

Los Angeles County Learning Academy

Linking learning with business goals and strategies

WHAT CLASSES SHOULD I CHOOSE?

First, review your training options listed below and the classes in each program. Then decide which program you want to take to enhance your career. Indicate your program selection by checking the appropriate box(es) on the front side of this form.

◆ ITC Certificate of Proficiency (373 hours)

You **must** successfully complete the following modules:

- Business Calculating
- Interpersonal Effectiveness
- Keyboarding
- Oral Communication/Written Expression
- Record Keeping

◆ IC Certificate of Proficiency (258 hours)

You **must** successfully complete the following modules:

- Business Calculating
- Interpersonal Effectiveness
- Oral Communication/Written Expression
- Record Keeping

◆ Keyboarding Certificate of Proficiency (115 hours)

You **must** successfully complete the Keyboarding module

* *Participants who successfully complete Keyboarding (40 nwpm requirement) earn a Certificate of Proficiency in typing which will be accepted in lieu of the typing test required in an ITC or TC examination.*

◆ Certificate of Completion

You may select from any of the following modules:

- Business Calculating
- Interpersonal Effectiveness
- Keyboarding*
- Oral Communication/Written Expression
- Record Keeping

BUSINESS CALCULATING (26 hours)

You will develop your ability to solve work problems and prepare reports by increasing your understanding of percentages, decimals, and other math functions.

INTERPERSONAL EFFECTIVENESS (62 hours)

The skills practiced in this module will enhance your ability to communicate with supervisors and co-workers. You will learn strategies for resolving problems and conflicts in the office and practice techniques for providing effective customer service.

KEYBOARDING (115 hours)

This module will introduce basic computer operations and help you to increase your keyboarding speed. It will help you to develop the skills needed to accurately type correspondence, reports, or numerical data, and meet to the 40 net words per minute typing requirement for the ITC or TC position.

ORAL COMMUNICATION AND WRITTEN EXPRESSION (146 hours)

Practicing effective oral communication skills used in telephone and face-to-face conversation are a key element of this module. You will strengthen your ability to prepare written communications and enhance your knowledge of spelling, vocabulary, sentence structure, grammar, and punctuation.

RECORD KEEPING (24 hours)

Improve your organization skills in this module as you learn basic methods of classification and filing. You will become familiar with records management and inventory procedures.

See your departmental Training Coordinator for more details, additional application forms, and filing deadlines.

GEOGRAPHIC SURVEY FOR PREFERRED CLASS LOCATIONS

Classes for the Clerical Certification Training Program are currently being held at various locations throughout Los Angeles County. Please select the location(s) and time(s) listed below that would be most convenient for you. Every effort will be made to place you in the location that you have selected; however, because only certain classes are taught at certain locations, you may not always be placed in the area of your choice.

Available class locations: (You may check as many as you like.)

- Department of Human Resources
3333 Wilshire Boulevard, Los Angeles, CA 90010
- Metropolitan Skills Center
2801 West Sixth Street, Los Angeles, CA 90057
- Refugee Service Center
532 South Vermont Avenue, Los Angeles, CA 90020
- Harbor Occupational Skills Center
740 North Pacific Avenue, San Pedro, CA 90731
- Valley Care Medical Center
14445 Olive View Drive, Sylmar, CA 91342
- East Los Angeles Skills Center
3921 Selig Place, Los Angeles, CA 90031
- Venice Skills Center
611 Fifth Avenue, Venice, CA 90291
- North Valley Occupational Skills Center
11450 Sharp Avenue, Mission Hills, CA 91345

Available class times: (You may check one or both.)

- 8:30 a.m. to 11:30 a.m.
- 1:30 p.m. to 4:30 p.m.

NAME (Please print): _____ DEPT.: _____

EMPLOYEE #: _____ WORK PHONE: _____

CITY WHERE YOUR WORK: _____

CITY WHERE YOU LIVE: _____

PLEASE FAX OR MAIL THIS FORM WITH YOU APPLICATION TO:

County of Los Angeles Learning Academy
3333 Wilshire Boulevard, Suite 1000
Los Angeles, CA 90010
Fax: (213) 738-6061 or (213) 637-0094