

Continental Training Center

8421 Auburn Blvd. #259

Citrus Heights, CA 95610

Phone: 916-735-5515

Fax: 916-313-3499

Website: www.pctraining4u.com

Dates for September 1st, 2012 – December 31st. 2012

Mission and Objectives

Fill the Mind, Power The Career!

The goal of Continental Training Center is to provide our clients with exceptional training and excellent service at a reasonable price. CTC was originally founded on May 19, 1999. One year later on June 26th, 2000 Hitchcock and Holcombe Inc was formed with CTC as it's dba. Our motto is simple, we believe that you Fill the Mind, to Power the Career. By providing our students with the knowledge they seek, we are preparing them to take hold of their career plans. In our classes, our students receive real world experiences, that prepare them to not only to graduate from our school, but to excel in the workplace.

Continental Training Center also works closely with clients to see if they qualify for the ETP program that they provide. Through our ETP contracts we have been provide training to 1000's of CA based employees may not otherwise have received that training. Our goal has been to insure as many of those employee's have the skills to compete in the ever changing, and increasingly challenging world of technology. Through our training, our students have been able to move into higher job positions, and in some cases been able to keep their jobs here in CA, because of the importance of the skills they've learned in our classes.

Over our thirteen years Continental Training Center has strived to help all our students succeed in their workplace and gain skills that will valuable throughout their lives. Our mission is to continue to help all of our students reach the goals they've set for themselves, and the case of the our ETP trainee's the goals their managers have asked them to attain.

Currently CTC offers three Programs of study. First we offer Office Automation. Our Office Automation Program concentrates on teaching our students how to use the various applications that are included in the MS Office Suites (Access, Excel, Outlook, PowerPoint, Project (Project Management), Visio and Word). This program is very good for people looking for the skills necessary to work as part of a support staff. As technology has

increased, it has become nearly impossible to find jobs that don't require people to be computer literate. With our Office Automation program, we give our students the necessary skills that are required to obtain a job in the current workplace. This program is designed for people who have little or no computer skills to begin with. It also is used by many clients to upgrade the current skills of their employees to increase their efficiency and production.

Our second program of study is in Networking, including Network +, A+ and Security +. This training program is intended for students who already have extensive knowledge of computers and networking, and are now looking to specialize their and become a valuable member of Information Technology team. Our classes prepare our students to take the Certified Exams if they choose too, but mainly they teach our students the skills needed to be valuable member of any IT team. Throughout their course studies, the students are able to gain valuable knowledge on network functions, hardware support and securing networks. They receive extensive hands on experience dealing with the day to day maintenance of Networking. Our training in this program prepares our students with the skills necessary to enter the Information Technology field.

The third program offered is in Leadership, Management, and Customer Service (Soft Skills). This program is intended for individuals who are already employed and are looking to either move into management, or improve their management skills. This program Consists of lecture, demonstration, assigned exercises, supervision of assigned exercises, and student interaction. Our training in this program prepares our students to move into Management positions with confidence, and also improve their ability to communicate with clients and coworkers.

At CTC our goal is to ***Fill Your Mind***, so you can ***Power Your Career!***

Approvals

Continental Training Center is approved by the Bureau for Postsecondary Private Education. Our School Code is 0701861

Prospective Students:

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at PO Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, Phone: (916) 431-6959, Fax: (916) 263-1897.

As a prospective student, you are encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589, or by completing a complaint form, which can be obtained on the bureau's Internet Web site, www.bppe.ca.gov.

All classes are held at 8421 Auburn Blvd. #259, Citrus Heights, CA 95610.

Programs:

Office Automation 440 hours

Personal Computer hardware configuration, operating systems, networks, and office automation software.

Class Schedule: Classes are held 8 hours per day Mondays & Wednesdays and Tuesdays & Thursdays

Syllabus Word Processing, spreadsheet, presentation, time management and data base software, for business applications. Dynamic Data linking of computer information. Operating systems, Project Management, Presentations, E-mail proficiency.

Occupations: This program is intended for individuals already employed in the use of office automation software.

Required training materials, available through Continental Training Center
MS Word, Excel, and Access, Power Point, and Outlook, Project and Visio by Cool Cat Computer Books
Project Management by Course Technology
Hardware and software configuration by Continental Training Center

Instruction mode consists of lecture, demonstration, explanation of assigned exercises, and supervision of assigned exercises.

Networking: Network +, A+, Security +: 240 hours

Principles of computer networks, hardware and network security

Class Schedule: Classes are held 8 hours per day Monday - Friday

Syllabus Network +, A+, Security +

Occupations: Computer network administrator. This program is intended for individuals already employed in the computer network industry.

Required training materials,

Study guides for each title available through Continental Training Center

Instruction mode consists of lecture, demonstration, explanation of assigned exercises, and supervision of assigned exercises.

Leadership, Management, and Customer Service – 140 Hours

Leadership, personnel skills and how to be an effective Manager.

Class Schedule: Classes are held 8 hours a day on Mondays & Tuesdays and Wednesdays & Thursdays.

Syllabus: Essentials of Management, Facilitation Management, Management of Change, Stress Management, Time Management, Customer Service Skills, Creative Thinking, Assertiveness Skills, Presentation Techniques and Problem Solving

Occupations: This program is intended for individuals who are already employed and are looking to either move into management, or improve their management skills.

Required Training Materials: All courseware is available through Continental Training Center.

Instruction Mode: Consists of lecture, demonstration, assigned exercises, supervision of assigned exercises, and student interaction.

Faculty:

Continental Training Center has two primary instructors for the courses they offer. Their information is below.

Jason Manibog – Jason has multiple certifications for MS Technical classes, Adobe Suite, and MS Office. Jason is also qualified to teach Soft Skills classes, and has extensive experience with Network +, A+ and Project Management. Jason has been teaching since 1999 and brings vast real world experience in consulting to compliment his tremendous teaching style.

John Napier – John is MOUS certified, and has been teaching all of the MS Office products since 1995. He has vast experience not only teaching the Microsoft products, but working with them while consulting.

Admissions, Acceptance of Credits:

For each Course of Study there are different levels of education required for admission. Continental Training Center has separate entrance exams for the Office Automation and Soft Skills programs and the Networking Program.

Office Automation and Soft Skills requires the student to have just a cursory knowledge of the computer. (ie... How to turn a computer on? What a keyboard and mouse are used for?)

Windows Networking Programs require the student to have solid base of computer knowledge. (ie... the students must now how to navigate the entire computer by using Explorer, all the basis of file management, a working knowledge of the operating system they are working on, whether it be Windows 2000 or Windows XP.) Novice computer users would be unable to pass the Entrance Exam for these programs.

Continental Training Center has not entered into any articulation or transfer agreements with any other College or University.

Withdrawals and Refunds:

NOTICE OF CANCELLATION

Course _____ Date of First Class _____

You may cancel this contract for school, without any penalty or obligation, within five business days from the date above.

If you cancel, any payment you have made and any negotiable instrument signed by you shall be returned to you within 10 days following The school's receipt of your cancellation notice.

But, if the school gave you any equipment you must return the equipment within 10 days of the date you signed a cancellation notice. If you do not return the equipment within this 10-day period, the school may keep an amount out of what you paid that equals the price of the equipment written in the contract. The school is required to refund any amount over that as provided above, and you may keep the equipment

To cancel the contract for school mail or deliver a signed and dated copy of this cancellation notice or any other written notice, or send a telegram to:

Hitchcock & Holcombe Inc.\dba Continental Training
Center
8421 Auburn Blvd. #150
Citrus Heights, CA 95610

NOT LATER THAN midnight of the date that is the fifth business day following the day of the first class or the day the first lesson was received.

I cancel the contract for school.

Date _____

Student's Signature _____

REMEMBER YOU MUST CANCEL IN WRITING. You do not have the Right to cancel by just telephoning the school or by not coming to class.

If you have any complaints, questions, or problems which you cannot work out with the school, write or call.

BUREAU FOR PRIVATE POSTSECONDARY EDUCATION

Mailing Address:

Bureau for Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798-0818

Physical Address (as of November 20, 2010):

Bureau for Private Postsecondary Education
2535 Capitol Oaks Drive, Suite 400
Sacramento California, 95833

Phone: (916) 431-6959

Refund Policy

This school has and maintains a policy for the refund of the unused portion of tuition and other charges in the event the student fails to enter the course or withdraws, or is discontinued there from at any time prior to the completion of the course.

It provides that the amount charged to the enrolled student for tuition will not exceed the pro rata portion of the hours attended including absences.

Text books, and other course materials purchased thru the school and returned are eligible for refund if they are considered to be in reusable condition.

Probation and Dismissal Policies:

Continental Training Center reserves the right to dismiss any student from class that is creating a distraction, or anyway affecting the ability of other students in class to learn the material. Students dismissed from class will be allowed one more chance to attend, and can continue attending classes so long as their behavior does not inhibit the instructors ability to deliver class materials. If dismissed a second time from class, the student will not be allowed to return, and refund will be given for any classes not yet attended.

Attendance:

Students are expected to be on time for all scheduled classes, and a daily record of the students attendance will be maintained by the instructor.

Absences necessary because of known schedule conflicts must be cleared in advance with the instructor.

- A. Absence – Absence will be considered excused under the following circumstances: illness, death, or birth in the immediate family, and other valid reasons substantiated in writing and at the discretion of the school administrator. All other absences will be considered unexcused. An absence of more than three days because of illness requires a signed doctor's statement that the individual is well enough to return to class.
- B. Tardiness – Tardiness is a disruption of a good learning environment and is to be discouraged. Two unexcused tardiness events are considered as one unexcused absence.

Leave of Absence:

Students are allowed to take a leave of absence whenever they choose. A full refund will be given for all classes as long they give Continental Training Center a 48 business hour notice of cancellation before any scheduled classes. The student is welcome to return to classes whenever they choose.

Charges:

Continental Training Center has the following charges for their classes:

One-day MS Office Classes are \$175 ** Two-day MS Office Classes are \$395

One-day Adobe Classes are \$355 ** Two-day Adobe Classes are \$625

One-day Soft Skills classes are \$175

Four-day Project classes are \$800

Five-day Technical classes are \$1000

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency programs attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act."

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

Title IV:

Continental Training Center does not participate in Federal or State financial aid programs.

Loans:

Continental Training Center does not provide loans to their students to attend classes. All fee's for classes are to be paid before the student attends each class. Continental Training Center does not participate in a Federal Student Financial Aid Program.

Bankruptcy:

Continental Training Center does not have a pending petition in bankruptcy, and is not operating as a debtor in possession. Continental Training Center has not filed a petition for bankruptcy in the past five years, and has not had a petition filed against it in the previous five years.

Placement Services:

Continental Training Center does not provide placement services for its students.

STRF:

Attached is our notice to students about the STRF fund, including the students right, responsibilities and who it would not apply to.

Notice to Continental Training Students:

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party."

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency programs attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education.

Transfer Out:

"NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION"

"The transferability of credits you earn at (name of institution) is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (degree, diploma, or certificate) you earn in (name of educational program) is also at the complete discretion of the institution to which you may seek to transfer. If the (credits or degree, diploma, or certificate) that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending (name of institution) to determine if your (credits or degree, diploma or certificate) will transfer."

Facilities & Equipment:

Continental Training Center currently has one classroom at their facility. That classroom accommodates 10 students and is approximately 500 sq. ft., and it is setup so that each student has their own workstation. The facility includes a handicap accessible bathroom. This classroom is used for all of the programs offered, and is equipped with Dell Desktop machines containing Pentium 4 Processors with 2.4 GHz of RAM. The machines accommodate any and all classes run at the site, and provide the students with a work atmosphere that they encounter in real life circumstances. Continental Training Center provides their students with a variety of learning materials depending upon the classes that are attended. The courseware is the students to take with them, and instructors encourage to students to take notes in them, so that they can refer to them easily in the future if needed.

Library:

Continental Training Center does not have library for their students. However, the courseware the students receive with each class all contain exercise files that can be accessed from home or any computer for practice after class.

Student Services:

All students who attend classes with Continental Training Center have an open communication line with all of their instructors, and with the two owners. The instructors make themselves available at breaks and after class to answer additional questions students might have. In addition to this, the students are given the instructors E-mail addresses if they have additional questions later. Each student that attends class also receives guidance from the Directors. Darin Holcombe and Steve Hithcock both have 16 years experience setting up training programs for companies and individuals. All of the courseware provided to students in class is theirs to take home for additional help.

Housing Services:

Continental Training Center does not provide housing or housing assistance to it's students. Continental Training Center has not responsibility to find or assist a student in finding housing.

VISA:

Continental Training Center does not admit students from other countries.

Experiential Credit:

Continental Training Center does not award credit for prior experiential training. Each class is awarded a certificate based on the student attending the entire class, and no prior experiential training can be used to attain those certificates.

Financial Aid:

Continental Training Center does not provide financial aid to its students.

Standards:

Continental Training Center expects each student to be on time for class and attend the entire class, whether it's one day, or five days. Students must show proficient knowledge of the subject that is taught. That knowledge is tested throughout each class as students are asked to complete exercises that test their knowledge of the subject. Students are also given an exam at the end of the class that covers the information taught throughout the entirety of class. If the students shows that they have gained sufficient knowledge in the subject being taught they are given a certificate the end of class indicating they have completed the designated course, with the date attended, and the signature of the certified instructor who taught.

Distance Education:

Continental Training Center does not provide distance education.

Grievances:

NOTICE OF STUDENT RIGHTS

1. You may cancel your contract for school, without any penalty or obligation as described in the Notice of cancellation form that will be given to you at the first class you attend

Read the Notice of Cancellation form for an explanation of your cancellation rights and responsibilities. If you have lost your Notice or Cancellation form, ask the school for a sample copy

2. You have the right to stop school at any time and receive a refund for the part of the course not taken. Your refund rights are described in the Contract. If you have lost your contract, ask the school for a description of the refund policy.
3. If the school closes before you graduate, you may be entitled to a refund, Contact the

Bureau for Private Postsecondary Education

at the address and telephone number printed below for information.

4. If you have any complaints, questions, or problems which you cannot work out with the school, write or call:

BUREAU FOR PRIVATE POSTSECONDARY EDUCATION

Mailing Address:

Bureau for Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798-0818

Physical Address (as of November 20, 2010):

Bureau for Private Postsecondary Education
2535 Capitol Oaks Drive, Suite 400
Sacramento California, 95833

Phone: (916) 431-6959

Toll Free: (888) 370-7589

Main Fax: (916) 263-1897

Licensing Fax: (916) 263-1894

Enforcement/STRF/Closed Schools Fax: (916) 263-1896

Web site: www.bppe.ca.gov

General E-mail: bppe@dca.ca.gov

Licensing E-mail: bppe.licensing@dca.ca.gov

Enforcement E-mail: bppe.enforcement@dca.ca.gov

Student Tuition Recovery Fund/Closed Schools E-mail: bppe.strfclosedschool@dca.ca.gov

Annual Fee E-mail: bppe.annualfee@dca.ca.gov

Records:

Files for Continental Training Center clients are kept in two forms. All scheduling and financial records are stored electronically in a database. All attendance forms that are signed by the students when they attend class, and all paper financial transactions (check stubs, credit card slips, confirmation letters, invoices) are kept in locked file cabinets. Each client has their own folder, and within that folder the attendance records, and financial records are separated into their own folders.

There are two methods that CTC uses to keep records for all of their students who attend classes. First, they keep all students in an Access Database with all of their relevant information. They also keep all paper copies related to our students in locked file cabinets. The Access database is used to organize our file cabinets. Therefore, when information is needed, they are able to look up what is needed in Access. From Access CTC can track everything a student has done with them, and if need be Access lets CTC employees know exactly where the paper copies for that information is being kept, so they can find whatever is needed in a timely manner.

Custodian of Records:

Darin Holcombe

8421 Auburn Blvd. #259

Citrus Heights, CA 95610

E-mail: darin@pctraining4u.com

Phone: 916-735-5515

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8421 Auburn Blvd. #259

Citrus Heights, CA 95610

Phone: 916-735-5515