

## Skills checklist: assess your suitability for the following courses

**Student Name:**.....**Course:**.....**Date:**..... **2017**

### 1. Introduction to Computers Level – basics (level 1 & beginners level 2 combined)

yes	no	skill
<input type="checkbox"/>	<input type="checkbox"/>	Do you know when to use 1-click, 2-clicks, right click on the mouse?
<input type="checkbox"/>	<input type="checkbox"/>	Can you minimize or maximize a window?
<input type="checkbox"/>	<input type="checkbox"/>	Can you use/navigate the desktop and icons?
<input type="checkbox"/>	<input type="checkbox"/>	Can you use the start button and drop down menus (file, edit view etc)?
<input type="checkbox"/>	<input type="checkbox"/>	Can you use Windows Explorer?
<input type="checkbox"/>	<input type="checkbox"/>	Can you start/close a program eg. Internet Explorer?
<input type="checkbox"/>	<input type="checkbox"/>	Do you know how to go onto the Internet?
<input type="checkbox"/>	<input type="checkbox"/>	Can you bring up the newspaper (example <a href="http://www.theage.com.au">www.theage.com.au</a> ) on the Internet?
<input type="checkbox"/>	<input type="checkbox"/>	Can you search for a particular topic using Google?
<input type="checkbox"/>	<input type="checkbox"/>	Can you send and receive emails?

If mostly no, you will need to do the Introduction to Computers Level 1 course

If yes to all above you are ready to enrol in **It Customer Service 1 (advanced Computers Level 2)**

### 2. Introduction to It Customer Service 1 (advanced Computers Level 2)

yes	no	Skill
<input type="checkbox"/>	<input type="checkbox"/>	Can you create group emails? And resize attachments?
<input type="checkbox"/>	<input type="checkbox"/>	Can you find a file on your computer, 'c' drive, 'my documents'?
<input type="checkbox"/>	<input type="checkbox"/>	Can you change margins on a page? Change from portrait to landscape?
<input type="checkbox"/>	<input type="checkbox"/>	Do you use the 'right click' function on the mouse?
<input type="checkbox"/>	<input type="checkbox"/>	Can you cut and paste text?
<input type="checkbox"/>	<input type="checkbox"/>	Can you change font size, colour in a document?
<input type="checkbox"/>	<input type="checkbox"/>	Can you save a file in a specific location using the 'save as' command?
<input type="checkbox"/>	<input type="checkbox"/>	Can you open/create an Excel spreadsheet?
<input type="checkbox"/>	<input type="checkbox"/>	Do you know how to add figures in a column/row (sum function)?
<input type="checkbox"/>	<input type="checkbox"/>	Can you enter data into a cell?
<input type="checkbox"/>	<input type="checkbox"/>	Can you edit data in a cell?
<input type="checkbox"/>	<input type="checkbox"/>	Can you format a cell to show currency/date etc?
<input type="checkbox"/>	<input type="checkbox"/>	Can you attach a file to your email?

If mostly no, you will need to do the Introduction to IT Customer Service 1 course.

If yes to all you are ready to enrol in **It Customer service 2 (advanced Computers Level 2)**

### 3. Introduction to It Customer Service 2 (Computers Level 3)

yes	no	Skill
<input type="checkbox"/>	<input type="checkbox"/>	Can you do group emails and use many outlook functions
<input type="checkbox"/>	<input type="checkbox"/>	Can you create slides for a PowerPoint presentation?
<input type="checkbox"/>	<input type="checkbox"/>	Can you include sounds/animation for your presentation?
<input type="checkbox"/>	<input type="checkbox"/>	Can you insert picture/clip art into a document?
<input type="checkbox"/>	<input type="checkbox"/>	Can you create tables and columns for your document?
<input type="checkbox"/>	<input type="checkbox"/>	Can you create a page border for your document?
<input type="checkbox"/>	<input type="checkbox"/>	Can you create formulas and use functions in your Excel spreadsheet?
<input type="checkbox"/>	<input type="checkbox"/>	Can you create a graph for your data?

If mostly yes, you will need to enrol in **It customer service 2 (Computers Level 3)**

## IT for Customer Service 1

This course is part one of a specifically designed training program for staff and volunteers who work in customer service, reception and office administration work and want to improve their work related office administration IT skills.

### Using Windows:

- Understanding office IT terminology
- File Management
- Backing up Files and Folders

### Outlook:

- Email, Outlook commands, creating contacts and group email (CC,BCC),
- Attachments & resizing, Email security

### Excel 2010:

- Basic spreadsheets, Data Entry,
- understanding formulae

### Word 2010:

- Basic word processing,
- Editing, Formatting, tables, images

### Office equipment:

- Using office equipment, photocopying, scanning, phones, troubleshooting



Enrolments: please see contact details below. We accept payment in cash, by cheque or by EFT. Payment is required before the start of the course. **ACFE tuition fees for government funded programs have been set in accordance with ministerial fees and directions. Student amenity fees and materials are charged per course and may vary between courses. Proof of permanent residency/approved concession card is required to be eligible for ACFE subsidized rates.**

**DATE & TIME**      **Friday 2pm - 4.30 (8 weeks)**

**STARTS**              **TBC**

**COST**                **\$50 Concession      \$80 Full Fee**  
**\$100 Non- Resident**

**Port Melbourne Neighbourhood Centre**  
 154 Liardet St, Port Melbourne, VIC 3207  
 Cnr. Nott & Liardet Streets  
 ph. 03 9645 1476 fax 9645  
 admin@pmnc.org.au  
 www.pmnc.org.au