



dba A Professional Training Center

5150 Sunrise Blvd., Suite E-4
Fair Oaks, CA 95628
(916) 967-8488
(916) 967-8486 FAX
www.vocationalresource.com

January 2011 thru
December 2012



WE INCLUDE SPECIALIZED TUTORING SOFTWARE FOR VOICE INPUT

- ❖ **Bookkeeping / Accounting** **Bookkeeping / Accounting *with Voice Input Technical Support***
- ❖ **Computer Applications** **Computer Applications *with Voice Input Technical Support***
- ❖ **Front Office / Medical** **Front Office / Medical *with Voice Input Technical Support***
- ❖ **General Office / Receptionist** **General Office / Receptionist *with Voice Input Technical Support***
- ❖ **Medical Billing** **Medical Billing *with Voice Input Technical Support***
- ❖ **Non-Emergency Dispatching** **Non-Emergency Dispatching *with Voice Input Technical Support***
- ❖ **Transcription** **Transcription *with Voice Input Technical Support***
- ❖ **NaturallySpeaking Fast Track**

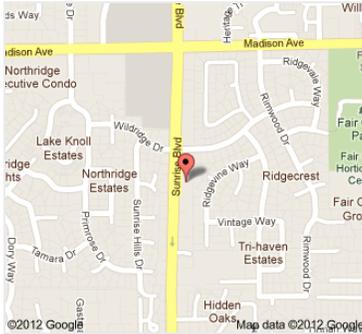
All Classes are held at:

Vocational Resource Services, Inc.
dba A Professional Training Center
5150 Sunrise Blvd., Suite E-4
Fair Oaks, CA 95628

*VRS is a private institution approved to operate by the
Bureau for Private Postsecondary Education.*

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DIRECTIONS



Traveling **WEST** on **HWY 50**: Take the **Sunrise Exit**. Travel North on Sunrise. After Sunset, the next light is Wildridge, Make a **RIGHT** at Wildridge. Make a **RIGHT** at the first driveway which will take you into the Wildridge Office Park Parking Lot. Turn **RIGHT** into the first parking area to the right and our suite is on the right hand side (last office suite) E-4.



Traveling from **HWY 80**: Take the **Sunrise Exit**. Travel South until you see Madison Avenue. Wildridge is the next light. Make a **LEFT** at stoplight. Make a **RIGHT** at the first driveway which will take you into the Wildridge Office Park Parking Lot. Turn **RIGHT** into the first parking area to the right and our suite is on the right hand side (last office suite) E-4.

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

E D U C A T I O N

E R G O N O M I C S

E V A L U A T I O N

V O I C E I N P U T

Any questions a student may have regarding this catalog that have not been satisfactorily answered by V.R.S. may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Ste. 400, Sacramento, CA 95833, www.bppe.ca.gov, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

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 toll-free or by completing a complaint form, which can be obtained on the bureau's internet website, www.bppe.ca.gov



BOOKKEEPING / ACCOUNTING

LESSON OBJECTIVE	ACTIVITY	TIME
<p>EFFECTIVE OFFICE COMMUNICATION</p> <p>Business English, Business Math, Filing, Copiers, Adding Machines, Fax, Telephones, Ergonomics, Time Management, Business Ethics, Introduction to Internet and Introduction to Email</p>	<p><i>New Office Professional's Handbook</i></p> <p>Effective Office Communications; Business Letters, Memos, Cover Letter, Resume, Post Resume to Internet Job Site, Supervised Practice with Office Machines</p>	<p>40 Hrs.* For Business English/Math</p> <p>40 Hrs.* General Office</p>
<p>KEYBOARDING</p> <p>Objective: 25 wpm</p>	<p>Customized to student's typing needs. 10 key practice</p>	<p>40 Hrs.*</p>
<p>GENERAL COMPUTER</p> <p>Introduction to Windows</p>	<p><i>Computer Prep:</i> <i>Introduction to Windows</i></p>	<p>40 Hrs.*</p>
<p>WORD PROCESSING</p> <p>Formatting / Block Operations Speller / Thesaurus / Printing / Page Numbering / Search and Replace</p>	<p><i>Computer Prep:</i> <i>Introduction to Word</i></p>	<p>40 Hrs.*</p>
<p>INTRODUCTION TO SPREADSHEETS</p> <p>Creating Spreadsheets, Copying, Erasing, Moving Cell Data & Working with Formulas and Functions</p>	<p><i>Computer Prep:</i> <i>Introduction to Excel</i></p>	<p>40 Hrs.*</p>

*After students have completed the above, they work on **ELECTIVES** to achieve their career goals.*

LESSON OBJECTIVE	ACTIVITY	TIME
<p>BOOKKEEPING</p> <p>Spreadsheet Applications – Advanced Functions, Advanced Formatting, Charts</p>	<p><i>Computer Prep:</i> <i>Microsoft Excel: Module II</i></p>	<p>40 Hrs.*</p>
<p>Basic Skills, Personal & Business Budgets, Cash Receipts, Checking Account Records, Petty Cash, Accounts Payable, Financial Statements, Payroll Computing Gross and Net Pay.</p>	<p><i>South-Western:</i> <i>Keeping Financial Records for Business</i></p>	<p>120 Hrs.*</p>
<p>Grand Total</p>		<p>440 Hrs.*</p>

***Note: all times are approximate and will flex with student experience and progress.**

Mission Statement: Our purpose is to assist those within a diverse working population to excel to the best of their ability. Instruction for entry level students; outcome is for entry level employment within this educational field.



BOOKKEEPING / ACCOUNTING WITH VOICE IN-PUT TECHNICAL SUPPORT

LESSON OBJECTIVE	ACTIVITY	TIME
EFFECTIVE OFFICE COMMUNICATION Business English, Business Math, Filing, Copiers, Adding Machines, Fax, Telephones, Ergonomics, Time Management, Business Ethics, Introduction to Internet and Introduction to Email	<i>New Office Professional's Handbook</i> Effective Office Communications; Business Letters, Memos, Cover Letter, Resume, Post Resume to Internet Job Site, Supervised Practice with Office Machines	40 Hrs.* For Business English/Math 40 Hrs.* General Office
VOICE IN-PUT (See Voice In-Put Computer System Requirements).	Train Voice Files; Audio Setup Wizard; Voice Commands; Use with Software Applications; Dictation Macros	100 Hrs.*
GENERAL COMPUTER Introduction to Windows	<i>ComputerPrep:</i> <i>Introduction to Windows</i>	40 Hrs.*
WORD PROCESSING by voice Formatting / Block Operations Speller / Thesaurus / Printing / Page Numbering / Search and Replace	<i>VoiceCommands:</i> <i>Introduction to Word</i>	40 Hrs.*
INTRODUCTION TO SPREADSHEETS by voice Introduction to Excel, Creating Spreadsheets Copying, Erasing, & Moving Cell Data, Working with Formulas and Functions	<i>Voice Commands:</i> <i>Introduction to Excel: Module I</i>	40 Hrs.*

*After students have completed the above, they work on **ELECTIVES** to achieve their career goals.*

LESSON OBJECTIVE	ACTIVITY	TIME
BOOKKEEPING Spreadsheet Applications – Advanced Functions, Advanced Formatting, Macros, Charts, Basic Skills	<i>Computer Prep:</i> <i>Microsoft Excel: Module II</i>	40 Hrs.*
Personal & Business Budgets, Cash Receipts, Checking Account Records, Petty Cash, Accounts Payable, Financial Statements, Payroll Computing Gross and Net Pay	<i>South-Western:</i> Keeping Financial Records for Business	160 Hrs.*
Grand Total		500 Hrs.*

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COMPUTER APPLICATIONS

LESSON OBJECTIVE	ACTIVITY	TIME
EFFECTIVE OFFICE COMMUNICATION Business English, Business Math, Filing, Copiers, Adding Machines, Fax, Telephones, Ergonomics, Time Management, Business Ethics, Intro to Internet and Intro to Email	<i>New Office Professional's Handbook</i> Effective Office Communications; Business Letters, Memos, Cover Letter, Resume Post Resume to Internet Job Site Supervised Practice with Office Machines	40 Hrs.* For Business English/Math 40 Hrs.* General Office
KEYBOARDING Objective: 20 wpm	Customized to students typing needs. Various typing tutorials	40 Hrs.*
GENERAL COMPUTER Introduction to Windows WORD PROCESSING Formatting / Block Operations Speller / Thesaurus / Printing / Page Numbering / Search and Replace INTRODUCTION TO SPREADSHEETS Introduction to Excel, Creating Spreadsheets, Copying, Erasing, Moving Cell Data, Working with Formulas and Functions	<i>ComputerPrep:</i> <i>Introduction to Windows</i> <i>ComputerPrep:</i> <i>Introduction to Word</i> <i>ComputerPrep:</i> <i>Introduction to Excel</i>	40 Hrs.* 40 Hrs.* 40 Hrs.*

*After students have completed the above, they work on **ELECTIVES** to achieve their career goals.*

LESSON OBJECTIVE	ACTIVITY	TIME
DATABASE INTRODUCTION Creating & modifying a Database Sorting and Filtering, Queries, Reports	<i>ComputerPrep:</i> <i>Access; Module I</i>	80 Hrs.*
INTERNET INTRODUCTION Searching for information, Sending and Receiving E-Mail Messages, Sending Attachments, Looking for Jobs online	<i>The Internet in Easy Steps</i>	80 Hrs.*
Grand Total		400 Hrs.*

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 Instruction for entry level students; outcome is for entry level employment within this educational field.



COMPUTER APPLICATIONS WITH VOICE IN-PUT TECHNICAL SUPPORT

LESSON OBJECTIVE	ACTIVITY	TIME
<p>EFFECTIVE OFFICE COMMUNICATION Business English, Business Math, Filing, Copiers, Adding Machines, Fax, Telephones, Ergonomics, Time Management, Business Ethics, Introduction to Internet and Introduction to Email</p>	<p><i>New Office Professional's Handbook</i> Effective Office Communications; Business Letters, Memos, Cover Letter, Resume, Post Resume to Internet Job Site. Supervised Practice with Office Machines</p>	<p>40 Hrs.* <i>For Business English / Math</i></p> <p>40 Hrs.* General Office</p>
<p>VOICE IN-PUT (See Voice In-Put Computer System Requirements).</p>	<p>Train Voice Files; Audio Setup Wizard; Voice Commands; Use with Software Applications; Dictation Macros</p>	<p>100 Hrs.*</p>
<p>GENERAL COMPUTER Introduction to Windows</p> <p>WORD PROCESSING by voice Formatting / Block Operations Speller / Thesaurus / Printing / Page Numbering / Search and Replace</p> <p>INTRODUCTION TO SPREADSHEETS by voice Introduction to Excel, Creating Spreadsheets, Copying, Erasing, & Moving Cell Data, Working with Formulas and Functions</p>	<p><i>ComputerPrep:</i> <i>Introduction to Windows</i></p> <p><i>VoiceCommands:</i> <i>Introduction to Word</i></p> <p><i>VoiceCommands:</i> <i>Introduction to Excel</i></p>	<p>40 Hrs.*</p> <p>40 Hrs.*</p> <p>40 Hrs.*</p>

*After students have completed the above, they work on **ELECTIVES** to achieve their career goals.*

LESSON OBJECTIVE	ACTIVITY	TIME
<p>DATABASE INTRODUCTION Creating & Modifying a Database Sorting and Filtering, Queries, Reports</p>	<p><i>ComputerPrep:</i> <i>Access; Module I</i></p>	<p>80 Hrs.*</p>
<p>INTERNET INTRODUCTION Searching for information, Sending and Receiving E-Mail Messages, Sending Attachments, Looking for Jobs online</p>	<p><i>The Internet in Easy Steps</i></p>	<p>80 Hrs.*</p>
<p>Grand Total</p>		<p>460 Hrs.*</p>

***Note: all times are approximate and will flex with student experience and progress.**

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Instruction for entry level students; outcome is for entry level employment within this educational field.



GENERAL OFFICE/RECEPTIONIST

LESSON OBJECTIVE	ACTIVITY	TIME
EFFECTIVE OFFICE COMMUNICATION Business English, Business Math, Filing, Copiers, Adding Machines, Fax, Telephones, Ergonomics, Time Management, Business Ethics, Intro to Internet and Intro to Email	<i>New Office Professional's Handbook</i> Effective Office Communications; Business Letters, Memos, Cover Letter, Resume Post Resume to Internet Job Site, Supervised Practice with Office Machines	40 Hrs.* For Business English/Math 40 Hrs.* General Office
KEYBOARDING Objective: 20 wpm	Customized to students typing needs. Various typing tutorials	20 Hrs.*
GENERAL COMPUTER Introduction to Windows WORD PROCESSING Formatting / Block Operations Speller / Thesaurus / Printing / Page Numbering / Search and Replace INTRODUCTION TO SPREADSHEETS Introduction to Excel, Creating Spreadsheets, Copying, Erasing, Moving Cell Data, Working with Formulas and Functions	<i>ComputerPrep:</i> <i>Introduction to Windows</i> <i>ComputerPrep:</i> <i>Introduction to Word</i> <i>ComputerPrep:</i> <i>Introduction to Excel</i>	40 Hrs.* 40 Hrs.* 40 Hrs.*

*After students have completed the above, they work on **ELECTIVES** to achieve their career goals.*

LESSON OBJECTIVE	ACTIVITY	TIME
RECEPTIONIST Multi-Line Telephone Experience Introduction to Transcription and Dictaphone	Supervised practice on V.E.S. phones	20 Hrs.*
Grand Total		240 Hrs.*

***Note: all times are approximate and will flex with student experience and progress.**

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GENERAL OFFICE/RECEPTIONIST WITH VOICE IN-PUT TECHNICAL SUPPORT

LESSON OBJECTIVE	ACTIVITY	TIME
<p>EFFECTIVE OFFICE COMMUNICATION</p> <p>Business English, Business Math, Filing, Copiers, Adding Machines, Fax, Telephones, Ergonomics, Time Management, Business Ethics, Intro to Internet and Intro to Email</p>	<p><i>New Office Professional's Handbook</i> Effective Office Communications; Business Letters, Memos, Cover Letter, Resume Post Resume to Internet Job Site, Supervised Practice with Office Machines</p>	<p>40 Hrs.* for Business English/Math</p> <p>20 Hrs.* General Office</p>
<p>VOICE IN-PUT (See Voice In-Put Computer System Requirements).</p>	<p>Train Voice Files; Audio Setup Wizard; Voice Commands; Use with Software Applications; Dictation Macros</p>	<p>100 Hrs.*</p>
<p>GENERAL COMPUTER Introduction to Windows</p>	<p><i>Computer Prep:</i> <i>Introduction to Windows</i></p>	<p>40 Hrs.*</p>
<p>WORD PROCESSING by voice Formatting / Block Operations Speller / Thesaurus / Printing / Page Numbering / Search and Replace</p>	<p><i>ComputerPrep:</i> <i>Introduction to Word</i></p>	<p>40 Hrs.*</p>
<p>INTRODUCTION TO SPREADSHEETS by voice Introduction to Excel, Creating Spreadsheets, Copying, Erasing, & Moving Cell Data, Working with Formulas and Functions</p>	<p><i>ComputerPrep:</i> <i>Introduction to Excel</i></p>	<p>40 Hrs.*</p>

*After students have completed the above, they work on **ELECTIVES** to achieve their career goals.*

LESSON OBJECTIVE	ACTIVITY	TIME
<p>RECEPTIONIST Multi-Line Telephone Experience</p>	<p>Supervised practice on V.E.S. phones</p>	<p>20 Hrs.*</p>
<p>Grand Total</p>		<p>300 Hrs.*</p>

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Instruction for entry level students; outcome is for entry level employment within this educational field.



FAST TRACK WITH DRAGON NATURALLY SPEAKING

COURSE	ACTIVITY	TIME
DRAGON NATURALLY SPEAKING INSTALLATION	Loading DNS onto computer; set up Audio Wizard.	1 Hr.*
TRAINING VOICE FILES	Train DNS to adapt to speech patterns.	1 Hr.*
BASIC COMMANDS	Creating documents by voice commands.	3 Hrs.*
DRAGON NS Quiz 1 & 2	Quiz 1 dictation and correcting recognition errors. Quiz 2 formatting advanced commands and using different applications.	4 Hrs.*
VOCABULARY BUILDER & EDITOR	Editing and adding words to DNS vocabulary	1 Hr.*

LESSON OBJECTIVE	ACTIVITY	TIME
WINDOWS	<i>ComputerPrep: Introduction to Windows Use by voice.</i>	5 Hrs.*
MICROSOFT WORD	Utilize voice manual – <i>VoiceCommands: Introduction to Word</i>	5 Hrs.*
MICROSOFT EXCEL	Utilize voice manual – <i>VoiceCommands: Introduction to Excel</i>	5 Hrs.*
INTERNET / E-MAIL	<i>Dragon Naturally Speaking Book</i>	10 Hrs.*
Grand Total		35 Hrs.*

****Note: all times are approximate and will flex with student experience and progress.***

Mission Statement: Our purpose is to assist those within a diverse working population to excel to the best of their ability. Instruction for entry level students; outcome is for entry level employment within any job using a computer.

FRONT OFFICE/MEDICAL



LESSON OBJECTIVE	ACTIVITY	TIME
EFFECTIVE OFFICE COMMUNICATION Business English, Business Math, Filing, Copiers, Adding Machines, Fax, Telephones, Ergonomics, Time Management, Business Ethics, Intro to Internet and Intro to Email	<i>New Office Professional's Handbook</i> Effective Office Communications; Business Letters, Memos, Cover Letter, Resume Post Resume to Internet Job Site, Supervised Practice with Office Machines	40 Hrs.* For Business English / Math 40 Hrs.* <i>General Office</i>
KEYBOARDING Objective: 45 wpm	Customized to Student's typing needs. Various typing tutorials	60 Hrs.*
GENERAL COMPUTER Introduction to Windows	<i>ComputerPrep:</i> <i>Introduction to Windows</i>	40 Hrs.*
WORD PROCESSING Formatting / Block Operations Speller / Thesaurus / Printing / Page Numbering / Search and Replace	<i>ComputerPrep:</i> <i>Introduction to Word</i>	40 Hrs.*
INTRODUCTION TO SPREADSHEETS Creating Spreadsheets, Copying, Erasing, & Moving Cell Data Working with Formulas and Functions	<i>ComputerPrep:</i> <i>Introduction to Excel</i>	40 Hrs.*

*After students have completed the above, they work on **ELECTIVES** to achieve their career goal.*

LESSON OBJECTIVE	ACTIVITY	TIME
FRONT OFFICE / MEDICAL Multi-Line Telephone Experience Introduction to Medi-Soft Scheduling, Medical Records Filing Keyboarding to 45 wpm (minimum)	Scheduling, Posting Patient File Preparation Introduction to Transcription Medical Office Practice	120 Hrs.*
Medical Terminology	Quick Medical Terminology	60 Hrs.*
Grand Total		440 Hrs.*

**Note: all times are approximate and will flex with student experience and progress.*



FRONT OFFICE MEDICAL WITH VOICE IN-PUT TECHNICAL SUPPORT

LESSON OBJECTIVE	ACTIVITY	TIME
<p>EFFECTIVE OFFICE COMMUNICATION Business English, Business Math, Filing, Copiers, Adding Machines, Fax, Telephones, Ergonomics, Time Management, Business Ethics, Intro to Internet and Intro to Email</p>	<p><i>New Office Professional's Handbook</i> Effective Office Communications; Business Letters, Memos, Cover Letter, Resume Post Resume to Internet Job Site, Supervised Practice with Office Machines</p>	<p>40 Hrs.* For Business English / Math</p> <p>40 Hrs.* General Office</p>
<p>VOICE IN-PUT (See Voice In-Put Computer System Requirements).</p>	<p>Train Voice Files; Audio Setup Wizard; Voice Commands; Use with Software Applications; Macros</p>	<p>100 Hrs.*</p>
<p>GENERAL COMPUTER Introduction to Windows</p>	<p><i>ComputerPrep:</i> <i>Introduction to Windows</i></p>	<p>40 Hrs.*</p>
<p>WORD PROCESSING by voice Formatting / Block Operations Speller / Thesaurus / Printing / Page Numbering / Search and Replace</p>	<p><i>VoiceCommands:</i> <i>Introduction to Word</i></p>	<p>40 Hrs.*</p>
<p>INTRODUCTION TO SPREADSHEETS by voice Creating Spreadsheets, Copying, Erasing, & Moving Cell Data, Formulas and Functions</p>	<p><i>Voice Commands:</i> <i>Introduction to Excel</i></p>	<p>40 Hrs.*</p>

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LESSON OBJECTIVE	ACTIVITY	TIME
<p>FRONT OFFICE / MEDICAL Multi-Line Telephone Experience ,Introduction to Medi-Soft, Scheduling, Medical Records Filing, Keyboarding to 45 wpm (minimum)</p>	<p>Scheduling, Posting, Patient File Preparation, Intro to Transcription, Medical Office Practice</p>	<p>120 Hrs.*</p>
<p>Medical Terminology</p>	<p>Quick Medical Terminology</p>	<p>80 Hrs.*</p>

Grand Total	500 Hrs.*
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Instruction for entry level students; outcome is for entry level employment within this educational field.



MEDICAL BILLING

LESSON OBJECTIVE	ACTIVITY	TIME
EFFECTIVE OFFICE COMMUNICATION Business English, Business Math, Filing, Copiers, Adding Machine (10-key by touch), Fax, Telephones, Ergonomics, Time Management, Business Ethics, Intro to Internet and Intro to Email.	<i>New Office Professional's Handbook</i> Effective Office Communications; Business Letters, Memos, Cover Letter, Resume, Post Resume to Internet Job Site, Supervised Practice with Office Machines	40 Hrs.* For Business English/Math 40 Hrs.* General Office
KEYBOARDING Objective: 30 wpm	Customized to student's typing needs. 10 key practice	40 Hrs.*
GENERAL COMPUTER Introduction to Windows	<i>Computer Prep:</i> <i>Introduction to Windows</i>	40 Hrs.*
WORD PROCESSING Formatting / Block Operations Speller / Thesaurus / Printing /	<i>Computer Prep:</i> <i>Introduction to Word</i>	40 Hrs.*
INTRODUCTION TO SPREADSHEETS Creating Spreadsheets, Copying, Erasing, & Moving Cell Data, Working with Formulas and Functions	<i>Computer Prep:</i> <i>Introduction to Excel</i>	40 Hrs.*

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LESSON OBJECTIVE	ACTIVITY	TIME
MEDICAL OFFICE PROCEDURES Office Management, Anatomy & Physiology, Medical Terminology	Electronic / Manual Systems <i>Language of Medicine</i> Text Introduction to Medisoft	60 Hrs.*
Introduction to Medical Insurance and Patient Billing, Intro to Medical Records	<i>Billing forms; UB92 & HCFA1500</i>	40 Hrs.* *(varies)
MEDICAL BILLING PROCEDURES & DIAGNOSIS CODING Proficiency in CPT & ICD-9 coding	<i>CP "Teach" Text & Workbook</i> ICD-9 coding exercises HCFA forms	100 Hrs.*
Grand Total		440 Hrs.*

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 Instruction for entry level students; outcome is for entry level employment within this educational field.



MEDICAL BILLING WITH VOICE IN-PUT TECHNICAL SUPPORT

LESSON OBJECTIVE	ACTIVITY	TIME
EFFECTIVE OFFICE COMMUNICATION Business English, Business Math, Filing, Copiers, Adding Machines, Fax, Telephones, Ergonomics, Time Management, Business Ethics, Introduction to Internet and Introduction to Email	<i>New Office Professional's Handbook</i> Effective Office Communications; Business Letters, Memos, Cover Letter, Resume, Post Resume to Internet Job Site, Supervised Practice with Office Machines	40 Hrs.* <i>For Business English/Math</i> 40 Hrs.* General Office
VOICE IN-PUT (See Voice In-Put Computer System Requirements).	Train Voice Files; Audio Setup Wizard; Voice Commands; Use with Software Applications; Dictation Macros	100 Hrs.*
GENERAL COMPUTER Introduction to Windows WORD PROCESSING Formatting / Block Operations Speller / Thesaurus / Printing / Page Numbering / Search and Replace INTRODUCTION TO SPREADSHEETS By voice Creating Spreadsheets, Copying, Erasing, & Moving Cell Data, Working with Formulas and Functions	<i>Computer Prep:</i> <i>Introduction to Windows</i> <i>Voice Commands:</i> <i>Introduction to Word</i> <i>Voice Commands:</i> <i>Introduction to Excel</i>	40 Hrs.* 40 Hrs.* 40 Hrs.*

*After students have completed the above, they work on **ELECTIVES** to achieve their career goals.*

LESSON OBJECTIVE	ACTIVITY	TIME
MEDICAL OFFICE PROCEDURES Office Management , Anatomy & Physiology Medical Terminology Introduction to Medical Insurance and Patient Billing, Introduction to Medical Records	Electronic / Manual Systems Language of Medicine Text Introduction to Medisoft, HCFA forms; UB92 & HCFA 1500	60 Hrs.* 40 Hrs.* (varies)
MEDICAL BILLING PROCEDURES & DIAGNOSIS CODING Proficiency in CPT & ICD-9 coding	<i>CP "Teach" Text & Workbook</i> ICD-9 coding exercises	100 Hrs.*
Grand Total		500 Hrs.*

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NON-EMERGENCY DISPATCHING

LESSON OBJECTIVE	ACTIVITY	TIME
EFFECTIVE OFFICE COMMUNICATION Business English, Business Math, Filing, Copiers, Adding Machines, Fax, Telephones, Ergonomics, Time Management, Business Ethics, Introduction to Internet and Introduction to Email	<i>New Office Professional's Handbook</i> Effective Office Communications; Business Letters, Memos, Cover Letter, Resume, Post Resume to Internet Job Site, Supervised Practice with Office Machines	40 Hrs.* For Business English / Math 40 Hrs.* General Office
KEYBOARDING Objective: 40 wpm	Customized to Student's typing needs. Various typing tutorials	40 Hrs.*
GENERAL COMPUTER Introduction to Windows WORD PROCESSING Formatting / Block Operations Speller / Thesaurus / Printing / Page Numbering / Search and Replace INTRODUCTION TO SPREADSHEETS Creating Spreadsheets, Copying, Erasing, & Moving Cell Data, Working with Formulas and Functions	<i>Computer Prep:</i> <i>Introduction to Windows</i> <i>Computer Prep:</i> <i>Introduction to Word</i> <i>Computer Prep:</i> <i>Introduction to Excel</i>	40 Hrs.* 40 Hrs.* 40 Hrs.*

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LESSON OBJECTIVE	ACTIVITY	TIME
DATABASE INTRODUCTION Creating & Modifying a Database Sorting and Filtering, Queries, Reports, Forms	<i>Computer Prep:</i> <i>Access; Module I</i>	80 Hrs.*
Preparing for truck / driver dispatching, Preparing routes, calculating optimum speed, Gas consumption.	Microsoft Streets and Trips software, MapPoint software. Select Streets program. Exercises on routes, schedules, time, cost, & fuel usage	80 Hrs.*
Grand Total		400 Hrs.*

****Note: all times are approximate and will flex with student experience and progress.***

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 Instruction for entry level students; outcome is for entry level employment within this educational field.



NON-EMERGENCY DISPATCHING WITH VOICE IN-PUT TECHNICAL SUPPORT

LESSON OBJECTIVE	ACTIVITY	TIME
<p>EFFECTIVE OFFICE COMMUNICATION Business English, Business Math, Filing, Copiers, Adding Machines, Fax, Telephones, Ergonomics, Time Management, Business Ethics, Introduction to Internet and Introduction to Email</p>	<p><i>New Office Professional's Handbook</i> Effective Office Communications; Business Letters, Memos, Cover Letter, Resume, Post Resume to Internet Job Site, Supervised Practice with Office Machines</p>	<p>40 Hrs.* <i>For Business English / Math</i></p> <p>40 Hrs.*</p>
<p>VOICE IN-PUT (See Voice In-Put Computer System Requirements).</p>	<p>Train Voice Files; Audio Setup Wizard; Voice Commands; Use with Software Applications; Dictation Macros</p>	<p>100 Hrs.*</p>
<p>GENERAL COMPUTER Introduction to Windows</p> <p>WORD PROCESSING by voice Formatting / Block Operations Speller / Thesaurus / Printing / Page Numbering / Search and Replace</p> <p>INTRODUCTION TO SPREADSHEETS by voice Creating Spreadsheets, Copying, Erasing, & Moving Cell Data, Working with Formulas and Functions</p>	<p><i>Computer Prep:</i> <i>Introduction to Windows</i></p> <p><i>Voice Commands:</i> <i>Introduction to Word</i></p> <p><i>Voice Commands:</i> <i>Introduction to Excel</i></p>	<p>40 Hrs.*</p> <p>40 Hrs.*</p> <p>40 Hrs.*</p>

*After students have completed the above, they work on **ELECTIVES** to achieve their career goals.*

LESSON OBJECTIVE	ACTIVITY	TIME
<p>DATABASE INTRODUCTION Creating & Modifying a Database Sorting and Filtering, Queries, Reports, Forms</p>	<p><i>Computer Prep:</i> <i>Access; Module I</i></p>	<p>80 Hrs.*</p>
<p>Preparing for truck / driver dispatching, Preparing routes, calculating optimum speed, Gas consumption.</p>	<p>Microsoft Streets and Trips software, MapPoint software. Select Streets program, Exercises on routes, schedules, time, cost, & fuel usage</p>	<p>80 Hrs.*</p>
<p>Grand Total</p>		<p>460 Hrs.*</p>

***Note: all times are approximate and will flex with student experience and progress.**

Mission Statement: Our purpose is to assist those within a diverse working population to excel to the best of their ability. Instruction for entry level students; outcome is for entry level employment within this educational field.



TRANSCRIPTION

LESSON OBJECTIVE	ACTIVITY	TIME
EFFECTIVE OFFICE COMMUNICATION Business English, Business Math, Filing, Copiers, Adding Machines, Fax, Telephones, Ergonomics, Time Management, Business Ethics, Intro to Internet and Intro to Email	<i>New Office Professional's Handbook</i> Effective Office Communications; Business Letters, Memos, Cover Letter, Resume Post Resume to Internet Job Site, Supervised Practice with Office Machines	40 Hrs.* For Business English/Math 40 Hrs.* General Office
KEYBOARDING Objective: 60 wpm	Customized to student's typing needs. Various typing tutorials	80 Hrs.*
GENERAL COMPUTER Introduction to Windows	<i>Computer Prep:</i> <i>Introduction to Windows</i>	40 Hrs.*
WORD PROCESSING Formatting / Block Operations Speller / Thesaurus / Printing / Page Numbering / Search and Replace	<i>Computer Prep:</i> <i>Introduction to Word</i>	40 Hrs.*

After students have completed the above, they work on **ELECTIVES** to achieve their career goals

LESSON OBJECTIVE	ACTIVITY	TIME
TRANSCRIPTION Transcription & Dictaphone	Various transcription audio tapes	20 Hrs.*
Intermediate Word Keyboarding to 60 wpm (minimum)	<i>Computer Prep:</i> <i>Word: Module II</i>	40 Hrs.*
Transcription		340 Hrs.
Medical Terminology Medical Transcription / Dictaphone	<i>Language of Medicine</i> - text Medical Transcription audio tapes	60 Hrs.*
Transcription and Medical Add-on		
Grand Total		400 Hrs.*

***Note: all times are approximate and will flex with student experience and progress.**

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TRANSCRIPTION WITH VOICE IN-PUT TECHNICAL SUPPORT

LESSON OBJECTIVE	ACTIVITY	TIME
EFFECTIVE OFFICE COMMUNICATION Business English, Business Math, Filing, Copiers, Adding Machines, Fax, Telephones, Ergonomics, Time Management, Business Ethics, Introduction to Internet and Introduction to Email	<i>New Office Professional's Handbook</i> Effective Office Communications; Business Letters, Memos, Cover Letter, Resume, Post Resume to Internet Job Site, Supervised Practice with Office Machines	40 Hrs.* for Business English/Math 40 Hrs.* General Office
VOICE IN-PUT (See Voice In-Put Computer System Requirements).	Train Voice Files; Audio Setup Wizard; Voice Commands; Use with Software Applications; Dictation Macros	100 Hrs.*
GENERAL COMPUTER Introduction to Windows	<i>Computer Prep:</i> <i>Introduction to Windows</i>	40 Hrs.*
WORD PROCESSING by voice Formatting / Block Operations Speller / Thesaurus / Printing / Page Numbering / Search and Replace	<i>Voice Commands:</i> <i>Introduction to Word</i>	40 Hrs.*

*After students have completed the above, they work on **ELECTIVES** to achieve their career goals*

LESSON OBJECTIVE	ACTIVITY	TIME
TRANSCRIPTION Transcription & Dictaphone	Various transcription audio tapes	20 Hrs.*
Intermediate Word	<i>Computer Prep:</i> <i>Word: Module II</i>	40 Hrs.*
Transcription	Total	80 Hrs.*
Medical Terminology Medical Transcription / Dictaphone	<i>Language of Medicine</i> - text Medical Transcription audio tapes	60 Hrs.*
Grand Total		460Hrs.*

***Note: all times are approximate and will flex with student experience and progress.**

Mission Statement: Our purpose is to assist those within a diverse working population to excel to the best of their ability.
 Instruction for entry level students; outcome is for entry level employment within this educational field.

VOCATIONAL RESOURCE SERVICES, INC.
dba: A Professional Training Center

<u>HOURS</u>	<u>COURSES</u>
35 Hour Module	Fast Track with Dragon Naturally Speaking
240 Hour Modules	General Office/Receptionist
300 Hour Modules	General Office/Receptionist with Voice In-Put Technical Support
400 Hour Modules	Computer Applications; Non-Emergency Dispatching; Transcription
440 Hour Modules	Bookkeeping/Accounting; Front Office/Medical; Medical Billing
460 Hour Modules	Computer Applications with Voice In-Put Technical Support; Non-Emergency Dispatching with Voice In-Put Technical Support; Transcription with Voice In-put Technical Support
500 Hour Modules	Bookkeeping/Accounting with Voice In-Put Technical Support; Front Office/Medical with Voice In-Put Technical Support; Medical Billing with Voice In-Put Technical Support

<u>Scheduling & Costs:</u>	<u>Total Costs (w/tuition)</u>
35 Hours: Customized schedule; 2-3 hours per session times number of sessions to equal 35 hours	\$ 4,912.11
240 Hours: 4 Hour Day / 5 Day week = 20 hours = 12 weeks	\$ 5,595.00
5 Hour Day / 5 Day week = 25 hours = 10 weeks	
6 Hour Day / 5 Day week = 30 hours = 8 weeks	
7 Hour Day / 5 Day week = 35 hours = 7 weeks	
300 Hours: 4 Hour Day / 5 Day week = 20 hours = 15 weeks	\$ 8,335.00
5 Hour Day / 5 Day week = 25 hours = 12 weeks	
6 Hour Day / 5 Day week = 30 hours = 10 weeks	
7 Hour Day / 5 Day week = 35 hours = 9 weeks	
400 Hours: 4 Hour Day / 5 Day week = 20 hours = 20 weeks	\$9,395.00 \$9,995 for Transcription
5 Hour Day / 5 Day week = 25 hours = 16 weeks	
6 Hour Day / 5 Day week = 30 hours = 14 weeks	
7 Hour Day / 5 Day week = 35 hours = 12 weeks	
440 Hours: 4 Hour Day / 5 Day week = 20 hours = 22 weeks	\$10,025.00
5 Hour Day / 5 Day week = 25 hours = 18 weeks	
6 Hour Day / 5 Day week = 30 hours = 15 weeks	
7 Hour Day / 5 Day week = 35 hours = 13 weeks	

VOCATIONAL RESOURCE SERVICES, INC.
dba: A Professional Training Center

460 Hours: **4 Hour Day / 5 Day week = 20 hours = 23 weeks** **\$10,896.26**
 5 Hour Day / 5 Day week = 25 hours = 19 weeks
 6 Hour Day / 5 Day week = 30 hours = 16 weeks
 7 Hour Day / 5 Day week = 35 hours = 14 weeks

500 Hours: **4 Hour Day / 5 Day week = 20 hours = 25 weeks** **\$11,496.26**
 5 Hour Day / 5 Day week = 25 hours = 20 weeks
 6 Hour Day / 5 Day week = 30 hours = 17 weeks
 7 Hour Day / 5 Day week = 35 hours = 15 weeks

Break Down of Costs

35 Hour program = \$3,765.00 (tuition) + \$1,072.11 (equip/software/books)
+ \$75.00 (registration)
TOTAL = \$4,912.11

240 Hour program = \$5,270.00 (tuition) + \$250.00* (books) + \$75.00 (registration)
TOTAL = \$5,595.00

300 Hour program = \$7,088.74 (tuition) + \$250.00* (books) + \$75.00 (registration)
+ \$921.26 (equipment)
TOTAL = \$8,335.26

400 Hour program = \$9,070.00 (tuition) + \$250.00* (books) + \$75.00 (registration) OR
(\$350 for medical transcription books)
TOTAL = \$9,395.00 OR \$9,495.00 (FOR MEDICAL TRANSCRIPTION)

440 Hour program = \$ 9,600.00 (tuition) + \$350.00* (books) + \$75.00 (registration)
TOTAL = \$10,025.00

460 Hour program = \$10,570.00 (tuition) + \$250.00* (books) + \$75.00 (registration)
+ \$921.26 (equipment) OR (\$350 for medical transcription books)
TOTAL = \$10,896.26 OR \$10,996.26 FOR MEDICAL TRANSCRIPTION)

500 Hour program = \$10,250.00 (tuition) + \$350.00* (books) + \$75.00 (registration)
+ \$921.26 (equipment)
TOTAL = \$11,596.26

NOTICES AND INFORMATION:

ALL STUDENTS WILL SIGN THE PROVIDED DOCUMENT STATING THEY HAVE READ THE STUDENT HANDBOOK, AND WILL INITIAL VARIOUS PERTINENT AREAS IN THE STUDENT HANDBOOK TO ENSURE THEY UNDERSTAND THEIR ROLES AND RESPONSIBILITIES, RULES AND REGULATIONS, AND THE ROLES AND RESPONSIBILITIES OF VOCATIONAL RESOURCE SERVICES, INC. (dba: A Professional Training Center)

The information provided below is additionally provided in the Student Handbook and in more detail. It is provided here to assist in ensuring students are fully aware of this important information.

TRANSFER OF CREDITS

V.R.S. has not entered into any agreements with any other college or university that provides for the transfer of credits earned in any of our programs.

Transferability of credits you earn at VRS is at the complete discretion of an institution to which you may seek to transfer.

FINANCIAL AID

At this time VRS does not accept any form of Financial Aid. The students' sponsoring Insurance Carrier, DOR, VA, or the Employer must pay all costs associated with each Training Module.

ATTENDANCE

Students must have a 90% attendance record. If this percent is not met then a probationary period, leave-of-absence, or termination ensues. (refer to Student Handbook, Pg. 10 for details)

CANCELLATION, WITHDRAWAL AND REFUND POLICIES:

Cancellation of any enrollment agreement or withdrawal from VRS instruction must be provided in writing from the student to VRS within the above outlined timeframes to obtain a refund.

Tuition is prorated upon course withdrawal. Refer to refund provision in the Student Handbook for details.

STUDENT'S RESPONSIBILITY AS TO TERMINATION

Each student is held responsible for compliance with all regulations contained in the Student Handbook, and other regulations that are published from time to time. Failure to read the regulations does not relieve the student from the liability of compliance.

VRS reserves the right to terminate a student for not observing the various academic, attendance, and or code of conduct regulations noted in the Student Handbook.

LEAVE OF ABSENCE & PROBATIONARY PERIOD

A leave of absence requires:

1. An anticipated date of returns and last date of attendance.

If more than one month in time is lost, then a refresher course may be implemented with all parties in agreement.

2. A request must be given in written form to VRS. All reasons for the leave of absence must be included in this information
3. If reasons include illness or medical problems, then any documentation obtained by the student must be submitted to VRS.
4. The student must be in good standing concerning grades, work behavior, and over-all progress in order for a leave-of-absence to be granted.
5. VRS' probation policy covers a probationary period of 30 days, in which the student must show marked improvement in grades, work behavior, and over-all progress. If the student does not show marked improvement at the end of 30 days the student is terminated from the program.

If these criteria cannot be met, then a dismissal may ensue. A return of any monies paid to VRS. Will be refunded to the agency paying for training. The last day of the student's attendance, will begin the first day of refund given on a pro-rated basis.

STUDENT LOANS

Students are responsible for all amounts due and if they get a Student Loan, are responsible for repaying the loan amount plus any interest, minus any refund amount, if applicable. Should the student default on a Federal or State Loan, both the following may occur:

- 1) The Federal/State loan guarantee agency may take action against you, including garnishing income tax refund; and
- 2) You may not be eligible for any other government financial assistance at another institution until the loan is repaid.

STUDENT TUITION RECOVERY FUND (STRF)

Students must pay the state-imposed assessment for the STRF if all the following apply:

- 1) Students in an educational program, who are a CA resident, or are enrolled in a residency program, and prepay all of part of their tuition either by cash, guaranteed student loans, or personal loans, and
- 2) Student's total charges are not paid by any third-party payer such as an employer, government program, or other payer unless they have a separate agreement to repay the third party.

Students are not eligible for protection for the STRF and are not required to pay the STRF assessment if either of the following applies:

- 1) If they are not a CA resident, or are not enrolled in a residency program, or
- 2) If total charges are paid by a third-party payer such as an employer, government program, or other payer and they have no separate agreement to repay the third party.

FACULTY & QUALIFICATIONS

Vocational Resource Services, Inc. has brought together an experienced administrative and teaching staff to assist the student in moving into a new career or expanding/updating their current skills.

The owner, Dorothy V. Devereux, M.S., C.V.E., administrator and director has been involved in Worker's Compensation Evaluation and Testing for over 25 years, and has administered over 300,000 individual tests. Her knowledge of what employers look for in perspective employees and what the

crucial functions are in most career fields was heavily relied upon in the design of each module's core curriculum.

In connection with the need to bring hands-on experience into the training process, VRS offers instructors who have a minimum of several years experience in the area of their instruction, and possess an intimate understanding of what a student must know to survive once the student is hired.

The primary instructor and an instructor from a local college prepared the course and curriculum. The curriculum was designed around our 10 years of helping injured workers back into the work force and an appreciation that a certificate or diploma never guarantees a student employment. The "extra step" philosophy has been included in our training curriculum, and that is why we were asked to put together this program by several large and respected Vocational Rehabilitation Counselors and major insurance companies.

Vocational Resource Service's (VRS) MISSION, PURPOSE AND INSTRUCTIONAL OBJECTIVES

VRS is a California Corporation, operating exclusively in Northern California. Over the past 19 years, it has offered its services to over 20,000 Industrially Injured Worker's Compensation Clients. With the radical revamping of the Worker's Compensation Rehabilitation Benefits, VRS Inc, was approached by numerous Rehabilitation Professionals and asked to expand its' Testing and Evaluation Services into the Short-term, Vocational Education Field. Having been a leader in the Development of Job and Work Site Simulation, and drawing on its' experience in the instructing injured workers in various types of work simulations, it seemed only natural for VRS Inc. to accommodate this request by formulating a Modular Training Program that fell within the fee adjustments promulgated by the State, and flexible enough to meet the varying needs of a diverse injured work population.

FOREIGN STUDENTS

At this time VRS does not accept foreign students (students from other countries).

LANGUAGE PROFICIENCY LEVELS, RELATED SERVICES & DOCUMENTATION

VRS has an entrance test, at no cost to the student, that determines the students level of English language proficiency that is required for acceptance. VRS only accepts students that can read at 6th grade level or above. Some assistance is provided for Spanish speaking students that have some English capability. This is determined at a case-by-case basis and assistance is provided through contracted interpreters. No other foreign language interpreters are provided, or have been needed, to date.

PLACEMENT SERVICES

VRS does NOT provide placement services for our students. However, as job opening announcements become available we do provide this information to students, as appropriate.

EXPERIENTIAL LEARNING – PAST JOB EXPERIENCE

VRS does honor a student's past work experience/experiential learning and provides the appropriate credits related to experience/activities. We require proof of the past work experience/experiential learning and it must be a minimum of 3 – 5 years.

The Admission's Officer must be satisfied that sufficient information is available in the form of Aptitude tests, verified experience, medical documentation and/or a previous Vocational Evaluation that would supply the basis for making a finding that the student has a "reasonable probability of success" in completing the requested training module.

At the discretion of the Admissions Officer, pre-tests, including work tolerances and aptitude tests will be administered where there is insufficient information for reaching the “reasonable probability of success” finding.

STUDENT ACHIEVEMENT

VRS uses a grading system measured against a standard norm, which is designed to assess student progress through each segment of each training module. The Grade Point Average (GPA) determines the student’s academic standing, satisfactory progress and eligibility toward receiving academic recognitions. Below is the grading system VRS utilizes:

<u>LETTER GRADE</u>	<u>EQUIVALENT</u>	<u>GRADE POINT</u>
A	100-90	4.0
B	89-80	3.0
C	79-70	2.0
D	69-60	1.0
W	WITHDRAWAL	0
I	INCOMPLETE	0
F	FAILURE	0

An “I” incomplete grade designation will automatically be converted to a failing grade, “F”, on the last day of the maximum module completion block date. If a student has not returned from a Leave of Absence within 30 calendar days from the expected date of return, an “I” will be converted to a failing grade “F”

FACILITY, EQUIPMENT, AND LEARNING RESOURCES

VRS does NOT provide placement services for our students.

DISTANCE LEARNING

VRS does provide limited distance learning opportunities for students. Weekly assignments are provided and the student is allowed five (5) days to complete their work. Students are expected to come into the VRS facility weekly with their completed work at which time the instructor meets with them to evaluate their work and progress. No work is allowed to be mailed to VRS and the weekly student – instructor evaluation is mandatory. All students are provided with necessary learning materials and tools to complete their work in a satisfactory manner.

STUDENT SERVICES

VRS does NOT provide student services outside of employment/vocational instructions per our course manual. VRS does not provide any housing or other basic need services for students, i.e. food programs, child care, transportation, etc.

STUDENT RECORDS

VRS keeps student records on file for up to seven (7) years. Electronic files are placed on a flash drive that is stored off site in a locked file cabinet along with the students’ hard-copy files. This cabinet is only accessible by approved personnel (i.e. Admissions Clerk, CEO)

STUDENT RIGHTS & GRIEVANCE PROCEDURES

VRS takes every step possible to ensure students rights are adhered to. Students rights are protected by the three (3) step Grievance Process:

1. Students are required to discuss all matters concerning grading, test results, work performance, incomplete and course segments content with the instructor in charge of that training module. Pursuant to Section 73770 (C) of the Education Code, a student may lodge a complaint by communicating orally or in writing to any teacher, administrator, admissions personnel, or counselor. The recipient of the complaint shall transmit the student's complaint as soon as possible to the facilities Director, who is the person authorized to resolve complaints and who shall thereafter attempt to resolve the complaint. Pursuant to Section 7377 (D) of the Education Code, if a student who has orally delivered a complaint and the complaint has not been resolved, either within a reasonable period of time, or before the student can again complain about the same matter, the institution shall advise the student that a complaint must be submitting in writing, and the institution shall provide the student with a written summary of the institutions complain procedure. If the student's concern or grievance cannot be resolved to the satisfaction of the student, the student may proceed to Step 2 of the Grievance Procedure.
2. If a student has not received an acceptable resolution as to a concern or grievance from his/her module instructor, he/she must submit the grievance to the Administrator via a written Statement of Fact. The Statement must contain the substance of the grievance or concern, the names of all relevant parties, facts supporting the student's position, what resolution was reached in Step 1, and proposed resolution that would satisfy the student.
3. The Administrator will provide the student with a formal written response within 30 days of receiving the student's Step 1 written grievance. Included in the response will be a summary of the Administrator's investigation, and the Administrator's findings and decision. The reason for the Administrator's acceptance or rejection of the student's proposed resolution will be included in the Administrator's findings and decision. The Administrator's decision and findings, along with the Administrator's proposed resolution are final.

FINANCIAL STABILITY

VRS is a solvent corporation and does not have any pending bankruptcies, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the U.S. State Bankruptcy Code.