



# THE SCHOOL OF ADAPTIVE COMPUTER TRAINING

*To enhance the computer technical skills and marketability of people with disabilities and others affected by the digital divide.*

## Business Fundamentals for Youth Program

### **Become a Certified Microsoft Office Specialist (MOS) in Word and Excel**

MOS certification, the premier Microsoft desktop productivity certification, is a globally recognized standard that validates computer desktop skills. Employers recognize the MOS certification as meeting the demand for “job-ready” people in the global workplace.

### **Learn Practical Customer Service Skills**

Learn to deliver superior customer service and be prepared for any type of employment.

#### **FALL & SPRING SEMESTERS**

Monday — Friday  
8:00 am — 10:30 am  
-OR-  
2:30 pm — 5:00 pm

#### **SUMMER SEMESTER**

Monday — Friday  
6 weeks  
First week in June — Mid-July  
8:00 am — 3:30 pm

**Led by Microsoft Office Specialist Master Instructor  
Experienced in Disability-Related Challenges**



MOS Certification Exams Administered On-Site or Online

### **Curriculum**

- >> Microsoft Windows 10
- >> Microsoft Word 2019
- >> Microsoft Excel 2019
- >> Keyboarding
- >> Customer service skills
  - >> Effective listening
  - >> Telephone etiquette
  - >> Interacting in person
  - >> Writing professional e-mails
  - >> Working with other employees
  - >> Making a good first impression

### **Expected Student Outcomes**

- >> Achieve MOS certification in Word 2019
- >> Achieve MOS certification in Excel 2019
- >> Improve typing and data entry speed and accuracy
- >> Complete a resume
- >> Gain knowledge of employer expectations
- >> Improve customer service skills for any type of employment

**It's about employment and independence for people with disabilities. The rest is technology.**

The School of Adaptive Computer Training | A program of Cerebral Palsy Research Foundation of Kansas, Inc.  
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