



OFFICE OF PROFESSIONAL AND
CONTINUING EDUCATION

Office of Professional & Continuing Education
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Auburn University is an equal opportunity educational institution/employer.

Student Full Name: _____

Start Date: _____ End Date: _____

Virtual Assistant Associate

385 Hours/12 Months/Mentor Supported/Instructor-Led/Self-Study

Course Code:	AU-VAA
Program Duration:	12 Months
Course Contact Hours:	385
Student Tuition:	\$3,950

Our program includes both the training you need and the skills you will want in order to be prepared for your new career. We have taken online career programs to a whole new level by bundling our Career Training with Personal Enrichment courses to ensure you have a diversified learning experience.

Our mentor-supported career courses focus on the industry standards that prepare you for your chosen career or certification. You will also get our smaller, four-week long, instructor-led personal enrichment courses to further your employment training.

This Program Includes:

Career Courses

1. Administrative Assistant
2. Microsoft® Office (MOS) 2019

Personal Enrichment Courses (4 Weeks Each/Instructor-Led):

1. Start Your Own Business as a Virtual Assistant

Career Courses

As an office professional, you only must do one thing: everything! And there never seems to be enough time to do it all, much less learn how. But if you really want to ramp up your job performance – and add value to your employer – you need to take this Program. Microsoft Office holds more than 90 percent of

the market for Windows-based productivity suites. Our MS Office course makes this technology easy to understand, even for those who are new to computers.

This program offers an almost endless supply of savvy advice, great tips, proven tools, and powerful strategies for dealing with both everyday job responsibilities and requirements. So whether you're brushing up your skills, keeping up with new developments in business, increasing your own marketability, or just starting a challenging and rewarding career, this comprehensive program is just the right thing to move your career forward!

NOTE: This program does **NOT** include the MS Office programs themselves. Students will need to have Office already installed on their computers.

After completing this program, you should be able to:

- Identify general office procedures
- Recognize types of office equipment and computer programs used in business
- Recall how to use all the features of Microsoft Office
- Define the various business documents used daily
- Identify the basic requirements for bookkeeping and accounting in the office
- Recall ways to create, edit, and print documents in Word
- Recognize how to create and manage worksheets in Excel
- Identify the steps to develop presentations in PowerPoint
- List how to create and manage databases in Access
- Identify the steps to manage email and calendars in Outlook

Administrative Assistant

Administrative Assistant Module 1 Typing Practice & Improvement

- Pre-Test Your Typing Ability
- Finger Positioning Exercises
- Typing Practice Games
- Typing Progress Tracking
- Improve Your Typing Skills
- Increase Your Typing Speed

Administrative Assistant Module 2 General Office Procedures

- The New Administrative Assistant
- The Daily Routine
- Telephone Usage & Etiquette Tips
- Mail Services and Shipping
- Travel Arrangements
- Transportation Reservations
- Dealing with Meetings
- Meeting Agendas and Minutes
- Time Management
- Creating Action Plans
- Keeping Accurate Records
- Filing Systems and File Cabinets

Administrative Assistant Module 3 Office Equipment and Computers

- Understanding Office Equipment

- Using Microsoft Windows
- Using Apple Macintosh
- Navigating with Mac OS X
- Email Accounts & Programs
- Organizing Your Email
- Using the Internet
- Computer Networking
- Web Conferencing
- Data Security
- Troubleshooting Computer Problems
- Office Ergonomics

Administrative Assistant Module 4 Using Microsoft Office

- Common Microsoft Office 2010 Features
- Using Microsoft Word
- Using Microsoft PowerPoint
- Using Microsoft Excel
- Using Microsoft Publisher
- Using Microsoft One Note
- Using Microsoft Outlook
- Using Microsoft Web Applications

Administrative Assistant Module 5 Business Documents

- Creating a Great Business Letter
- Appearance and Paragraphing
- Interoffice Memorandums and E-Mails
- Reports and Report Templates
- Press Releases
- Editing and Proofreading
- Forms of Address
- Legal Documents and Terms
- Grammalogues
- Notary Public Forms
- Agreements and Contracts
- Legal and Real Estate Terms

Administrative Assistant Module 6 Language Usage

- Grammar
- Using Adjectives and Adverbs
- Language Usage and Style
- Subject-Verb Agreement
- Avoiding Redundancies
- Phrases and Words to Omit
- Common English Usage Problems
- Spelling and Spell Check
- American English vs. British English
- Punctuation: Using a Period or Comma
- Writing Numerals
- Roman Numerals

Administrative Assistant Module 7 Financial Activities

- Bookkeeping and Accounting
- Business Taxes
- The Company's Bank
- Business and Financial Information for Small Businesses
- U.S. Weights and Measures
- International Weights and Measures (Metric)
- Business Math
- Career Advancement
- Growing as the Company Grows
- Presentation Skills
- Communication Skills
- Office Management and Supervision

Microsoft® Office (MOS) 2019

Microsoft Office 2019 Module 1 Common Office Tasks

- All About Office 365
- Office Interface
- Saving Your Files
- Manipulating the Text
- Handling Case or Capitalization
- Entering Symbols and Foreign Characters
- Undoing and Repeating Commands
- Correcting Typos
- AutoCorrect Command

Microsoft Office 2019 Module 2 Working With Word Part 1

- Speed Techniques
- Creating a New Document
- Selecting Text
- Laying Out Text and Pages
- Numbering
- Headers and Footers
- Hyphenating Text
- Word Styles
- Constructing the Perfect Table
- Neat Table Tricks

Microsoft Office 2019 Module 3 Working With Word Part 2

- Spelling and Grammatical Errors
- Finding and Replacing Text
- Desktop Publishing with Word
- Experimenting with Themes
- Highlighting Parts of a Document
- Track Changes
- Reports and Scholarly Papers
- Generating a Table of Contents

- Compiling a Bibliography

Microsoft Office 2019 Module 4 Working With Excel

- New Excel Workbook
- Entering Data in a Workbook
- Refining Your Worksheet
- Selecting Cells
- Deleting, Copying and Moving Data
- Formulas and Functions
- Laying Out a Worksheet
- Analyzing Data
- Managing Information Lists

Microsoft Office 2019 Module 5 Working With PowerPoint

- Creating a New Presentation
- Selecting, Moving and Deleting Slides
- Themes and Slide Backgrounds
- Choosing Slide Size
- Footers and Headers on Slides
- Transitions and Animations
- Adding Audio
- Adding Notes
- Rehearsing and Timing

Microsoft Office 2019 Module 6 Working With Outlook

- Outlook Folders
- Categorizing Items
- Searching for Stray Folder Items
- Contacts Folder
- Handling Email
- Calendar
- Scheduling Appointments and Events
- Managing Time and Schedule
- Tasks, Reminders and Notes

Microsoft Office 2019 Module 7 Working with Access

- Tables and Queries
- Forms
- Creating a Database File
- Designing a Database
- Field Properties
- Entering Data
- Sorting
- Querying
- Filtering for Data

Microsoft Office 2019 Module 8

Working with Publisher

- Introducing Frames
- Creating a Publication
- Redesigning a Publication
- Formatting Text
- Text Wraps
- Placeholder Pictures
- Frames
- Decorating the Text
- Design Checker

Microsoft Office 2019 Module 9

Working with Charts and Graphs

- Creating a Chart
- Saving a Chart as a Template
- Chart Tricks
- SmartArt Diagram
- Handling Graphics and Photos
- Touching Up a Picture
- Drawing and Manipulating Lines, Shapes and Objects
- WordArt

Microsoft Office 2019 Module 10

One Step Beyond

- Customizing the Ribbon
- Customizing the Quick Access Toolbar
- Ways of Distributing Your Work
- Working with Publisher
- Printing a Publication
- Filing Sharing and Collaborating
- OneDrive
- Sharing Files and Folders with Other

Personal Enrichment Courses

Start Your Own Business as a Virtual Assistant

What exactly does a virtual assistant do? You may ask, are the tasks the same as an executive or administrative assistant? How do they get clients? Our Virtual Assistant course provides an overview of how to create a life you love and a work atmosphere you will thrive in. We explore techniques for finding your business niche, pricing your services, negotiating with potential clients, and mastering consultations. We discuss ways to successfully market yourself and target your ideal clients, as well as how to network and manage client relationships. Are you ready to get out of your comfort zone and create a business you love? Our Virtual Assistant course provides these steps and more.

After completing this course, you should be able to:

- Recognize the basics of becoming a virtual assistant
- Recall techniques for mastering your virtual assistant business
- Describe how to successfully network and manage relationships
- Identify ways to market yourself and grow your virtual assistant business

Outline

Virtual Assistant Module 1 Virtual Assistant Basics

In our first module, we discuss how to paint the picture of your ideal client and why this is a crucial step for creating a successful business. We also describe how to find your niche in this industry, deciding which virtual assistant services to offer, and how to monetize your services.

- How Do You See Yourself as a Virtual Assistant?
- Deal Breakers
- Finding Your Niche
- Monetizing
- VA Service Offerings

Virtual Assistant Module 2 Mastering Your VA Business

This week we explore all of the aspects that will keep your business running. We discuss pricing and packaging your services, collecting payments, tips for successfully negotiating, and setting up contracts. We also dive into the world of consulting.

- How to Price Your Services
- Packaging Your Services
- Negotiations and Contracts
- Mastering the Consultation
- Goal Setting

Virtual Assistant Module 3 Networking and Managing Relationships

Once your business is up and running, growth will start to happen. We examine proper techniques for networking, getting your business name out there, and ways to target your ideal client base. We also discuss how to set boundaries, steps for time management, and how to manage your client relationships in order to keep customers happy and productive.

- Find a Networking Partner
- Networking Online
- Targeting Your Ideal Client
- Managing Yourself
- Managing the Client

Virtual Assistant Module 4 Growing Your Business

Growing your business takes a lot of work, but it's worth it. In this final module, we discuss how to prime your business for success. We explore referral and marketing techniques, as well as learning what your client's needs are and how to meet them in order to keep your business strong and successful.

- Client Referrals and Gifting
- Marketing
- Client Needs
- Technology
- Reevaluating Success

ALL Materials Included

This program does **NOT** include the MS Office programs themselves. Students will need to have Office 2013 already installed on their computers.

Certification(s):

Upon successful completion of our Administrative Assistant course, students will be prepared to sit for the NCCB national certification exam to become a **Certified Administrative Assistant (CAA)**.

The Microsoft Office Specialist Program has multiple levels. To qualify for **Microsoft Office Specialist Associate**, you must complete any 3:

- Excel Associate
- Word Associate
- Outlook Associate
- PowerPoint Associate

In order to qualify for Microsoft Office Specialist Expert, you must already be an Microsoft Office Specialist Associate and complete any 2:

- Access Expert
- Word Expert
- Excel Expert

System Requirements:

Internet Access

- Broadband or high-speed internet access is required. Broadband includes DSL, cable, and wireless connections.
- Dial-Up internet connections will result in a diminished online experience. Moodle pages may load slowly and viewing large audio and video files may not be possible.

Hardware

- Windows hardware configurations and processors are acceptable
- Mac computers **MUST** have Microsoft Window Operating Systems over Bootcamp (Bootcamp is a free download from Apple's website)
- 1 GB RAM minimum recommended
- Operating Systems
 - Windows XP, Vista or 7 and Mac OS X 10 or higher with Windows
- Web Browsers
 - Google Chrome is highly recommended
 - Internet Explorer is not recommended as it may not display certain menus and links
- Cookies **MUST** be enabled
- Pop-ups **MUST** be allowed (Pop-up Blocker disabled)
- Kindle Reader App is needed for many of our courses (No special equipment needed. This can be downloaded onto your computer.)
- Adobe PDF Reader
- Media Plug-ins (These may be required depending on your course media.)
- Adobe Flash Player (Required for many of our career courses and ALL of our IT courses.)
- Adobe Acrobat Reader, Apple Quicktime, Windows Media Player, &/or Real Player
- PowerPoint Viewer (Use this if you don't have PowerPoint)

****Outlines are subject to change, as courses and materials are updated.****