



Contacts Page

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Administrative Technologies Professional Diploma

This program starts right from basic computer skills and prepares them for multiple office environments. The wide range of skills students develop in this program makes them an asset to many employers.

Specific Jobs for Graduates after Program:

- Executive Assistants
- Secretaries
- General Office Clerks
- Receptionist
- Accounts Receivable Clerk
- Accounts Payable Clerk
- Customer Service
- Administrative Assistants

Admission Requirements for Program:

- Grade 12 Diploma or
- GED or
- Mature Students Status (Must pass Valpar Test)

Instruction:

- Program is 211 hours of Instruction Time
- Class is taught on a modular basis so students can enter the program at any time.
- Lab Based Evaluations.
- After all modules are completed, Lab assignments handed in and 3 exams completed students will receive Administrative Technologies Diploma.

Tuition:

- \$6,645.00 this price includes books.



Administrative Technologies Diploma Program

Computer Training

- PC Basics/Internet
- Word Fundamentals
- Word Intermediate
- Word Advanced
- Excel Fundamentals
- Excel Intermediate
- Excel Advanced
- Outlook
- PowerPoint
- Photoshop Basics
- Illustrator Basics
- Dreamweaver
- Spyware & Viruses
- MS Project
- Accounting Basics
- QuickBooks Accounting OR
Simply Accounting

Employment Training

- Personality Dimensions
- Survivor
- Communications
- Customer Service
- Work Search
- Job placement

PC Basics

The course length is 9 hours. This course has no pre-requisites.

PC Basics was developed on the idea that people need to have a basic understanding of the computer environment in order to comprehend more advanced topics. The course focuses on the relationship between hardware and software, and specifically comparing and contrasting the concept of storage memory and working memory (RAM). Through this process we build a model of how the computer works and how users interact with it. Students learn step by step the approximate way in which a calculation device has been applied to allow users to make the movie Shrek or do any of the fantastic things that computers do. Students learn global computer skills and get a strong understanding of how their interaction fits into the computer environment model, and how manipulating the O.S. gives them greater control over their computing experience. Our students tend to leave the Intro class excited about technology and have a basic roadmap of how to go about learning to harness that technology. This course has a lot to do with clarifying terms, removing intimidation and enabling student growth.

- Computers – what are they, and how is it that a calculator can be used to do so many ambiguous activities? What makes something “digital”
- Hardware – how does a computer actually work
- RAM memory vs. Storage memory – how does this relate to working on the computer?
- Software – 3 main kinds of software (O.S., Applications, data)
- Where does software fit into the model of how computers work
- Road map – now that we have a basic model of the computer environment – how do I go about learning to use a computer?
- Where do software instructions come from?
- Where do OS instructions come from
- Where do application instructions come from?
- Where does data come from?
 - Big Tour – getting familiar with the Windows XP Interface
 - What are Windows?
- Working with Windows and Interface manipulation
- How does working in Windows relate to the RAM vs Storage model?
- RAM vs Storage – Saving and loading data
- Multitasking
- Simple copy demonstration – which memory did we use?
- How does the clipboard relate to the RAM side of the computer model?
- RAM vs Storage revisited
- Save, Save As..., opening and loading
- Computer file structure
- Directory structure
- Directory management
- Simple clipboard use
- File management
- What is the Internet exactly?
- ISP’s, broadband, dial up, cable and ADSL
- HTML based message boards – how to find computer help online

Word 2010 Fundamentals

This will cover different features of the interface, give a brief overview of all the tabs in the ribbon, show users how to print, and cover the basics of text formatting. By the end of this manual, users should be comfortable with creating a new document, making it look professional and presentable, and saving and printing their document.

1. Starting Out

Meeting Microsoft Office Word

Creating a Document

Navigating in Your Document

- Navigating Using the Mouse
- Navigating Using the Scroll Bars
- Navigating Using the Keyboard
- Using the Go To Dialog

Doing More with Your Document

- Using Basic Formatting
- Using Advanced Formatting
- Using Undo and Redo/Repeat
- Removing Formatting

Working with Your Document

Getting Help in Word

2. The Word Interface

Getting Acquainted

The Quick Access Toolbar

Tabs and Groups

The Home Tab

The Insert Tab

The View Tab

3. Advanced Tabs and Customization

The Page Layout Tab

The References Tab

The Mailings Tab

The Review Tab

Contextual Tabs

Customizing the Ribbon

4. Creating Documents

Creating a New Document

- Creating a Blank Document
- Creating a Document from Local Templates

- Creating a Document from Online Templates
- Creating Documents from an Existing Document
- Using the Recently Used Templates Area

Selecting Text

Moving Text

Applying Advanced Text Effects

- Using the Format Painter
- Adding Drop Caps
- Applying a Quick Style
- Aligning and Justifying Text

5. Doing More with Text

Fonts on the Home Tab

The Font Dialog

Using Tabs

Paragraph Options

- Indenting
- Changing Paragraph Spacing
- Adding Borders or Shading

6. Printing and Viewing Your Document

Using Layouts and Views

- Using Print Layout
- Using Full Screen Reading
- Using Web Layout
- Using Outline View
- Using Draft View

Basic Viewing Tools

Advanced View Tools

Preparing Your Document

- Setting Up Your Page
- Setting Margins
- Changing Page Orientation
- Setting Paper Size

Printing a Document

Word 2010 Intermediate

Word 2010 is Microsoft's flagship productivity software. This new version of Word incorporates many new features and connectivity options in an effort to make collaboration and production as easy as possible. This Intermediate level is intended to help everyday computer users become more proficient with Word.

Highlights of the course include working with templates, headers, and footers; using the new Navigation Pane; and using the Mail Merge Wizard. By the end of this manual, users should be comfortable with making more complex documents.

Managing Your Documents

This section will teach users how to manage their document as an individual file. Topics include using Windows Explorer, saving files in different formats, using different formats, and working with multiple files at once. As well, participants will learn how to use various checking utilities to make sure the document is ready for the target audience.

Using Formatting Tools

Participants will learn how to create, use, and customize document templates. This section also covers itemized lists, paragraph and column formatting, and cover pages. Other document features such as delineation tools, watermarks, and hyperlinks round out this section.

Creating Headers and Footers

This section covers how to use headers and footers. Students will learn how to add, edit, and customize headers and footers. Additionally, this section discusses how to use page numbering, insert the date and time, and use section breaks with headers and footers.

Using Time Saving Tools

In this section, participants will learn about the language tools available in Word, including the spelling and grammar checker, translation tools, online research tools, and the thesaurus. Users will also learn how to use and control AutoCorrect; add special symbols, characters and equations to a document; and enable specialized text recognition (formerly called SmartTags). Finally, students will learn how to use the Navigation Pane for document searching and management.

Finishing Your Document

This final section will teach users how to use themes and color, font, and effect schemes. Users will also learn how to perform automatic and manual mail merges, fax documents, and include their document as an e-mail attachment. To conclude the section, participants will learn about other electronic distribution tools included with Word.

Word 2010 Advanced

Microsoft Office Word 2010 is the newest version of Microsoft's popular word processing program. This new version of Word incorporates many new features and connectivity options in efforts to make collaboration and production as easy as possible. Our Advanced course will teach participants how to insert and customize all sorts of exciting Word objects, including pictures, Clip Art, screenshots, shapes, text boxes, watermarks, Building Blocks, Quick Parts, SmartArt, tables, charts, and equations.

Highlights of the course include a discussion of the new Background Removal tool, an overview of new artistic effects for pictures, information on the new cropping tools, steps to create a custom watermark, and complete coverage of the contextual tabs for each object.

Working with Pictures

This section will cover everything that participants need to know about adding images to a Word document. To begin, they will learn how to add three different types of pictures to a document: images from a file, Clip Art, and screenshots. Then, they will explore the contextual Picture Tools tab and the mini toolbar for pictures. Editing tasks (such as resizing, moving, cropping, and rotating), picture correction options, image arrangement and grouping, and picture management tools will also be covered.

Working with Shapes

Next, participants will learn all about adding shapes to a Word document. To start, they will learn how to draw shapes and use the contextual Drawing Tools tab. The remainder of the section will focus on editing, formatting, and arranging shapes. Participants will also learn how to add text to shapes and use the various shape-related dialogs. A brief discussion on the Selection Pane and Word's guide and grid features is also included.

Working with Advanced Graphics and Objects

In this section, participants will learn about six different object types. To begin, participants will learn how to insert and use text boxes. Next, WordArt will be covered, followed by SmartArt. Finally, participants will learn about watermarks, Building Blocks, and Quick Parts.

Creating Tables

This section will focus entirely on adding a table to a document. To start, participants will learn how to add various types of tables (including custom tables, Quick Tables, and Excel spreadsheets) to a document. Next, participants will learn how to edit and format a table. Finally, advanced tasks (such as sorting, using formulas, and working with delimited text) will be covered.

Creating Equations and Charts

The first lesson in this section will show participants how to insert and create equations. Then, participants will learn how to insert, edit, format, and analyze an Excel chart.

Excel 2010 Fundamentals Outline

Microsoft Office Excel 2010 is the latest offering of Microsoft's spreadsheet program. Excel is a popular tool for creating spreadsheets, analyzing data, and charting information. This level will cover different features of the interface, give a brief overview of all the tabs in the ribbon, show users how to print, cover some simple scenarios, and cover the basics of formatting. By the end of this manual, users should be comfortable with creating a new spreadsheet, working with basic formulae, making their look professional and presentable, and then saving and printing the spreadsheet

Getting Started

- Starting Out
- About Workbooks
- Exploring your Workbook
- Getting Help with Excel
 - The Excel Interface
- The Quick Access Toolbar and File Menu
- The Home Tab
- The Insert Tab
- The Page Layout Tab
- The Formulas Tab
- The Data Tab
- The Review Tab
 - Excel Basics
- Working with Excel
 - Columns, Rows, Cells, and Ranges
 - Creating Worksheet Labels
 - Entering and Deleting Data
- Basic Excel Features
 - AutoFill, AutoSum, AutoComplete
 - Working with Basic Formulae
- Moving your Data
- Smart Tags and Options Buttons
- Editing Tools
 - Using AutoCorrect, Spell Check, Find and Replace
- Adding Comments
- Editing your Workbook
- Modifying Cells and Data
 - Changing the Size of Rows or Columns
 - Adjusting Cell Alignment
 - Rotating Text
- Cell Formatting
 - Conditional Formatting
 - The Format Painter
 - Cell Merging and AutoFit
- Enhancing a Worksheet's Appearance
- Working with Charts
 - Creating a Chart
 - Modifying Charts
 - Manipulating a Chart
 - Absolute and Relative Cell References
 - Printing and Viewing your Workbook
- Using the View Tab
- Managing a Single Window
- Managing Multiple Windows
- Printing your Workbook

Excel 2010: Intermediate Outline

Microsoft Office Excel 2010 is the latest offering of Microsoft's spreadsheet program. Excel is a popular tool for creating spreadsheets, analyzing data, and charting information. This new version of Excel incorporates robust error checking, numerous file validation/verification tools, image editing, and Sparklines (charts within individual cells).

This Intermediate level is intended to help everyday users of Excel become more proficient by expanding their knowledge of functions, formulas, and new Excel features. This manual will also help more experienced users who have little to no experience with Excel 2010 and the ribbon interface.

Advanced File Tasks

- Using Windows Explorer within Excel
- Saving your Files
- Using File Management Tools

Working with Functions and Formulas

- Using Formulas in Excel
 - Understanding Relative and Absolute Cell References
 - Understanding Basic Mathematical Operators
 - Using Formulas with Multiple Cell References
 - Fixing Formula Errors
 - Displaying and Printing Formulas
- Exploring Excel Functions
- Using Functions in Excel
 - Using the IF Function
 - Working with Nested Functions
 - Breaking up Complex Formulas
- Working with Names and Ranges
- Working with Array Formulas

Managing Tables

- Working with Tables
- Working with Records and Fields
- Working with Tables and Filters
- Using Excel as a Database

Adding the Finishing Touches

- Research Tools
 - Checking Spelling
 - Using the Research Pane
 - Using the Thesaurus
- Using Themes
- Adding Text Boxes
- Inserting Pictures and ClipArt
- Editing Pictures

Showing Data as a Graphic

- Inserting SmartArt
- Formatting SmartArt
- Adding Symbols, Equations, and Shapes
- Adding Sparklines
- Editing Sparklines

Excel 2010 Advanced

Microsoft Office Excel 2010 is the latest version of Microsoft's spreadsheet program. Excel is a popular tool for creating spreadsheets, analyzing data, and charting information. This new version of Excel incorporates robust error checking, numerous file validation/verification tools, image editing, and Sparklines**Error! Bookmark not defined.** (charts within individual cells). This Advanced level is intended to help everyday users of Excel present their data in more effective ways using PivotTables and PivotCharts. Users will also learn about advanced analysis tools like the Scenario Manager, goal seek, Solver, PowerPivot, and advanced functions.

Highlights of the course include a solid introduction to creating PivotTables with PowerPivot, coverage of advanced financial functions, hands-on practice with VLOOKUP, and extensive coverage of PivotTables and PivotCharts.

Getting the Most from Your Data

To begin, participants will learn about Excel's automatic grouping, outlining, and subtotaling features. Participants will also explore the Scenario Manager, data analysis tools, add-ins, one and two data input tables, goal seek, and Solver. The section will conclude with a discussion on hyperlinks.

Pivoting Data

This section focuses on one of Excel's most powerful tools: PivotTables. Participants will explore all aspects of PivotTables, including creating a PivotTable; using the contextual tabs; pivoting, summarizing, and analyzing data; formatting the PivotTable; and using external data with a PivotTable.

This section also includes information on Slicers (a new feature that lets users analyze and interpret pivoted data with ease) and the classic PivotTable frame (used in Excel 2003 and earlier). The session will conclude with a comprehensive introduction to integrating data with PowerPivot and creating a PivotTable from that data.

Charting Pivoted Data

In this section, participants will learn how to create, use, edit, and format PivotCharts. Participants will also get experience with advanced PivotChart tasks, including creating a PivotChart from PowerPivot data and using PivotCharts to display scenario results.

Advanced Excel Tasks

The final section of this manual will explore a few Excel features that we find handy for everyday chores. First, advanced functions (PMT, FV, VLOOKUP, and HLOOKUP) and logical functions (IF, IFERROR, AND, OR, NOT, FALSE, and TRUE) will be covered. Then, AutoFill lists (which can save time when entering data) will be discussed. The section will conclude with information on linking, consolidating, and combining Excel data, with a final lesson on using the classic PivotTable and PivotChart wizard to pivot consolidated data.

Outlook

Intro to Outlook is designed to introduce new users to the concepts, skills and application of the Outlook program. Focusing not just on the individual components but on how the total application works in synergy. We reinforce how the integration of the individual processes is the real strength of the application

1. How is Outlook different from Outlook Express
2. Managing Contacts and E-mail addresses
 - Creating Contacts
 - Contact from Same Company
 - Contacts online
 - Grouping
3. Everything about e-mail
 - Writing Email
 - Reading Email
 - Forwarding
 - Reply vs Reply All
 - Attachments
 - Distribution Lists
 - Add Contact from Received Email
 - Sending VCard
4. Using the Calendar and scheduling features
 - Appointments
 - Recurring Appointments
 - Copying Appointments
 - Events
 - Sending Meeting Requests
5. Integrating tasks
 - Scheduling Tasks
 - Reminders
6. Using the Journal
 - Configuring the Journal
 - Creating entries
 - Checking the Activities tab
7. Notes
 - Creating Notes
 - Editing Notes

Spyware and Viruses

Spyware and viruses can significantly reduce the performance of your computer and can also cause significant data loss or even theft of banking information. This course teaches ways to get rid of them and how to avoid getting them in the first place!

1. Introductions
2. RAM memory how programs load
3. TSR programs
4. Discussions on Viruses
 - What are they
 - How do you get them
 - How do they affect your computer
5. Virus solutions
6. Discussion on Spy ware
 - What is it
 - How does it get on your computer
 - How does it affect your computer
7. Spy ware Solutions

Adobe Photoshop

This 6 hour instructor led course will explore Photoshop's professional level tools for graphic art and desktop publishing. This course requires basic Windows skills (PC Basics Certification) or equivalent experience.

Adobe Photoshop is the leading tool for professional creation of digitally retouched photos, photo-illustrations, and realistic simulations of traditional paintings and drawings. In this class learn how to do basic photo-editing with the best tool available on the market.

Lesson 1: Exploring the Photoshop Environment

- Explore the Photoshop Interface
- Customize the Workspace
- Explore the Navigation Tools
- Create Type Layers
- Transform Layers
- Alter Type Properties
- Apply Layer Styles
- Undo Previous Steps
- Arrange and Group Layers

Lesson 2: Working with Image Areas

- Select Image Areas
- Save a Selection
- Modify a Selection

Lesson 3: Working with Layers

- Create Layers

Lesson 4: Enhancing Images

- Paint Strokes on an Image
- Apply Filter Effects
- Convert an Image to Black and White
- Blend Layers
- Merge Layers and Flatten Images

Lesson 5: Saving Images for Web and Print

- Save Images for Use in Print Applications
- Save Images for the Web
- Save Images as PDF

Lesson 6: Managing Assets with Adobe® Bridge

- Explore Adobe Bridge
- Work with Adobe Bridge
- Work with Stacks and Filters in Adobe Bridge
- Apply Metadata and Keywords to Files

PowerPoint Fundamentals

This lesson will cover different features of the interface, give a brief overview of all the tabs in the ribbon, show users how to print, cover some simple presentations, and cover the basics of formatting. By the end of this manual, users should be comfortable with creating a new presentation, customizing the PowerPoint Interface, making their presentation look professional and presentable, and saving and presenting their slide show.

1. Starting Out

Meeting Microsoft Office PowerPoint

Creating a Presentation

- Understanding Presentations
- Creating a New Presentation
- Adding New Slides
- Adding Content to Slides
- Deleting Slides

Working with Your Presentation

Editing Your Presentation

- Using the Slides/Outline Pane
- Navigating Through Your Slides
- Editing Slides
- Changing Slide Layout
- Resetting Slides

Arranging Slides

Getting Help in PowerPoint

2. Understanding and Customizing the PowerPoint Interface

Getting Acquainted

The Quick Access Toolbar

Tabs and Groups

Customizing the Ribbon

3. Tab Overview, Part One

The Home Tab

The Insert Tab

The View Tab

The Design Tab

The Transitions Tab

4. Tab Overview, Part Two

The Animations Tab

The Slide Show Tab

The Review Tab

Contextual Tabs, Part One

Contextual Tabs, Part Two

5. Creating Presentations

Using Templates

- Creating a Blank Presentation
- Creating a Presentation from Local Templates
- Creating a Presentation from Online Templates
- Creating a Presentation from Themes
- Using PowerPoint's Sample Files
- Creating a Presentation from Existing Files

Working with Text Boxes

Basic Editing Tools

- Using Selection Tools
- Using the Office Clipboard
- Dragging and Dropping Text
- Using Undo and Redo/Repeat

Formatting Text

Advanced Text Tools

6. Printing and Viewing Your Presentation

Using Layouts and Views

Viewing a Slide Show

Preparing Your Presentation

- Checking Your Spelling
- Changing the Theme
- Adding Headers and Footers to Slides
- Changing Slide Orientation
- Using the Page Setup Dialog

Printing Your Presentation

PowerPoint Intermediate

Microsoft Office PowerPoint 2010 is the newest version of Microsoft's popular presentation application program. This course explores time saving features that many everyday PowerPoint users don't take advantage of, including file management tools and options that will help you create an engaging, professional presentation.

Highlights of the course include information on file management tools; research features; themes and backgrounds; transitions; animations; all types of graphics (including shapes, tables, charts, SmartArt, pictures, Clip Art, photo albums, and screenshots); and an overview of some exciting new photo editing tools.

Managing PowerPoint Files

To begin, participants will learn how to use Windows Explorer in PowerPoint and how to use other utilities like AutoRecover, the Document Inspector, the new Accessibility Checker, the Compatibility Checker, versioning, and media optimization tools. Participants will also learn about security tools like passwords, encryption, digital signatures, and file properties. We'll also look at using other file formats, such as PDF, XPS, and PPT.

Adding the Finishing Touches

This section will begin with an overview of PowerPoint's research tools: spell check, the thesaurus, and the translator. Next, we'll take a close look at themes, backgrounds, animations, and transitions.

Adding Art to Your Presentation

Next, participants will learn about adding shapes and advanced types of text to slides.

Working with Pictures

This section will focus on adding different types of images to a presentation, including pictures from a file, Clip Art, screenshots, and photo albums. Participants will also explore tools for managing, editing, and formatting pictures, including new artistic effects, new background removal tools, and picture styles

Adding Diagrams, Charts, and Tables

Finally, participants will learn about PowerPoint's exciting SmartArt feature, plus how to add, edit, and format charts and tables.

Adobe Dreamweaver

Macromedia Dreamweaver is a professional level tool for creating web sites. This course introduces you to the basics of creating, linking and adding dynamic content to your web site. Upon completion of this course you will be able to create and update websites.

1. HTML Basics
2. Formatting Text
3. Adding Links
4. Images, Colours and Backgrounds
5. Cascading Style Sheets
6. Data Tables and Layout Tables
7. Image Maps
8. META Tags
9. Dynamic Elements
10. Inserting Flash Elements
11. Rollover Buttons and Navigation Bars
12. Uploading your Website

Adobe Illustrator

Adobe Illustrator is the leading tool for creating vector graphics for web and print. In this course you will explore Illustrator's ability to create and manipulate graphics using paths, type and colour. When finished this course you will be able to create your own unique graphics for use in advertisements online and in print. Save money, make your own graphics instead of hiring a graphic artist.

- Illustrator Environment
- Vector and Raster Graphics
- Drawing and Editing Paths
- Using Rulers
- Creating and Editing Objects
- Creating and Applying Colour
- Gradients
- Brushes
- Transparency
- Stacking Order Of Layers
- Controlling and Organizing Layers
- Creating Text
- Copying Text Formatting
- Using Paths for Text
- Creating Outlines
- Printing and Saving For Web

Accounting Basics

This 9 hour instructor led course will teach students manual bookkeeping techniques as well as accounting terminology and GAAP principles standard in any bookkeeping environment. This course requires basic Windows skills (PC Basics Certification) and Introductory Excel skills are greatly encouraged. On completing this course, students will more easily start to use computerized accounting programs and have a much greater understanding of accounting concepts. The following is a summary of concepts learned in the course

- Why bookkeeping
- Cash vs accrual method of accounting
- Transactions
- How transactions affect the Chart of Accounts
- Time Frames of Financial Statements
- Personal Income Statements
- Personal Net Worth Statements
- Developing a Chart of Accounts
- Financial Statement Terminology
- Account Numbers
- Account Order
- Bookkeeping for Debits and Credits
- Balance Sheet Accounts
- Income Statement Accounts
- Double Entry Concept
- General Journal
- Posting to the ledger
- Preparing a Trial Balance
- Purchases Journal
- Sales Journal

Simply Accounting Level 1

This 12 hour instructor led course will explore Simply Accounting's professional level tools for bookkeeping.

1. Introduction

- What is Simply Accounting Pro 2007?
- Starting Simply Accounting
- Selecting a Set of Data Files
- Looking at the Simply Accounting Home Window
- Moving Around
- Help System
- Understanding the Chart of Accounts
- Account Types
- Creating Accounts
- Modifying Accounts
- Finding and Modifying an Account
- Deleting Accounts
- Saving Changes
- Company Information
- Printing the Chart of Accounts
- Understanding the Session Date
- Inputting Dates
- Accounting / Non-Accounting Terminology
- General Module Linked Accounts
- General Journal Transactions
- Recurring Transactions
- Creating and Storing Recurring Transactions
- Recalling Stored Recurring Transactions
- Reversing General Journal Entries
- The General Journal Report

- Backing Up Simply Accounting Data Files

- Exiting Simply Accounting

2. Inventory and Services

- Creating Inventory Accounts
- Creating Inventory Items
- Creating Service Items
- Changing Inventory & Service Data
- Inventory Module Linked Accounts
- Inventory Reports

3. Accounts Payable

- Creating Vendors
- Modifying Vendors
- Setting Up the Shippers List
- Payables Module Linked Accounts
- Accounts Payable Inventory Purchases
- Purchasing Inventory On Account
- Non-Inventory Purchases
- Purchases With Immediate Payment
- Recurring Entries
- Purchase Orders
- Filling a Purchase Order
- Creating a Purchase Invoice from a Purchase Order
- Viewing, Adjusting & Voiding Posted Payables Invoices
- Payables Payments
- Paying Vendor Invoices
- Making Prepayments
- Reversing Payments
- Payables Reports

- 4. Accounts Receivable
 - Accounts Receivable Customers
 - Modifying Customer Information
 - Receivables Module Linked Accounts
 - Comments on Customer Forms
 - Accounts Receivable Sales
 - Recurring Transactions
 - Sales Quotes
 - Accounting for Over-the-Counter Sales
 - Viewing, Adjusting & Voiding Posted Receivables Transactions
 - Receivable Receipts
 - Receiving Payment on Invoices
 - Adjusting/Reversing Receivables Receipts
 - Prepayments & Deposits
 - Applying Deposits/Prepayments
 - Sales Returns
 - Receivables Reports
- 5. Payroll
 - Payroll Overview and Set Up
 - Creating Employee Records
 - Modifying Employee Records
 - Payroll Linked Accounts
 - Paying Employees
 - Recurring Transactions
 - Payroll Advances
 - Viewing, Adjusting & Voiding Posted Payroll Transactions
 - Entering Taxes Manually
 - Payroll Reports
- 6. Reporting, Miscellaneous and Period End Procedures
 - Creating Graphs
 - Creating and Printing Financial Reports
 - Financials
 - Using the Daily Business Manager
 - Processing Transactions in the Daily Business Manager
 - Using Checklists
 - Checking Data Integrity and Compacting the Database
 - Printing in Batches
 - Setting Up Batch Printing
 - Printing in Batches
 - Month End Procedures
 - Calendar Year End Procedures
 - Year-End Procedures

Simply Accounting Level 2

This 12 hour instructor led course will explore Simply Accounting's professional level tools for bookkeeping. This course requires basic Windows skills (PC Basics Certification) or equivalent experience, basic knowledge of accounting terms/concepts and Simply Accounting Level 1.

1. Setting Up Data Files and Customizing Settings
 - Creating a New Company
 - Using the Setup Wizard
 - Setting up the General Ledger
 - Entering Opening Balances
 - Setting up Linked Accounts
 - Entering Vendors and Purchases History
 - Entering Customers and Sales History
 - Entering Inventory and Services History
 - Entering Employees and Payroll History
 - Finish Entering Historical Data
 - Customizing Simply Accounting
 - Setting up Sales Taxes
2. Banking and Credit Cards
 - Setting up the Bank Reconciliation
 - Setting up an Account for Reconciliation
 - Reconciling an Account for the First Time
 - Reconciling an Account
 - Printing the Bank Reconciliation Report
 - Working with Credit/Debit Card Transactions
 - Entering Customer Sales on Credit Card
 - Reconciling the Credit Card Account
 - Creating and Setting up Credit Cards for Purchases
 - Enter Vendor Purchases on Credit Card
 - Reconciling the Credit Card Statement
3. Security, Budgets, Projects and Inventory
 - Adding Passwords and Security
 - Accessing the System Administrator
 - Adding a User
 - Changing or Deleting a User's Password
 - Deleting a User
 - Removing Security Options from the Data File
 - Budgeting
 - Activating the Budget Option
 - Creating a Budget
 - Reporting Against the Budget
 - Updating the Budget

QuickBooks Accounting Level 1

This 12 hour instructor led course will explore QuickBooks' professional level tools for bookkeeping.

1. Introduction
 - Overview
 - Looking at the QuickBooks Screen
 - The Chart of Accounts
 - General Ledger Accounts
 - Company Information
 - Printing the Chart of Accounts
 - Using Dates in QuickBooks
 - General Journal Transactions
 - Backing Up QuickBooks Data Files
2. Inventory and Services
 - Creating Inventory Accounts
 - Creating Inventory Items
 - Creating Service Items
 - Changing Inventory & Service Item Data
 - Inventory Reports
3. Vendors and Accounts Payable
 - Vendors
 - Making Purchases
 - Memorized Payment Transactions
 - Creating Purchase Orders
 - Filling a Purchase Order
 - Finding and Modifying Bills
 - Paying Vendor Bills
4. Customers and Accounts Receivable
 - Printing Cheques
 - Vendor Reports
 - Customers
 - Recording Sales
 - Viewing, Adjusting and Deleting Sales Invoices
 - Payments and Credits on Receivables
 - Recording Deposits of Payments
 - Customer Reports
5. Employees and Payroll
 - Payroll Overview and Set Up
 - Employee Records
 - Maintaining Current Tax Tables
 - Payroll Cheques and Pay stubs
 - Remitting Payroll Liabilities
 - Creating Employee and Payroll Reports
6. Reporting, Miscellaneous & Year End Procedures
 - Creating & Printing Financial Reports
 - Using the Reminders List
 - Verifying Data Integrity
 - Year End Procedures

QuickBooks Accounting Level 2

This 12 hour instructor led course will explore QuickBooks' professional level tools for bookkeeping. This course requires basic Windows skills (PC Basics Certification) or equivalent experience, basic knowledge of accounting terms/concepts and QuickBooks Level 1

1. Setting up Data Files and Customizing Settings
 - Creating a New Company Data File
 - Adding Accounts to the General Ledger
 - Entering G/L Account Opening Balances
 - Entering Customer Opening Balances
 - Entering Vendor Opening Balances
 - Entering Inventory Opening Balances
 - QuickBooks Preferences
2. Banking and Credit Cards
 - Bank Account Reconciliation
 - Downloading and Importing Online Statements
 - Changing the Sales Tax
 - Set up for Sales on Credit/Debit Card
 - Entering Customer Sales on Credit Card
 - Reconciling the Credit Card Account for Sales
 - Creating and Setting up Credit Cards for Purchases
 - Enter Vendor Purchases on Credit Card
 - Reconciling the Credit Card Account for Purchases
3. Security, Budgets, Classes and Inventory
 - Adding Passwords and Security
 - Logging in as the System Administrator
 - Budgeting
 - Handling Accounting by Class
 - Managing Inventory
4. Additional Payroll Features
 - Checking the Tax Tables
 - Payroll Item List
 - Pay Cheque Deductions
 - Employee Benefits
 - Updating Employee Payroll Records
 - Allocating Payroll Expenses to Classes
 - Generating a Payroll Run

Microsoft Project

This course is the first in a series of two courses designed for individuals who will use Microsoft Office Project Professional 2003 as a tool to assist them in managing projects. The topics in this course cover the critical skills necessary to create and modify a project plan file that contains tasks, resources, and resource assignments. We will also give you the opportunity to work with a project plan once it has entered the project implementation phase. Using these skills will allow you and your organization to follow a project plan to its completion easier and with more success.

1. Creating a Project Plan File
 - Create a Project Plan File
 - Create and Assign a Project Calendar
 - Add Tasks to the Project Plan File
 - Add a Project Summary Task
 - Add a Recurring Task
 - Enter Task Duration Estimates
2. Creating a Work Breakdown Structure
 - Outline Tasks
 - Link Dependent Tasks
 - Identify Deliverables in the Project Plan File
 - Constrain Tasks
 - Set a Task Deadline
3. Creating and Assigning Resources
 - Create Resources
 - Create a Resource Calendar
 - Assign Resources
 - Assign Additional Resources to a Task
 - Resolve Resource Conflicts
4. Finalizing the Project Plan
 - View the Critical Path
 - Shorten the Project Duration
 - Set a Baseline
 - Display Project Summary Information

Employment Skills Training (CES)

1. Personality Dimensions®

- Complete three self assessments to determine the color spectrum
- Participate in a group process to validate individual color spectrum
- Determine how the color spectrum relates to career choices
- Learn to value the gifts and talents of others

2. Bad Apples - Communications

- To recognize and describe the characteristics of a bad attitude
- To understand how negativity impacts relationships and performance
- Explore a 5 step process for dealing with difficult people
- To manage conflict with confidence, resulting in a positive outcome for everyone

3. Time Management

- Examine the concept of “time” and explore how to effectively control time instead of letting it control our lives
- Identify “time wasters” in our lives
- Develop strategies to turn our “time wasters” into “time savers”

4. Customer Service

- The Customer
- The Service Provider
- The Interactive Skills
- Putting It All Together – Developing a Quality of Service Credo

The Customer

- Participants will experience the role of the customer by “walking in the shoes of a customer”. Using the concept of change, participants will understand that people react to life events (change) in various ways. Some of these ways may be inappropriate, but it is really their attempt to deal with the situation. In this segment, participants will be encouraged to see the person first, without judgment, and attempt to determine the intensity of the emotions being demonstrated by watching body language and listening to the tone and the words that a customer may use. By doing this critical first step, they can determine an appropriate response.

The Service Provider

- In this session, participants will identify their personal impact on the quality of service they choose to provide. We will examine various techniques one can use to remain in control of their own emotions and behaviours so that service is not compromised. Elements of a winning attitude are also explored.

The Interactive Skills

- Participants will be introduced to effective communication techniques, including the art of giving and receiving feedback (criticism) and will be given an opportunity to practice these skills in a supportive environment.

5. Survivor

Looking and Acting the Part

- Appearance – Appropriate clothing and grooming
- Timekeeping – Attendance, punctuality and informing others of absence or lateness
- Following company policies

Meeting Work Standards

- Work Methods – Appearance of work, work efficiency, quality and quantity of work
- Care of equipment and materials

Working with people

- Communication Skills – Giving and Receiving Instructions, and Giving and Receiving Feedback
- Showing initiative

6. Work Search

- Learn how to choose and write a resume format that compliments an individual's personal style.
- Learn how to write a good cover letter
- Develop the "Art" of completing application forms
- Explain and discuss the importance of networking and navigating the hidden job market
- Explain what a work search portfolio should contain
- Explore uses for calling cards and creating calling cards
- Explain Informational Interviews and practice these through role play scenarios
- Learn interview skills and put these skills into practice through "mock" video-taped analysis