YMCA Training, Inc. 20-Week Curriculum
Office Skills Training

Core Skills
- Overview of the Computer
- Microsoft Windows
- Microsoft Word, Excel, PowerPoint, Outlook
- Keyboarding
- Career Management
- Email and Business Writing
- Data Entry
- Customer Service and Call Center

WEEKS 1 – 12
Professional Support
- Mentoring Program – Experienced professionals helping with resume building and interviews weekly
- Interview Blitz – Volunteer based mock interview opportunity, with Greater Boston Area Professionals for all trainees in week 10

WEEKS 5 – 8
Specializations
- Administrative/Customer Service Support – Microsoft Word, Excel, PowerPoint, intro to Access, filing, data entry, project management, meeting facilitation and agendas, reception
- Financial Services – overview of financial services, banking regulations including the Frank-Dodd Act, mutual fund concepts, foreign currency; Insurance – Overview of property and casualty Insurance, policies, claims, and regulations additional Microsoft Excel
- Health Insurance Customer Service – Overview of Managed Care Organizations, benefit administration, claims processing software, health insurance, medical terminology, HIPAA, advanced customer service training
- Medical Office Support – Medical terminology, HIPAA, patient registration and scheduling, intro to billing and coding, front desk and phone procedures, medical records management

WEEKS 9 – 12
Office Simulations
- Working in departments, participants perform all the work to keep these virtual companies operating, including customer service, order processing, recordkeeping, patient registration, and management
  - JK Distributors – a “virtual” distribution company, with customers, suppliers, accounting
  - Tremont Street Cooperative Bank – a “virtual” bank
  - TIFSA Insurance Company – a “virtual” insurance agency
  - American Cross Insurance – a “virtual” health insurance company
  - Health Centers – “virtual” clinics: family practice and women’s health center

WEEKS 13–20
Internships
- Upon satisfactory completion of the 12-week training, participants will be recommended for an 8-week, 4 day/week internship at one of Training, Inc.’s many employer partners
- Participants increase skills and knowledge while meeting job requirements at unpaid internship sites

WEEKS 20+
Job Seeker Support
- On-line search and applications, with ongoing support from the Graduate Service Specialist and staff