

To Our Students,

Thank you for choosing to attend Career Development Institute (CDI)! It is a pleasure to have you with us! Our administrative and instructional staff are all certified by the State of California and pledged to provide a learning environment that will enable our students to be productive successful employees.

CDI is a private post-secondary vocational school dedicated to meeting the demands of the job market in the counties of Tulare, Kings, and Fresno. Moreover it has been studied carefully to insure that its program curriculum satisfies not only the needs of potential employers, but also the needs of its potential students. We are here to help you succeed. We not only monitor your progress, our administrative and instructional staff will regularly meet with each of you individually to discuss your status, evaluate your training and attempt to resolve personal problems which may affect your studies.

The course of study you have chosen will require dedication and hard work in order to successfully enter the working world. Although it will require time and effort, your future will be brighter and you will have more opportunities to succeed.

We look forward to working with you, as you become a well-equipped service provider. The Career Development Institute is here for you. Please take advantage of the opportunity you are taking.

Sincerely,

Hector Cartagena  
School Director

#### **APPROVAL DISCLOSURE STATEMENT**

What You Should Know About Our Pending Application for State Approval. This institution's application for approval to operate has not yet been reviewed by the Bureau for Private Postsecondary Education. For more information, call the Bureau for Private Postsecondary Education at (916) 574-7720, or toll-free at (888) 370-7589, or visit its website at [www.bppe.ca.gov](http://www.bppe.ca.gov).

**DECLARATION**

CDI, the facilities it occupies, and the equipment it utilizes fully complies with all federal, state and local ordinances and regulations, including those requirements pursuant to fire safety, building safety and health.

**OPERATING SCHEDULE**

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Office Hours	Instruction Hours
Monday through Friday...8:00 am to 5:00 pm	Monday through Thursday 8:00 am to 3:30 pm
	Friday.....8:00 am to 12:00 pm

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**CONTACT INFORMATION**

**STAFF**

**Career Development Institute**

9405 W, Goshen Avenue  
Visalia, California, 93291  
Telephone (59) 651-1425

Director
Office Automation Instructor
Computer Repair Instructor
Building Maintenance Instructor
Office Automation Instructor

Hector Cartagena
Luz Castillo
Hector Cartagena
Carlos Sanchez
Beatriz Rodriguez

**CUSTOMER SERVICE TECHNICIAN INSTRUCTOR**

Mrs. Luz Cartagena brings with her over 26 years experience involved in instructional or office duties. She has spent half that time working with students of various ages. She has spent the last 5 years teaching as a Customer Service Technician Instructor.

**OFFICE AUTOMATION INSTRUCTOR**

Mrs. Beatriz Rodriguez has over 17 years experience working in an office environment. Some of her duties have included bookkeeping, account and being an Office Manager. She has spent the last 5 years teaching as an Office Automation Instructor.

**COMPUTER REPAIR TECHNICIAN INSTRUCTOR**

Mr. Hector Cartagena has spent the last 25 years in an educational environment. He has 12 years teaching experience as a Computer Repair Technician Instructor and the last 4 years as School Director.

**BUILDING MAINTENANCE TECHNICIAN INSTRUCTOR**

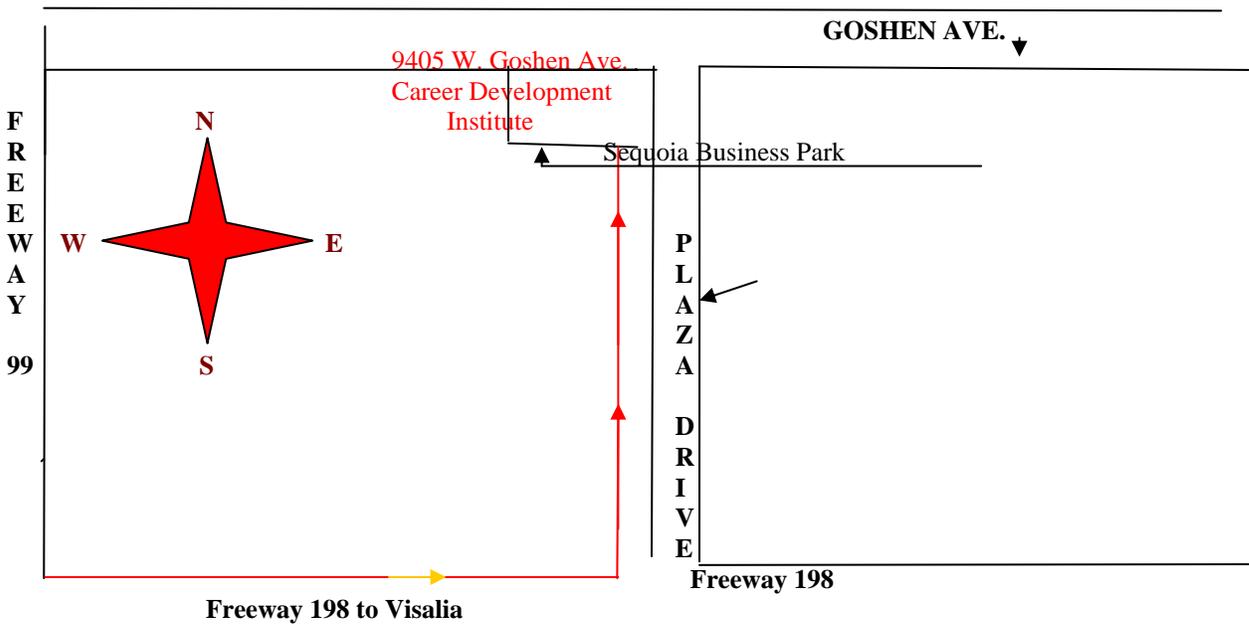
Mr. Angel Leon has over 19 years experience in the field of Building Maintenance. He has spent 4 of those years working for an elementary school, which required him to be responsible and oversee the maintenance, carpentry, plumbing, landscaping and custodial duties of the school facilities. He also had his own landscaping business as well working on remodeling houses.

## FRONT OFFICE MEDICAL ASSISTANT INSTRUCTOR

Mr. Richard Hernandez has been in the medical profession for over 24 years. He has over 15 years experience in management in Radiology. Some of his duties requires him to work with the general public, evaluate/discipline staff, keep updated with rules and regulations. He has also spent 7 years teaching Front Office Medical Assistant.

### MAP AND DIRECTIONS TO CAREER DEVELOPMENT FACILITIES

From the South or North, visitors will exit 99 on hwy 198 on an easterly direction. Travel East on 198 and Exit on Plaza Drive North. Continue on Plaza Drive a short distance to Goshen Avenue to the Sequoia Business Park located on the South West corner. The Career Development Institute is located in the Sequoia Business Park at 9405 W. Goshen Avenue.



## **APPROVED COURSED**

## **LENGTH OF COURSES**

<b>Front Office Medical Assistant</b>	<b>512 Clock Hours</b>
<b>Automated Office Assistant</b>	<b>512 Clock Hours</b>
<b>Computer Repair Technician</b>	<b>512 Clock Hours</b>
<b>Building Maintenance Technician</b>	<b>512 Clock Hours</b>
<b>Customer Services Technician</b>	<b>512 Clock Hours</b>

## **PROFILE**

### **HISTORY**

Mr. Hector Cartagena, after extensive research identifying needs of the local labor market and those of potential students, concluded that he should use his experience working as an instructor in a manner that would better benefit his students.

Mr. Cartagena, having also gone through Vocational Rehabilitation Training, can identify with some of the obstacles, culturally, and personal that faces the majority of the students he will be assisting. Mr. Cartagena, the son of a farm working family, without the financial resources, limited English proficiency, realized that education was, is, and will always be one of the basic keys to success.

CDI will be offered as a comfortable, relaxed and intimate environment for learning by limiting class sizes to 10 students per class; hiring bilingual instructors who can not only speak the language, but can also recognize potential problems due to cultural differences.

## **PHILOSOPHY**

Career Development Institute is a private coeducational post-secondary institution. CDI and its entire staff must commit themselves to helping students overcome problems and reach their specific goals. Said goal being to continually enhance and upgrade the curriculum, materials, systems and facilities to provide the best methods and environment for learning and employing staff committed to a policy of listening to their student's comments and suggestions, and attempting to incorporate them into its overall objectives.

Career Development Institute's teaching style relies on instructors adapting to each student's needs. CDI believes in a "hands on" teaching approach. Our goal is to give the student the best opportunity to retain the information they are learning. Our focus is to emphasize the necessary skills that will make the student employable.

## MISSION

Career Development Institute's mission is to provide educational opportunities for the economically and educationally disadvantaged. Career Development Institute's objectives are to motivate individuals and families to get involved with not only our school, but also the school system as a whole.

Career Development Institute will provide the best methods and environment for learning. Career Development Institute is committed to a policy of listening to their student's comments and suggestions, and attempting to incorporate them into its overall objectives.

Career Development Institute is and will continually strive to reach standards and invest in the development of courses and curriculum that address the needs of students and employers. CDI will continually enhance and upgrade the curriculum, materials, systems and facilities

## REVIEW DOCUMENTS BEFORE SIGNING

**“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.”**

- ❖ CDI does not use credit hours of semester hours
- ❖ CDI provides instruction in English
- ❖ CDI does not provide correspondence courses
- ❖ CDI does not provide GED classes

## EDUCATION RECORDS

Education records are all files, records or documents maintained by the school, which contain information directly related to the students. Examples of education records are the student education files, placement files, and financial aid files. The only persons allowed access to such records are those who have a legitimate administrative or educational interest. Such records will be made available immediately or soon as possible.

Student records are maintained for at least five years from the date of student's graduation, termination or withdrawal. They are retained by the school and are available for the students upon individual request.

## **ACCESS WITHOUT STUDENT CONSENT**

The School may release student information without written consent of the student to:

Other schools, CDI or Bureau officials who have legitimate educational interest, Other schools where students have applied for admission, Authorized representatives of the Dept. of Education or the Controller General of the United States of America, and Accrediting agencies, Parents of students who are their dependents, for purposes of the Internal Revenue Code, however, the school is not required to release such records, Appropriate persons or agencies in the event of a health or safety emergency, where such release without consent is necessary under the circumstances, or:

- ◆ Organizations conducting studies to develop, validate, and administer predictive tests, to administer students aid programs, or to improve instruction, in all other cases, the school shall obtain the written consent of the students prior to releasing such information to any person or organization.

## **DIRECTORY INFORMATION**

Directory Information is information, which may be unconditionally released without the consent of the students unless the students have specifically requested that the information not be released. The school requires that such requests (which must specify what categories of information are to be withheld) be made in writing to the Director of the school within fifteen days after students start class.

## **STUDENT TUITION RECOVERY FUND**

The Student Tuition Recovery Fund (STRF) was established by the Legislature to protect any California resident who attends a private post-secondary institution from losing money if they have prepaid tuition and suffered a financial loss as a result of the school; (1) closing, (2) failing to live up to its enrollment agreement, or (3) refusing to pay a court judgment.

To be eligible for STRF, you must be a ("California resident"), and reside in California at the time the enrollment agreement is signed or when you receive lessons at a California mailing address from approved institution offering distance learning instruction.

Students who are temporarily residing in California for the sole purpose of pursuing an education, specifically those who hold student visas, are not considered a “California resident”

To qualify for STRF reimbursement you must file a STRF application within one year of receiving notice from the Bureau that the school is closed. If you do not receive notice from the Bureau, you have four years from the date of closure to file a STRF application. If a judgment is obtained, you must file a STRF application within two years of the final judgement.

It is important that you keep copies of the enrollment agreement, financial aid papers, receipts or any other information that documents the monies paid to the school. Questions regarding the STRF may be directed to:

**Bureau For Private Postsecondary Education**  
**Physical Address: 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833**  
**Mailing Address: P.O. Box 980818, West Sacramento, CA 95798-0818**  
**Toll Free: (888) 370-7589 Fax Number: (916) 263-1897**

**IF A THIRD PARTY INSTITUTION OR PROGRAM HAS PAID THE COST OF YOUR EDUCATIONAL PROGRAM WITH CDI, YOU ARE NOT ELIGIBLE TO RECEIVE STUDENT RECOVERY FUNDS DESCRIBED ABOVE.**

## **ENROLLMENT PROCESS & REQUIREMENTS**

**STUDENT ADMISSIONS TEST:** Career Development Institute will use the Adult Basic Learning Examination (A.B.L.E) to evaluate training potential. A.B.L.E is a battery of tests designed to measure the level of educational achievement among adults who may or may not have completed twelve years of schooling.

The test has three levels, corresponding to skills taught in grades 1-4, 5-8, and 9-12, and the screening battery can help determine which of the three test levels is most appropriate for the test taker. A.B.L.E is a standardized test of vocabulary, reading comprehension, spelling, language use, and mathematics. The test requires about 2.5 hours to complete, and the screening test takes about 1 hour to complete.

All of our students will be referred from another agency, which normally conduct their own interviews and testing. Prior to enrollment, all students will have an interview with the School Director to determine if the applicant has the potential to benefit from the training, which is desired. Information provided during this interview, test results from A.B.L.E., and their agency will be documented and put into the applicants file for future reference.

The main goal of Career Development Institute is to provide quality education for those who want it, but who cannot, because of economic and other educational limitations.

## **POLICIES AND DISCLOSURES**

All applicants who are considering enrolling into any type of educational institution should be very cognizant of all the institution policies, rules and regulations. Additionally there are certain state regulations, which every school must adhere to and insure students are made aware of. These include students rights, refund policies, cost and duration of each course, and others which relate to the applicants benefits.

### **REFUND POLICY**

Career Development Institute for all students, without penalty or obligation, shall refund 100% of the amount paid for institutional charges. A written notice of cancellation or withdrawal must be mailed, delivered, or sent by telegram to Career Development Institute, no later than midnight of the date that is the fifth business day of the first class.

C.D.I.'s refund policy for student's who provide a written notice of cancellation, withdrawal, or are terminated from the program, and have completed 60% or less of the course total clock hours, no refund will be forthcoming.

Student is obligated to pay for educational services rendered and equipment not returned. If student obtains equipment, as specified in the enrollment agreement, and returns it in good condition, allowing for reasonable wear and tear, within 30 days of the date of the student's withdrawal, C.D.I. shall refund the amount paid by the student for such equipment. If student fails to return that equipment in good condition, allowing for reasonable wear and tear, within 30 days of the date of student's withdrawal, C.D.I. may offset against the refund the documented cost of the listed equipment or refund the fair market value. The student shall be liable for the amount, if any, by which the documented cost for equipment exceeds the refund amount. For purpose of clarification, equipment cannot be returned in good, condition, if the equipment cannot be reused because of clearly recognized health and sanitary reasons. If the amount student paid is more than the amount owed, then a refund will be made within 30 days of withdrawal. If the amount that you owe is more than the amount you paid, then you will have to make arrangements to pay it.

The refund to be paid to a student for a program of instruction shall be calculated as follows: the amount student paid for instruction divided by the number of hours in the program with the quotient being the hourly charge for the program. The amount owed by the student for calculating multiplying the total hours derives a refund attended by the hourly charge of instruction. The refund would be, if any, the difference between the amount by the student, less amount owed by the student, less equipment value, if applicable, as described in the previous paragraph.

If any portion of the tuition was paid from proceeds of a loan, third party organizations the refund shall be sent to the lender or third party organization. Any amount owed by the student in excess of the unpaid balance of the loan shall be first used to repay any student financial aid program or third party organization from which the student received benefits. Payment shall be in proportion to the amount of the benefits received, and any remaining amount shall be paid to the student.

## **STUDENTS CANCELLATION RIGHTS AND RESPONSIBILITIES**

Student should read the Notice of Cancellation form for an explanation of their cancellation rights and responsibilities. If you have lost your Notice of Cancellation form, ask for a sample copy. After the end of the cancellation period, you also have the right to stop College at any time, and you have the right to receive a refund for the part of the course not taken. Your refund right is described in the Refund Policy attached to the Enrollment Agreement. If you have lost your agreement, ask the College for a copy of the Refund Policy.

If the school closes before you graduate, you may be entitled to a refund. Contact the Bureau for Private Postsecondary and Vocational Education at the address and telephone number printed at the end of this session.

## **NOTICE OF CANCELLATION**

You may cancel your contract with the Career Development Institute, without any penalty or obligation by the date stated below. If you cancel, any payment you have made and negotiable instrument signed by you, shall be returned to you in accordance to the Refund Policy within 30 days following the school's receipt of you cancellation notice. To cancel your contract with C.D.I., mail or deliver a signed and dated copy of the cancellation notice, or any other written notice, or send a telegram to Career Development Institute, no later than midnight of the date that is the seventh day of the first class. Remember that you must cancel in writing! You do not have the right to cancel by just telephoning the school or by not coming to class.

## **STUDENT COMPLAINT PROCEDURE**

If a student has a concern of any kind, it should be discussed with the instructor, if unresolved, or if it's a class concern, it should be discussed by appointment with the instructor. If unresolved after this meeting, the concern should be expressed in writing submitted to the Executive Director. A meeting will be held between the student and Executive Director. If you cannot resolve your concern with the school, your complaint may be directed to:

**Bureau For Private Postsecondary Education**  
**Physical Address: 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833**  
**Mailing Address: P.O. Box 980818, West Sacramento, CA 95798-0818**  
**Toll Free: (888) 370-7589 Fax Number: (916) 263-1897**

## **CAREER DEVELOPMENT INSTITUTE'S STUDENT CONDUCT AND ATTENDANCE POLICIES**

At the discretion of the school administrator, a student may be dismissed from the school for any of the following infractions:

- Any episode in which a student is determined to be intoxicated or under the influence of alcohol or drugs,
- Possession of drugs or alcohol upon school premises,
- Possession of weapons upon school premises,
- Behavior creating a safety hazard to other persons at school,
- Using Profanity,
- Exhibiting discriminatory or disrespectful behavior towards a fellow student, faculty or staff member,
- Sexual harassment,
- Cheating on exams,
- Any other stated or determined infraction of conduct,

## **SEXUAL HARASSMENT POLICY**

Students who believe they are victims of sexual harassment should report it to either a faculty or staff member. The school will investigate reports of incident in a confidential

manner. Any student who is found to have sexually harassed other students of faculty and staff will be dismissed immediately.

### **ATTENDANCE**

Career Development Institute recognizes that poor attendance decreases the effectiveness of the training the student receives consistent to complete each program as scheduled. All absences count against attendance grade except absences due to death or birth in the immediate family, court appearances related to injury resolution and other valid reasons, in writing, and at the discretion of the school administrator.

Students failing to maintain satisfactory attendance will be advised by the administrator. If attendance fails to improve, the administrator may dismiss a student for unsatisfactory attendance. Before he or she is accepted back in to class, documentation substantiating the cause for being absent must be submitted to the administrator via the instructor.

### **TARDINESS**

Tardiness is disrupting to a good learning environment and is to be discouraged. Tardiness without legitimate reason on two occasions in one class will be penalized with equivalent point reduction of one unexcused absence. You are considered tardy if you have not signed in by the beginning of the class period. The Student Secretary or Management Information Clerk (MIS Clerk) will collect time sheets by ten minutes after the hour from the beginning of the class period.

### **LEAVING CLASS EARLY**

Students are expected to remain in class until dismissed by the instructor. They must also remain in the school grounds at all times. Provisions for leaving early should be discussed with the instructor, and a permission slip to leave the class early or vacate the school premises submitted to the Student Secretary, otherwise leaving the class early or the premises of the school without permission will be considered as an unexcused absence.

### **LEAVE OF ABSENCE**

Written request for leaves of absence will be considered and such requests may be granted at the discretion of the Instructor, with the final approval of the school administrator. The maximum for leave of absence is 60 days unless it is a medical leave in which case it can be up to six months. There can only be one (1) leave of absence during the scheduled duration of the course.

## **ATTENDANCE POLICY**

Student attendance is recorded by class hours. A student, who has not attended 80% of the total hours required for a program, may be placed on Attendance Probation. If the student misses 20% or more of the scheduled hours for any module, the probation period will be for one month. An unexcused absence during the probationary period will be considered cause for dismissal from the program.

## **SCHOLASTIC REGULATIONS**

At the end of each program module, students will be tested on their knowledge and skills using written and/or performance examinations. Students will be monitored during the training period to ensure that satisfactory academic progress, a “C” average or 70%, is being maintained. Progress reports are issued to students at the end of every four-week reporting period. If a student accrues a less than average grade during a reporting period, he or she will be notified of such unsatisfactory progress and the student will receive mandatory tutoring in the area of his or her weakness. In the event that the student receives a grade less than average for two consecutive reporting periods, the counselor, the student, instructor and an administrative staff person will decide on the continuation of training. Academic Probation is lifted once the student achieves satisfactory academic progress.

Career Development Institute does not administer a financial aid program; hence there will be no probationary period on those bases. Student should be aware, however, that if sponsored by a third party, said party will be notified and they will have input into whether the student should continue or not. The monitoring of academic progress is solely to insure that the student’s progress does not fall below the institution’s standards for graduation, and to keep all parties aware of any problems that might affect the outcome of the training program towards that objective. Students and their counselors are kept aware of class progress, attendance, problem areas, and areas of strength. Progress Reports will be issued every four (4) weeks.

## **ACADEMIC PROBATION**

Before a student is placed on probation, the student will receive advisement regarding their unsatisfactory progress and/or unacceptable behavior. If the student, after meeting with the instructor to address these concerns, the problem cannot be resolved, they will be placed on formal probation and a probationary letter stating the reasons for the probation. Length of probation, and corrective actions required of the student to get off probation will be sent to all concerned parties.

## **TERMINATION OF TRAINING**

Career Development Institute has the right to terminate training of students for violation of any of the following:

- ◆ Failure to maintain satisfactory progress,
- ◆ Failure to comply with the school's attendance policy,
- ◆ Failure to comply with the school's conduct policy,
- ◆ Failure to meet all financial obligations to the school as described in the Enrollment Agreement, and
- ◆ Violates any of the conditions set forth in the Enrollment Agreement.

Student has one week from receipt of the Notice of Termination letter to complete a Termination Appeal Form, which available upon request, and when completed, submitted to the Executive Director for a final decision.

## **GRADING AND ACADEMIC POLICIES**

Upon enrolling into Career Development Institute students are issued a syllabus of the course he or she will be studying. It explains the objectives and basis used by the instructor to determine grades and progress. Satisfactory progress applies to full-time, part-time, and distance learning students. Students will earn a grade for each course, based in individual achievement of specific course objectives. Students must maintain a minimum Grade Point Average of 2.5 at the end of each module upon graduation.

A student failing to meet GPA will be placed on a one-month probationary period. If at the end of the probationary period, the student's GPA equals or exceeds 2.5, the student is removed from probation. If the student's GPA is still below 2.5 the student will be considered not to be progressing satisfactory and will be dropped from the program. Students, who have been dropped from C.D.I's active student's list, may apply for reinstatement and be placed on academic probationary period for one month. If at the end of this period the student does not achieve the required GPA, he or she will be placed on formal probation. A cumulative scored of 70% is the minimum passing score used by this institution, and does not accept a lower minimum passing score.

## DEFINITION OF GRADING SYSTEM

LETTER GRADE			
Letter	Grade	Description	Percentage
A	4	EXCELLENT	90 - 100%
B	3	ABOVE AVERAGE	80 - 89%
C	2	AVERAGE	70 - 79%
D	1	BELOW AVERAGE	60 - 69%
F	0	FAILURE	0 - 59%
I	0	INCOMPLETE	WITHDREW

## EXAMINATION STANDARDS

Career Development Institute will give each student periodic oral and/or written quizzes as well as comprehensive final examination that is administered, scored and recorded by the course instructor. The exams will be developed by the instructor and approved by the School Director. The minimum cumulative score of 70% or better will demonstrate a student's ability to be successfully trained to perform the tasks associated with the occupation or job titles.

## GRADING REQUIREMENTS

Students who have completed the course requirements with a cumulative grade point average of 70% or better and attended a minimum of 90% scheduled class meetings, and have no outstanding financial obligation to Career Development Institute will graduate. Upon graduation, a **"Certificate of Course Completion"** will be awarded.

Special Certificates of Achievement will be awarded to students, who during the course of his or her studies reach established goals for attendance and outstanding or excellent work in lab assignments and/or the theory portion of the course.

## STUDENT SERVICES OFFERED

### CAREER ADVISING

As part of the program orientation before a student enrolls, students are required to read and view selected material, which highlight different aspects of various different careers to re-assure them they have made a correct decision. Once a student enrolls and has started his/her course studies, potential employers and speakers or consultants will periodically speak on specific subjects related to the particular course, addressing such matters as potentials, salaries to be expected, and how to advance in that field.

## **TUTORIAL ASSISTANCE**

Free tutorial services are offered to students who have difficulty comprehending new or old subject matter with which they are having problems. This service is offered after regular school hours or on Friday afternoons, prior arrangements will be made through the Instructor.

Students, who have been placed on Academic Probation, failed a test, or whose progress reports evidence areas of weaknesses will be required to attend such sessions.

## **HOUSING AND TRANSPORTATION**

Students who have or may have problems in these areas are urged to inform their instructor or the school director, so that the problems can be addressed and hopefully resolved through his or her assistance.

## **DRUG AND ALCOHOL ABUSE PROGRAM**

Career Development Institute has a working relationship with several drug and alcohol rehabilitation agencies, who, when informed of their need to provide counseling or group information meetings will do so. If a student feels he or she needs this services, or if a student is deemed to have this need because of poor performance at school or information received from significant others, attendance may become one of the requirements imposed in order to curtail existing or potential problems.

## **REFERRAL SERVICES**

In their efforts to assist students free their minds from problems or concerns, which may be impeding them from successfully completing their studies, C.D.I., through its administrative staff, attempts to resolve student's problems of any type.

The school director is a well-experienced and knowledgeable person who has established dialogue and rapport with private and public agencies, which include childcare, housing, transportation, employment and training.

Students are urged to communicate with this staff person, share his or her concerns with her, so that administration with a team effort can attempt to resolve said concerns.

## **JOB PLACEMENT ASSISTANCE AND REFERRALS**

The resources CDI will utilize to place students on jobs include:

1. Using the want ads;
2. Sending students to possible job openings which have been identified by EDD, WIA or other agencies who refer clients to advertised job openings;
3. School staff will contact different employers to identify possible job openings which have not been advertised;
4. Through the scheduled and structured portion of our job placement services, assist students to complete job applications, resumes, mock interviews, and overall “advise” on how to dress, and seek employment with the use of the internet;
5. Through the scheduled portion of the lab exercises of exercise of our job placement services, accompany students to continually call on employers for the purpose of finding employment;
6. Conduct employment workshops in which potential employers and industry representatives can share information about their specific company or industry;
7. Prior to completing the course being studied, with the assistance of the director, and the Instructor, the student is required to attend short but comprehensive finding workshops.

While the institution actively assists the student in securing employment, it cannot guarantee job placement.

### **ESL**

Career Development Institute does not provide ESL classes. Its bilingual (English/Spanish) staff is ready and able to assist students who may need explanations and/or instructions in the Spanish language.

### **GED CLASSES**

CDI does not provide GED Classes

### **DISTANCE LEARNING (CORRESPONDENCE COURSES)**

CDI does not provide distance learning or correspondence courses.

# PROGRAMS OF STUDY

1. **FRONT OFFICE MEDICAL ASSISTANT**
2. **OFFICE AUTOMATION**
3. **COMPUTER REPAIR TECHNICIAN**
4. **BUILDING MAINTENANCE TECHNICIAN**
5. **CUSTOMER SERVICE TECHNICIAN**

## **FRONT OFFICE MEDICAL ASSISTANT**

The course is offered every weekday (Mon. through Thurs.) from 8:30 a.m. to 4:00 p.m., and 4 hours a day on Fridays and for 512 clock hours in the period of 80 days.

### **Cost of Course**

Enrollment Fees	\$ 75.00
Textbooks & Related Instructional Material	\$ 150.00
Tools and Other Consumable Supplies	\$ 250.00
Uniforms	0
Tuition	\$5,125.00
<b>Total Cost of Course</b>	<b>\$5,600.00</b>

### **Course Objective**

This comprehensive course teaches students all the skills necessary to become multi-skilled front office medical assistant. It provides solid understanding of medical office environment, including proper telephone procedures, proper techniques to interact with patients, staff, and the management of patient activities and records. Students will comprehend medical ethics vs. medical laws, and the correct spelling and pronunciation of medical terms as they relate to the body system. The course also teaches students word processing programs, such as Microsoft 2007/2010 and Corel WordPerfect.

### **Employment Opportunities**

Individuals who complete this course should not have difficulty finding a job to their liking in clinics, hospitals, private doctors, or even some insurance companies. Employment opportunities can also be found as a receptionist, office secretary, office clerk and computer operator.

### **Texts and Related Educational Material Used**

Quick Medical Terminology by Shirley Soltesz Steiner, Windows MediSoft Computer Software, Medical Insurance made easy, by Jill L. Brown, and Contemporary Medical Office Procedures by Thomson Publishing. Learning Microsoft Office 2010 from Pearson Education. Ten-Key Calculator Book by South Western Publishing.

## COURSE OUTLINE

Front Office Medical Assistant	Lecture Hours	Practice Hours	Total Instructional Clock Hours	Total Credit Units
Keyboard Exercise		80	80	
10-Key Exercise	5	35	40	
Basic Math & English	15	45	60	
Introduction to Windows	5	15	20	
Introduction to Word Processing	20	60	80	
Employment Skills & Prep	10	10	20	
Interacting with Patients	10	30	40	
Introduction to Medical Profession	10	10	20	
English & Spanish Medical Terminology	15	25	40	
Medical Ethics & Law	5	17	22	
Medi-Soft Simulated Exercises	15	75	90	
<b>Total Clock Hours</b>	<b>105</b>	<b>407</b>	<b>512</b>	

## OFFICE AUTOMATION

The course is offered every weekday (Mon. through Thurs.) from 8:30 a.m. to 4:00 p.m., and 4 hours a day on Fridays and for 512 clock hours in the period of 80 days.

### Cost of Course

Enrollment Fees	\$ 75.00
Textbooks & Related Instructional Material	\$ 150.00
Tools and Other Consumable Supplies	\$ 250.00
Uniforms	0
Tuition	\$5,125.00
<b>Total Cost of Course</b>	<b>\$5,600.00</b>

## Course Objective

This course has been designed to prepare students for employment in any office setting. It prepares students to use computerized office systems applications, such as 10-Key, word processing, spreadsheets, office information management, business math. and customer service sales. The course also teaches students programs, such as Microsoft 2007/2010 , and Corel WordPerfect.

## Employment Opportunities

The increasing number of small and big business' demands a never-ending supply of receptionist's, office secretaries, office clerk's and computer operators.

## Text Books and Related Study Material

Learning Microsoft Office 2010 from Pearson Education, Ten-Key Calculator Book by South Western Publishing, Records Management by South Western Publishing, Exceptional Customer Service, by Lisa Ford, David McNair & Bill Perry.

## COURSE OUTLINE

Office Automation	Lecture Hours	Practice Hours	Total Instructional Clock Hours	Total Credit Units
Keyboard Exercise		80	80	
10-Key Exercise	5	35	40	
Basic Math & English	15	45	60	
Introduction to Windows	5	15	20	
Introduction to Word Processing	20	60	80	
Employment Skills & Prep	10	10	20	
Interacting with customers	10	30	40	
Business Ethics & Phone Use	10	20	30	
Managing Filing Systems	5	10	15	
Advance Word Processing (Excel, Access, PowerPoint)	30	107	137	
<b>Total Clock Hours</b>	<b>115</b>	<b>397</b>	<b>512</b>	

## **COMPUTER REPAIR TECHNICIAN**

The course is offered every weekday (Mon. through Thurs.) from 8:30 a.m. to 4:00 p.m., and 4 hours a day on Fridays and for 512 clock hours in the period of 80 days.

### **Cost of Course**

Enrollment Fees	\$ 75.00
Textbooks & Related Instructional Material	\$ 150.00
Tools and Other Consumable Supplies	\$ 250.00
Uniforms	0
Tuition	\$5,125.00
<b>Total Cost of Course</b>	<b>\$5,600.00</b>

### **Course Objective**

This course is designed to prepare students for any work environment where computers are used. By the completion of the course, graduates will be able to: Have the ability to build their own computer, network computers, do hardware, software, upgrades and repairs. Work with various operating systems, including XP, Vista and Windows 7. Students will also learn word processing programs such as Microsoft Office 2007/10, Word Perfect and be Internet literate. During the course of the studies, students will be issued a used but repair-able computer for them to diagnose, repair and take home to practice with.

### **Employment Opportunities**

As more companies become technologically advanced, companies look for professionals who can teach and train others, as well as implement appropriate processes and networks for technical support. There are employment opportunities as a Computer Repair Technician, Computer Hardware Field Technician, IT Service Technician and Computer Support Technician.

### **Textbooks and Related Instructional Material**

A Guide to Managing and Maintaining Your PC 7<sup>th</sup> Edition, by Jean Andrews,  
Learning Microsoft Office 2010 from Pearson Education, Ten-Key Calculator Book  
by South Western Publishing. Refurbished Computer to work on.

## COURSE OUTLINE

Computer Repair Technician	Lecture Hours	Practice Hours	Total Instructional Clock Hours	Total Credit Units
Keyboard Exercise		60	60	
10-Key Exercise	5	25	30	
Basic Math & English	10	20	30	
Introduction to Windows	5	15	20	
Introduction to Word Processing	15	45	60	
Employment Skills & Prep	10	10	20	
PC Architecture	10	10	20	
MS-DOS Setup	5	15	20	
Software Setup, Programs, Operating Systems & Drivers	20	60	80	
Computer Assembly	15	25	40	
Troubleshooting & Repair	20	52	72	
Basic Networking	15	15	30	
Internet Utilization	5	25	30	
<b>Total Clock Hours</b>	<b>135</b>	<b>377</b>	<b>512</b>	

## BUILDING MAINTENANCE TECHNICIAN

The course is offered every weekday (Mon. through Thurs.) from 8:30 a.m. to 4:00 p.m., and 4 hours a day on Fridays and for 512 clock hours in the period of 80 days.

### Cost of Course

Enrollment Fees	\$ 75.00
Textbooks & Related Instructional Material	\$ 150.00
Tools and Other Consumable Supplies	\$ 250.00
Uniforms	0
Tuition	\$5,125.00
<b>Total Cost of Course</b>	<b>\$5,600.00</b>

### Career Objective

This comprehensive and easy to learn course provides students with skills required becoming a multi-skilled custodian and maintenance technician. It provides a solid understanding of safety and the operation of various types of equipment used to clean and maintain residential and/or commercial buildings. Students will learn the basics of

carpentry, electricity, plumbing, window/door installation, tiling, wall repair/texturing and the use of different cleaning solvents

### Employment Opportunities

The successful completion of this course will prepare students for entry-level positions in several types of businesses. Students will acquire solid understanding of equipment used, OSHA Regulations as they pertain to safety and with it afford the student a competitive edge or various job opportunities which will become available.

Tulare County, with a population of 368,999 and an unemployment rate of 15%, leads the state in agriculture products, hence a good portion of the labor force is comprised of agricultural workers, of which the majority work for minimum wage. A vocation that will teach them the skills to be a Building Maintenance Technician will enhance their opportunity to may enter the mainstream of society.

Opportunities for employment are available in hotels, schools, restaurants, motels, hospitals, clinics, and other private businesses, which are steadily increasing throughout the county. There are also a employment opportunities as Weatherization Specialist, General Building Maintenance Worker, Apartment Maintenance Worker, Custodian, Construction Worker, Building Maintenance Handyman, Window and Door Installer

### Textbooks and Related Instructional Material

Step-by-Step Home Wiring, by Ray McReynolds. Exterior Improvements 1, 2, 3 by John Holms of Home Depot. Step by Step Home Plumbing by Home Depot.

### COURSE OUTLINE

Building Maintenance	Lecture Hours	Practice Hours	Total Instructional Clock Hours	Total Credit Units
OSHA Regulations	10	5	15	
Tools & Equipment	10	5	15	
Basic Math & English	10	20	30	
Identifying & Use of Equipment	20	50	70	
Basic Carpentry	30	112	142	
Basic Electricity	15	55	70	
Wall Repair & Texturing	10	40	50	
Basic Tiling	10	30	40	
Window/Door Installation & Weatherization	10	40	50	
Cleaning Products & Procedures	10	20	30	
Employment Skills & Prep	10	10	20	
<b>Total Clock Hours</b>	<b>150</b>	<b>362</b>	<b>512</b>	

## CUSTOMER SERVICE TECHNICIAN

The course is offered every weekday (Mon. through Thurs.) from 8:30 a.m. to 4:00 p.m., and 4 hours a day on Fridays and for 512 clock hours in the period of 80 days.

### Cost of Course

Enrollment Fees	\$ 75.00
Textbooks & Related Instructional Material	\$ 150.00
Tools and Other Consumable Supplies	\$ 250.00
Uniforms	0
Tuition	\$5,125.00
<b>Total Cost of Course</b>	<b>\$5,600.00</b>

### Objective

To prepare students for easy to get entry level positions in the growing number of existing and new businesses through out Tulare and neighboring Kings and Fresno Counties. These may include businesses such as restaurants, small or large discount stores, new and used automotive dealerships, and virtually any type of business. Students will learn data-entry, 10-Key, cash register and programs such as Microsoft 2007/2010 , and Corel WordPerfect.

### Employment Opportunities

Customer Service Representatives work in clean, well-lit areas. Opportunities for employment include offices, retail stores and call or customer contact centers. There are also employment opportunities as store associates, sales associates, cashiers, call center representative and sales representatives.

### Textbooks and Related Instructional Material

Exceptional Customer Service by South Western Publishing. Retail Business 2000 by South Western Publishing. Learning Microsoft Office 2010 from Pearson Education, Ten-Key Calculator Book by South Western Publishing.

### COURSE OUTLINE

Customer Service Technician	Lecture Hours	Practice Hours	Total Instructional Clock Hours	Total Credit Units
Keyboard Exercise		60	60	
10-Key Exercise	5	25	30	
Basic Math & English	20	65	85	
Introduction to Windows	5	15	20	
Introduction to Word Processing	20	60	80	
Employment Skills & Prep	10	20	30	
Interacting with Customers	10	30	40	
Handling Complaints	5	12	17	
Cash Register Operations	30	60	90	
Basic Sales & Marketing	10	10	20	
Inventory Control	5	15	20	
Cash & Food Stamps	5	15	20	
<b>Total Clock Hours</b>	<b>125</b>	<b>387</b>	<b>512</b>	