



# Nine-Month Transportation Clerk Training Plan

## Individual Career Transitions

### Objective:

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

### Key Features:

- **Adaptable Curriculum:** We adjust the sequence and duration based on the student's pace, ensuring a comfortable learning experience. Satisfactory progress must be maintained.
- **Flexible Enrollment:** Open-enrollment allows for continuous intake, though preferred timings might require initial adjustments.
- **Cost-Effective Learning:** For \$12,600, students receive essential equipment, including a specially configured laptop.

### Core Modules:

- **Microsoft Office:** Word, Excel, PowerPoint, Access, and Outlook.
- **Keyboarding & Ten Key:** Daily sessions using an online platform, aiming for 35 wpm in typing and 130 spm in 10-key.
- **Customer Service:** Boosts communication and problem-solving, navigate conflicts and manage time.
- **Job Search:** Resume, interview and resource navigation.

### Equipment & Connectivity:

- **Laptops:** ICT-provided laptops are beginner-friendly, optimized for remote learning, with robust backup and safety features.
- **Additional Tools:** Packages may include secondary monitors, wireless sets, and ergonomic devices.
- **Internet Provisions:** We may cover home internet service costs, with certain conditions.

### Weekly Breakdown:

Week 1-3: Introduction to Office Basics

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

Week 4-6: Advanced Document Creation

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

Week 7-8: Communication and Scheduling

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

Week 9-10: Transportation Basics

- Transportation Clerk: Interstate Truck Driver Guide.

Week 11-12: Data Management

- MS Office: MS Excel: Opening documents, editing, saving.
- MS Office: MS Access: Data entry into multiple tables.

Week 13-14: Transportation Policies and Training

- Transportation Clerk: Overview of Fleet Training.
- Transportation Clerk: Applying State, Federal, and Company Policies.

Week 15-16: Logistics and Record Keeping

- Transportation Clerk: Load Arrival Times, Record Keeping, and Delivery Assignment 1.

Week 17: Computer Basics



# Nine-Month Transportation Clerk Training Plan

## Individual Career Transitions

- MS Office: Computer: MS Windows basics, security.
- Week 18-19: Advanced Transportation Tasks
- Transportation Clerk: Delivery Assignments 2 & 3.
- Week 20-21: Critical Information and Communication
- Transportation Clerk: Identifying Critical Information and Participatory and Active Listening.
- Week 22: Data Organization
- MS Office: MS Access: Filing: Alphabetic Rules, Complete alphabetic filing rules, numeric filing rules, chronological and subject filing.
- Week 23-24: Emergency Handling and Driver Management
- Transportation Clerk: Emergencies and Driver Differences.
- Week 25-26: Final Exams and Communication
- MS Office: MS Access: Filing: Final exam.
  - Transportation Clerk: Handling Telephone Calls.
- Week 27-28: Advanced Document Creation and Communication
- MS Office: MS Word: Creating business letters, creating reports, Tabs, Margins, Indents.
  - Transportation Clerk: Communication, Negotiation, Selling, Problem Solving.
- Week 29-30: Transportation Regulations and Ethics
- Transportation Clerk: Dispatch Review, Getting Familiar with FMCSA.DOT.GOV, Ethical Issues in Transportation Industry.
- Week 31-32: Advanced Data Management and Customer Service
- MS Office: MS Excel: Formulas, Formatting.
  - MS Office: MS Access: Forms and Reports.
  - Customer Service: Phone etiquette, answering calls, dealing with customers.
- Week 33-34: Transportation Reviews
- Transportation Clerk: Dispatch/Office Reviews - Company Presentation, Customer Records, Customer Calls.
- Week 35-36: Advanced Customer Service
- Customer Service: Advanced phone etiquette, hands-on telephone practice.
  - Transportation Clerk: Dispatch/Office Review - Thank You Mail Merge.
- Week 37: Payroll and Presentations
- Transportation Clerk: Dispatch Payroll Exercises.
  - MS Office: MS PowerPoint: Basic presentations.
- Week 38-39: Final Reviews and Assessments
- Comprehensive review of all topics covered.
  - Final assessments and evaluations.