



*Your Training and Development Solutions Partner*

**“The University of Excellence”**

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**Objective:** This program will offer short, topic specific, on-going training for employees which will offer them formal training from the basics to advanced on Microsoft applications and other “company specific” software. Each person will attend a 2 hour session on the same day at the same time for a 4 week period much like you would a continuing education class. This training will provide employees with necessary skills to better perform job responsibilities. This training will also be a measurement tool that can be used in job reviews, advancements, etc.

### About the class

- 2 hour hand’s-on training held at your facility
- Up to 6 people in a class
- Each class will be held on the same day for 4 consecutive weeks with assignments given in-between sessions. Evenings and Saturdays (optional).
- Additional classes if necessary to include more people
- We will CUSTOMIZE any class for you

### Software Applications – A la Carte (partial list)

- **Introduction to the computer**
  - File management
  - Windows
  - Desktop
- **Shared features in MS Office**
- **Outlook/ Lotus Notes/GroupWise**
  - Calendar
  - Contacts
  - Mail
- **Internet Explorer**
- **Excel**
  - Introduction
  - Intermediate
- Advanced
- **Word**
  - Introduction
  - Intermediate
  - Advanced
- **PowerPoint**
  - Introduction
  - Advanced
  - Presentation theory and design
- **Access**
  - Introduction
  - Intermediate

### Additional Training Suggestions

- New Hires
- “One-on-One” for managers
- Other applications not in the Office Suite
  - Crystal Reports
  - Application development
    - Web
    - Database
  - FrontPage
  - Dreamweaver
  - PhotoShop
  - Advanced and more custom MS Office
- New features when software is upgraded

**Cancellation Policy**

If the class must be cancelled we ask for at least 5 business days prior to the beginning of the training period. If a participant cannot come to the class you may request a make up class but it will be billed separately. Substitutions can be made at any time.

**Pricing – Investing in People**

**If you run this program at your company you will be making an investment in your people for under \$200/person.**

|   |  |                                       |   |
|---|--|---------------------------------------|---|
| 6 people in a class, 2 hours each week for 4 consecutive weeks. | \$295.00 <b>per class</b> (this is only \$49/person per class if there are 6 in the class). The per diem is the same even if there are less than 6 people. | \$590.00 per day (includes 2 classes) | \$2360.00 total for 4 weeks, 2 classes each day and up to 6 people in each class. |
|---|--|---------------------------------------|---|

Note: We ask for 50% of the total amount when this proposal is approved. If you prepay the **full amount** two weeks prior to commencement of training we will give you one class free which would make the total due \$2065.00.00 and a savings of \$295.00.

**Benefits**

- Small classes with a lot of individual attention.
- 2 hour classes on the same day over a 4 week period.
- People are only away from their job responsibilities for 2 hours. No travel – we come to you!!!
- Immediate results – after each class they can try out the things they learn. Assignments will be given between classes to be completed before the next class to reinforce learning.
- Customized topics according to groups and applications.
- As a measurement of value and success each participant will complete a brief “test your skills” at the end of the last week.
- Each participant will receive a “certificate of achievement” at completion of training.
- PC Focus will provide 24/7 email support for questions about things taught in class and help with solving their problems.
- PC Focus will provide laptops for each participant, a LCD projection unit and comprehensive materials for each participant.
- Use your computer lab if you have one available otherwise we will set up in a conference room.

## Responsibilities of Company

We assume that you will perform the following so that the training will be beneficial to each participant and the company over all and that it will run smoothly and efficiently.

- Provide feedback for types of classes to be held and topics to be covered in each class.
- Provide a contact person for us to relate questions/comments to.
- Provide a class roster with names of participants in each class.
- Provide a conference room for the training or computer lab if one is available.
- Provide ongoing feedback on training throughout the 4 week period.
- Provide results from “test your skills” at the end of the training.

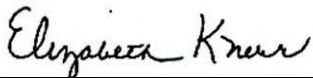
We are looking forward to working with you on this training initiative and we are excited about bringing the *University of Excellence* to your company. If you have any questions please feel free to call or email me.

Elizabeth Knerr, President  
PC Focus Solutions  
P.O. Box 10905  
Lancaster, PA 17605  
lknerr@pcfocust.com  
(717) 396-9881 voice or (717) 380-6934 cell

## Agreement

If you are in agreement with the above training proposal, please sign below and fax me a copy of the signed agreement. As stated in the terms, we ask for 50% of the total amount due upon approval of this proposal. Thank you again for the opportunity to submit this proposal to you and we hope that PC Focus will be considered as your “training solutions” partner.

Signed,



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Elizabeth Knerr, President PC Focus

Date

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Date

**We guarantee our development and training 100%**

**References provided upon request**

## Guide for planning and implementing the University of Excellence

|                                 |  |
|---------------------------------|--|
| Contact Person's Name           |  |
| Direct Phone #                  |  |
| Survey management and employees | <ol style="list-style-type: none"> <li>1. Overall training needs</li> <li>2. Applications</li> <li>3. Skill levels (basic, advanced, etc.)</li> <li>4. Urgency</li> </ol>  |
| Meet with department managers   | <ol style="list-style-type: none"> <li>1. Determine department needs</li> <li>2. Set goals for growth and improvement for employees</li> <li>3. Determine employee skills</li> <li>4. Prioritize employee training to skills needed to do the job efficiently.</li> <li>5. Add to job performance – advancement</li> </ol> |
| Meet with instructor            | <ol style="list-style-type: none"> <li>1. Plan schedule, dates, class times, etc.</li> <li>2. Applications (Word, Excel, etc.)</li> <li>3. Topics to be covered</li> </ol>   |
| Miscellaneous                   | <ol style="list-style-type: none"> <li>1. Finalize time frame for classes</li> <li>2. Finalize meeting room and other details</li> </ol>   |

### Schedule (this is a typical sample schedule)

This is a sample schedule. You can select the days and times that are best for your groups of people. You may have up to three classes in one day and six in each class. If you have more than six we will work with you to accommodate the number of people that need to attend.

| Class - Group            | Date                       | Time          |
|--------------------------|----------------------------|---------------|
| Access Level 1 – Group 1 | Monday, May 3, 10, 17, 24  | 8:00 – 10:00  |
| Excel Level 1 – Group 2  | Monday, May 3, 10, 17, 24  | 10:15 – 12:15 |
| Access Level 2 – Group 3 | Tuesday, May 4, 11, 18, 25 | 8:00 – 10:00  |
| Excel level 2 – Group 4  | Tuesday, May 4, 11, 18, 25 | 10:15 – 12:15 |