

SCHOOL CATALOG

January 1, 2010 - December 31, 2010

2011



MISSION LANGUAGE AND VOCATIONAL SCHOOL, INC.

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MLVS is an equal opportunity employer / program Auxiliary aids / services are available upon request to individual with disability

Table of Contents

A LETTER FROM THE DIRECTOR	2
MISSION, HISTORY, AND PHILOSOPHY	3
STATEMENT OF NON-DISCRIMINATION	3
APPROVAL DISCLOSURE STATEMENT	4
GENERAL STATEMENTS	5
ADMINISTRATIVE GUIDELINES:	6
Admissions:	
Requirements and Procedures	6
Hours of Operation	6
Attendance Policy	7
Leave of Absence Policy	7
Re-admission Following a leave of Absence	7
Failure to Return from a Leave of Absence	8
Effects of Leave of Absence on Satisfactory Academic Progress	8
Academic Achievements:	8
Grading System	8
Graduation Requirements	8
Certificate of Completion	9
Record/Diploma Retention Policy	9
Externship Training	9
Required Study Time	10
Textbook Policy	10
General Conduct Standards	10
Student Rights	11
Dress Code	11
Clothing and Personal Property	11
Termination Procedures	12
Student Activities	12
Field Trips	12
Special Lectures	12
Supportive Services	12
Counseling and Placement Assistance	12
Drug Abuse Prevention	12
Physically Challenged Students and Health/Medical Care	13
Financial Assistance	13
Cancellation/Refund Policy	14
Formal Complaint and Grievance Procedure	14
COURSE DESCRIPTIONS:	15
Clerical Job Skills Training	15
General Business Vocational Preparation	15
Vocational ESL and Clerical Training I	15
Vocational ESL and Clerical Training II	16
Vocational ESL and Clerical Training III	16
Computerized Accounting Training Program	17
Computer Networking Training Program	18
Cashier / Customer Service Training Program	18
Medical Assisting Program	19
Latino Culinary Academy:	19
Professional Cooking Program	20
Professional Cooking Program – Intensive Course	20
Basic Culinary Skills Program	21
Professional Baking Program	21
Restaurant Management Program	22
TUITION FEES	22
Student Tuition Recovery Fund (STRF) Disclosure	23
SCHOOL DEPARTMENTS:	24
Student Services	24
Education Department	24
Employment Department	25
FACULTY AND STAFF	25
DONORS AND PARTICIPATING BUSINESS	29

A Letter from the Director

Thank you for your interest in MLVS!

We welcome your desire to know more about our school. If you are interested in gaining new skills that will allow you to get a job, or to get a better job, and improve the quality of your life, this catalog, and our school, can help you.

Mission Language and Vocational School is one of the largest private, non-profit, community-based educational centers in San Francisco. For over thirty years, MLVS has formed a link between the City's Latin American and business communities. Always concerned with empowering low-income residents to become more integral, productive members of the community, MLVS provides expert and comprehensive language and job-skills training programs. It meets the personnel needs of employers by referring well-qualified and highly motivated graduates to fill positions in their organizations.

Every year, MLVS trains over 400 adults and youth, and places many of them in jobs in a wide variety of areas: business offices, stores, banks, insurance companies, medical and dental offices, and in civil service positions.

This catalog is designed to help you learn about our school, and, if you wish, to select a program that would interest and benefit you. After you have looked over the catalog, we invite you to visit our school. Take a tour and talk with one of our advisors. If you would like, we will evaluate your experience and help you to plan a program which will offer you the opportunity to gain skills and employment as quickly as possible.

Thank you again for your interest in our school. We look forward to meeting you and having the opportunity to serve you.

Best wishes for your future!

Sincerely,

Rosario Anaya
Executive Director

Mission

Mission Language and Vocational School, Inc. (MLVS) is a private, non-profit, community education center, whose mission is to improve the socio-economic condition of limited or non-English speaking low and moderate income Latinos and other minorities in the City and throughout the Bay Area. Located in the historic Mission District, MLVS offers its clients a comprehensive package of Job-Specific Vocational Classroom Training Programs in the areas of office technology, health, and culinary arts. Support services such as career guidance, counseling, employment, placement, and referral services, are an integral part of MLVS' programs.

HISTORY

In 1962, a group of construction workers gave a different meaning to the concept of building a community base. Realizing the need for education and job training, they established the "Centro Social Obrero", which later became the Mission Language and Vocational School, Inc. After incorporation in 1971, the school was able to purchase the facility at 2929 19th Street and expand its instructional programs. Today, MLVS is a recognized leader and innovator in the field of Vocational English as a Second Language and an expert in job-skills training.

MLVS is a non-profit organization funded by various government agencies and private sources to provide employment training and placement services to the Latino and other communities of San Francisco.

PHILOSOPHY

Mission Language and Vocational School believes in achievement through education. Students can best achieve the optimum outcomes for their lives: well-paying jobs, and stable and productive relationships in their communities, through receiving education and training that makes them capable and confident. The Board of Directors also emphasizes the importance of instructing students in their rights and responsibilities as citizens, and instilling a sense of community. The staff and faculty of MLVS are committed to providing quality programs leading to the betterment of our students' lives and futures.

STATEMENT OF NON-DISCRIMINATION

Mission Language and Vocational School does not discriminate on the basis of race, sex, age, physical challenge, national origin, ethnic background, creed, sexual orientation or religion in employing school personnel, or in granting admission to the school, or in offering its students counseling, training, or placement opportunities, or in any other of its programs or activities.

Approval Disclosure Statement

Mission Language and Vocational School, Inc. (MLVS), is granted institutional approval to operate by the Bureau for Private Postsecondary and Vocational Education pursuant to the California Education Code, Section 94718. The Bureau's approval means that the institution and its operation comply with the standards established under the law for occupational instruction by private postsecondary educational institutions. Institutional approval must be obtained every three years and is subject to continuing review. Such approval authorizes MLVS to offer the following certificate courses and programs:

• Clerical Job Skills Training	630 Hours
• General Business Vocational Preparation	840 Hours
• Vocational English as a Second Language and Clerical Training I	1,260 Hours
• Vocational English as a Second Language and Clerical Training II	1,050 Hours
• Vocational English as a Second Language and Clerical Training III	840 Hours
• Computer Skills and Office Training*	630 Hours
• Computer Skills Training	630 Hours
• Medical Assisting Program	760 Hours
• Pharmacy Technician Training Program*	1,080 Hours
• Cashier / Customer Service Program	300 Hours
• Computerized Accounting Training Program	1,260 Hours
• Computer Networking Training Program	1,260 Hours
• Latino Culinary Academy:	
Professional Cooking Program	1,750 Hours
Professional Cooking Program- Intensive Course	810 Hours
Basic Culinary Skills Program	480 Hours
Professional Baking Program	540 Hours
Restaurant Management Program*	1,155 Hours
• Personal Computer Repair Technician*	520 Hours
• Advanced Business Skills Training*	630 Hours
• Medical Transcription*	750 Hours
• Bi-lingual Secretarial, Spanish-English*	1,050 Hours

*Implementation in progress

Instruction takes place in the 36,000 square-foot facility owned and operated by MLVS at 2929 19th Street in the Mission District of San Francisco. The building accommodates 500 students and contains twenty classrooms: typing, computer and medical labs, a language laboratory/media center, testing rooms, administrative offices, kitchens, and a cafeteria / multipurpose room. A café to support the culinary program has recently opened.

General Statement

Prospective students are invited to visit the school, receive a tour of its facilities, and discuss their educational and occupational objectives with MLVS' advisors prior to enrolling or signing enrollment agreements.

California statutes require that a student who successfully completes a course of study be awarded an appropriate diploma or certificate verifying that fact. To acknowledge our students' accomplishments, we also celebrate their achievement with a graduation ceremony.

Although placement in a job upon graduation cannot be guaranteed, the school makes every effort to assist students find employment.

MLVS is sponsored by a number of public and private organizations. Prospective students who either meet the eligibility criteria for government-assisted educational programs, and/or those that have their own financial resources, are welcome to apply to any of our programs. Child-care assistance is given through the Private Industry Council to students who qualify, and free transportation to and from the school is available to students in good standing, as funds allow.

MLVS, the facilities it occupies, and the equipment it utilizes, fully comply with all federal, state, and local ordinances and regulations, including those relating to health and safety.

Persons seeking to resolve problems or complaints should first contact their advisor or program manager. Requests for further action may be made to the Executive Director, Rosario Anaya and beyond that to the Board of Directors. Unresolved complaints may be directed to:

Bureau for Private Postsecondary and Vocational Education

400 R Street Suite 5000, Sacramento, CA 95814-6200

P.O. Box 980818, West Sacramento, CA 95798-0818

(916) 445-3427

www.bppve.ca.gov

All of the information in this catalog is current and correct and is certified to be true by:

Rosario Anaya

Executive Director

ADMINISTRATIVE GUIDELINES

Admissions

Requirements and Procedures

Students should apply for admission in order to be officially accepted for a program and determine a starting date. To apply, students will complete the school's application form, call for an appointment to visit the school, and receive a tour of its facilities, take entrance examinations, and schedule a personal interview with an admissions representative. The tour of the MLVS facility gives applicants the opportunity to see the school's equipment and facilities, meet the staff and faculty, and ask questions relating to the school curriculum and career objectives. Personal interviews enable school administrators to determine an applicant's eligibility for enrollment in a program.

Once an applicant has completed the admission procedures, the school reviews the application and informs the applicant of its decision.

The school has an open enrollment system. Individuals may apply at any time and enroll in a six-week program cycle. The following items must be completed at the time of application:

- An MLVS' application;
- An entrance examination;
- An Enrollment Agreement;
- Submission of personal documents if applicable; and
- Payment of tuition if applicable.

The school reserves the right to decline admission to applicants who do not successfully complete the above admission procedures.

Hours of Operation

MLVS is open Monday through Thursday from 8:00 am to 8:30 pm and 8:00 am to 5:00 pm on Friday. Classes are in session between the hours of 8:00 am and 4:00 pm. Other classes benefiting the community, which are sponsored by City College of San Francisco are held in MLVS' classrooms in the morning and evening.

The school is closed for the following holidays:

New Year's Day	Veterans Day
Martin Luther King Day	Thanksgiving Day
Presidents' Day	Friday after Thanksgiving
Lincoln's Birthday	Christmas Eve
Memorial Day	Christmas Day
Independence Day	New Year's Eve
Labor Day	

Attendance Policy

At Mission Language and Vocational School, Inc. (MLVS), we consider good attendance and punctuality extremely important criteria in developing work habits essential to our students' success. Most companies mail out requests for verification of attendance when considering students for employment. A poor attendance record may reduce the possibility of gaining employment.

Students are required to sign in and out of school just as they would on a job. This encourages businesslike attendance habits and enables the school to keep a record of the hours that students spend in school.

Students who have been tardy or absent must obtain and show their instructors "excused" or "unexcused" absence or tardy slips to be admitted to class. Unexcused tardiness for a total of one hour will be considered a whole day of unexcused absence. Absence for no valid reason, results in a verbal warning. Two verbal warnings and a further written warning may lead to dismissal from the school.

Students are encouraged to schedule medical or dental appointments after school hours and should notify the school if they plan to be absent.

If students have valid, personal emergencies that require leave-of-absence, the school will do its best to accommodate them upon their return, provided that the program they were in is still available.

Leave of Absence Policy

MLVS permits students to request a leave of absence (LOA) for up to 180 days during any 12-month period if there are legitimate extenuating circumstances that require the students to interrupt their education.

In order for a student to be granted an LOA, the student must provide the School's Executive Director or the Student Services Manager with a written request, prior to the leave of absence, outlining the reasons for the LOA request and the date the student expects to return to school.

If the LOA request is approved by MLVS, a copy of the request dated and signed by both parties, along with other necessary supporting documentation will be placed in the student's file.

Re-admission Following a Leave of Absence

Upon the student's return from an LOA, the student will be permitted to complete the coursework begun prior to the leave of absence.

The institution will make every attempt to insure that students can re-enter at the point at which their education was interrupted and will enable them to complete the coursework begun prior to the leave of absence request. However, if the institution recognizes that it will be unable to assure that a student can re-enter and complete the assignments begun prior to the leave of absence; the student's request for an LOA will have to be denied.

Failure to Return from a Leave of Absence

A student who fails to return from an LOA on or before the date indicated in the written request will be terminated from the program, and the institution will invoke the Cancellation/Refund Policy.

As required by federal statute and regulations, the student's last date of attendance prior to the approved leave of absence will be used in order to determine the amount of funds the institution earned and make any refunds which may be required under federal, state, or school policy (See Cancellation/Refund Policy).

Effects of Leave of Absence on Satisfactory Academic Progress

Students who are contemplating a leave of absence should be cautioned that one or more of the following factors may affect their eligibility to graduate within the maximum program completion time:

- Students returning from a leave of absence are not guaranteed that the module required to maintain the normal progression in their training program will be available at the time of re-entry.
- They may have to wait for the appropriate module to be offered.
- They may be required to repeat the entire module from which they elected to withdraw prior to receiving a final grade.

Academic Achievement

Grading System

The progress and quality of students work is measured by a system of letter grades and grade percentages. Tests are administered before students enter, and after they complete the program to determine entry level and measure final progress. The meaning of each grade and its equivalent percentages is as follows:

	Meaning	Percentage
A	Excellent	90-100
B	Very Good	80-89
C	Good	70-79
D	Below Avg.	60-69
F	Failing	0-59

Graduation Requirements

To be eligible for graduation, students must:

- Complete all required classroom modules with a grade of at least 70 percent;
- Meet the grade requirements for the module components, as applicable;
- Successfully complete required clock hours in an approved externship, if applicable;
- Receive satisfactory evaluation from the externship facility; and
- Complete all program requirements.

Certificate of Completion

The goal of each student participating in our program is to obtain a Certificate of Completion. This certificate shows that a student has successfully completed the requirements of his or her program, and has the marketable skills necessary to compete in the job market. In order to achieve at the highest level possible, students must cooperate at all levels of the program. General requirements outside of daily attendance include maintaining a degree of professionalism in both manner and dress, fully cooperating with staff and fellow students, and showing a high degree of integrity in all endeavors relating to and involving the program.

Record/Diploma Retention Policy

All student academic current records are maintained retained, and secured for a period of five years after the date of the student's graduation, withdrawal, or termination, and disposed of in accordance with local, state, and federal regulations. All student records are immediately, available during normal business hours for inspection and copying by the council or the Attorney General and contain all required information as it pertains to the 70000 and 90000 series, of the California Education Code in the BPPVE Reform Act. Records are maintained on the school site at 2929 19th Street, San Francisco, CA 94110. Records are kept in the school computer system and in paper form; MLVS maintains complete records for each student that includes curricula grades, attendance, completion dates granting diplomas, prior education and training, and awards received.

Student academic transcripts, which include grades, are available upon written request by the student. Student records may only be released to the student or his/her designee as directed by the Family Educational Rights and Privacy Act of 1974.

Transcript and diploma requests must be made in writing to the Student Services Department. Official transcripts will be released to students who are current with their financial obligation (i.e. tuition and fees due to the school are paid current per the student's financial agreement). Diplomas will be released to students who are current with their financial obligation upon completion of their school program.

Students are provided an official transcript free of charge upon completing graduation requirements as stated in the previous paragraph. There is a fee of \$5 for each additional official transcript requested. Normal processing time for transcript preparation is approximately three to five days.

Externship Training

Upon successful completion of all classroom requirements, if applicable, students are expected to begin the externship portion of their program. The required number of externship clock and credit hours/units must be successfully completed within eight weeks from the date students begin their externship. Students must complete at least 20 clock hours, but no more than 40 clock hours per week at an approved externship site. The school recommends that students complete at least 25 clock hours per week. Students must make up absences that occur during the externship to ensure that the required extern hours are completed prior to graduation.

Students who interrupt their externship training for more than 3 consecutive days without permission from the school may be terminated from the program by the school. Students who do not complete their externship training within the required 8 weeks may appeal for an extension based upon extenuating circumstances, if any. Extenuating circumstances include prolonged illness or accident, death in the family, or other events that make it impractical to complete the externship within the required completion time. Students' appeals must include written documentation of the extenuating circumstances and should be submitted to the program manager and approved by the school's Executive Director.

Required Study Time

In order to complete the required class assignments, students are expected to spend outside time studying. The amount of time will vary according to the ability of the individual student. Students are responsible for reading all study materials given them by their instructors and must turn in assignments at the designated time.

Textbook Policy

All textbooks are included in the cost of tuition. One uniform is also provided. Incidental supplies, such as paper and pencils, are to be furnished by students.

General conduct standards

The time spent at MLVS is not just a time for learning business skills. It is also a time of transition during which students are encouraged and expected to develop a professional manner. The standards of conduct to be maintained at MLVS are those found in business and industry. Regard to courtesy and proper workplace manners and etiquette in both situational and interpersonal communication is fundamental within the MLVS environment and its training of individuals. We expect students to always conduct themselves in a manner that is a credit to other students, the community, the school, and, of course, themselves. Upon admission to the school, students receive copies of the "Student Handbook" which explains the rules of conduct. Students are responsible for adhering to these rules.

1. Students are required to sign in and out during the course of each day.
2. All students will help us maintain a healthy learning environment by refraining from activities that are harmful or offensive to others. These include: physical or verbal harassment, or threat of harassment; permitting unsafe working conditions; disregard for established health and safety practices; and interfering with another student's learning.
3. As adult learners, students are expected to arrive physically and mentally prepared to learn. Optimum learning cannot take place if a student is under the influence of non-prescription drugs or alcohol. If this happens, students will be promptly referred to counseling. Students may risk being expelled or suspended from participating in their MLVS programs if it is determined that they are not entirely in control of their ability to learn and participate in the programs.
4. Students are not allowed to bring food or drinks into the classrooms.

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5. Each student is responsible for participating in the development of an individual plan for his or her own training and subsequent job placement. Each student is expected to follow the terms of his or her plan.
 6. Students are required to remain in the classroom or training areas unless they are on a scheduled break or have permission from the instructor.
 7. Students who are enrolled in a course are required to be present each day of their program, to complete all the required instructional clock hours, and class and homework assignments.
 8. All students must adhere to the school's dress code policy, which is discussed at the student orientation and throughout the student's program.

The following, in or around school may be cause for immediate dismissal: dishonesty; unprofessional conduct; insubordination; non-compliance with safety rules; being under the influence of drugs or alcohol; being vulgar or abusive; harassing fellow students, teachers or staff members, or individuals in the community; fighting; gambling and vandalism of school property or equipment.

Student Rights

1. Students have the right to work and study in a place that is safe, accessible and comfortable.
2. Students have the right to consult with their counselors or advocates at reasonable times throughout their course of study.
3. Students have the right and responsibility to participate in planning sessions that affect their course of study and job search. Students are considered equal members of the vocational planning team.
4. Students have the right to request extensions of their course of study if they miss scheduled course hours due to circumstances beyond their control. Legitimate reasons might include illness, disability, or the death or serious illness of a member of their immediate family.
5. Students have the right to be treated by their instructors, trainers, all personnel and peers in a respectful manner, and as adult learners.
6. Students have the right to study at a rate that is consistent with their learning ability, provided they continue to meet the minimum academic standards outlined in the course curricula.
7. Students have the right to discuss or appeal any decisions made about their course of study to the Executive Director of MLVS. This may be done only after first attempting to resolve their concerns with the course instructor, Student Services Manager and/or the Program Manager.
8. Once accepted into a course of study, students have the right to reasonable accommodation for any disability that might affect their studies while on MLVS' premises.
9. Students have the right to have information about their enrollment and progress in class kept confidential.

Dress Code

A professional appearance is important to success in the business world. Students at MLVS are expected to dress in a businesslike manner. That means slacks and shirts with ties for men. Women are expected to wear dresses or skirts or dressy slacks and blouses. Wearing jeans and tennis shoes is not permitted at the school. Students enrolled in the Medical and Culinary programs are required to wear, daily, the standard uniform and shoes with a closed toe. One

uniform is included in the tuition price. MLVS students should dress for success and feel confident in having a professional appearance.

Clothing and Personal Property

All personal property is the sole responsibility of the student. The school does not assume liability for any loss or damage. Clothing and other small items should be marked clearly with the student's name and address. Vehicles should always be locked to avoid theft.

Termination Procedures

The school may terminate students for any action or behavior it deems to be in violation of school policy, including, but not limited to:

- Violation of the school's attendance policy
- Violation of general conduct standards

Notices of all terminations are made in writing; terminations may be appealed to the Executive Director.

Student Activities

Throughout the school year, activities that encourage school spirit and develop student leadership may be offered. The school believes that participation in these activities is an important part of the educational process, and student involvement is encouraged.

Field Trips. - MLVS believes that training is enriched by observation and real-life applications. When appropriate, visits are arranged to industrial or professional locations.

Special Lectures. - Guest lecturers are invited to speak to students about career opportunities and current industry applications of educational programs.

Supportive services

Counseling

Students' educational objectives, grades, attendance and conduct are reviewed on a regular basis. Students will be notified if their academic standing or conduct is unacceptable. Failure to improve academic standing or behavior may result in further action. Tutorial programs and academic counseling are provided for students who are experiencing difficulties with their class work. Students are encouraged to seek academic assistance through the Education Department. Credit is granted for previous training when appropriate, allowing programs to be revised according to a student's skill level.

For personal problems that may require professional counseling, the school has information available on community resources that address these types of needs.

Placement Assistance

MLVS' team of employment specialists orient the trainees to the labor market, counsel them to determine their career goals, prepare them for future employment, refer them for jobs, and arrange for employment interviews. There are no guarantees of placement, but the school makes every effort to find employment for its graduates.

Drug Abuse Prevention

Information on drug abuse prevention is available at the school for all students and employees.

Physically Challenged Students

Physically challenged students should make arrangements to meet with the school's Student Services Manager prior to the start of class to review the facilities and required accommodations.

Health/Medical Care

Students must take proper care of their health so that they can do their best in school. This means regular hours, plenty of sleep, sufficient exercise and nutritious food. Students who become seriously ill or contract a communicable disease should stay at home to recover. However, they must notify the school immediately. All medical and dental appointments should be made after school hours. The school will not be responsible for rendering any medical assistance but will refer students to the proper medical facility upon request.

Financial Assistance

MLVS has traditionally operated government-sponsored programs funded by a number of public agencies as well as foundations, corporations, Workers Compensation Insurance agencies, and private individuals. The largest contributor is the Workforce Investment Act (WIA) program, which is administered by the Private Industry Council of San Francisco (PIC). PIC administers funds voted by the United States Congress to assist eligible individuals in the preparation and search for permanent employment. The Community Development Block Grant (CDBG) administered by the Mayor's Office of Community Development (MOCD) also sponsors trainees. There is no cost for participating in WIA or CDBG funded programs. The funding sources are recognized as Third Party Payers.

These programs provide assistance to low-income citizens, immigrants, refugees and Cal Works recipients over the age of eighteen who are unemployed or underemployed. Priority is given to heads-of-household and individuals with low-level English skills. Applicants must meet eligibility criteria determined by the funding sources. The third party funding source pays for tuition. For low-income, economically disadvantaged, and/or those with their Financial hardship, MLVS reserves the right to sponsor/offer partial or full scholarships to these individuals in order to meet tuition costs in the event a primary funding sources (WIA, MOCD, DHS, Vocational

Rehabs, Foundation) is unable to pay. Programs offered from year to year may vary depending upon current funding levels/requirements.

Students seeking admission to these programs must:

1. Be citizens of the United States, legal residents, or have employment certificates;
2. Be residents of the City of San Francisco, if applicable;
3. Be unemployed or underemployed (earning a minimum salary, working a temporary job, or working less than 20 hours a week);
4. Be economically disadvantaged: e.g. have a low income or receive economic assistance (Aid to Families with Dependent Children (AFDC), General Assistance, SSE, etc.);
5. Be 18 years of age or older;
6. Meet eligibility criteria under the Job Training Partnership Act (JTPA) [Title III applicants only].

Students who are financially capable, and therefore do not qualify for government-supported education, will pay tuition for their courses.

Participants under these programs may be eligible for supportive services including transportation allowances, childcare assistance, and certain medical services. Check with an advisor to see what supportive services might be available to you and what procedures are required to receive them.

Refund Policy

A student may withdraw from a program for which a fee is charged after instruction has started and receive a prorated refund for the unused portion of the tuition and other refundable charges if the student has completed 60% or less of the instruction. To determine the refund, a registration fee, not to exceed one hundred dollars (\$100.00), will be deducted from the tuition charge. The net tuition charge divided by the number of hours in the program will be the hourly charge for the program. The amount owed by the student for the purpose of calculating a refund is derived by multiplying the total hours attended by the hourly charge for instruction plus the amount of the registration fee and the documented cost of any books or equipment that was not returned.

FORMAL COMPLAINT AND GRIEVANCE PROCEDURE

It is the strict policy of the Mission Language and Vocational School, Inc. (MLVS), to assure the fair and equitable treatment of all enrollees and applicants in a manner consistent with the school's policies and regulations. MLVS has adopted formal complaint and grievance procedures to be followed by students or applicants wishing to submit a formal complaint. These procedures will be fully explained during the orientation session. They are included in the Students' Handbook and are also available at the Student Services office upon request.

1. A written complaint should be given to the Student Services Manager. Within five working days, a meeting should be scheduled to discuss the nature of the complaint and measures taken to resolve the complaint.
2. If not satisfied with the initial meeting or meetings, the issuing party may request a hearing with the General Manager of MLVS. Within five working days the requesting

party should be given written notice regarding the time, date, and locations of the scheduled hearing.

3. Within ten working days from the date of the hearing, a written decision regarding the matter shall be issued to the participant and all other involved parties.
4. The decision shall be final unless the matter concerns contractual responsibilities of the school to one of its funding sources.
5. Upon request, the school shall provide at the participant with the name and a telephone number of a contact person at a respective funding or regulatory agency.
6. Unresolved complaints may be directed to:

Bureau for Private Postsecondary and Vocational Education

400 R Street Suite 5000, Sacramento, CA 95814-6200

P.O. Box 980818, West Sacramento, CA 95798-0818

(916) 445-3427

www.bppve.ca.gov

Course descriptions

CLERICAL JOB SKILLS TRAINING

This eighteen-week program is geared toward advanced English as a Second Language (ESL), or native English speakers with keyboard knowledge and office experience who need to brush-up their clerical skills. Students are trained for typist, office clerk and administrative assistant positions.

There is a maximum of 630 instructional hours in the following classes:

- | | |
|-------------------------------|-----------|
| • Business Math I, II | 60 Hours |
| • Business English I, II, III | 90 Hours |
| • Typing | 90 Hours |
| • Filing | 30 Hours |
| • 10-Key Calculator | 60 Hours |
| • Computer Skills | 180 Hours |
| • Bookkeeping | 30 Hours |
| • Office Simulation | 30 Hours |
| • Job Preparation | 30 Hours |
| • Interview Skills | 30 Hours |

GENERAL BUSINESS VOCATIONAL PREPARATION

This twenty-four week program is for students with advanced English as a Second Language ability, but who lack office experience. This course is designed to give skills that will enable

students to gain confidence in future job situations. Students are trained as general office clerks, receptionists and for administrative assistant positions.

There is a maximum of 840 instructional hours in the following classes:

- Business Math I, II 60 Hours
- Business English I, II, III 90 Hours
- Typing 210 Hours
- Filing 30 Hours
- 10-Key Calculator 90 Hours
- Bookkeeping 30 Hours
- Computer Skills 210 Hours
- Job Preparation 30 Hours
- Interview Skills 30 Hours
- Office Simulation 60 Hours

VOCATIONAL ESL AND CLERICAL TRAINING I

This thirty-six week program is for entry level English as Second Language students with no clerical skills and is based upon pre-testing scores. The first twenty-four weeks are spent in intensive English as a Second Language instruction with emphasis on oral communication in job-related situations. The final portion of the program is similar in content to Clerical Job Skills Training, with instruction in basic office skills. Students are trained for positions as typists, receptionists, office clerks, secretaries, and mailroom clerks.

There is a maximum of 1,260 instructional hours in the following classes:

- Grammar I, II, III 240 Hours
- Interaction I, II, III 240 Hours
- Business Math I, II 60 Hours
- Computer Skills 180 Hours
- Business English I, II, III 90 Hours
- Filing 30 Hours
- Typing 210 Hours
- 10-Key Calculator 90 Hours
- Bookkeeping 30 Hours
- Office Simulation 30 Hours
- Job Preparation 30 Hours
- Interview Skills 30 Hours

VOCATIONAL ESL AND CLERICAL TRAINING II

This thirty-week program is for students at intermediate English as a Second Language level. The first eighteen weeks are spent in intensive English as a Second Language instruction with

emphasis on oral communication in job-related situations. The remainder of the program is similar to that of Clerical Job skills Training, with instruction in basic office skills. Students are trained for positions as mailroom clerks, messengers, office machine operators, general office clerks, and typists.

There is a maximum of 1,050 instructional hours in the following classes:

• Grammar II, III	150 hours
• Interaction II, III	180 hours
• Business Math I, II	60 hours
• Business English I, II, III	90 hours
• Computer Skills	180 hours
• 10-Key Calculator	60 hours
• Bookkeeping	30 hours
• Office Simulation	30 hours
• Filing	30 hours
• Typing	180 hours
• Job Preparation	30 hours
• Interview Skills	30 hours

VOCATIONAL ESL AND CLERICAL TRAINING III

This twenty-four week program is for students at an advanced English as a Second Language level. The first twelve weeks are spent in English as a Second Language instruction emphasizing ways of improving oral communications within job-related situations. The final portion of the program is similar in content to that of Clerical Job Skills Training, with instruction in basic office skills. Students are trained for positions as mailroom clerks, messengers, office machine operators, general office clerks, and typists.

There is a maximum of 840 instructional hours in the following classes:

• Grammar III	60 Hours
• Interaction III	60 Hours
• Business Math I, II	60 Hours
• Business English I, II, III	90 Hours
• Computer Skills	180 Hours
• 10-Key Calculator	60 Hours
• Bookkeeping	30 Hours
• Office Simulation	30 Hours
• Filing	30 Hours
• Typing	180 Hours
• Job Preparation	30 Hours
• Interview Skills	30 Hours

Computerized Accounting training program

The Computerized Accounting Program curriculum combines a classroom- and computer-based learning strategy and includes a wide range of educational materials that incorporate the latest accounting software, with an emphasis on QuickBooks. Upon completion of the program, students shall be fully qualified to acquire any number of Bookkeeping-related jobs.

There is a maximum of 1,260 instructional hours in the following classes:

Computer Networking training program

The Computerized Networking Program offers hands-on training in a project-based model with interactive lessons stored on the computer lab's Web server. Students learn a complete range of basic through advanced networking concepts-from pulling cable to installing software and/or changing CPUs, motherboards, and computer cards. The objective to prepare students for the Networking Essentials and Windows NT Workstation and CISCO Tests, either of which could lead to a Desktop Support position or Network Cable Installer position (median wages 18/hr). With work experience and independent study, graduates of this program could pass further Microsoft and/or CISCO exams and become licensed Networking Technicians.

There are a total of 1260 instructional hours required for this program.

• Typing	30 Hours
• Business English II	30 Hours
• Office 2000/Microsoft Word	60 Hours
• Excel	60 Hours
• Business Math	30 Hours
• Self-Esteem Development	30 Hours
• Computer Terminology	30 Hours
• A+ Preparation	90 Hours
• Access	60 Hours
• Internet Skills	30 Hours
• CISCO Networking I	90 Hours
• Microsoft Networking Essentials	90 Hours
• CISCO Networking II	90 Hours
• Job Skills	60 Hours
• Office Communications	30 Hours
• Microsoft Windows NT 4.0	90 Hours
• Interview Skills	30 Hours
• Job Preparation II	30 Hours
• Internet Job Research/Communications	30 Hours
• Networking Tutorial (Cycles 4-6)	90 Hours

Cashier / Customer service training Program

This program is open to native speakers or those with limited English proficiency. Students receive instruction in cashiering, operation of cash registering equipment, payment transactions, handling merchandise, and basic sales techniques. This program prepares students for employment in the field of retail sales and other related occupations.

There are a total of 300 instructional hours required for this program.

• English as a Second Language	180 Hours
• Cash Register Training	60 Hours
• Customer Service Training	40 Hours
• Job Preparation / Interview Skills	20 Hours

MEDICAL ASSISTING PROGRAM

This thirty-six week program is available to both native speakers and those with advanced English as Second Language proficiency. The Medical Assisting Program prepares students with the skills needed to work as part of a healthcare team in doctors' offices, hospitals, clinics, nursing homes and health maintenance organizations. Graduates of the program will be qualified for entry-level positions as medical assistants, clinical assistants, ward clerks, administrative assistants and medical office receptionists. Skills and knowledge developed include: the history of medicine; medical ethics; legalities; patients' rights; knowledge of instruments; muscular, cardiovascular and respiratory systems; medication administration; nutrition; general office skills; and various office procedures including insurance billing.

The program consists of eight modules requiring a total of 900 instructional hours including an Externship.

- Introduction to Medical Assisting 120 Hours
- Medical Terminology 120 Hours
- Medical Lab 240 Hours
- Computer Information Systems.-Medisoft / Medical Manager 120 Hours
- Business English 70 Hours
- Typing 70 Hours
- Externship 160 Hours

Latino Culinary Academy

The Mission Language and Vocational School, Inc. opened the United States' first Latino Culinary Academy (LCA) in the fall of 1999. The LCA concept was developed based on the results of a job market analysis of the San Francisco Bay Area, which projected that the food service industry will remain the number one employer into the year 2005. This is not surprising, as the food service industry has long been an integral part of the community. The Bay Area is renowned for its diversity in fine dining and is the nation's number one market for dining. The restaurant business in and around San Francisco forms a major part of our economy. Unfortunately, as we take a closer look at the dining industry and its work force, we see that immigrants hold the majority of lower-level positions. These low-income workers are held back from advancement not by lack of experience, but rather by lack of formal training.

The primary purpose of LCA is to provide its students with the skills to achieve higher-level positions in an important job market; positions that will not only improve their quality of life, but will be a reinvestment in the community. The LCA concept was conceived as an alternative to the status quo. This community-based culinary academy is designed to both train and serve its diverse, multicultural population. Trainees of the Academy will have some practical experience in the food service industry, and will utilize MLVS' program to study culinary techniques, as well as to develop the communication and management skills necessary to achieve higher levels of responsibility in future employment and increase their earnings.

Professional Cooking Program

This thirty-six week program is open to native speakers and to those with advanced English as Second Language ability. Students cover an array of subjects, from knife skills and the making of stocks and sauces, through the handling and cooking of seafood, poultry, meats, vegetables and grains. They can also expect to prepare a variety of breads, pastries and desserts.

The basic text for the program is "Professional Cooking" by Wayne Gisslen, John Wiley & Sons, Inc.; the standard text used by more culinary training programs than any other text. This program will prepare a student for an entry-level position as Sous Chef, Assistant Chef or Chef

in a small restaurant, a Lead Cook, Cook or Pantry position in a hotel, restaurant, cafeteria, or production kitchen.

There are 1,540 hours of cooking instruction plus 210 hours of an Externship in a cooperation food-related business for a total of 1,750 hours.

• Introduction: The Food Service Industry	35 Hours
• Sanitation and Safety, Tools and Equipment	70 Hours
• Basic Cooking Principles: The Recipe, The Menu, and Pre-Preparation	140 Hours
• Stocks, Sauces, and Soups	140 Hours
• Understanding and Cooking Meats, Poultry, Fish, Shellfish, and Vegetables	420 Hours
• Potatoes and Other Starches	35 Hours
• Salads, Dressings, Sandwiches and Hors D'Oeuvres	70 Hours
• Breakfast Preparation	70 Hours
• Food Preparation and Garnish	35 Hours
• Recipes from International Cuisines	35 Hours
• Bakeshop Production: Yeast Products, Quick Bread, Cakes and Icings, Cookies, Pies and Pastries, Creams, Custards, Puddings, and Frozen Desserts	385 Hours
• Masterpiece Meals Presentation	105 Hours
• Externship	210 Hours

Professional Cooking – intensive course

This intensive twenty-seven (27) week program is open to native speakers and to those with Limited English Proficiency. This program includes 125 hours of instruction in Culinary Terminology, Work-related English, Basic Math and Introduction to Computers. Students are prepared for entry-level positions as Lead Cook, Cook and Pantry for Restaurants/Cafeteria and Production Kitchens. The students are trained in all aspects of cooking only; Baking is not included.

There are 750 hours of cooking instruction plus 60 hours of an Externship in a cooperating food related industry for a total of 810 hours.

▪ Introduction: The Food Service Industry, Sanitation and Safety , Tools and Equipment	50 Hours
▪ Culinary Terminology/Work-related English, Basic Math, Introduction to Computers	125 Hours
▪ Basic Cooking Principles: The Recipe, Menu and Pre-Preparation	100 Hours
▪ Stocks, Sauces, and Soups	100 Hours
▪ Understanding and Cooking Meats, Poultry, Fish and Shellfish, and Vegetables	225 Hours
▪ Potatoes and Other Starches	25 Hours
▪ Salads and Salad Dressings, Sandwiches and Hors	

D'Oeuvres	50 Hours
▪ Breakfast Preparation	50 Hours
▪ Food Preparation, Garnish, Masterpiece Meal Presentation	25 Hours
▪ Externship	60 Hours

Basic Culinary Skills program

The sixteen (16) week basic culinary skills program is open to native speakers and to those with limited English as Second Language ability. This program prepares trainees for entry-level positions as Short Order Cooks, Restaurant/Cafeteria Cooks and Kitchen/Food Preps. The program includes 60 hours of Culinary Terminology, Work-related English, Basic Math and Introduction to Computers.

There are 420 hours of instruction and 60 hours of an Externship for a total of 480 hours.

▪ Introduction: The Food Service Industry, Sanitation and Safety, Tools and Equipment	50 Hours
▪ Culinary Terminology/Work-related English, Basic Math, Introduction to Computers	70 Hours
▪ Basic Cooking Principles: The Menu, and Pre-Preparation	75 Hours
▪ Stocks, Sauces, Soups, Salads, Sandwiches and Hors D'Oeuvres	75 Hours
▪ Cooking Meats, Chicken, Fish, and Vegetables	50 Hours
▪ Potatoes and other Starches	25 Hours
▪ Breakfast Preparation	50 Hours
▪ Food Preparation, Garnish and Masterpiece Meal Presentation	25 Hours
▪ Externship	60 Hours

Professional Baking Program

This intensive eighteen (18) week program is open to native speakers and to those with Advanced English as Second Language ability. The Course curriculum includes Tarts and Pastries; comprehensive Cake Decorating; Chocolate Work; Candies and Confections; Mousses and Custards; Hot and Cold Soufflés; Sorbets, Ice Creams and other Frozen Desserts; an assortment of Breakfast Pastries, from Muffins to Croissants; and Bread work, from Brioche to Sourdough.

Text for this program is “Professional Baking” by Wayne Gisslen, John Wiley & Sons, Inc. The program prepares students for an entry-level position as Baker or Baker/Pastry Chef in a Restaurant/Cafeteria or as an Assistant in a Bakeshop or Hotel.

There are 480 hours of instruction and 60 hours of an Externship for a total of 540 hours.

▪ Introduction: The Food Service Industry, Sanitation and Safety, Tools and Equipment	50 Hours
▪ Culinary Terminology/Work-related English, Basic Math, Introduction to Computers	80 Hours
▪ Bakeshop Production: Basic Principles	50 Hours
▪ Yeast Products, and Quick Breads	75 Hours
▪ Cakes, Icings, Cookies, Creams, Pastries, Custards, Puddings, Frozen Desserts and Sauces	200 Hours
▪ Masterpiece Meals Presentation	25 Hours
▪ Externship	60 Hours

Restaurant Management Program

This thirty-three (33) week program is open to native speakers and to those with Advanced English as Second Language ability. This program will prepare the students for an entry-level position as an Assistant Restaurant/Cafeteria Manager or provide sufficient skills to perform as Owner/Operator in future endeavors in Food and Beverage or Hotels. The students are trained in all aspects of restaurant management, personnel, purchasing, and cash and financial management.

There are 1,015 hours of cooking instruction plus 140 hours of an Internship and an Externship for a total of 1,155 hours.

• Introduction: The Food Service Industry	35 Hours
• Pre-Opening, Personnel Management, and Personnel Training	210 Hours
• Menu, Kitchen, Dining Room, and Bar Management	210 Hours
• Cash and Financial Management	70 Hours
• Purchasing	70 Hours
• Cleanliness, Sanitation, Safety and Security	140 Hours
• Energy, and Equipment Management	140 Hours
• Operational Marketing Management	140 Hours
• Externship	140 Hours

Schedule of tuition and fees

	<u>Total Hours</u>	<u>Tuition</u>
• Clerical Job Skills Training	630 Hours	\$5,500
• General Business Vocational Preparation	840 Hours	\$5,500
• Vocational English as a Second Language and Clerical Training I	1,260 Hours	\$7,500
• Vocational English as a Second Language and Clerical Training II	1,050 Hours	\$7,500

• Vocational English as a Second Language and Clerical Training III	840 Hours	\$5,500
• Computer Skills and Office Training*	630 Hours	\$5,500
• Computer Skills Training*	630 Hours	\$5,500
• Computerized Accounting Training Program	1,260 Hours	\$7,500
• Computer Networking Training Program	1,260 Hours	\$7,950
• Cashier / Customer Service Training Program	300 Hours	\$5,500
• Medical Assisting Program	900 Hours	\$8,360
• Pharmacy Technician Training Program*	1,080 Hours	\$7,950
• Latino Culinary Academy:		
Professional Cooking Program	1,750 Hours	\$10,500
Professional Cooking - Intensive Course	810 Hours	\$7,950
Basic Culinary Skills Program	480 Hours	\$5,500
Professional Baking Program	540 Hours	\$7,500
Restaurant Management Program*	1,155 Hours	\$7,950
• Personal Computer Repair Technician*	520 Hours	\$5,500
• Advanced Business Skills Training*	630 Hours	\$5,500
• Medical Transcription*	750 Hours	\$7,500
• Bi-lingual Secretarial, Spanish-English*	1,050 Hours	\$7,500

*Implementation in progress

STUDENT TUITION RECOVERY FUND (STRF) DISCLOSURE

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by California residents who were students attending schools approved by, or registered to offer Short-term Career Training with the Bureau for Private Postsecondary and Vocational Education (Bureau).

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

1. The School closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. The school's breach or anticipatory breach of the agreement for the course of instruction.

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5. There was a decline in the quality of the course of instruction within 30 days before the school closed, or if the decline began earlier than 30 days prior to closure, a time period of decline determined by the Bureau.
 6. The school committed fraud during the recruitment or enrollment or program participation of the student.

You may also be eligible for STRF if you were a student that was unable to collect a court judgment rendered against the school for violation of the Private Postsecondary and Vocational Education Reform Act of 1989. You must pay the state-imposed fee for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

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

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

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

SCHOOL DEPARTMENTS

Student Services Department

Our services are comprehensive. We take a personalized approach to the total development of our students by providing quality education and training. MLVS' multicultural staff is available to assist students with their educational and personal needs. This essential support service provides the help that students often need to remain in the classroom and on the job. We strive to assist trainees in reaching their maximum potential by making students aware of their rights and responsibilities. This department provides services in the following areas:

- Recruitment and outreach
- Childcare assistance and transportation, if applicable
- Counseling
- Legal, medical and housing referrals
- Pre- and post-testing of students' skills
- Orientation

Education Department

The Education Department oversees the development, implementation, and evaluation of the school's educational programs, and the hiring, training and day-to-day management of the teaching staff. It counsels students in developing and pursuing their educational objectives and

monitors and gives feedback on their progress. The continued success of the students at Mission Language and Vocational School depends on the quality of instruction given by our outstanding teaching staff. We employ instructors with BA's and MA's, certificates and credentials in English as a Second Language, Medical Assisting, and Culinary Skills. Our Business Skills instructors have a depth of experience teaching in their areas: computers, bookkeeping, etc.

Students are expected to participate fully in their education process. Student progress is closely monitored and program effectiveness is continuously evaluated. The department provides training in the following areas:

- Vocational English as a Second Language (VESL)
- Computer Skills
- Clerical Skills
- Interview Skills
- Culinary Skills
- Business Machines
- Business English
- Office Procedures
- Job Preparation
- Medical Assisting
- Cashiering and Customer Service

Employment Department

The job development staff provides vocational counseling to identify individual skills, define career objectives, and encourage maximum performance from all MLVS students.

The department:

- Works closely with private industry employers, community organizations, and government agencies to match trainees with specific employment opportunities.
- Analyzes the needs of private industry employers to ensure that training programs reflect today's job-market needs.
- Encourages mentorships with local business people and former students to assist trainees in their efforts to gain practical pre-employment experience.
- Organizes guest lectures and tours of Bay Area companies to better acquaint students with the business world.

FACULTY and staff

The MLVS faculty is comprised of a well-rounded group of individuals who bring a high level of competency and dedication to our programs. Faculty members strongly believe in the school's policy of providing students with a quality education and hands-on experience in order to help them succeed in today's job market. Faculty members are:

Victor Magallanes, CERT pending, earned his Bachelor of Arts in ESL and Phonetics from New College of California, located in San Francisco, California. In addition to many years of working as a Spanish-English translator, Mr. Magallanes has also worked as an English

instructor for ten years between the Peruvian-North American Cultural Institute and the Chorrillos Military Academy, both in Lima, Peru.

Rose Martinez, CERT #COAFS-03-371760, earned a Bachelor of Arts in Education at San Francisco State University and has continued in the masters' program. She has twenty-two years of experience in teaching accounting, computers and office machines at MLVS. Ms. Martinez is also a business instructor at City College of San Francisco.

Milagro Monroy, CERT Renewal Pending, has a Bachelor of Sciences in Business Administration from the Modular Abierta University in San Salvador, El Salvador. She has fifteen years of experience in teaching computers and office machines at MLVS and City College of San Francisco, where she is a business instructor.

The administration, which, with various support staff, handles day-to-day operations, consists of:

Rosario Anaya	<i>Executive Director</i>
Ricardo Alva	<i>General Manager</i>
Valentin Viera	<i>Employment Specialist</i>
Louis Camacho	<i>Coordinator /Youth Net</i>
Karen Laranjeira	<i>Culinary Academy /Café Coordinator</i>
Rhina Granillo	<i>Student Recruiter/Data Base Manager</i>
	<i>Business Manager</i>
	<i>Employment Manager</i>
	<i>Education Manager</i>
	<i>Student Services Assistant</i>

The policy-making body of MLVS is the Board of Directors. Members are:

Jose Chapa	<i>Chair/President</i>
Diana Verdugo	<i>Secretary</i>
Barbara Sanchez	<i>Board Member</i>
Eva Royale	<i>Board Member</i>
Judge Paul Alvarado	<i>Board Member</i>
Esther Casco	<i>Board Member</i>
Jesis Villalobvos	<i>Board Member</i>
Rosario Anaya	<i>Executive Director</i>

DONORS AND PARTICIPATING BUSINESSES

Mission Language and Vocational School's continued success is strongly related to the local business community's ongoing participation in terms of making donations to the school and offering employment opportunities to our students. We would like to thank the following Donors and participating Companies:

San Francisco Unified School District • Union Bank of California • Bank of Canton of California • Silicon Graphics Computer Systems • California Bank & Trust • Levi Strauss & Co. • KGO Television Group • Bank of America • Beveridge & Diamond, P.C. • Pacific

Bell • Lucky Stores, Inc. • McKesson Foundation • Wells Fargo Foundation • Betchel Foundation • Marc Lumer & Company • Jungherr Enterprises • The United Way of the Bay Area • RNP Gelfand Architects • Commission on the Status of Women • Caritas Management Corporation • Delta Dental Plan of California • L.C. Electric, Inc. • CHW West Bay • Luster Education Programs • Louis M. Martini • Markham Vineyards • KDTV Univision 14 • Women’s Alcoholism Center • Powell & Partners • David Hardie Memorial Foundation • Pacific News Services • Pillsbury, Madison & Sutro • Mexican Heritage Corporation • MFK Financial Corporation • Laborers’ Local 261 • Kwong Kolm Architects • Stein & Lubin LLP • Alvarez & Garner, LLC • Del Campo & Maru • Diseno • Access Staffing, Inc. • Joe Partida • Father Luis H. Quihuis • Mauricio & Paula Jean Trigueros • Magdalena Campos • Paul Chow • Alina Laguna • Isabel Barraza • James & Françoise Cervantes • Carmen Alquist • Amadeo Gonzalez • Wade Acton • Frances Tywoniak • Eric P. Caracciolo • Elmer A. Gallegos • Mercedes Paz • Ray L. Sloan • Tyler John Sterkel • Evaristo Parra • Herbert & Nylda Gemple • Liliana Rossi • Morena Zelada • Rosario A. De Timofeev • David & Barbara Sanchez • Pablo & Jayne Kelly de Lopez • Ana Maria Horta • Craig Merchant • Don Dodge • Dean Fials • Charlene Son • David & Lynn Sahagun • Julie Arellano • Ruddy & Anna Todd • Marcelo Ernesto Leon • Gary S. Ross • Christian R. Bocobo, M.D.

Companies participating in the school’s employment program:

24 Hour Fitness • Aesculap • Alert Pest Control • Ampco System Parking and Neighborhood Preservation Corporation • Bank of America • Bank of the Orient • Bay Area Fire Protection • Borg Wagner Protective Services • California Pacific • Corestaff • Crown Plaza Union Square • Delta Dental • Dr. Fishkins Office • EDD • Effective Graphics • Foreign Cinema • FYI Direct • Goodwill • Healthcare Financial • Holiday Inn • Host Marriott Services • Housing Development • Ikon Office Solutions • K Caleb Smith USA • KBHK Channel 44 • KFRC/KYCY • Kids Turn • King’s Security Services • KTSF 26 • Law Offices of Robert Jobe • Law Offices of Suzanne Friedman • LSG Skyshifts • Magic Janitorial Service • Manalive • MEDA • Metreon • Mission Cultural Center • Mission Neighborhood Health Center • Nelson Personnel • North of Market Senior Services • Norrell Services • Pacific Coast Staffing • Real Restaurants • San Francisco International Airport • Setanta Sport • SF Susquehanna • Sony • St. Anthony Foundation • St. Luke’s Hospital • Start Bakery • Steefel Levitt & Weiss • Synmar Cultured Marble • TCI • The Choice for Staffing • The Exploratorium • The Salvation Army • The Ticket 1050 • TMC Development • UCSF • United Airlines • UPS • US Postal Service • Washington Mutual Bank • Wells Fargo • You & Leisure Travel Company • San Francisco Postal Credit Union • South San Francisco Occupational Medical Center • Stinkin’ Rose • Stivers Temporary Personnel • California Bank & Trust • Takahashi • The Sak • The Law Office of Camile • TV Espanol • United CA. Glass Co. • Vanessa Coal Associates • Zen Again • Milt Wallace Video • Mission Cultural Center • Mission Imaging Center • Mission National Bank • Modus Operandi • MSAS Cargo International • Nelson Staffing Solutions • Pacific Guarantee Mortgage • Panamerican Bank • PRWT Services Incorporated • Pro Star Staffing • Rodriguez Perez Delgado & Co. • Gold Check Cashing • Golden Gate Weight, Tennis and Swim Club • Goodman’s Lumber • Hispanic Community Foundation • HR Computer Services • KIQUI-Radio Unica / La Grande 1010

• Law Office of Helen Zebel • L. C. Electric Engineering Co. • Lori Sbarboro DDS • Madsen Staffing Services • Marin Community Clinic • Maryucha Iaconi Books • MC Iron Works • Meridian Medical Group • Milarsiaz • Cole Hardware • Check Stop • D' Garcia Auto Body Shop • De la Cruz Occupational Health Care • Despacho Juridico International • Direct Mail Center • Dr. Carcamo's Optometry Office • Dr. Norman Wong Optometrist • Medical Office of Dr. Xavier O. Barrios • Emerald City Body Shop • Farmacia International • Fellom & Solorio • Ford Graphics • ABC Security • Access Staffing • Aleman & Associates • Analytical Labs • Bank of Canton of California • Bahia Fire Protection • Bay Advance Chiropractic Clinic • Bayview Capital Corporation • Bebe • B.O. Manufacturing Co. • C. Bitkoff Chiropractic Center • Caldera Castillo Enterprises • Certified Janitorial