

# Apple Customer Training

Our goal is to ensure that training and opportunities for increased productivity are available to all Macintosh® users. To meet this goal, we have established relationships with training organizations and developed training courses to provide a range of learning experiences.

## PROGRAMS

Each authorized Apple® training provider meets Apple's highest standards for training excellence. You have the option of choosing the provider who best meets your particular needs. All authorized Apple training providers offer the following benefits:

### *Professional Training Staff*

Each Apple training provider has a professional training staff with years of experience in training microcomputer users.

### *Dedicated Training Facilities and Equipment*

Courses are taught in dedicated training facilities with computers specifically configured for training.

### *On-site Capabilities*

If you can't come to an Apple training provider, they will come to you. Authorized Apple training providers offer on-site training to their clients.

### *Applications Training*

Apple training providers offer training on a wide range of Macintosh software applications including word processing, spreadsheets, databases, graphics, presentations, and desktop publishing.

### *Multi-vendor Environment Experience*

Because of their depth of experience in computer training, all Apple training providers have expertise in instructing Macintosh users who work in multi-vendor computing environments.

### *Needs Assessment*

An Apple training provider will work with you to determine what type of training is desired, the best delivery methods for your needs, and how the training will be implemented.

### *Customized Courses*

Finally, all Apple training providers will assess your needs and develop customized courses to meet your training goals. No matter what kind of training you seek, you receive exactly what you need.

Authorized Apple training providers participate in one of three Apple programs. These programs are:

### *Apple Authorized Training Center (AATC)*

Members of the AATC program are authorized Apple resellers. They also provide the opportunity to purchase a Macintosh computer system, peripherals, and software. All AATC participants are authorized to sell Apple-developed courseware products as well.

### *Apple Training Alliance (ATA)*

Members of the ATA program are third-party training companies. Their primary business is training microcomputer users.

### *Training Associate*

Members of the Training Associate program are companies who offer nationwide training. They provide complete training solutions for complex environments.

To locate an authorized Apple training provider near you call 1-800-732-3131, extension 300, or talk with your Apple Sales Representative.

Apple-developed courseware teaches new skills to Macintosh users in an enjoyable learning environment. Apple courseware is offered in two primary formats:

- *Leader-led courses* are delivered using a combination of demonstration and hands-on activities utilizing a facilitator and print materials.
- *Self-paced courses* prompt you through course materials, allowing you to progress through the course sequentially or to focus on topics of specific interest.

Three broad categories of courseware meet the diverse needs of Macintosh users.

### Productivity Training

Productivity courses provide experience with a number of Macintosh software applications including word processing, spreadsheets, databases, graphics, presentations, and desktop publishing.

#### *Microsoft Excel (Leader-led)*

Learn how to use Microsoft Excel for creating worksheets and reports; integrating Lotus 1-2-3 documents into Microsoft Excel; using absolute references and IF statements; and creating and manipulating databases.

#### *Claris FileMaker Pro (Leader-led)*

With FileMaker Pro, learn to create files; change existing files; select, sort, and print records; and exchange information with other applications.

#### *HyperCard Fundamentals (Leader-led)*

Learn the basic features of Claris HyperCard software. Use HyperCard to add, modify, and find information; create and move graphics between cards and stacks; and create new stacks with new fields and buttons. Basic scripting is also covered.

#### *HyperCard Stack Development (Leader-led)*

Learn to read and understand scripts; write simple scripts; create stacks from shells; and import and modify scripts, graphics, and resources from other stacks.

#### *Adobe Illustrator 88 (Leader-led)*

Basic and advanced features of Illustrator 88 are covered, including drawing and tracing with text; scaling, rotating, and reflecting objects; creating patterns and blends; and developing masks and complex objects.

#### *Aldus PageMaker (Leader-led)*

With Aldus PageMaker learn to create memos, flyers, newsletters, proposals, and multichapter documents; add color to a publication; prepare a document for a service bureau; and imageset a camera-ready mechanical.

#### *Microsoft PowerPoint (Leader-led)*

Learn to create presentation materials and use PowerPoint's feature checker, find and replace function, and color capabilities as well as more advanced features.

#### *Microsoft Word (Leader-led)*

Learn the features and benefits of Microsoft Word, a full-featured word processing program. You'll create, customize, and format documents; create stylesheets; and work with complex documents.

#### *Macintosh Application Tutorials (Self-paced)*

Attain basic proficiency with several popular Macintosh applications: MacWrite II, MacDraw II, MORE II, FileMaker II, PowerPoint, and Microsoft Excel.

#### *Introduction to Desktop Publishing and Presentations (Self-paced)*

This interactive videodisc-based course offers an overview of the advantages of desktop publishing and presentations over traditional publishing, who uses desktop publishing, and the wide range of available Apple hardware and third-party software solutions.

### Product Training

Macintosh product training courses teach you how to use your Macintosh computer in order to maximize its productivity.

#### *Introduction to the Macintosh (Leader-led)*

Learn the basic skills of Macintosh use, including using the keyboard, mouse, windows, menus, and other components of the Macintosh user interface.

#### *Macintosh Fundamentals (Self-paced)*

This videodisc-based course provides comprehensive product training on the Macintosh family of computers including the operating system; Macintosh desktop organization and the use of MultiFinder® software; and correct setup and care for the hardware. Learn how to make appropriate choices for configuring video monitors, peripherals, and applications.

### Technical Training

Macintosh technical training courses provide an introduction to advanced computing topics.

#### *LAN Literacy (Self-paced)*

Learn about networking terminology, concepts, and design in an interactive format. Local area networks (LANs) are emphasized but the course also discusses wide area networks (WANs).

#### *Network Administration Skills (Self-paced)*

This interactive videodisc course provides introductory network administration course information. Learn to establish a network administration structure; monitor and manage networks; maintain back-up strategies; modify an existing network; and solve common problems on an AppleTalk® network.

To purchase Apple training courseware, consult your Apple Price List or call 1-800-732-3131, extension 300, to locate an Apple Authorized Training Center near you.

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