

## **ARBOR of Imperial County**



School Catalog

March 2012 - July 2013

ARBOR of Imperial County  
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## **Licensing, Approvals and Memberships**

- Arbor of Imperial County is approved by the Imperial County Workforce Investment Board
- Arbor of Imperial Count is approved by the Imperial County Office of Employment and Training

## **Administration and Staff**

Please refer to the Catalog Supplement for a complete listing of the Administration and Staff.

## **Philosophy on Delivering Services**

Arbor's philosophy on delivering services reflects several core principles focused on providing the most qualified applicants to meet current and future needs of business. Our approach is grounded in the following principles:

Customer Focused – Arbor's approach is designed to meet the varying needs of customers. It is flexible so that changing economic, social, and other environmental factors can be quickly addressed in an effective manner.

Industry-led – Services to customers reflect the demands of the local labor market and are continually refined to meet those needs.

Teamwork – Arbor views all site staff as a cohesive team responsible for working collaboratively to achieve successful outcomes region-wide. Part of attaining a team approach to service delivery is the need to empower staff to participate in designing strategies for success. Arbor uses best practices teams, all staff training sessions, and team building exercises to foster an atmosphere of cooperation and solidarity.

Collaboration – Arbor understands the importance of creating a network of organizations that provide the necessary support to assist individuals to become secure and maintain employment. In all projects across the country, we partner with a variety of community and faith based organizations to ensure that a robust menu of services and resources are available.

Accountability – Arbor believes that staff accountability is fostered by clearly articulating expectations and defining how individual responsibilities lend to the success of the entire system. As such, Arbor uses the MVP system whereby employee goals are established, monitored, and rewarded on an ongoing basis.

**ARBOR E&T. LLC** has devoted the last 44 years to developing specialized training and educational programs for adults wishing to enter or reenter the job market. Our approach is based on developing systems that individualize work for each student; that provides immediate feedback to each student; and that utilizes short-term incentives to keep motivation high for the intermediate term goal of finishing the training program and the long-term goal of finding and keeping employment. A strong emphasis is placed on coordinating the educational program with a specific vocational/occupational goal. We not only teach educational skills, but also those social skills necessary for interviewing and dealing with social situations on the job.

## **HISTORY**

Job Training programs focusing on self-sufficiency through job development, placement, and retention have always been our business. Originally founded/incorporated in 1963 as the operations arm of a behavioral research organization in Pennsylvania, we began providing workforce development services in 1968 after being awarded a demonstration grant by the federal Department of Health, Education, and Welfare to formulate an innovative job training program for welfare mothers in Philadelphia. Now, for more than 43 years, RWS has provided federally-funded programs nationwide including: Workforce Investment Act (WIA) since its inception in 1998; Wagner-Peyser; Vocational Rehabilitation; Temporary Assistance to Needy Families (TANF); Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T); Child Care Services and Trade Adjustment Assistance (TAA) programs.

## **FACILITIES AND EQUIPMENT**

ARBOR of Imperial County is located in El Centro, California bordering Arizona and Mexico. The facility is a single level modern office building. The facility houses administrative, office and classroom space of the school.

The lab/classroom are well equipped with all the necessary equipment to effectively train students for careers in the Medical/Clerical field. The school provides training on desktop computers, 10 key adding machines, photocopiers and facsimile machines.

## **ADMISSION REQUIREMENTS**

ARBOR of Imperial County is open to all qualified applicants without discrimination on the basis of race, religion, national origin or sex.

An applicant must fully meet the following general requirements for admission to ARBOR:

- Be interviewed by an ARBOR representative
- Take the TABE Test and earn a minimum of an 8.9 grade level in reading and math
- Be at least 18 years of age
- Successfully complete a 5 day probationary period.

Acceptance by the school is based on the applicant's ability to meet the above requirements, a review of the applicant's previous educational records and a review of the applicant's career interest.

## **NON-ACCEPTANCE**

Any applicant who is not accepted for admission will be notified and will have the opportunity to reapply in six (6) months.

## **ENROLLMENT AGREEMENT**

In the event that the interview and test results in acceptance of the training program by the applicant, and the school's willingness to accept the student as a student, an enrollment agreement will be prepared in duplicate. The applicant and the school official will sign both copies.

## **CREDIT FOR PREVIOUS TRAINING**

Credit will be given for comparable education and/or work experience and the student will receive appropriate advanced placement. All requests for credit for previous training must be submitted to the School Director. Approval of such requests will be based on appropriate documentation and/or testing required. No requests will be considered after the start of classes.

## **FINANCIAL INFORMATION**

The tuition charged for the programs are a comprehensive fee covering all services. Tuition payments of students sponsored by agencies, such as Imperial County Workforce Development Office and State Department of Rehabilitation will be geared to the school and to the procedures and billing requirements of the agencies.

## **REFUND AND WITHDRAWAL POLICIES**

Not applicable due to sponsored agency payments.

## **ACADEMIC INFORMATION**

### **GRADING SYSTEM/STUDENT PROGRESS**

In the independent, self-directed educational program provided by ARBOR, the student is in control of his/her progress. ARBOR of Imperial County firmly believes that it is not the school's responsibility to "teach" the student, but rather, it is the student's responsibility to learn by appropriately utilizing the curriculum placed at his/her disposal.

The curriculum at ARBOR is based on the student proceeding at his/her own pace. Therefore, the amount of hours a student spends on each task is dependent on the skills and abilities the student brings into the program, and the speed at which he/she works. This might be recognized as "outcome" based education.

**In particular**, this means that a fast student will be exposed to advanced material, while the slower student will spend more time on the basics so that he/she is at least qualified for entry level positions in the clerical field.

This contrasts the traditional approach which is based on a fixed exposure of the student to material in which the student receives a grade. Regardless of the grade, the student is then advanced to the next Class. Such an approach will, by its very nature, produce students who have been exposed to everything but who have learned nothing, and hence cannot compete in the job market.

Because of this approach to training, ARBOR does not use a traditional grading system (A-F), but evaluates a student's progress against defined performance levels. Student progress is evaluated monthly by their instructors, using the Participant Activity Tracking Status form. This form shows the student's progress in Typing, Word Processing, and their academic subject. It also reports on the student's attendance, motivation, and any problem the student may be experiencing.

## **SATISFACTORY PROGRESS**

Students enrolled in the following program must complete their training within the indicated time frames:

Program	Normal Hours	Maximum Length
Medical/Clerical	400 Hours	450 Hours

In addition to the time frame, students must complete a minimum of 80% of the obtainable competencies within the normal time frame to be considered to be making satisfactory progress (incremental progress towards timely completion). Students who do not complete the required competencies in the normal time frame will be issued a warning, which will be placed in their file.

## **GRADUATION REQUIREMENTS**

In order to graduate from a program of training, the student must demonstrate proficiency in all academic areas as evidenced by passing the final exam, as well as typing a minimum of 40 words per minute with 3 or fewer errors.

## **GRADUATION DOCUMENTS**

A Certificate will be awarded to those students who satisfactorily complete their program of study. In addition, the students will receive a certificate of completion only after completing 30 consecutive days on a designated job.

## **SCHOOL POLICIES**

### **ATTENDANCE**

Students are expected to attend all scheduled classes in order to achieve their educational and career goals. Prospective employers are often as concerned with an applicant's school attendance record as with his/her academic record. Attendance is recorded every hour of each class meeting.

Excessive absences or lateness (over 15% of the class) hinders the student's ability to learn the subject matter and therefore results in not being able to complete the program within the required time frame. Students who are absent or late over 15% of the program may be terminated from the school.

### **CLASS CUTS**

Class cuts are not permitted and will be recorded as an absence.

## **MAKE UP WORK**

In the event of early dismissal, lateness or absence, the student will be required to make-up work and tests to meet the school's requirements.

## **CONDUCT**

Students are expected to conduct themselves in a professional manner at all times. The following are examples of unacceptable behavior, but not limited to those listed: use of profanity, fighting, disrespectful conduct towards staff and students, willful destruction of property, cheating, stealing, and carrying of concealed weapons.

## **DISMISSAL FROM THE SCHOOL**

The school reserves the right to dismiss any student who:

- Exhibits conduct found to be detrimental to the individual, other students, or to the school.
- Fails to maintain satisfactory academic progress.
- Fails to attend class regularly.

## **APPEALS PROCESS**

If a student feels that he/she has been unjustly terminated from their training program, he/she has the right to appeal in writing within 30 days of the date of the termination to the School Director. The Director shall reach a decision and the student notified in writing, within 30 days. The School Director's decision is final.

## **STUDENT COMPLAINT PROCEDURE**

*IF YOU HAVE ANY COMPLAINTS, QUESTIONS OR PROBLEMS WHICH YOU CANNOT WORK OUT WITH THE SCHOOL, WRITE OR CALL :*

*BUREAU FOR PRIVATE POSTSECONDARY EDUCATION STUDENT SERVICES*

*P. O. BOX 960818*

*WEST SACRAMENTO, CA 95798-0818 P.*

*916-431-6959 F. 916-263-1897*

*www. bppe.ca.gov*

## **JOB PLACEMENT**

The ultimate goal of the training provided at ARBOR is to prepare the student to obtain a position of the highest quality in the shortest period of time. To reach this goal, ARBOR provides specific training in job search techniques, on-going training in Life Skills and Occupational Literacy, the option to participate in an Internship program, and direct job placement assistance through the club.

Life skills such as reading want ads, passing standardized employment tests, calling for an interview, disciplined work habits, accountability, and other similar skills necessary to obtain and retain a job are built into the program on a daily basis. Occupational Literacy stresses the importance of developing a certain professional manner and poise. How one addresses a co-worker or supervisor, how one accepts criticism and encouragement, how one gives instruction are all areas that are role played and monitored by the instructor throughout the course.

All students participate in the Job Prep module. In this segment of the training, students learn specific job search techniques such as interviewing techniques, phone work, resume preparation, filling out applications, effective job search, and follow-up techniques. Specific job leads are provided in this component of the training to assist the student in entering the job market.

Students also have the option to participate in the Internship Program, based on individual need. Students will have the opportunity to be placed in an actual work environment for anywhere from six to twelve weeks. This experience is used to enhance existing skills, and increase the prospects of employment for those students who have limited experience or who have been absent from the workplace for a prolonged period of time.

*THE SCHOOL WISHES TO EMPHASIZE THAT IT CANNOT, AND DOES NOT GUARANTEE JOB PLACEMENT.*

## **CASE MANAGEMENT**

Before entering the school each student is assigned a Case Manager through the One Stop or their funding source. The instructor alerts the case manager of any problems that may occur that would interfere with that student's ability to benefit from the training provided. All students are referrals from programs in the area and therefore case management is the responsibility of the sponsoring agency. We encourage the case manager to attend weekly to meet with our students and resolve any issues before it hinders their attendance with our program.

## **HOUSING**

ARBOR does not provide housing for its students. However, a student with a housing problem should discuss the situation with their Case Manager for assistance in solving the problem.

## **STUDENT RECORDS**

The student's record of attendance, monthly and cumulative ratings, will be maintained in the active file while the student is in school. An official transcript reflecting this data will be placed in the inactive file when the student leaves school. This record will be kept in perpetuity.

## **INSTRUCTIONAL PROGRAMS**

### **MEDICAL CLERICAL PROGRAM**

#### *Program Length & Instructor Ratio*

The Medical/Clerical Program consists of a minimum of 400 hours over a minimum of 14 weeks followed by a minimum of forty (40-120) hours of internship in a medically related position.

Class Schedule Classes are in session from 8:30 AM to 3:00 PM, Monday through Friday. There is a one (1) hour break for lunch.

The Student Instructor ratio for this program is 20: 1

#### *Program Objectives and Outline*

The ARBOR Medical/Clerical training program provides intensive, comprehensive office skills with an emphasis on medical clerical skills. Occupational clusters within the general and medical clerical fields which the graduate of the program will be suitable for include: Medical Transcriber, Word Processor, Accounting Clerk, Computer Terminal Operator, Clerk Typist, General Office Clerk, and Receptionist.

The curriculum incorporates business-related academics in order to prepare the student to read, write and compute at levels competent to progress in clerical training and is enhanced with computerized job simulation activities for physician's office and hospital positions.

The program's format is open entry/open exit to allow individual students to master each unit at their pace. The school provides an employment-oriented environment that fosters appropriate work attitudes and behaviors.

Progress in the Clerical Training component will be evaluated according to industry standards, not on the traditional "pass/fail" system. Students will learn to take responsibility for their own progress and consequently become motivated to meet those standards.

ARBOR of Imperial County does not offer an English as a Second language Course.

<b>Class Title</b>	<b>Minimum Class Hours</b>
General Office Procedures	65
Medical Terminology	65
Keyboarding	65
Medical Forms	70
Electric Calculator	50
Medical Manager	85

## **COURSE DESCRIPTIONS**

### Medical/Clerical Program

General Office Procedures Class Hours: 65

In this class the student will learn correct office procedures for working in today's modern office. The student will learn to perform alpha and numeric filing, correctly answer the telephone and take messages. Additional business English and basic math will be covered in this class.

Medical Terminology Class Hours: 65

This class provides a study of the basic structure of medical terms that the student will be using on-the-job. The study includes prefixes, suffixes, and combining of forms. This class includes spelling and definitions of medical terms. As part of the design of this class the student also learns the importance and "how-to" of taking and recording vital signs of the patient.

#### Keyboarding Class Hours: 65

In this class the student will learn the proper method of touch typing. Upon successful completion of this class the student will be able to touch type at least 40 WPM or increase their speed at least 20 WPM over their initial speed. Additionally, the student will learn the proper method of typing business letters, business letters with columns numbers, how to set margins, tabs, and the parts of the typewriter. Students will also produce their own resumes in this class.

#### Medical Forms Class Hours: 70

In this class the student will gain the knowledge and skills necessary for successful medical insurance processing, including in-depth coverage of medical insurance, the claims process, HCFA 1500 and UB-92.

#### Electric Calculator Class Hours: 50

In this class the student will learn the proper use of the electronic calculator using the touch method through repeated practice.

#### Medical Manager Class Hours: 85

The students will learn how to input patient information, schedule appointments, handle billing, produce lists and reports, and process insurance claims on forms and electronically.

## Sample Letter to Potential Employer or Intern Sites

March 19, 2012

To whom it may concern:

On behalf of ARBOR E&T of Imperial County we would like to inform you of our Medical/Clerical training course. Our course consists of 400-450 class hours and with 40-120 hours of internship in a medical office.

The ARBOR Medical/Clerical training course provides intensive, comprehensive office skills training with an emphasis on medical clerical. Occupational clusters within the general clerical and medical fields. The program graduate will be suitable for work placement as a, *Medical Transcriber, Word Processor, Accounting Clerk, Computer Terminal Operator, Clerk Typist, General Office Clerk, Receptionist, Medical Billing, and Clerk Intake*. Participants will also be cross-trained to work *Front/Back office*.

A brief overview of the curriculum for the Medical/Clerical course will include the following: General Office Procedures, Keyboarding (50 wpm), Medical Terminology, 10-Key Calculator, Basic vital signs: blood pressure, pulse rate, temperature, height, weight. Participants will learn the Medical Manager, and how to complete medical forms.

Based on the training courses, would you be willing to accept an internship agreement or would you consider hiring a Medical/Clerical graduate upon completion of program or if you have any job vacancies in the future?

ARBOR is requesting your assistance and would like to thank you in advance, for your time and consideration.

Should you have any questions regarding this matter, please feel free to contact me @ 760-353-4544.

Sincerely,

Program Director

## **CATALOG SUPPLEMENTAL**

Arbor of Imperial County

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*Please refer to full catalog for further information*

### **Tuition and Fees**

Medical Clerical Program

- Registration Fee \$ 75.00
- Tuition \$4925.00
- Books and Supplies \$ .00

### **STAFFING**

#### **Corporate Staff**

President and Manager	Pat Kelley
Senior Vice President	Diane Rath
Vice President	Karen Ramage
Regional Director	Janette Dyer

#### **Administrative Staff**

Director	Martha Anaya
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#### **Instructional Staff**

Director	Martha Anaya
Instructor	Amelia Tadeo

**Class Start Dates**

All classes start every Monday and are open entry/exit.

**Legal Holidays**

New Year's Day      Martin Luther King Day      Memorial Day

Independence Day      Labor Day      Thanksgiving Day      Christmas Day

*ARBOR schedules up to 2 in-service days per year for staff development*