,
and Style Sets

Searching for Specific Information

- 13.15 Searching with Wildcards
- 13.16 Learn to use Wildcards in Searches
- 13.17 Finding and Replacing Formatting
- 13.18 Learn to Find and Replace Formatting

Controlling the Text Flow

- 13.19 Text Flow Options
- 13.20 Using Hyphenation
- 13.21 Using Line Numbers
- 13.22 Learn to Customize Templates
- 13.23 Lesson Summary
- 13.24 Microsoft Word 2016 Expert Lesson 1: Using Advanced Design Elements Quiz

Microsoft Word 2016 Expert Lesson 2: Managing Documents

Introduction

- 13.25 Lesson Objectives

Managing Documents

- 13.26 Using Comments
- 13.27 Using Track Changes
- 13.28 Reviewing a Document

Importing and Linking to External Content

- 13.29 Importing External Data as an Object
- 13.30 Importing External Data as Text
- 13.31 Learn to Import and Link to External Data

Linking Text Boxes

- 13.32 Learn to Work with Linked Text Boxes

Comparing and Combining Documents

- 13.33 Comparing Documents
- 13.34 Combining Documents
- 13.35 Learn to Compare and Combine Documents
- 13.36 Resolving Style Conflicts
- 13.37 Learn to Resolve Style Conflicts
- 13.38 Managing Document Versions
- 13.39 Learn to Configure AutoSave/AutoRecover Settings

Protecting Documents

- 13.40 Encrypting a Document with a Password
- 13.41 Restricting Editing
- 13.42 Using the General Options Dialog Box
- 13.43 Restricting Access
- 13.44 Marking a Document as Final
- 13.45 Adding a Digital Signature
- 13.46 Learn to Protect Documents
- 13.47 Lesson Summary
- 13.48 Microsoft Word 2016 Expert Lesson 2: Managing Documents Quiz

Microsoft Word 2016 Expert Lesson 3: Using Productivity Tools

Introduction

- 13.49 Lesson Objectives

Customizing Global Settings

- 13.50 Displaying Hidden Ribbon Tabs
- 13.51 Setting the Default Font
- 13.52 Learn to Work with Global Settings

Setting up Forms

- 13.53 Creating Online Forms
- 13.54 Inserting Content Controls
- 13.55 Content Control Properties
- 13.56 Adding Help Tips
- 13.57 Locking the Form
- 13.58 Learn to Create and Use Forms

Working with Building Blocks

- 13.59 Using Quick Parts
- 13.60 Creating AutoText Quick Parts
- 13.61 Inserting Document Properties as Quick Parts
- 13.62 Inserting Fields as Quick Parts
- 13.63 Using the Building Blocks Organizer
- 13.64 Deleting Building Blocks
- 13.65 Learn to Work with Building Blocks

Understanding Macros

- 13.66 Configuring Security for Macros
- 13.67 Recording Macros
- 13.68 Running Macros
- 13.69 Learn to Record and Run Macros
- 13.70 Editing Macros
- 13.71 Organizing Macros
- 13.72 Learn to Edit and Manage Macros
- 13.73 Lesson Summary
- 13.74 Microsoft Word 2016 Expert Lesson 3: Using Productivity Tools Quiz

Microsoft Word 2016 Expert Lesson 4: Working with Advanced References

Introduction

- 13.75 Lesson Objectives

Accommodating a Global Audience

- 13.76 Utilizing Global Content Standards
- 13.77 Using Alt Text
- 13.78 Configuring Language Options
- 13.79 Setting the Proofing Language
- 13.80 Learn to Comply with Global Standards

Adding Document References

- 13.81 Using Captions
- 13.82 Inserting Captions
- 13.83 Inserting a Table of Figures
- 13.84 Learn to Use Captions

Creating Indexes

Microsoft Outlook 2016

Learning Objectives Outlook 2016:

This course teaches the skills the student will need to complete the Microsoft Office Specialist Outlook 2016 exam. The student will use outlook to communicate via email, set up appointments, tasks or notes which can be shared with others, and work with your list of contacts and set up groups of contacts. After completing this course, the students should be able to manage the Outlook environment for productivity, manage messages, manage schedules and manage various contacts and groups.

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- 13.85 Index Entry Types
- 13.86 Marking Index Entries
- 13.87 Generating an Index
- 13.89 Updating an Index
- 13.90 Learn to Create an Index

Creating Tables of Contents

- 13.91 Choosing a Format Style
- 13.92 Customizing the Table of Contents
- 13.93 Updating the Table of Contents
- 13.94 Learn to Create a Table of Contents

Understanding Mail Merge

- 13.95 Understanding Recipient Lists
- 13.96 Creating a New Data Source
- 13.97 Using an Existing Data Source
- 13.98 Managing Recipient Lists
- 13.99 Editing Recipients
- 13.100 Learn to Create a Recipient List
- 13.101 Understanding Main Documents
- 13.102 Inserting Merge Fields
- 13.103 Inserting Individual Merge Fields
- 13.104 Modifying Field Properties
- 13.105 Previewing the Merge Results
- 13.106 Learn to Create a Main Document and Preview the Merge Results
- 13.107 Finishing the Merge
- 13.108 Learn to Merge Using Existing Documents
- 13.109 Lesson Summary
- 13.110 Microsoft Word 2016 Expert Lesson 4: Working with Advanced References Quiz

Appendices

- 13.111 Glossary of Terms

Microsoft Outlook 2016 Content:

Lesson 1: Getting Started with Email

14.0 Lesson Objectives

14.1 What is Microsoft Outlook?

Looking at the Screen

14.2 Looking at the Screen

14.3 Using the Quick Access Toolbar

14.4 Using the Ribbon

14.5 Using the Navigation Pane

14.6 Customizing Mail

14.7 Customizing the View

Creating a New Message

14.8 Introduction

14.9 Addressing a New Message

14.10 Entering and Formatting Message Text

14.11 Inserting Items in Messages

14.12 Working with Attachments

14.13 Using Message Options

Reading and Viewing Messages

14.14 Checking for New Messages

14.15 Saving Messages

14.16 Dealing with Attachments

14.18 Replying

14.19 Forwarding a Message

14.20 Marking Messages as Read or Unread

14.21 Flagging Messages

14.22 Using the Reminders Window

14.23 Printing Messages

14.24 Lesson Summary

14.25 Microsoft Outlook 2016 Lesson 1 Quiz

Lesson 2: Managing Email

14.26 Lesson Objectives

Using Signatures

14.27 Applying Signatures

14.28 Learn to Create Signatures

Working with Conversations

14.29 Ignoring Conversations

14.30 Cleaning Up Conversations

14.31 Learn to Work with Conversations

Organizing Messages

14.32 Using Categories

14.33 Sorting Messages

14.34 Using Folders

14.35 Moving Messages

14.36 Deleting Messages

14.37 Clearing the Deleted Items Folder

14.38 Archiving Messages

14.39 Archiving Messages Manually

14.40 Learn to Organize Messages

Automating Message Tasks

14.41 Using Quick Parts

14.42 Learn to Use a Quick Part

14.43 Using Quick Steps

14.44 Creating a Quick Step

14.45 Learn to Create a Quick Step

Managing Junk Email

14.46 Marking Messages as Junk

14.47 Emptying the Junk Email Folder

14.48 Learn to Manage Junk Email

14.49 Lesson Summary

14.50 Microsoft Outlook 2016 Lesson 2 Quiz

Lesson 3: Working with People

14.51 Lesson Objectives

Working with Contacts

14.52 Managing Address Books

14.53 Importing Contacts

14.54 Learn to Import a Contact List

14.55 Creating a New Contact

14.56 Applying Tags

- 14.57 Adding a Picture
- 14.58 Saving the Contact
- 14.59 Editing or Updating a Contact
- 14.60 Sharing Contacts
- 14.61 Deleting a Contact
- 14.62 Learn to Manage Contacts

Working with Contact Groups

- 14.63 Creating a New Contact Group
- 14.64 Adding Notes for the Contact Group
- 14.65 Using the Contact Group
- 14.66 Updating a Contact in a Group
- 14.67 Deleting Members of the Group
- 14.68 Learn to Create a Contact Group
- 14.69 Printing Contacts
- 14.70 Learn to Print Contact Information
- 14.71 Lesson Summary
- 14.72 Microsoft Outlook 2016 Lesson 3 Quiz

Lesson 4: Using the Calendar

- 14.73 Lesson Objectives

Scheduling Items

- 14.74 Changing Views
- 14.75 Using the Date Navigator

Creating an Appointment

- 14.76 Using the Calendar View
- 14.77 Using the Appointment Window
- 14.78 Creating an Appointment from an Email
- 14.79 Creating a Recurring Appointment
- 14.80 Scheduling Events

Sending Meeting Requests

- 14.81 Scheduling a Meeting
- 14.82 Tracking Responses to Meeting Requests
- 14.83 Making Changes to Meetings
- 14.84 Cancelling or Deleting a Meeting
- 14.85 Using Meeting Notes
- 14.86 Customizing the Calendar Options

Working with Other Calendars

- 14.87 Introduction
- 14.88 Sharing Your Calendar by Email
- 14.89 Publishing Your Calendar
- 14.90 Understanding Calendar Groups
- 14.91 Printing the Calendar
- 14.92 Lesson Summary
- 14.93 Microsoft Outlook 2016 Lesson 4 Quiz

Lesson 5: Using Tasks and Notes

- 14.94 Lesson Objectives

Working with Tasks

- 14.95 Introduction
- 14.96 Creating Tasks
- 14.97 Creating a Recurring Task

Tracking the Status of a Task

- 14.98 Marking a Task Complete
- 14.99 Changing the Task Status
- 14.100 Assigning a Task
- 14.101 Updating Tasks and Sending Status Reports
- 14.102 Customizing Tasks
- 14.103 Printing Tasks

Using Notes

- 14.104 Introduction
- 14.105 Changing the View
- 14.106 Sorting Notes
- 14.107 Deleting a Note
- 14.108 Attaching Notes
- 14.109 Printing Notes
- 14.110 Lesson Summary
- 14.111 Microsoft Outlook 2016 Lesson 5 Quiz

Lesson 6: Organizing Information

- 14.112 Lesson Objectives

Using Search Folders

- 14.113 Creating a Search Folder
- 14.114 Using the Search Feature

Using Rules

- 14.115 Creating Rules
- 14.116 Modifying Rules
- 14.117 Sending Automatic Replies

Working with Data Files

Microsoft Excel 2016 Core and Expert

Learning Objectives Excel 2016 Core:

In this section the student will be introduced to the Excel program, learn how it works, and understand how to move in the program. In the course of study, they will also create a workbook, enter data into a worksheet, and work with files.

Excel 2016 Core Content:

Lesson 1: Introducing Excel

- 15.0 Lesson Objectives
- 15.1 What is Excel?
- 15.2 Starting Excel

Looking at the Screen

- 15.3 Looking at the Screen Introduction
- 15.4 Understanding Basic Terminology
- 15.5 Mouse Symbols
- 15.6 Using the Quick Access Toolbar
- 15.7 Using the Ribbon
- 15.8 Using the Keyboard
- 15.9 Learn to Use the Ribbon
- 15.10 Identifying Screen Symbols

Entering Data in a Worksheet

- 15.11 Types of Data
- 15.12 Entering Text
- 15.13 Learn to Enter Text Data
- 15.14 Entering Numbers
- 15.15 Learn to Enter Numeric Data
- 15.16 Entering Dates and Times
- 15.17 Learn to Work with Dates
- 15.18 Moving Around the Worksheet

Working with Workbooks

- 14.118 Setting Up a Mail Account
- 14.119 Adding a PST Data Files
- 14.120 Managing Multiple Accounts
- 14.121 Exporting to a Data File
- 14.122 Delegating Access
- 14.123 Lesson Summary
- 14.124 Microsoft Outlook 2016 Lesson 6 Quiz

- 15.19 Working with Workbooks Introduction
- 15.20 Saving Workbooks
- 15.21 Learn to Save Workbooks
- 15.22 Creating a New Workbook
- 15.23 Learn to Create New Workbooks
- 15.24 Switching Between Workbooks
- 15.25 Learn to Switch Between Workbooks
- 15.26 Opening a Workbook
- 15.27 Closing a Workbook
- 15.28 Learn to Close Workbooks
- 15.29 Working with the Compatibility Mode
- 15.30 Learn to Check Compatibility
- 15.31 Selecting Cells
- 15.32 Learn to Select Cell Ranges
- 15.33 Lesson Summary
- 15.34 Microsoft Excel 2016 Core: Introduction Quiz

Lesson 2: Constructing Cell Data

- 15.35 Lesson Objectives
- 15.36 Editing Cells and Undoing Changes
- 15.37 Learn to Edit Cell Content

Copying and Moving Data

- 15.38 Cutting, Copying and Pasting Data
- 15.39 Learn to Copy and Paste Data
- 15.40 Using Paste Special
- 15.41 Learn to Use Paste Special
- 15.42 Copying and Moving Cells Using the Mouse

15.43 Learn to Copy and Move Data with the Mouse

Inserting and Deleting Rows and Columns

15.44 Inserting Rows and Columns

15.45 Deleting Rows and Columns

15.46 Inserting and Deleting Cells

15.47 Learn to Add and Delete Rows, Columns, and Cells

Adjusting the Columns and Rows

15.48 Adjusting the Columns and Rows

Introduction

15.49 Changing the Column Widths

15.50 Adjusting the Row Height

15.51 Using AutoFit

15.52 Learn to Modify Column Widths

15.53 Hiding / Unhiding Rows and Columns

15.54 Learn to Use Hide and Unhide

15.55 Using AutoFill and Flash Fill

15.56 Learn to Use AutoFill

Managing Worksheets

15.57 Managing Worksheets Introduction

15.58 Renaming Worksheets

15.59 Learn to Rename Worksheet Tabs

15.60 Inserting or Deleting Worksheets

15.61 Moving or Copying Worksheets

15.62 Learn to Insert, Delete, Move, and Copy Worksheets

15.63 Hiding / Unhiding Worksheets

15.64 Learn to Hide and Unhide Worksheets

15.65 Adding Color to the Worksheet Tabs

15.66 Learn to Add Color to Worksheet Tabs

15.67 Lesson Summary

15.68 Microsoft Excel Core: Lesson 2 Quiz

Lesson 3: Using Formulas

15.69 Lesson Objectives

Using Formulas

15.70 Creating and Editing Formulas

15.71 Cell References

15.72 Mathematical Operators

15.73 Learn to Use the Subtotal Function

15.74 What-If Analysis

15.75 Learn to Use the Subtotal Function

15.76 Referencing Other Worksheets

15.77 Learn to Reference Cells in Other Worksheets

Using Math and Statistical Functions

15.78 Using the SUM Function

15.79 Learn to Calculate the Sum Total

15.80 Using Statistical Functions

15.81 Learn to Use the Statistical Function

15.82 Using the Subtotal Function

15.83 Learn to Use the Subtotal Function

15.84 Using the IF Function

15.85 Learn to Use the IF Function

15.86 Using Conditional Summary Functions

15.87 Learn to Use Conditional Summary Functions

15.88 Using Text Functions

15.89 Learn to Use Text Functions

Using Absolute and Relative Cell References

15.90 Using Absolute Cell References

15.91 Using Mixed Absolute and Relative Cell References

15.92 Learn to Use Absolute Cell References

15.93 Learn to Display Formulas

15.94 Lesson Summary

15.95 Microsoft Excel Core: Lesson 3 Quiz

Lesson 4: Formatting the Worksheet

15.96 Lesson Objectives

15.97 Formatting a Cell

15.98 Formatting Numbers and Decimal Digits

15.99 Using the Ribbon

15.100 Learn to Apply Numeric Formats

Changing Cell Alignment

15.101 Cell Alignment and Indenting

15.102 Wrapping Text

15.103 Merging Cells

- 15.104 Learn to Modify Cell Alignment
- 15.105 Changing Fonts and Sizes
- 15.106 Learn to Change Fonts and Font Styles
- 15.107 Applying Cell Borders
- 15.108 Learn to Apply Borders
- 15.109 Using Colors and Patterns
- 15.110 Learn to Apply Colors and Patterns
- 15.111 Using the Format Painter
- 15.112 Learn to Use the Format Painter
- 15.113 Clearing Cell Contents and Formatting
- 15.114 Learn to Use the Clear Command

Themes

- 15.115 Using Themes
- 15.116 Learn to Use a Theme
- 15.117 Modifying Themes
- 15.118 Learn to Create a Theme
- 15.119 Using Cell Styles
- 15.120 Learn to Apply Cell Styles

Conditional Formatting

- 15.121 Using the Ribbon
- 15.122 Learn to Apply Conditional Formatting
- 15.123 Using the Rules Manager
- 15.124 Learn to Use the Rules Manager
- 15.125 Lesson Summary
- 15.126 Microsoft Excel Core: Lesson 4 Quiz

Lesson 5: Viewing and Printing Workbooks

- 15.127 Lesson Objectives

Changing Worksheet Views

- 15.128 Changing Worksheet Views Introduction
- 15.129 Creating and Arranging Worksheet Windows
- 15.130 Learn to Use Multiple Workbooks
- 15.131 Splitting Panes
- 15.132 Learn to Split Panes
- 15.133 Freezing Panes
- 15.134 Learn to Freeze Panes
- 15.135 Changing the Zoom
- 15.136 Learn to Change the Zoom
- 15.137 Printing and Previewing the Workbook

- 15.138 Changing the Workbook Views
- 15.139 Learn to Change the View

Customizing the Page Layout

- 15.140 Customizing the Page Layout Introduction
- 15.141 Setting Page Breaks
- 15.142 Learn to Adjust the Page Layout
- 15.143 Page Formatting
- 15.144 Page Formatting Using the Ribbon
- 15.145 Page Formatting Using Page Setup
- 15.146 Formatting Using the Office Backstage
- 15.147 Learn to Use Page Formatting
- 15.148 Adding a Header or Footer
- 15.149 Learn to Add Headers and Footers
- 15.150 Printing Titles and Range of Cells
- 15.151 Learn to Print Titles and Range of Cells
- 15.152 Printing Selected Worksheets
- 15.153 Learn to Print Select Worksheets
- 15.154 Lesson Summary
- 15.155 Microsoft Excel Core: Lesson 5 Quiz

Lesson 6: Working with Charts and Graphics

- 15.156 Lesson Objectives
- 15.157 Creating a Basic Chart
- 15.158 Learn to Create a Chart
- 15.159 Moving and Resizing Charts
- 15.160 Learn to Move and Resize a Chart
- 15.161 Changing Chart Types
- 15.162 Learn to Change Chart Types
- 15.163 Working with Pie Charts
- 15.164 Learn to Explode a Pie Chart
- 15.165 Modifying the Chart Design and Location
- 15.166 Learn to Change Chart Layout Options
- 15.167 Adding New Data
- 15.168 Learn to Add Data to a Chart
- 15.169 Using Sparklines
- 15.170 Learn to Insert Sparklines
- 15.171 Printing Charts
- 15.172 Learn to Preview Charts for Printing
- 15.173 Using the Quick Analysis Tool
- 15.174 Learn to Use the Quick Analysis Tool

Using Shapes

- 15.175 Drawing Shapes

- 15.176 Moving and Resizing Shapes
- 15.177 Inserting Pictures
- 15.178 Learn to Work with Pictures
- 15.179 Using the Image Editor
- 15.180 Learn to Edit Images

Modifying Graphics Objects

- 15.181 Using the Format Shape Pane
- 15.182 Resizing, Reshaping, and Scaling Graphics Objects
- 15.183 Rotating Graphics Objects
- 15.184 Learn to Work with Graphic Objects
- 15.185 Lesson Summary
- 15.186 Microsoft Excel Core: Lesson 6 Quiz

Lesson 7: Organizing Data

- 15.187 Lesson Objectives

Working with Named Ranges

- 15.188 Creating Named Ranges
- 15.189 Learn to Create Range Names
- 15.190 Modifying and Deleting Named Ranges
- 15.191 Learn to Modify Name Ranges
- 15.192 Go To a Cell or Named Range
- 15.193 Learn to Use the Go To Feature

Using Tables

- 15.194 Creating a Table
- 15.195 Learn to Create Tables
- 15.196 Modifying Table Data
- 15.197 Learn to Modify Table Data
- 15.198 Formatting Table Data
- 15.199 Learn to Format Table Data
- 15.200 Converting a Table to a Cell Range
- 15.201 Learn to Convert a Table

Sorting Data

- 15.202 Sorting Data Introduction
- 15.203 Sorting by Single-Level Data
- 15.204 Sorting by Multi-Level Data

Learning Objectives Excel 2016 Expert:

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- 15.205 Learn to Sort Data
- 15.206 Filtering Information
- 15.207 Learn to Filter Information
- 15.208 Removing Duplicate Rows
- 15.209 Learn to Remove Duplicate Rows

Outlining

- 15.210 Using Automatic Subtotals
- 15.211 Learn to Insert Automatic Subtotals
- 15.212 Manually Grouping and Ungrouping Data
- 15.213 Learn to Manually Group Data
- 15.214 Lesson Summary
- 15.215 Microsoft Excel Core: Lesson 7 Quiz

Lesson 8: Using Data Tools

- 15.216 Lesson Objectives
- 15.217 Customizing the Quick Access Toolbar
- 15.218 Learn to Customize Toolbars
- 15.219 Finding Data
- 15.220 Replacing Data
- 15.221 Learn to Find and Replace Data
- 15.222 Using Hyperlinks
- 15.223 Inserting Hyperlinks
- 15.224 Modifying and Deleting Hyperlinks
- 15.225 Learn to Insert Hyperlinks

Importing and Exporting Data

- 15.226 Importing Data Files from External Text Files
- 15.227 Learn to Import Text
- 15.228 Importing Data from External CSV Files
- 15.229 Learn to Open Non-native Files in Excel
- 15.230 Exporting Excel Data as CSV
- 15.231 Learn to Export Data
- 15.232 Accessing Workbook Properties
- 15.233 Learn to Edit Workbook Properties
- 15.234 Using the Document Inspector
- 15.235 Learn to Use the Document Inspector
- 15.236 Using the Accessibility Checker Tool
- 15.237 Learn to Check for Accessibility Issues
- 15.238 Lesson Summary
- 15.239 Microsoft Excel Core: Lesson 8 Quiz

Using some of the advanced formatting features in Excel is the key learning objective for the student. By the end of this section, the student should be able to use and manage both basic and conditional formatting rules and formulas, customize both numeric and date/time data to display in international formats, and be able to use custom color formats. The student will also learn to use international currency symbols, create and modify cell styles and custom themes and use +Body and +Heading fonts.

Excel 2016 Expert Content:

Lesson 1: Advanced Formatting Introduction

16.0 Lesson Objectives

Conditional Formatting

- 16.1 Basic Conditional Formatting
- 16.2 Manage Conditional Formatting Rules
- 16.3 Learn to Apply Conditional Formats to Cells
- 16.4 Custom Conditional Formatting Using a Formula
- 16.5 Learn to Customize Conditional Formatting Using a Formula

Using Custom Cell Formats

- 16.6 Introduction
- 16.7 Using Custom Number Formats
- 16.8 Learn to Create and Use Custom Number Formats
- 16.9 Using Custom Accounting Formats
- 16.10 Learn to Create and Use Custom Accounting Formats
- 16.11 Using Custom Date and Time Formats
- 16.12 Learn to Create and Use Custom Date Formats

Internationalization

- 16.13 Introduction
- 16.14 Learn to Select Different Regional Currency Formats
- 16.15 Using International Currency Symbols
- 16.16 Learn to Insert a Currency Symbol as a Text Character
- 16.17 Using Custom and International Date and Time Formats

16.18 Learn to Change the Formatting of Date and Time Values

User Defined Styles

- 16.19 Creating and Modifying Cell Styles
- 16.20 Learn to Work with Cell Styles
- 16.21 Custom Color Formats
- 16.22 Learn to Work with Fill Colors
- 16.23 Custom Themes
- 16.24 Learn to Create a Custom Theme
- 16.25 +Body and +Heading Fonts
- 16.26 Lesson Summary
- 16.27 Microsoft Excel Expert: Lesson 1 Quiz

Lesson 2: Advanced Functions and Formulas

16.28 Lesson Objectives

Working with Named Ranges

- 16.29 Creating Named Ranges
- 16.30 Learn to Use Range Names
- 16.31 Naming Tables
- 16.32 Learn to Name a Table
- 16.33 Modifying and Deleting Named Ranges

What Are Functions?

- 16.34 Introduction
- 16.35 Using the Correct Syntax for Functions
- 16.36 Inserting Functions
- 16.37 Learn to Use the Insert Function Feature

Using Lookup Functions

- 16.38 Introduction
- 16.39 Learn to Use the CHOOSE Function
- 16.40 INDEX Function
- 16.41 Learn to Use the INDEX Function

- 16.42 MATCH Function
- 16.43 Learn to Use the MATCH Function
- 16.44 LOOKUP Function
- 16.45 HLOOKUP and VLOOKUP Functions
- 16.46 Learn to Use the VLOOKUP and LOOKUP Functions
- 16.47 Date and Time Functions
- 16.48 Learn to Use the Date and Time Functions

Checking for Formula Errors

- 16.49 Introduction
- 16.50 Learn to Use the Error Checking Tool
- 16.51 Tracing Formula Errors
- 16.52 Learn to Use Auditing Tools
- 16.53 Evaluate Formulas
- 16.54 Learn to Use the Evaluate Formula Feature
- 16.55 Manually Checking and Displaying Formulas
- 16.56 Learn to Check Worksheets for Formula Errors
- 16.57 Data Validation
- 16.58 Learn to Use the Data Validation Feature
- 16.59 Lesson Summary
- 16.60 Microsoft Excel Expert Lesson 2 Quiz

Lesson 3: Data Analysis Using Pivot Tables and Business Intelligence

- 16.61 Lesson Objectives

Creating and Managing Pivot Tables

- 16.62 Creating and Managing Pivot Tables Introduction
- 16.63 Creating a Pivot Table
- 16.64 Learn to Create a Pivot Table
- 16.65 Format Pivot Table Data
- 16.66 Learn to Format the Data in a Pivot Table
- 16.67 Customizing Pivot Tables
- 16.68 Learn to Manipulate a Pivot Table

Using Data Slicers with a Pivot Table

- 16.69 Using Data Slicers with a Pivot Table Introduction
- 16.70 Learn to Activate Slicers for a Pivot Table
- 16.71 Group Pivot Table Data

- 16.72 Learn to Group Data in a Pivot Table
- 16.73 Calculated Fields and Items
- 16.74 Learn to Create a Field and Items in a Pivot Table
- 16.75 Referencing Pivot Table Data
- 16.76 Learn to Use the GETPIVOTDATA Function

Pivot Charts

- 16.77 Creating a Pivot Chart
- 16.78 Learn to Create a Pivot Chart
- 16.79 Changing Pivot Chart Options
- 16.80 Learn to Make Formatting Changes to a Pivot Chart
- 16.81 Drilling Down a Pivot Table or Pivot Chart
- 16.82 Learn to Drill Down a Pivot Table and a Pivot Chart
- 16.83 Pivot Chart Styles
- 16.84 Learn to Select Different Chart Styles and Colors for a Pivot Chart

Business Intelligence

- 16.85 Business Intelligence Introduction
- 16.86 Activating Power Pivot
- 16.87 Connecting Power Pivot to a Data Source
- 16.88 Learn to Connect to an External Database
- 16.89 Power Pivot Calculated Fields
- 16.90 Learn to Apply Transformation Features
- 16.91 Manage Table Relationships
- 16.92 Learn to Create Relationships Between Tables
- 16.93 Using CUBE Functions
- 16.94 Learn to Use CUBE Functions
- 16.95 Lesson Summary
- 16.96 Microsoft Excel Expert Lesson 3 Quiz

Lesson 4: Workbook Management Features

- 16.97 Lesson Objectives

Linking External Workbooks

- 16.98 Referencing Other Worksheets in Formulas
- 16.99 Linking Other Workbooks
- 16.100 Learn to Use the Linking Feature
- 16.101 Modifying Workbook Links

- 16.102 Learn to Update Cell Reference Links
- 16.103 Removing Workbook Links
- 16.104 Learn to Remove Workbook Links
- 16.105 Consolidating Data
- 16.106 Learn to Consolidate Data by Category

Workgroup Functions

- 16.107 Workgroup Functions Introduction
- 16.108 Creating a Shared Workbook
- 16.109 Learn to Set Up a Workbook for Sharing
- 16.110 Tracking Changes
- 16.111 Learn to Change the Settings for Tracking Change Comments
- 16.112 Showing the History of Changes
- 16.113 Learn to Display the Change History
- 16.114 Removing Shared Use of Workbooks
- 16.115 Mark as Final
- 16.116 Learn to Mark a Workbook as Final
- 16.117 Using Comments
- 16.118 Learn to Work with Comments

Protecting Your Workbook

- 16.119 Using Passwords
- 16.120 Protecting the Worksheet
- 16.121 Learn to Protect a Worksheet
- 16.122 Allow Ranges for Editing
- 16.123 Learn to Unlock a Cell Range
- 16.124 Protecting the Workbook Structure
- 16.125 Learn to Enable Workbook Protection
- 16.126 Password Protecting Workbook Files
- 16.127 Learn to Enable Workbook Protection Using Passwords
- 16.128 Lesson Summary
- 16.129 Microsoft Excel Expert Lesson 4 Quiz

Lesson 5: Advanced Charts, Functions and What-If Analysis

- 16.130 Lesson Objectives

Advanced Chart Elements

- 16.131 Formatting a Simple Chart
- 16.132 Learn to Create and Customize a Simple Chart

- 16.133 Add a Secondary Vertical Axis
- 16.134 Learn to Set Up a Secondary Y-Axis
- 16.135 Custom Chart Templates
- 16.136 Learn to Save a Chart as a Template
- 16.137 Chart Trendline
- 16.138 Learn to Create and Forecast a Trendline in a Chart

Using Advanced Functions and Features

- 16.139 Financial Functions
- 16.140 Learn to Use the PMT Function
- 16.141 Nesting Functions
- 16.142 Learn to Nest a Function
- 16.143 Conditional Logic Functions
- 16.144 Learn to Use the AND, NOT, and OR Functions
- 16.145 Conditional Summary Functions
- 16.146 Learn to Use Conditional Summary Functions

What-If Analysis

- 16.147 Manual What-If Analysis
- 16.148 Learn to Use a What-If Analysis
- 16.149 Using the Goal Seek Tool
- 16.150 Learn to Use the Goal Seek Feature
- 16.151 Working with Scenarios
- 16.152 Learn to Create Three Scenarios for a Worksheet
- 16.153 Using Cell Watch
- 16.154 Learn to Use the Cell Watch Window

Structured References

- 16.155 Learn to Use the Structured Reference Feature
- 16.156 Lesson Summary
- 16.157 Microsoft Excel Expert Lesson 5 Quiz

Lesson 6: Data Filtering, Macros, and Forms

- 16.158 Lesson Objectives

Fill Series

16.159 Learn to Use the Fill Series Feature for Numbers

Advanced Filtering

16.160 Using Advanced Filters
16.161 Learn to Use the Advanced Filter
16.162 Using Comparison Operators
16.163 Learn to Use Different Comparison Operators for Advanced Filtering

Working with Templates

16.164 Creating a Template
16.165 Learn to Create and Use a Custom Template Workbook
16.166 Modifying Templates
16.167 Deleting Templates
16.168 Learn to Modify a User Defined Workbook Template

Accessing Hidden Ribbon Tabs

16.168 Learn to Reactivate a Hidden Ribbon Tab

Macros

Microsoft PowerPoint 2016

Learning Objectives:

In this section, the student will learn about creating and managing simple presentations. They will learn how to insert and format slide content, graphics, and multimedia. Also covered will be instruction on how to incorporate tables and graphs, move around in a presentation, use the Quick Access Toolbar, and use Backstage to save, open, and close a presentation. The student will also learn how to deliver, share and manage multiple presentations.

Microsoft PowerPoint 2016 Section Content:

Lesson 1: Getting Started

17.0 Lesson Objectives

What is PowerPoint?

17.1 Starting PowerPoint

16.169 Creating a Macro
16.170 Learn to Create a Basic Macro
16.171 Copy Macros
16.172 Learn to Copy a Macro from a Workbook

Adding Form Controls

16.173 Adding Command Buttons
16.174 Learn to Add a Command Button to a Worksheet
16.175 Spin Buttons and Scroll Bars
16.176 Learn to Add Spin Buttons and Scroll Bars
16.177 Check Boxes and Option Buttons
16.178 Learn to Add Check Boxes and Option Buttons
16.179 List Boxes and Combo Boxes
16.180 Learn to Add a List Box and a Combo Box
16.181 Group Box
16.182 Learn to Add a Group Box
16.183 Text Boxes
16.184 Learn to Add a Text Box to a Form

Changing Excel Formula Calculation Options

16.185 Learn to Change Calculation Options
16.186 Lesson Summary
16.187 Microsoft Excel Expert Lesson 6 Quiz

17.2 Creating New Presentations
17.3 Looking at the PowerPoint Window
17.4 Moving Around in Presentations
17.5 Opening a Presentation
17.6 Closing a Presentation
17.7 Using the Ribbon
17.8 Viewing Screen Tips
17.9 Using the Quick Access Toolbar
17.10 Changing Slide Size Options

- 17.11 Arranging Windows
- 17.12 Switching Between Presentations
- 17.13 Viewing a Presentation in a New Window

Managing Presentation Files

- 17.14 Saving Presentations
- 17.15 Saving Presentations to OneDrive
- 17.16 Maintaining Backward Compatibility
- 17.17 Modifying Presentation Properties
- 17.18 Viewing Presentations
- 17.19 Lesson Summary
- 17.20 Microsoft PowerPoint 2016 Lesson 1: Introduction Quiz

Lesson 2: Working with Slides

- 17.21 Lesson Objectives
- 17.22 Using Themes
- 17.23 Applying Themes
- 17.24 Modifying Themes
- 17.25 Formatting Slide Backgrounds
- 17.26 Understanding Slide Layouts
- 17.27 Applying Slide Layouts
- 17.28 Formatting Placeholders
- 17.29 Customizing Slide Layouts
- 17.30 Using Gridlines and Guides
- 17.31 Understanding Slide Masters
- 17.32 Using Slide Master View
- 17.33 Modifying an Existing Slide Layout
- 17.34 Applying Modified Layouts to Slides

Managing Slides

- 17.35 Inserting New Slides
- 17.36 Duplicating Slides
- 17.37 Hiding and Showing Slides
- 17.38 Inserting Slides from Existing Presentations
- 17.39 Inserting Slides from an Outline
- 17.40 Deleting Slides
- 17.41 Adding Footers Date and Slide Numbers

Organizing Slides

- 17.42 Using the Slide Sorter
- 17.43 Rearranging Slides
- 17.44 Using Sections

- 17.45 Lesson Summary
- 17.46 Microsoft PowerPoint 2016: Lesson 2 Quiz

Lesson 3: Working with Text

- 17.47 Lesson Objectives
- 17.48 Using an Outline
- 17.49 Using the Outline View
- 17.50 Importing Text File outlines
- 17.51 Importing Word Document Outlines
- 17.52 Adding Text

Modifying Text on a Slide

- 17.53 Using the Spelling Checker
- 17.54 Using the Thesaurus
- 17.55 Using Smart Lookup
- 17.56 Cutting, Copying and Pasting Text
- 17.57 Using the Office Clipboard
- 17.58 Using Drag and Drop

Using Bullets and Numbering

- 17.59 Applying Bullets
- 17.60 Applying Numbering
- 17.61 Promoting and Demoting Lists
- 17.62 Formatting Text
- 17.63 Using the Format Painter
- 17.64 Clearing Formatting

Formatting Paragraphs

- 17.65 Horizontal Alignment
- 17.66 Add or Remove Columns
- 17.67 Line Spacing
- 17.68 Paragraph Spacing
- 17.69 Changing the Direction of Text
- 17.70 Changing the Vertical Position of Text
- 17.71 Setting Tabs
- 17.72 Creating Tabs with the Tab Selector
- 17.73 Creating Tabs with the Tabs Dialog Box
- 17.74 Using Text Boxes
- 17.75 Sizing and Positioning Text Boxes
- 17.76 Changing the Order, Alignment, Orientation and Rotation
- 17.77 Rotating a Text Box
- 17.78 Reusing Formatting

Using WordArt

- 17.79 Inserting, Modifying, and Deleting WordArt
- 17.80 Changing the WordArt Shape
- 17.81 Formatting WordArt
- 17.82 Lesson Summary
- 17.83 Microsoft PowerPoint 2016 Lesson 3 Quiz

Lesson 4: Working With Charts and Tables

- 17.84 Lesson Objectives
- 17.85 Working with Charts and Tables
- 17.86 Inserting Charts
- 17.87 Changing the Chart Type
- 17.88 Selecting and Editing Chart Data
- 17.89 Changing the Chart Layout and Style
- 17.90 Understanding Chart Elements
- 17.91 Selecting Chart Elements
- 17.92 Formatting Chart Elements
- 17.93 Changing the Size and Position of a Chart Element
- 17.94 Adding Chart Elements
- 17.95 Modifying Chart Parameters
- 17.96 Importing from Other Applications
- 17.97 Understanding Embedding and Linking
- 17.98 Importing an Excel Chart
- 17.99 Inserting an Excel Workbook
- 17.100 Using Tables
- 17.101 Creating Tables from Scratch
- 17.102 Copying and Pasting a Table from Word or Excel
- 17.103 Inserting a Portion of an Excel Worksheet as a Table
- 17.104 Inserting an Excel Worksheet as a Table
- 17.105 Selecting Elements and Moving Within a Table
- 17.106 Changing the Size of a Row or Column

- 17.107 Inserting and Deleting Rows or Columns
- 17.108 Merging and Splitting Rows or Columns
- 17.109 Formatting a Table
- 17.110 Changing the Alignment or Orientation
- 17.111 Lesson Summary
- 17.112 Microsoft PowerPoint 2016 Lesson 4 Quiz

Lesson 8: Sharing Presentations

- 17.113 Lesson Objectives
- 17.114 Reducing the Size of a Presentation File
- 17.115 Compressing Pictures
- 17.116 Discarding Picture Editing Information
- 17.117 Inspecting a Presentation
- 17.118 Protecting a Presentation
- 17.119 Encrypting Presentations with a Password
- 17.120 Marking a Presentation as Final
- 17.121 Restricting Access
- 17.122 Adding a Digital Signature
- 17.123 Exporting Presentations in Other Formats
- 17.124 Save in an Earlier PowerPoint Format
- 17.125 Creating PowerPoint Shows
- 17.126 Saving a Presentation as PDF or XPS Document File
- 17.127 Saving a Presentation as Images
- 17.128 Saving a Presentation as a Video
- 17.129 Saving a Presentation as an Outline
- 17.130 Saving a Presentation as an OpenDocument
- 17.131 Packaging Presentations for CD
- 17.132 Printing a Presentation
- 17.133 Sharing a Presentation
- 17.134 Share with People
- 17.135 Emailing a Presentation
- 17.136 Publishing Slides
- 17.137 Lesson Summary
- 17.138 Microsoft PowerPoint 2016 Lesson 8 Quiz

OTHER ONLINE APPLICATIONS

Learning Objectives:

Upon completion of this chapter, the student will have an appreciation for online applications such as emailing and email systems. The student will also learn about using the internet and what many of the technical specifications are that go along with it, web conferencing, data security, and Google Docs.

Section Content:

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18.1 Online Applications and Cyber Security

Introduction

18.2 Emails

18.3 When is an Email Appropriate?

18.4 Parts of an Email

18.5 Email Guidelines

18.6 Using the Internet

18.7 Web Conferencing

18.8 Gmail and Google Docs

18.9 Cyber Security

18.10 Online Applications and Cyber Security

Chapter Test

OFFICE ERGONOMICS

Learning Objectives:

Upon completion of this section, the student should be able to define ergonomics, describe the benefits of an ergonomically designed workspace, recognize signs of physical discomfort due to improper set up of their workstation, and understand proper seating considerations. Students will also use an Office Ergonomic Checklist to aid in proper workspace set-up and organization.

Section Content:

19.0 Lesson Objectives in Office Ergonomics

19.1 What is Office Ergonomics?

19.2 Check Your Posture and Adjust Your Chair

19.3 Chair Height

19.4 Footrests and Other Chair Considerations

19.5 Your Workstation Layout

19.6 Standing Desks and Ergonomics

19.7 The Monitor(s)

19.8 The Keyboard and Mouse

19.9 Hot Keys

19.10 Other Accessories

19.11 Office Ergonomic Checklist

19.12 Office Ergonomic Chapter Test

MIDTERM EXAM

Students will write the midterm examination.

KEEPING ACCURATE RECORDS

Learning Objectives:

Students will develop an understanding of an efficient records management program. They will be able to differentiate between centralized and decentralized filing, identify various filing systems, describe electronic filing, and understand a records cycle. The student will learn the activities required to properly control the creation, distribution, use, maintenance, and disposition of recorded information maintained as evidence of business activities and transactions.

Section Content:

20.0 Lesson Objectives

20.1 Keeping Accurate Records Introduction

20.2 Characteristics of a Records Management System

20.3 Terms Used in Records Management

20.4 Confidentiality

20.5 Paperwork

20.6 Centralized and Decentralized Filing

20.7 Filing Systems

20.8 Numerical Filing

20.9 Geographic Filing

20.10 Chronological Filing

20.11 Subject Filing

20.12 Example of Encyclopedic System

- 20.13 Keeping Accurate Records Quiz
- 20.14 The Records Cycle
- 20.15 Document Retention and Destruction
- 20.16 Types of Storage Equipment (Paper)
- 20.17 Types of Disposal Methods

- 20.18 Ethics in Document Management
- 20.19 Confidentiality and the Company / Your Boss
- 20.20 Keeping Accurate Records Chapter Test

GRAMMAR AND STYLE

Learning Objectives:

Upon completion of this chapter, the student will have a basic understanding of English grammar rules and punctuation. The student will be able to construct grammatically correct sentences using the rules provided.

Section Content:

- | | |
|--|--|
| 21.0 Objectives | 21.12 Hyphens |
| 21.1 Introduction: Practical Grammar for Today's Workplace | 21.13 Semicolons |
| 21.2 What is Style? | 21.14 Hyphens and Semicolons Quiz |
| 21.3 Parts of Speech | 21.15 Apostrophes |
| 21.4 Subject and Verb | 21.16 Homonyms |
| 21.5 Subject / Verb Agreement Rules | 21.17 Apostrophes and Homonyms Quiz |
| 21.6 Special Rules | 21.18 Sound Alike Words |
| 21.7 Subject / Verb Agreement Quiz | 21.19 Capitalization |
| 21.8 Sentence Structure | 21.20 Spelling and Pronunciation |
| 21.9 Punctuation Basics | 21.21 Spelling and Capitalization Quiz |
| 21.10 Commas | 21.22 Numbers |
| 21.11 Sentence Structure and Comma Quiz | 21.23 Abbreviations |
| | 21.24 Numbers and Abbreviations Quiz |
| | 21.25 Grammar and Style Chapter Test |

BUSINESS WRITING AND LEGAL DOCUMENTS

Learning Objectives:

Upon completion of this section, the student will have the foundation of how to produce a professional business letter, and how to create and use memos, emails, and generate meeting minutes. The student will also review the different types of basic legal documents and learn the basic content in a legal document.

Business Writing

Section Content:

- | | |
|---|---|
| 22.0 Objectives | 22.6 Business Letter Formats |
| 22.1 Introduction: Communicating Through the Written Word | 22.7 Business Letter Formatting (Spacing) |
| 22.2 Different Forms of Writing | 22.8 Tips for Effective Letter Writing |
| 22.3 Things to Remember: Know Your Audience | 22.9 Memos |
| 22.4 What is the Purpose? | 22.10 Parts of a Memo |
| 22.5 Proofreading and Revising | 22.11 Writing Concise Text |

Legal Documents

Section Content:

22.12 Introduction to Legal Documents

22.13 Types

22.14 Information

22.15 Appearance of Documents

22.16 Business Writing & Legal Chapter Test

Mailing and Shipping

Learning Objectives:

This chapter will provide the student with an overview of the Canadian and American shipping and mailing services. They will also study about incoming and outgoing mail procedures, postage concerns, and various courier services. A review of weights and measurements, in both imperial and metric systems are also reviewed. Students will also read Chapter 4 in their textbook for further understanding.

Section Content:

23.0 Mailing and Shipping Introduction

23.1 Canadian Shipping and Mailing

23.2 Mail

23.3 Bike Messengers/Couriers

23.4 Couriers

23.5 Weights and Measurements

23.6 Mailing and Shipping Chapter Test

Booking Travel

Learning Objectives:

In this chapter, students will develop an understanding of the components of a travel agenda both locally nationally and internationally. Students will also consider flights, hotels, transportation, and budget preparation. They will also be able to compare and contrast multiple sources for booking travel arrangements and develop a basic understanding of travel apps.

Section Content:

24.0 Lesson Objectives

24.1 Booking Travel Introduction

24.2 Conferences and Business Meetings

24.3 Before Booking Flights and Hotels

24.4 Food and Entertainment

24.5 Booking Applications

24.6 Getting Around

24.7 Booking Travel Chapter Test

Effective Communication

Learning Objectives:

Effective Communication is getting a message across in a clear and understanding way, and ensuring that message is received and understood properly. Getting and giving feedback is one of the most crucial parts of good communication. Upon completion of this section, the student will comprehend the intricacies of listening, body language, and nonverbal communication. Identifying and distinguishing the variables that affect clear and effective communication will also be discussed along with the key elements of negotiating.

Section Content:

- 25.0 Objectives
- 25.1 Introduction: More Than Just Words
- 25.2 Listening
- 25.3 Facial Expressions
- 25.4 Body Talk
- 25.5 Culture Shock
- 25.6 Learning the Skill
- 25.7 Managing the “Flow”
- 25.8 Reception
- 25.9 Sharing Information
- 25.10 Speaking in Public
- 25.11 Types of Speeches
- 25.12 Information Overload
- 25.13 Looking for (Mis) Understanding
- 25.14 Communicating Negative Ideas or Messages

- 25.15 Developing a Strategy for Delivering Negative Messages
- 25.16 Do’s and Don’ts
- 25.17 Persuasion
- 25.18 Steps for Effective Persuasion
- 25.19 Negotiating
- 25.20 Preparing to Negotiate
- 25.21 Solving Problems
- 25.22 What is the Problem?
- 25.23 What is the Best Option?
- 25.24 Did It Work?
- 25.25 Working in a Team
- 25.26 Everyone is Different
- 25.27 Teambuilding
- 25.28 Effective Communication Chapter Test

Meetings and Time Management

Learning Objectives:

This section of the course has been divided up into three parts. In the first part, the student will learn to manage their bosses schedule and how to use shared calendar both within and outside the organization. The student will also learn of the importance of taking and recording meeting minutes, and they will be able to identify the post-meeting responsibilities for creation, distribution, and storage of meeting minutes. In the second part, the student will learn about the benefits of a text expander program and how to set up text expansion and identify all the different applications. The student will also use hotkeys and utilize features of FastFox. In the third part, the student will learn techniques that support their time management efficiency. Students will also read Chapter 7 in their textbook.

Meetings

Section Content:

- 26.0 Lesson Objectives
- 26.1 Meeting Planning Introduction
- 26.2 Controlling the Meeting Minutes
- 26.3 Starting From Scratch and Reviewing Past Documents
- 26.4 GoTo Meeting

- 26.7 What are the Benefits of Using a Text Expander?
- 26.8 Text Expanders Save Time and Energy
- 26.9 Text Expanders Improve Accuracy
- 26.10 Expand at Your Own Risk!!
- 26.11 Text Expanders are Customizable
- 26.12 Getting Started with your Text Expander

Text Expanders

Section Content:

- 26.5 Lesson Objectives
- 26.6 What is a Text Expander?

Time Management

Section Content:

- 26.13 Time Management
- 26.14 Chapter 7: Time Management
- 26.15 Meetings and Time Management Chapter Test

ACCOUNTING

Learning Objectives:

This section will cover the Fundamentals of Accounting and Accounting Principles. Using this information, the student will be able to apply accounting concepts, analyze transactions, apply debit and credit entries, journalize, post transactions to ledger accounts, adjust entries, process closing entries, prepare and analyze financial statements, and complete the accounting cycle. Students will also be introduced and trained with the Sage 50 2016 Premium Accounting program. Students will read Chapter 39 and 41 in their textbook for further knowledge of bookkeeping concepts.

Introduction to Accounting and Business Math

Section Content:

- 27.0 Bookkeeping and Accounting
- 27.1 Business Math

Accounting Fundamentals

Section Content:

- 27.2 Lesson Objectives
- 27.3 Introduction
- 27.4 What is Accounting?
- 27.5 What is a Transaction?
- 27.6 Categories of Business Organizations
- 27.7 The Accounting Cycle

Vocabulary

- 27.8 Vocabulary (A-B)
- 27.9 Vocabulary (C-D)
- 27.10 Vocabulary (E-G)
- 27.11 Vocabulary (H-L)
- 27.12 Vocabulary (M-Q)
- 27.13 Vocabulary (R)
- 27.14 Vocabulary (S-T)
- 27.15 Vocabulary (U-Z)

Debits and Credits

- 27.16 Introduction to Debits and Credits
- 27.17 Double-Entry Bookkeeping
- 27.18 General Journal Recording
- 27.19 T-Accounts
- 27.20 Posting

- 27.21 Footings
- 27.22 When Cash is Debited and Credited
- 27.23 Common Account Balances
- 27.24 Debits and Credits Word Scramble Activity
- 27.25 Revenues and Sales Are Usually Credited
- 27.26 Expenses and Losses are Usually Debited
- 27.27 Bank's Debits and Credits
- 27.28 Debits and Credits Summary and Review
- 27.29 Debits and Credits Quiz

Chart of Accounts

- 27.30 Introduction to Chart of Accounts
- 27.31 Account Order
- 27.32 At Least Two Accounts for Every Transaction
- 27.33 Practice Activity #1
- 27.24 Practice Activity #1 – Answer Key
- 27.25 Chart of Accounts Quiz

Introduction to Bookkeeping

- 27.26 Introduction to Bookkeeping
- 27.27 Accrual Method
- 27.28 Revenues and Receivables
- 27.29 Expenses and Payables
- 27.30 Asset Accounts
- 27.31 Liability Accounts
- 27.32 Source Documents and Recording Transactions
- 27.33 Adjusting Entries
- 27.34 Balance Sheet and Income Statement
- 27.35 Introduction to Bookkeeping Quiz

Accounting Equation

- 27.36 Introduction to the Accounting Equation
- 27.37 Accounting Equation for a Sole Proprietorship: Example 1
- 27.38 Accounting Equation Example 2
- 27.39 Accounting Equation Example 3
- 27.40 Accounting Equation Quiz

Income Statement

- 27.41 Introduction to Income Statement
- 27.42 Income Statement Format
- 27.43 Revenues
- 27.44 Expenses
- 27.45 Single-Step Income Statement
- 27.46 Multiple-Step Income Statement
- 27.47 Income Statement Quiz

Balance Sheet

- 27.48 Balance Sheet
- 27.49 Balance Sheet: Assets
- 27.50 Balance Sheet: Liabilities and Owner's Equity
- 27.51 Balance Sheet Word Scramble Activity
- 27.52 Balance Sheet Quiz

Accounts Payable

- 27.53 Introduction to Accounts Payable
- 27.54 Accounts Payable Process
- 27.55 Purchase Order
- 27.56 Vendor Invoice
- 27.57 Three-way Match
- 27.58 End of Period Cut-Off
- 27.59 Accounts Payable Quiz

Inventory and Cost of Goods Sold

- 27.60 Introduction to Inventory
- 27.61 Inventory Systems
- 27.62 Inventory and Cost of Goods Sold Quiz

Bank Reconciliation

- 27.63 Bank Reconciliation Introduction

- 27.64 Bank Reconciliation Procedure
- 27.65 Bank Reconciliation Problems
- 27.66 Bank Reconciliation Example
- 27.67 Bank Reconciliation Statement
- 27.68 Bank Reconciliation Quiz

Financial Statements

- 27.69 Trial Balance
- 27.70 Financial Statements
- 27.71 The Four Basic Financial Statements
- 27.72 Financial Statements Quiz
- 27.73 Accounting Fundamentals Chapter Test

Sage 50 Accounting

Level 1 Section Content:

About This Courseware

- 27.74 Course Description
- 27.75 Course Objectives

Introduction

- 27.76 Lesson Objectives
- 27.77 Overview
- 27.78 Starting Sage 50 Accounting
- 27.79 Selecting a Set of Data Files
- 27.80 Looking at the Getting Started Window
- 27.81 Looking at the Home Window
- 27.82 Moving Around
- 27.83 Help System
- 27.84 The Learning Centre
- 27.85 Understanding the Chart of Accounts
- 27.86 Account Types
- 27.87 Creating Accounts
- 27.88 Modifying Accounts
- 27.89 Deleting Accounts
- 27.90 Saving Changes
- 27.91 Company Information
- 27.92 Printing the Chart of Accounts
- 27.93 Understanding the Session Date
- 27.94 Inputting Dates
- 27.95 Accounting/Non-Accounting Terminology
- 27.96 General Module Linked Accounts
- 27.97 General Journal Transactions
- 27.98 Recurring Transactions

- 27.99 Creating and Storing Recurring Transactions
- 27.100 Recalling Stored Recurring Transactions
- 27.101 Reversing General Journal Entries
- 27.102 The General Journal Report
- 27.103 Backing Up Sage 50 Accounting Data Files
- 27.104 Lesson Summary
- 27.105 Sage 50 Level 1 Lesson 1 Quiz

Inventory and Services

- 27.106 Lesson Objectives
- 27.107 Inventory Accounts
- 27.108 Checking the Inventory Accounts
- 27.109 Creating Inventory Items
- 27.110 Creating Service Items
- 27.111 Changing Inventory and Service Data
- 27.112 Inventory Reports
- 27.113 Backing Up Sage 50 Accounting Data Files
- 27.114 Lesson Summary
- 27.115 Sage 50 Level 1 Lesson 2 Quiz

Accounts Payable

- 27.116 Lesson Objectives
- 27.117 To Start This Lesson
- 27.118 Creating Suppliers
- 27.119 Modifying Suppliers
- 27.120 Setting Up the Shippers List
- 27.121 Payables Module Linked Accounts
- 27.122 Accounts Payable Inventory Purchases
- 27.123 Non-Inventory Purchases
- 27.124 Purchases with Immediate Payment
- 27.125 Recurring Entries
- 27.126 Purchase Orders
- 27.127 Filling a Purchase Order
- 27.128 Viewing, Adjusting and Voiding posted Payables Invoices
- 27.129 Payables payments Paying Supplier Invoices
- 27.130 Making prepayments
- 27.131 Reversing Payments
- 27.132 Payables Reports
- 27.133 Backing Up Sage 50 Accounting Data Files
- 27.134 Lesson Summary
- 27.135 Sage 50 Level 1 Lesson 3 Quiz

Accounts Receivable

- 27.136 Lesson Objectives
- 27.137 To Start This Lesson
- 27.138 Accounts Receivable Customers
- 27.139 Modifying Customer Information
- 27.140 Receivables Module Linked Accounts
- 27.141 Comments on Customer
- 27.142 Forms
- 27.143 Accounts Receivable Sales
- 27.144 Recurring Transactions
- 27.145 Sales Quotes
- 27.146 Accounting for Over the Counter Sales
- 27.147 Viewing, Adjusting and Voiding Posted Receivables Transactions
- 27.148 Receivable Receipts
- 27.149 Adjusting/Reversing Receivables Receipts
- 27.150 Prepayments and Deposits
- 27.151 Applying Deposits/Prepayments
- 27.152 Sales Returns
- 27.153 Receivables Reports
- 27.154 Backing Up Sage 50 Accounting Data Files
- 27.155 Lesson Summary
- 27.156 Sage 50 Level 1 Lesson 4 Quiz

Payroll

- 27.157 Lesson Objectives
- 27.158 To Start This Lesson
- 27.159 Payroll Overview and Set Up
- 27.160 Creating Employee Records
- 27.161 Modifying Employee Records
- 27.162 Payroll Linked Accounts
- 27.163 Paying Employees
- 27.164 Recurring Transactions
- 27.165 Payroll Advances and Loans
- 27.166 Viewing, Adjusting and Voiding Posted Payroll Transactions
- 27.167 Entering Taxes Manually
- 27.168 Payroll Reports
- 27.169 Backing Up Sage 50 Accounting Data Files
- 27.170 Lesson Summary
- 27.171 Sage 50 Level 1 Lesson 5 Quiz

Reporting, Miscellaneous and Period End Procedures

- 27.172 Lesson Objectives

- 27.173 To Start This Lesson
- 27.174 Creating Graphs
- 27.175 Creating and Printing Financial Reports
- 27.176 Setting Up Cheque Numbers
- 27.177 Daily Business Manager
- 27.178 Using Checklists
- 27.179 Checking Data Integrity and Compacting the Database
- 27.180 Printing in Batches
- 27.181 Month-End Procedures
- 27.182 Calendar Year-End Procedures
- 27.183 Fiscal Year-End Procedures

- 27.184 Setting Up or Changing the Sales Tax Rate
- 27.185 Backing Up Sage 50 Accounting Data Files
- 27.186 Lesson Summary
- 27.187 Sage 50 Level 1 Lesson 6 Quiz

Appendices

- 27.188 Creating a New Company
- 27.189 Additional Exercises
- 27.190 Sales Tax Rates Across Canada
- 27.191 Glossary of Terms

HUMAN RESOURCES

Learning Objectives:

This section will introduce the student to various responsibilities of a HR Specialist who recruits, screens, interviews, and places workers. Content will also include a more detailed discussion of recruitment, retention, discipline, health and wellness, and management. Students will be able to compare and contrast the benefits of having a diverse workplace environment. Students will be able to assess an organizations hiring plan.

Section Content:

- 28.0 Lesson Objectives
- 28.1 Human Resources Introduction
- 28.2 Human Resources Overview

Recruitment

Section Content:

- 28.3 Introduction to Recruitment
- 28.4 The Recruitment Process
- 28.5 A Staffing Management Plan
- 28.6 Recruitment Methods
- 28.7 Diversity in the Workplace
- 28.9 Implementing Diversity Practices in Recruitment Opportunities
- 28.10 Increasing Diversity through Improved Recruitment Practices
- 28.11 Reduce Bias in the Selection Process
- 28.12 Final Considerations
- 28.13 Recruitment Quiz

Retention

Section Content:

20180823

- 28.14 Retention
- 28.15 Making Employees Feel Safe
- 28.16 Trust and Cooperation
- 28.17 Social Intelligence Activity
- 28.18 Empower and Challenge People
- 28.19 Motivate and Inspire: Opportunities for Growth
- 28.20 Money Doesn't Work the Way You Thought

Discipline

Section Content:

- 28.21 Disciplining Staff Doesn't Have to be Ugly
- 28.22 The 3 Strike Rule
- 28.23 Harassment in the Workplace
- 28.24 Termination
- 28.25 Checklist for Employee Termination

Health and Wellness

Section Content:

- 28.26 Health and Wellness in the Work Place – Introduction

- 28.27 What Makes a Great Work Place Wellness Program?
- 28.28 Health and Safety
- 28.29 Accidents Happen
- 28.30 Health and Wellness Quiz

Management

Section Content:

- 28.31 Office Management and Supervision

- 28.32 Management Styles
- 28.33 What to do About a Difficult Person in Your Office
- 28.34 Dealing with Difficult People
- 28.35 Leadership Theories Introduction
- 28.36 Trait Theories
- 28.37 Behavioral Theories
- 28.38 Contingency Theories
- 28.39 Transactional Theories
- 28.40 Transformational Theories
- 28.41 Human Resources Chapter Test

MARKETING

Learning Objectives:

The student will be introduced to the world of marketing. Social media, buyer personas, and landing pages will be discussed. Business leads, search engine optimization, and analytics will also be covered.

Section Content:

- 29.0 Lesson Objectives
- 29.1 The History of Marketing

Social Media

Section Content:

- 29.2 What is Social Media?
- 29.3 Why Companies Should Use Social Media
- 29.4 Creating Posts
- 29.5 Disadvantages of Using Social Media
- 29.6 The Real Purpose of Social Media
- 29.7 Managing a Facebook Page
- 29.8 About Your Facebook Page
- 29.9 Postings and Insights

Buyer Personas

Section Content:

- 29.10 Buyer Personas (What, Why, How, Who)
- 29.11 Demographics
- 29.12 Humanize Your Persona
- 29.13 Using Buyer Persona
- 29.14 Conclusion

Google AdWords

Section Content:

- 29.15 AdWords
- 29.16 Money Talks
- 29.17 Time Matters
- 29.18 Create Your Campaign
- 29.19 Keywords
- 29.20 Create Effective Text Ads
- 29.21 Payment
- 29.22 Ad Preview

Landing Pages

Section Content:

- 29.23 Landing Pages
- 29.24 What Does A Landing Page Look Like?
- 29.25 Landing Page Best Practices

Lead Generation: A Beginner's Guide to Generating Business

Section Content:

- 29.26 What is a Lead?
- 29.27 How do you Qualify Someone as a Lead?

- 29.28 Breaking Down Lead Generation
- 29.29 Conclusion

- 29.35 Heading Tags
- 29.36 Mobile Sites
- 29.37 Promoting Your Website

Search Engine Optimization

Section Content:

- 29.30 What is Search Engine Optimization?
- 29.31 Simplistic URLs
- 29.32 Navigation
- 29.33 Creating Quality Content
- 29.34 Optimize Images

EVENT PLANNING

Learning Objectives:

In this section of the course, the students will learn the duties involved in planning an event. They will list and define the various types of events and be able to identify the reasons organizations plan events. The student will also consider all the components and responsibilities when planning an event.

Section Content:

- 30.0 Lesson Objectives
- 30.1 Introduction
- 30.2 Types of Events
- 30.3 Scope of the Event
- 30.4 Event Components
- 30.5 Practical Example: Planning a Christmas Party

Project Management

Section Content:

- 30.6 Project Management Introduction
- 30.7 Project Management Learning Objectives
- 30.8 Planning
- 30.9 Safety

Tracking and Analytics

Section Content:

- 29.38 Tracking: The Double Definition
- 29.39 What is Analytics?
- 29.40 Conclusion
- 29.41 Marketing Chapter Test

- 30.10 Stakeholders
- 30.11 Communication
- 30.12 Time Management
- 30.13 The Challenge
- 30.14 Solutions Mapping
- 30.15 Risk Assessment
- 30.16 Liability
- 30.17 Processes
- 30.18 Contracts and Document Controls
- 30.19 Change and Change Management
- 30.20 Policies and Project Closeout
- 30.21 Regulatory Bodies and Organizations
- 30.22 Financials
- 30.23 Quality Assurance & Quality Control
- 30.24 Ethics
- 30.25 The Monday Morning Surprise
- 30.27 Appendix 1 Document Samples
- 30.28 Event Planning Chapter Test

CAREER DEVELOPMENT

Learning Objectives:

In this final chapter, the student will have created a professional resume and cover letter. They will also consider and develop strategies for a targeted job search. Students will study effective interview techniques which will include answering practice interview questions. Lastly, the students will understand the importance of networking in order to advance their career goals.

Section Content: 20180823

- 31.0 Lesson Objectives

31.1 Introduction
31.2 Resumes
31.3 Resume Sections
31.4 Applications
31.5 Cover Letters
31.6 Your Future
31.7 Red Flags for Recruiters
31.8 Job Searching
31.9 Virtual Assistant Entrepreneurial Steps

31.10 On-Site Interviews
31.11 Virtual Assistant Interviews
31.12 Practice Interview Information
31.13 Interview Marking Checklist
31.14 Interview Activity
31.15 Exit Interview
31.16 Resume and Cover Letter Checklist
31.17 Resume and Cover Letter Dropbox

FINAL EXAM

Students will write the final exam.

CONCLUSION

You have successfully completed the Administrative Assistant / Virtual Assistant course - well done! Your final Grade, as reflected in your official transcript, will be based on the sum total of the chapter quizzes, (15%), chapter tests (20%), midterm examination (20%), section final exams (40%), and the Exit Interview activity (5%). Your official transcript will be mailed to you.

We hope that your experience with CanScribe Career College has been positive. If you would like to share your experiences with future students, please let us know. We would appreciate the opportunity to provide your testimonial to future students in order to help them make their educational decision.

All of us at CanScribe Career College would like to take this opportunity to wish you the greatest success in the Administrative Assistant / Virtual Assistant industry. We will offer lifetime support, so please feel free to contact CanScribe if there is anything we can do to assist you.