

Approved / Registered Programs

- ✓ Accounting / Bookkeeping
- ✓ Administrative Medical Technician
- ✓ Administrative Technician / Customer Service
- ✓ Computer Programming
- ✓ Electronic Engineering Technician
- ✓ Microsoft Office Assistant
(*Computer Applications*)
- ✓ Network Engineering
- ✓ PC Specialist / A+
- ✓ Web Development

Guaranteed Results

There is a lot of information out there that could take you years to gather on your own. In a short period of time, we'll give you the best and only the most relevant and valuable information to help you be the best you can be. We guarantee that upon completion of our courses, you will gain more knowledge, confidence, as well as experience in the subject you studied that can be applied immediately to help you succeed.

State License

Knowledge Innovations Academy is a private institution approved to operate by the California Bureau for Private Postsecondary Education (BPPE). The institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act (CEC) of 2009 and Division 7.5 of Title 5 of the California Code of Regulations. CEC is governed by the Bureau for Private Postsecondary Education. Information about the Bureau can be found at www.bppe.ca.gov.

Knowledge Innovations Academy is approved to accept participants from federal and state unemployment programs such as company tuition reimbursement, NOVA, TAA, Workers' Compensation, Workforce Innovation and Opportunity Act (WIOA) and Employment Development Department (EDD).

Contact Us

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Knowledge Innovations Academy

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ADMINISTRATIVE TECHNICIAN | CUSTOMER SERVICE



(408) 239-5520

(Au Lac Institute)

Program Objective

The primary objective is to prepare graduates for entry level positions in the business office environment as Administrative Assistants, Customer Service Representatives, or Receptionists.

Course Objectives

Intro to Computer Literacy

Students learn about computer components, the Windows operating system, and how to operate the computer and its peripherals. Students also learn how to use a file system such as folders and subfolders to organize files, as well as troubleshooting techniques.

Internet Use and Navigation

Students will learn how to navigate the Internet using the popular browsers Chrome, Firefox, and Microsoft Explorer. They will also learn how to use Internet Email, locate and retrieve information via Search Engines, surf the World Wide Web, and use other popular Internet tools to gain proficiency.

Basic Word Processing

Students will learn the basics of word processing on Microsoft Word for Windows.



Basic Spreadsheets

This course provides an introduction to the use of spreadsheets in the office setting and a fundamental understanding of Microsoft Excel for Windows.

Advanced Microsoft Word

This course covers more of the latest features of Microsoft Word for Windows: how to create and edit documents using character and paragraph formatting; manage AutoText entries, styles, templates, macros, merging and multiple columnar formats; and perform mail merges. Microsoft Word Art is also covered via the use of Graphics, Object Linking and Embedding, and text to construct powerful presentation documents.

Advanced Microsoft Excel

This course covers more of the latest features of Microsoft Excel for Windows, such as creating worksheets, macros, charts, and pivot tables. Students are taught how to create charts to graphically represent worksheet data and how to maintain and manage lists. The course will also cover in detail how to customize their work areas and create advanced formulas. Worksheet troubleshooting techniques and multiple file linking options will be explored as well.



Microsoft Outlook and PowerPoint

Students will learn how to create and manage contacts among other features of Microsoft Outlook. With PowerPoint, students will learn how to create presentations. Students will become familiar with features such as adding slides, text, objects, and special effects. They will also receive tips on how to deliver a slideshow presentation.