

55+ Administrative Assistant Training FAQ's

1. What is the criteria needed to be in this training?

- ▶ Baltimore City or County Resident and US citizen
- ▶ Ages 55-65
- ▶ UNEMPLOYED at time of enrollment
- ▶ High School Diploma/GED College degree preferred (Must be documented)
- ▶ Ability to pass written, reading, and Microsoft Word skills assessment
- ▶ Ability to attend training Monday-Friday from 9am-3pm for 12 weeks
- ▶ Ability to pass a drug screen
- ▶ Ability to pass a Background check consistent with our partner institutions hiring practices for targeted positions
- ▶ Basic computer skills with experience in Microsoft Office & Excel
- ▶ Strong communication skills (written and oral)
- ▶ Previous clerical or administrative experience required

2. Who are the Anchor Institutions?

- ▶ Johns Hopkins Health System
- ▶ Towson University

3. What does the training schedule look like?

ADVANCED SOFT SKILLS TRAINING	2 weeks
MICROSOFT OFFICE SPECIALIST TRAINING	8 Weeks
ASSISTANT TRAINING (PACE)	2 weeks
TOTAL TRAINING	12 weeks

4. What will we be trained in?

- ▶ Advanced Soft Skills and Financial Literacy
- ▶ Microsoft Office Suite (Outlook, Word, Excel)
- ▶ Office Administrative Skills
(Professional Administrative Certificate of Excellence)

5. Where will classes be held?

You will attend Baltimore County Career Center at Liberty 3637 Offutt Rd Randallstown, MD or Virtually TBD

6. When does the next training start?

Our next cohort starts **January 11th – March 29th, 2021**





7. What certification do we receive upon completion of the training?

PARTICIPANTS WILL RECEIVE TWO (2) NATIONALLY RECOGNIZED CERTIFICATIONS FOR FREE:

- ▶ Microsoft Office Specialist (must pass Microsoft Office exam)
- ▶ Professional Administrative Certificate of Excellence (PACE)
- ▶ Participants will also receive approx. 97 continuing education credits, 92 will be used for the PACE certificate from *The American Society of Administrative Professionals (ASAP)*

8. What are your expectations of me once I am a part of the training?

- ▶ Be on time (which is 15 minutes early)
- ▶ Attendance is mandatory in order to receive certification
- ▶ Adhere to training schedules
- ▶ Daily Dress Code is business casual (no jeans/sweats/leggings/shorts/tank tops)
- ▶ Bring required materials (pen, notebook, and snacks/lunch)
- ▶ Cell phones OFF!
- ▶ A Positive Attitude!
- ▶ Open communication (in person, email, text, or phone)

9. Do you have a Case Manager?

Yes, we have a case manager who will interview you upon passing the TABE test. The CM will also have you fill out all paperwork, register you for the training, as well as oversee your background check and drug test. The CM will also be the person whom you will defer to if there are any personal issue i.e. transportation, homelessness, food, etc.

10. What other support is available?

We have a Senior Job Coach who will assist you with your resumes, cover letters, thank you letters, and interview coaching. She is also the liaison between you and the anchor institutions when applying for jobs.

11. I need more information. Where do I go?

Please visit our website at www.Humanim.org and send us an email at career-training@Humanim.org