



OFFICE TECHNOLOGY

This 24-week course prepares individuals for entry-level office work. The program includes 12 weeks of virtual classroom computer training in the comfort and convenience of the home environment. Students are then required to complete a 12-week externship in order to obtain real-work experience.

TRAINING INCLUDES:

- Customer service training
- Records management
- Communication skills
- Introduction to productivity documents including word processing, spreadsheets, and presentation programs
- Business etiquette
- Job readiness instruction

PROGRAM REQUIREMENTS:

- High school diploma or GED
- Grade 8 or above reading and language skills
- Ability to work independently in a virtual environment with minimal supervision
- Ability to work on detailed and repetitive tasks
- Ability to follow oral and written instructions
- Ability to communicate via email
- A computer/laptop equipped with a webcam, microphone, and speakers
- An Internet connection capable of streaming video and a quiet place to work

RECCOMENDATION: A comfortable quiet place to work.

Contact your DORS Counselor
or local DORS office for more information.
www.dors.maryland.gov



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