

VIRTUAL-ONLINE PERSONAL DEVELOPMENT COURSE



Office Procedures/Clerical Training

CERTIFICATE COURSE

Starting Date | April 12th, 2021

| DAY(S) | DAY TIME | EVENING |
|-----------|--------------------|-------------------|
| MON & WED | 12:30 pm - 2:15 pm | 7:35 pm - 9:15 pm |

PREREQUISITES

None

ABOUT THIS COURSE

This course is designed to give the student an appreciation of the responsibilities and duties of an Office Clerk which typically include but is not limited to the following: Answer and transfer telephone calls or take messages, Sort and deliver incoming mail and send outgoing mail. Schedule appointments and receive customers or visitors, Provide general information to staff, clients, or the public, type, format, or edit routine memos or other reports, Copy, file, and update paper and electronic documents, Prepare and process bills and other office documents

The specific duties assigned to clerks will depend on the type of office in which they work. For example, a general office clerk at a college or university may process application materials and answer questions from prospective students, while a clerk at a hospital may file and retrieve medical records.

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|----------------|------------------------------|
| Duration | 13 Weeks |
| Registration | \$50.00 |
| Technology Fee | \$35.00 (Evening Class Only) |
| Work Book | FREE (PDF Available Online) |
| Tuition Cost | FREE (A \$350.00 Value) |

STUDENTS MUST HAVE A LAPTOP or DESKTOP COMPUTER

LEARNING OUTCOME

- After completing this course students would have acquired a solid understanding of what is required of an Office Clerk.
- They will be exposed to the tools and methods used to perform the multiple tasks

Cyber Tech Career College

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