

# Center for Training & Careers

*Additional catalogs available upon request*



## **Workforce Training** Course Catalog

July 1, 2013 - June 30, 2014  
*Catalog updated annually*

### **Course Offerings:**

Computer Office Specialist

Medical Administrative Assistant

Non-Traditional Training For Women

Retail Skills Academy



**Senator John Vasconcellos Education & Technology Center**  
749 Story Road, Suite 10  
San Jose, CA 95122

**408-213-0961**

# Table of Contents

|  |    |
|--|----|
| CTC Philosophy .....   | 1  |
| Disclosure Statements.....   | 1  |
| A Note from Our President & CEO .....  | 1  |
| History.....   | 2  |
| Approvals & Certifications .....   | 2  |
| Administration/Faculty .....   | 3  |
| Board of Directors.....  | 4  |
| Honorary Board Members .....   | 4  |
| Corporate Advisory Council .....   | 4  |
| Equal Opportunity/Affirmative Action Statement.....  | 5  |
| Accessibility for Disabled .....   | 5  |
| Eligibility Guidelines.....  | 5  |
| Application For Enrollment.....  | 6  |
| Orientation .....  | 6  |
| Class Size.....  | 6  |
| Student Services .....   | 6  |
| Housing.....   | 7  |
| Retention Of Student Records .....   | 7  |
| Award Ceremony .....   | 7  |
| Food Services .....  | 7  |
| CTC Alumni Association.....  | 8  |
| Holiday Schedule .....   | 8  |
| Schedule of Tuition & Fees .....   | 9  |
| Student Tuition Recovery Fund.....   | 9  |
| Collection of Delinquent Fees .....  | 10 |
| Student’s Right to Cancel.....   | 10 |
| Loans .....  | 11 |
| Review of Documents Prior To Signing .....   | 11 |
| Admission Policy .....   | 11 |
| Attendance Policy.....   | 11 |
| Notice Concerning Transferability of Credits & Credentials Earned At Our Institution ..... | 12 |
| Map .....  | 13 |
| Student Code of Conduct.....   | 14 |
| Participant Dress Code .....   | 14 |
| Computer Usage.....  | 14 |
| Library & Other Learning Resources.....  | 15 |
| Graduation Requirements/Student Achievement .....  | 15 |
| Transfers .....  | 16 |
| Visa .....   | 16 |
| Training Hours.....  | 16 |
| Leave Of Absence.....  | 16 |
| Make-Up Work.....  | 16 |
| Conditions for Immediate Termination .....   | 16 |

Smoking and Break..... 17

Drug Free Workplace ..... 17

Materials & Equipment..... 18

Student Parking ..... 18

Telephones ..... 18

On-Site Accidents..... 18

Student Rights..... 18

Student Grievance Procedure ..... 18

Discrimination Complaint ..... 19

Emergency Evacuation ..... 19

Earthquakes ..... 20

**Course Descriptions..... 21**

    Computer Office Specialist..... 22

    Non-Traditional Training For Women ..... 23

    Medical Administrative Assistant..... 24

    Retail Skills Academy ..... 25

## **CTC PHILOSOPHY**

### ***MISSION STATEMENT***

The mission of the Center for Training & Careers, Inc. is to improve the quality of life for disadvantaged youth and adults.

### **GOAL**

To provide unique opportunities that will lead to rewarding and productive lives.

### **OBJECTIVES**

In pursuit of these attainments, Center for Training & Careers, Inc. will:

1. Ensure the highest standards of accountability and integrity in the management of our program.
2. Assist our students to identify and meet their career and life's goals.
3. Treat all students with the respect, dignity and recognition they deserve.

## **DISCLOSURE STATEMENT**

Center for Training & Careers is a private institution approved to operate by the Bureau of Private Postsecondary Education. Approval means that the institution is in compliance with the California Private Postsecondary Act of 2009.

Center for Training & Careers is not an institution that is accredited by an accrediting agency recognized by the United States Department of Education.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the instruction may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Sacramento, CA 95833, website [www.bppe.ca.gov](http://www.bppe.ca.gov), toll free telephone number (888) 370-7589 or 916-431-6959.

All educational programs are taught onsite at 749 Story Road Suite 10, San Jose CA 95122.

CTC does not have any pending petition in bankruptcy, is not operating as a debtor in possession, has filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

## **A NOTE FROM OUR PRESIDENT and CEO**

“Center for Training and Careers strives to remain actively engaged with corporate America in order to stay apprised of the employment needs of prospective employers as well as keep abreast of new technology.”

The information in this catalog is true and correct in content and policy.

Rose Amador  
President/CEO

## HISTORY

The Center for Training & Careers (CTC) is a non-profit, public benefit corporation that provides vocational training to the unskilled individual and/or those in need of retraining. CTC was founded in 1977 with the main purpose of providing vocational training to the unemployed resident of Santa Clara County. Since then, CTC has provided training and job placement assistance to thousands of people.

CTC's educational training programs and occupational training program—that enlists the active participation and cooperation of private industry—offer the best probability for success. CTC's program is successful because of its training philosophy and its staff's commitment to help program customers learn vocational skills which will offer them opportunities for a better future. Up-to-date equipment is used in our computer-based classes. Class sizes are small in order to accommodate each individual's abilities and needs, and a work environment is simulated.

Our facility is equipped with a Student Refreshment area, assembly room, conference room, and is handicapped accessible. There is a computer lab and lecture classrooms. In addition, an outside patio is available for breaks and lunch.

A well-qualified, licensed, support service staff is available to insure that each customer is properly trained and reaches his or her goal of full-time, permanent employment. All customers are certified then they demonstrate competency in their skill area.

## APPROVALS and CERTIFICATIONS

Center for Training & Careers Inc. has been certified from the **National Healthcareer Association (NHA)** to provide training, and administer testing for all our Health Technologies courses.

Center for Training & Careers Inc. is recognized as an Accredited Training Unit by the **National Center for Construction Education and Research (NCCER)**.

Center for Training & Careers Inc. instructional staff has approval and authority to teach and certify for **OSHA (Occupational Safety & Health Administration)**.

Center for Training & Careers Inc. is recognized as an official certification test site from the **NRF Foundation**.

**ADMINISTRATION/FACULTY**

**Administration**

Amador, Rose.....President  
Amezcuca, Manuel.....Executive Assistant  
Coleman, Patrick.....Accounting Manager  
Ramos Ehrlich, Lori.....Chief Operations Officer

**Case Management**

Molina, Irma.....Case Manager

**Faculty**

Mireles, Sarah.....Medical Administrative Assistant.  
Certified Medical Assistant, NCCT; BLS Certificate, American Heart  
Association; Certified Medical Administrative Assistant(CMAA), National  
Healthcareers Association.

Green, Robert.....Non-Traditional Training for Women.  
OSHA Certification: NCCER Certified Instructor, OSHA Certified Training  
Instructor, General Contractor, Weatherization Specialist.

Metra, Roland.....Computer Office Specialist.  
Computer Applications & Software Installation & Networking Specialist,  
Microsoft Office Certified, Comptia A+ Certified.

Sanchez, Fidel.....Employment Specialist.  
Global Career Development Facilitator Trainer Certificate, Rutgers  
University; Certified Job & Career Transition Coach, Adult Development  
Network; B.A. Education, West Coast Christian College.

## **BOARD OF DIRECTORS**

Victor Garza, Chairman  
La Raza Roundtable de California

Val DeLeon, Vice Chair  
Allstate Insurance

Arnold Melgar, Treasure/Secretary  
National Hispanic University

Lisa Aguiar  
Ropers, Majeski, Kohn & Bentley

Alex Torres  
Wells Fargo Bank

Sandra Bliss  
Cobalt Construction

John Hammett, Past Chair  
San Jose Mercury News (retired)

## **HONORARY BOARD MEMBERS**

Honorable Mike Honda, U.S. Congress

Honorable Elaine Alquist, California State Senate, Retired

John Vasconcellos, California State Senate, Retired

Dolores Huerta, Dolores Huerta Foundation, UFW

Scott Montoya, Payaso Entertainment

Joe Kapp, Joe Kapp Inc., NFL Alumni

## **CORPORATE ADVISORY COUNCIL**

Fidel Sanchez, CTC Business Advisor

Dr. Peter Nguyen

Yolanda Perez, Santa Clara Valley Water District

Jeff Ruster, City of San Jose Office of Economic Development

Matt Silvey, Comcast Cable

Royal Huey, Green Pro Network

Hector Guerra, Paramount's Great America

## EQUAL OPPORTUNITY/AFFIRMATIVE ACTION STATEMENT

State and federal law requires that the Workforce Investment Act (WIA) administrative entities ensure equal opportunity and non-discrimination in the operation of WIA programs and activities. *These laws include but are not limited to:*

- Title VI of the Civil Rights Act of 1964
- Title VII of the Civil Rights Act of 1964
- The Age Discrimination Act of 1975, as amended
- Section 503 of the Rehabilitation Act of 1973
- Section 504 of the Rehabilitation Act of 1973
- Title IX of the Education Amendments of 1972
- Presidential Executive Order 11246
- Presidential Executive Order 11375

*Under the provisions of WIA, the following criteria apply:*

1. Programs shall be open to all qualified individuals.
  - No one shall be excluded from participation, denied benefits, subjected to discrimination or denied gainful employment because of race, color, national origin, age, sex, religion, sexual orientation, political affiliation or belief, retaliation or citizenship.
  - In addition, sexual harassment is against the law.
  - Acts of sexual harassment are grounds for a discrimination complaint based on six under title VII of the Civil Rights Act of 1964.
2. WIA applicants, participants and administrative staff shall be free to file complaints and participate in hearings, investigations or compliance reviews without the threat of intimidation, coercion or discrimination.
3. Programs shall be open to citizens and nationals of the United States, lawfully admitted permanent aliens, lawfully admitted refugees, parolees and other individual authorized by the Attorney general to work in the United States.

## ACCESSIBILITY FOR DISABLED

CTC tries to provide program accessibility and accommodations for persons defined as disabled in Section 504 of the Rehabilitation Act of 1973. Disabled students have the responsibility of informing CTC of their disability during the intake process, so their needs can accurately be assessed prior to enrollment in the program.

## ELIGIBILITY GUIDELINES

To be eligible for enrollment into one of CTC's occupational programs, the applicant must:

- Be at least 17 years of age at the time of application.
- Be able to read, write and speak English.
- Have proof of legal residency or U.S. citizenship.

- Be registered for Selective Service, if applicable. Each male applicant born on or after January 1, 1994, who has reached his 18<sup>th</sup> birthday, and until age of 26, must certify that he has registered with the Selective Service System before being enrolled into a WIA program.

Individual funding sources have their own guidelines, and those will have to be met prior to acceptance into program. For example, for a WIA funded program you must be a resident of Santa Clara County.

## APPLICATION FOR ENROLLMENT

Your first step begins with an orientation held every Friday morning at 10:00 a.m. (please check for date changes). The orientation is an informal meeting outlining services offered by Center for Training & Careers (CTC) and eligibility requirements for select programs. Your next step may include an assessment of your reading and math abilities. However, the application process is again different for each funding source, and may require ‘proof of eligibility’. If you are an individual paying customer, eligibility is strictly based upon your ability to comprehend information presented, and your ability to pay.

The length of participation for each program of study shall not exceed the maximum length indicated on each participant’s activity agreement without prior written approval. (Activity Agreement— program plan of action).

## ORIENTATION

CTC will provide an orientation to inform each participant of:

- CTC history.
- Services Available.
- Participants civil rights in a federally funded program, including affirmative action policy.
- An explanation of the educational services to be provided, including length and content of the course, and what the participant is expected to learn or do.
- CTC’s rules, regulations, Code of Conduct, and attendance standards.

## CLASS SIZE

All CTC classes are small, normal under 20 participants per instructor. Instructor to trainee ratio will not exceed 1:25 ratio without the assistance of an instructor’s aide.

## STUDENT SERVICES

**Counseling:** Each participant is assigned a Case Manager. The Case Manager is available to assist the participant with obstacle(s), academic or personal, that may interfere with his or her training.

Case Managers have information on community agencies that are available throughout Santa Clara County that may be of service to participants. These services include transportation, housing, legal assistance, personal family counseling and many other services.

Case Managers are responsible for ensuring that each participant makes progress towards the end goal of program completion, and then of employment, that the participant's civil rights are not violated and that each trainee upholds CTC's standards and follows its regulations.

As your contact information changes, we request you notify your Case Manager or any staff at CTC.

**Employment Readiness:** Each participant is required to complete an Employment Readiness class which includes job application procedures, resume writing, interviewing techniques, on-line applications, and related job search skills.

**Employment Assistance:** CTC is a San Jose One Stop Affiliate Partner site. In this capacity, we have several computers dedicated to your job search needs. A job board is updated weekly. Online websites are easily accessible. Your Case Manager or an Employment Specialist may also be available to assist you with job placement opportunities.

## HOUSING

CTC does not operate a dormitory or other housing facility. The available cost of housing located near the facility is estimated to be \$1,400-\$1,500 a month. However, the Case Manager will assist students in locating adequate housing near the campus.

## RETENTION OF STUDENT RECORDS

The school records shall be retained for a minimum of five years with the exception of student transcripts which are kept permanently.

## AWARD CEREMONY

Twice a year CTC will hold graduation ceremonies to honor those that have outstanding achievement. Certificates of Completion will be presented at successful completion of all program requirements.

## FOOD SERVICES

CTC does not have a cafeteria; however, there is a Student Refreshment Center that has a microwave, coffee machine, hot/cold water dispenser, sink, and vending machine. CTC is walking distance to several fast food establishments.

## CTC ALUMNI ASSOCIATION

As a graduate of a CTC program, you are eligible for membership in CTC's Alumni Association. This is reserved for those participants who successfully complete any of CTC's programs. Your benefits include:

- Weekly Food Bags
- Computer Upgrade Classes
- Annual Pins (1, 5, and 10 year pins)
- CTC News & More, online newsletter
- Toys for Tots in December
- Invitation to Special Events, i.e., Job Fairs
- Lifetime Placement Assistance

Alumni need to coordinate their return with a CTC staff. Use of the facility is limited to Monday through Friday from 1:30 – 4:30 p.m. unless otherwise scheduled.

## HOLIDAY SCHEDULE

Holidays may vary from year to year and may be adjusted to coincide with the County of Santa Clara. Trainees will be notified of any changes. Following is a list of CTC holiday observances.

|  |   |
|--|---|
| Independence Day.....                  | Friday, July 4, 2014                      |
| Labor Day .....                        | Monday, September 1, 2014                 |
| Native American Day .....              | Friday, September 26, 2014                |
| Veterans' Day .....                    | Tuesday, November 11, 2014                |
| Thanksgiving & Post Thanksgiving ..... | Thursday & Friday, November 27 & 28, 2014 |
| Holiday Recess .....                   | To be announced                           |
| New Years Day .....                    | Thursday, January 1, 2015                 |
| Martin Luther King Day .....           | Monday, January 19, 2015                  |
| President's Day .....                  | Monday, February 16, 2015                 |
| Cesar Chavez Day .....                 | Tuesday, March 31, 2015                   |
| Memorial Day .....                     | Monday, May 25, 2015                      |

## SCHEDULE OF TUITION AND FEES

| VOCATION                           | TUITION | AVG. WEEKS | AVG. HRS. |
|------------------------------------|---------|------------|-----------|
| Medical Administrative Assistant   | \$5,995 | 23         | 665       |
| Computer Office Specialist         | \$3,950 | 16         | 435       |
| Non-Traditional Training for Women | \$3,150 | 11         | 333       |
| Retail Skills Academy              | \$2,150 | 8          | 230       |

### **Total Charges:**

Tuition: \$ \_\_\_\_\_  
 Registration Fee (Non-Refundable): \$ \_\_\_\_\_  
 STRF (Non-Refundable): \$ \_\_\_\_\_ (\$0.50 for each \$1,000 institutional charges)  
**Total:** \$ \_\_\_\_\_

*\*CTC is a non-profit, public benefit vocational institution. Instruction, counseling, job placement assistance, books, and materials are included in the tuition rate. Tuition also includes certification testing fees.*

All classes are held at 749 Story Road, Suite 10, San Jose, California 95122.

### **Funding**

CTC provides training at no cost to the participant who meets the eligibility guidelines for specific funded programs. A payment schedule can be developed for fee paying students.

**CTC'S educational programs are not eligible for federal financial aid, nor does CTC participate in any state or federal financial aid programs.**

## STUDENT TUITION RECOVERY FUND (STRF)

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

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:
  1. You are not a California resident, or are not enrolled in a residency program, or
  2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

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

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

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

### **COLLECTION OF DELINQUENT FEES**

It is the policy of the Fiscal Department of CTC to collect fees in a timely manner. To that end:

1. A letter of Request for Delinquent Payment will first be sent to the responsible party.
2. A follow-up telephone call will be made to the responsible party.
3. A statement of Final Notice to the guarantor will be delivered indicating actions to follow.
4. A Report of Delinquency will be sent to a collection bureau for commercial accounts.
5. Legal action for the collection of monies will be taken to enforce the contract between the debtor and CTC and/or possible assignment of receivable.

### **STUDENTS RIGHT TO CANCEL**

Students have the right to cancel and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. Cancellation shall occur when you have written notice of cancellation at the address of the school. You may submit a cancellation notice by mail to the above address or hand deliver. The written cancellation, if sent by mail, is effective when deposited in the mail properly addressed with postage prepaid.

### **Refund Policy**

The student may cancel/withdraw the enrollment agreement at any time; the student will be the full amount of monies paid less \$45 registration fee during the enrollment period as started above. The student may cancel/withdraw from a course after instruction has started and receive a pro data refund of the unused portion of the tuition and other refundable charges if the student has completed 60% or less of instruction. For example, if the student completes only 20 hours of a 40 hour course and paid \$2,000 tuition, the student will receive a refund of \$1,000. The student will not receive a refund after more than 60% of the instruction has been presented.

If a student has received federal student financial aid funds, the student is entitled to a refund of monies not paid from federal student financial aid program funds.

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

## **LOANS**

If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

## **REVIEW OF DOCUMENTS PRIOR TO 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.

## **ADMISSION POLICY**

You must be able to provide your high school diploma or its equivalent; be 18 years or older, submit a completed application form with a \$45 Registration fee in the form of a check or money order. Must be able to read and write English.

## **ATTENDANCE POLICY**

CTC recognizes that a student may have to be late or absent on occasion due to extenuating circumstance such as family illness, personal illness or person or family crisis.

Regular classroom attendance is crucial in successful program completion and skill attainment. Students, therefore, are expected to attend all class sessions. Those with excessive absences may be penalized at the discretion of the instructor. Absences exceeding 25% of the total scheduled class periods will result in automatic failing grades. The student who has been absent due to illness or family crisis must explain the absence directly to the professor. In certain exceptional cases, such as an extended illness or family crisis in which it is impossible for a student to complete assignments, he or she may present a written request to the Chief Operations Officer for permission to withdraw from all courses without penalty.

### **Probation**

To remain in acceptable academic standing, a student must maintain a 70% grade average in all course work. The school will notify the student whose cumulative average falls below 70% and will place the student on academic probation. A student may be dismissed if the student fails to attain a 70% average or above during the probationary period. Other reasons for Probation include sleeping in class, disrespect to other students or staff, and/or not adhering to CTC's Code of Conduct.

## Tardiness

A student will be considered late if he or she arrives at 8:31 a.m. in the morning or after lunch at 12:01 p.m. The first break is 90-minutes after the start of class and is for 10 minutes. A student who is late more than twice in one week will receive a written warning. A repeated violation will subject student to probation or suspension. A student may be subject to dismissal from training if the conditions of probation are not met. Terms of probation to be determined per individual case.

## Dismissal

Since registration is a kind of contract between student and the school, it could be canceled anytime by student with hindrance. The contract and cancellation form is ready in the office. Concerning refunds see the Right to Cancel policy. Any dismissed student who desires to be readmitted must receive written acceptance from the Case Manager and the Employment Specialist who will then present to the Chief Operations Officer for acceptance or denial.

## NOTICE CONCERNING TRANSFERABILITY OF CREDITS & CREDENTIALS EARNED AT OUR INSTITUTION

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

749 Story Road Suite 10, San Jose.  
Please enter on Remillard Street, 2<sup>nd</sup> Driveway on right.



## STUDENT CODE OF CONDUCT

Students are expected to conduct themselves in a mature and responsible manner. There may be guest touring our center and on most occasions they are potential employers. A good impression benefits everyone.

A student's conduct is an important factor in his or her employability. It is important that students respect the people with whom they work or train. Common courtesies and a willingness to get along with all people will make a CTC student appealing to prospective employers. A student's conduct tells a great deal about his or her maturity and general character.

## PARTICIPANT DRESS CODE

CTC's dress code follows that of the business/industry community and its expectations of an employee. Proper dress and cleanliness are important factors for employability and are signs of self-respect and concern for personal well being.

It is the desire of the Governing Board to keep CTC and its students free from the threats or harmful influence of any groups or gangs. CTC, therefore, prohibits the presence of any apparel, jewelry, accessory, notebook, or manner of grooming, which by its color, arrangement, trademark, or any other attribute, denotes membership in such a group. Caps, hats or headbands that indicate gang colors and/or affiliation are not permitted in the building. Students may not wear or carry overt gang paraphernalia or make gestures that symbolize gang membership. This policy shall be applied at the President discretion as the need for it arises at CTC.

**PARTICIPANTS WHO DO NOT ADHERE TO THE DRESS CODE WILL BE SENT HOME AND MAY BE SUBJECT TO SUSPENSION.**

## COMPUTER USAGE

Computers are for to be used for the learning process or job seeking opportunities ONLY.

Use of the computer, printer, or copier for pornography and/or discriminatory material will not be permitted. Any infraction of this rule will result in an immediate suspension of computer usage and you will be escorted out of the building. Non-compliance may result in the immediate dispatch of appropriate authorities.

Computer equipment may not be modified or altered in anyway. This includes 1) loading software on the computers, 2) altering operations of the computers, VIDEO CARD settings, copiers or FAX machines 3) downloading software, IM plug-in, screen savers, browser plug-ins, or any other material on to the computers. Any infraction of this rule will result in an immediate suspension of career center privileges and you will be escorted out of the building. Non-compliance will result in the immediate dispatch of appropriate authorities.

Documents should not be saved to the "C" drive of any Career Center computers or classroom computers. To save documents use only USB flash drives or CDs, however, first please inform

class instructor or case manager. It is suggested you email your documents to your own personal email for future use.

## **LIBRARY AND OTHER LEARNING RESOURCES**

Center for Training & Careers provides a small reference library on-site for each of the individual training programs. These reference libraries are available during class time only; however, books can be checked-out for 3-day periods with the authorization of your instructor. Listed below are two libraries and other learning sources available within a 2-mile radius.

### **Hillview Library** (0.7 miles)

1600 Hopkins Drive

San Jose, CA 95122

**Phone:** 408-808-3033

**Type:** Branch Library

### **Tully Community Branch Library** (1.2 miles)

880 Tully Road

San Jose, CA 95111

**phone:** 408-808-3030

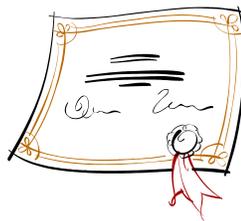
**Type:** Branch Library

## **GRADUATION REQUIREMENTS/STUDENT ACHIEVEMENT**

Each skill area has competencies established with required minimum proficiency levels. Grades are not issued to individuals; instead CTC uses percentage of correct answers. Completion of each competency at 70% minimum is considered passing. Any completion of 69% or below is considered not passing. Each student progress will be evaluated monthly or more often if necessary. The program is individualized, and is comprehensive and generally adaptable to each individual's needs. Because the courses are competency based, students are evaluated against specified performance and knowledge standards rather than against each other.

Students will receive a CERTIFICATE OF COMPLETION from CTC when they successfully complete all of the following:

- Complete a minimum of 70% of the competencies outlined for a skill area with a minimum score of 70%.
- Complete the minimum competencies and 75% of course hours.



## **TRANSFERS**

CTC has not entered into any articulation or transfer agreements between our institution and any other college or university that provides for the transfer of credits earned in the program of instruction.

CTC **does not** award credit for prior experiential learning, including assessment policies and procedures, provisions for appeal, and all charges that a student may be required to pay.

## **VISA**

Visa service is not provided.

## **TRAINING HOURS**

|   |               |
|---|---------------|
| Medical Office Administrative Support         | 8:30-2:30 PM  |
| Computer Office Specialist                    | 12:00-5:30 PM |
| Customized Non-Traditional Training for Women | 8:30-2:30 PM  |
| Retail Skills Academy                         | 11:00-5:30 PM |

All classes meet Monday through Friday, except on Holidays.

## **LEAVE OF ABSENCE**

After completing a Leave of Absence Request form and submitting the form to the case manager, the request will be evaluated and confirmed or denied within 24 hours. The student must sign and date this form. If the request is confirmed, a Leave of Absence may be granted to the student for up to sixty (60) days from the date of their last attendance. With a written notice from a California certified physician, the period of absence may be extended. The length of absence may never exceed six (6) months, however. For those students in city, state or federal programs, the time limits may be shorter depending on their program policy.

A Request for Leave of Absence form may be obtained from a CTC Case Manager.

## **MAKE UP WORK**

Since most classes are open entry/open exit and self-paced, students may make up work by obtaining their assignments from their instructor and informing their Case Manager.

## **CONDITIONS FOR IMMEDIATE TERMINATION**

CTC has always been dedicated to working with trainees. However, there are violations that will cause a student to immediately be terminated from the program.

- Reporting to training intoxicated or under the influence of alcohol or drugs will not be tolerated. CTC is a ‘no tolerance’ facility.
- Dispensing, selling, or using drugs on CTC premises.
- Any physical violence or threat toward fellow students or staff.
- Bringing weapons on site.
- Stealing and/or abusing CTC property.

## SMOKING AND BREAKS

Smoking anywhere on the premise is prohibited. This policy is in accordance with Labor Code Section 6404.5 prohibiting smoking in places of employment. Additionally, smoking is not allowed anywhere on CTC property including patio or parking lots.

## DRUG FREE WORKSPACE

CTC will provide a drug-free workplace by:

1. Publishing a statement notifying employees that unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violation of such prohibition.
2. Advising employees that terms “workplace” or “work site” include all premises where the activities of CTC are conducted.
3. Informing employees that:
  - The use of drugs in the workplace not only may affect productivity and performance, but also may endanger the safety of employees, fellow trainees and/or the drug abuser/user.
  - It is the policy of CTC to maintain a drug-free workplace.
  - Drug counseling and rehabilitation programs may be available through public agencies
  - Use or possession of drugs, by employees or students, in the workplace may result in termination of said employee or student.
4. Requiring that each employee engaged in the performance of federal grant received a copy of a statement stating that as a condition of employment under the grant, the employee will:
  - Abide by the terms of the statement.
5. Restricts persons under the influence of any substance that alter their ability to participate in a standard functioning way.
  - Notify the employer of any criminal drug conviction (including a plea of Nolo contendere) for violation occurring in the work place no later than five days following such conviction or plea.

## **MATERIALS AND EQUIPMENT**

Most materials, books, and equipment is provided for you. Each student is responsible for the class materials assigned to him/her. These assigned materials are to be returned upon completion of the training program. Materials lost or destroyed must be replaced at the student's expense. Because classes are small, students will usually have access to computers without the need to share. The Center has the COMCAST COMPUTER lab which is complete with twenty (20) HP TouchSmart computers. Also available for student use is a printer and scanner.

## **STUDENT PARKING**

All students should park along Remillard Ct., or in the back parking lot. Students may not park in the front parking or side parking lot--the main entrance to CTC as these spaces are reserved for visitors and staff. Violators will be towed. Handicapped parking is available in CTC's main parking area.

## **TELEPHONES**

There are no public use pay phones available on-site. Office telephones are not to be used by students for personal calls. Students may use office telephones—with staff permission—only in case of emergency. Cell phones are not to be used in class as they cause disruption. Please limit your testing and calling to breaks and lunch.

## **ON-SITE ACCIDENTS**

A student who incurs an injury while on CTC facilities must report such injury immediately to the instructor, case manager or administration who will then file an Incident Report and make appropriate arrangements for care, if needed. Students will receive coverage to the extent of their medical bills only.

## **STUDENT RIGHTS**

Students have the right to review their own academic records.

- Fair and effective teaching and grading at the advertised grade level
- Due process and an impartial hearing in any disciplinary matter
- Information privacy
- Fair and effective teaching and grading at the advertised grade level

## **STUDENT GRIEVANCE PROCEDURE**

Students with complaints relating to a particular class, grade or instructor should discuss them first with that instructor. If the complaint is not resolved satisfactorily, the student should then contact his or her cases manager within five (5) days of the action. The Case Manager must reply to the grievance in writing within three (3) working days. If the student cannot resolve

the problem or is not satisfied with the result, he/she may appeal in writing to the Chief Operations Officer. Should the Chief Operations Officer uphold the decision and the student is not satisfied, appeal may be filed with the President/CEO within five (5) working days of the Chief Operations Officer's decision. The President decision is considered final. All documentation relating to the complaint will be logged into a complaint file.

### **Questions**

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, California 95833, [www.bppe.ca.gov](http://www.bppe.ca.gov) toll free Number 888-370-7589, Telephone Number 916-431-6959.

### **Complaint**

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

## **DISCRIMINATION COMPLAINT**

If you feel your rights have been violated, you should file a complaint directly with the Santa Clara County Social Services Agency, Equal Opportunity Officer at (408)441-5549. All complaints must be made in writing within 90-days of the alleged occurrence, except complaints alleging fraud or criminal activity.

Complaints alleging discrimination based on handicap status shall go directly to EDD Equal Employment Opportunity Officer for resolution. Within 180 days of the alleged violation, you must write a letter to EDD which explains the complaint.

Mail your letter to:

Equal Employment Opportunity Officer  
Employment Development Department  
800 Capitol Mall, MIC 49  
P.O. Box 826880  
Sacramento, California 94280-0001

## **EMERGENCY EVACUATION**

CTC has developed an Emergency Evacuation Plan for the safety of our employees and students. The plan provides for an expeditious evacuation of the employees and students from a hazardous situation. The plan will be used for fire, earthquake, and power loss or in other similar emergency situations. Implementation of the plan shall begin with notification over the paging system. All employees and students should follow the evacuation procedures listed below:

Procedures:

1. Proceed to the nearest exit
2. Walk as quickly as possible; *please DO NOT RUN.*
3. Refrain from talking when possible
4. Go directly to the area assigned to your class.
5. Assemble with your class so your instructor can account for everyone in your group.
6. When the emergency is over, proceed back into the building in an orderly manner.

In the event of an emergency evacuation or emergency drill, you should use the following exit paths.

*Administrative and Support Staff*—all persons should exit out the front door and proceed to the corner of the parking lot..

*Comcast Computer Lab (Room 209)*—all persons should exit the double glass doors and move into the middle of the large parking area.

*Medical Office Administrative Assistant (Room 211)*—all persons should exit the double glass doors and move into the middle of the large parking area.

*Non-Traditional Training (Room 212)*—all persons should exit the double glass doors and move into the middle of the large parking area.

*Retail Skills Academy (Room 210)*—all persons should exit the double glass doors and move into the middle of the large parking area.

*Offices and Cubicles (Community Plaza Area)*—all persons should exit the double glass doors and move into the middle of the large parking area.

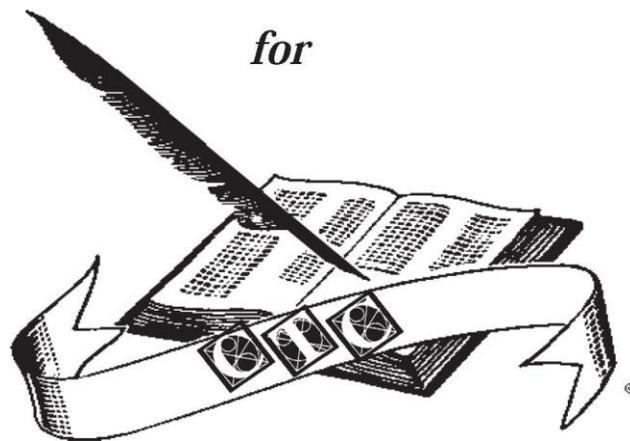
## **EARTHQUAKES**

In the event of an earthquake, staff and students should do the following:

- Keep calm
- If you are indoors, stay there. Get under a desk, table or in a doorway.
- If you are outside, get into the open, away from buildings and power lines.

**EVACUATION DIAGRAMS ARE POSTED THROUGHOUT THE FACILITY**

# COURSE DESCRIPTIONS



Computer Office Specialist

Non-Traditional Training for Women

Medical Administrative Assistant

Retail Skills Academy

## COURSE DATA

I. **COURSE TITLE:** Computer Office Specialist

II. **COURSE DESCRIPTION:** General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel.

III. **EQUIPMENT TO BE USED:** Students will use HP TouchSmart PC computers with HP Laser Jet 100 color Printer.

IV. **INSTRUCTOR QUALIFICATIONS:** Instructor will have a minimum of five (5) years directly related experience in the medical field teaching students 18 years and older. Student teacher ratio is 20:1. CTC plans to enroll 40 students over a 12-month period. This is based on previous experience and the amount of time it takes to complete the course.

V. **COURSE OBJECTIVES:** Upon completion of this course, the participant will be able to:

- Introduction to Word and its basic features
- Introduction to Power Point and its basic features
- Learn to use Excel's formulas, functions, and formatting to complete tasks
- Introduction to databases and to Access and its basic features
- Learn how to create, modify, print, and position charts and graphics. Integration of worksheets and charts into Word documents
- Introduction to Microsoft Outlook and its many functions

VI. **TOPIC OUTLINE:**

- 54001 Keyboarding
- 54002 Microsoft Word
- 54003 Microsoft Excel
- 54004 Microsoft Access
- 54005 Microsoft Power Point
- 54006 Outlook
- 54007 Integrating Microsoft
- 54008 Customer Service
- 54009 Wireless Office Equipment and Processes

VII. **TOTAL HOURS TO COMPLETE FOR CERTIFICATE:** 465 hours

VIII. **OCCUPATION TO WHICH THE COURSE LEADS:** Secretary, Administrative Assistant, Program Assistant, Clerical, Computer Operator, Receptionist, Data Input.

VIV. **COURSE EVALUATION:** Classroom Assignments and project completion with a minimum passing grade of 70% and classroom participation. **COURSE INFORMATION:** Prerequisites: Ability to read and write at 9<sup>th</sup> grade level; Method of Instruction: Lecture and Lab.

## COURSE DATA

I. **COURSE TITLE:** Non-Traditional Training for Women

II. **COURSE DESCRIPTION:** This class will prepare participants for careers in the various construction trades. This curriculum includes a basic multi-craft construction foundation with a 30-hour, National Certification from OSHA. Core curriculum includes tool identification and usage, small power tools identification and usage, construction math including blue print readings and schematics, and sexual harassment.

III. **EQUIPMENT TO BE USED:**

- Power Tools-drill, electric saw,
- Hand tools-hammer, screwdrivers, saws, clamps, utility knife, plane, square, chisel.
- Safety glasses, hard hat, safety vest
- 6, 8, and 12 foot ladders

IV. **INSTRUCTOR QUALIFICATIONS:** Instructor will have a minimum of five (5) years directly related experience in the construction field. Student teacher ratio is 15:1. CTC plans to enroll 45 students over a 12 month period. This is based on previous experience and the amount of time it takes to complete the course.

V. **COURSE OBJECTIVES:** Upon completion of this course, the participant will be able to:

- Understand Introductory elements as they relate to carpentry, basic electricity, blueprint, and schematic readings.
- Be prepared to apply and enter an apprenticeship program.

VI. **TOPICAL OUTLINE:** Monday – Friday, 8:30-1:30 p.m.

- 00101-09 OSHA Certification, 32 hours
- 00102-09 Intro to Construction Math, 60 hours
- 00103-09 Intro to Hand Tools, 20 hours
- 00104-09 Intro to Power Tools, 30 hours
- 00105-09 Intro to Construction Drawings, 20 hours
- 00106-09 Basic Rigging, 15 hours
- 00107-09 Basic Communication Skills, 8 hours
- 00108-10 Employability Skills, 28 hours
- 00109-01 Your Role in the Green Environment, 30 hours
- 00110-02 Group Projects, 65 hours
- 00110-03 Sexual Harassment

VII. **TOTAL HOURS TO COMPLETE FOR CERTIFICATE:** 333 hours/5 days wk

VIII. **OCCUPATION TO WHICH THE COURSE LEADS:** General laborer, construction worker, carpenters apprentice, warehouseman, apprentice.

VIV. **COURSE EVALUATION:** Classroom assignments and project completion with a minimum passing grade of 70% and classroom participation. **COURSE INFORMATION:** Prerequisites: Ability to read and write at 9<sup>th</sup> grade level. Method of Instruction: Lecture and Lab.

## COURSE DATA

I. **COURSE TITLE:** Medical Administrative Assistant

II. **COURSE DESCRIPTION**

This program is designed to provide practical experience which will prepare the participant to work in a medical office. The participant will understand and use medical terminology, acquire basic knowledge of medical insurance, basic diagnostics and procedural coding, process basic medical claims forms, develop medical office skills and procedures, and computerized billing. This class also includes a Certified Electronic Health Records course.

III. **COURSE OBJECTIVES:** Upon completion of this course, the participant will be able to:

- Introduction to databases and to Access and its basic features
- Learn to use features to create and modify tables and table relationships
- Learn how to create, use, and modify forms using Access form tools
- Learn how to obtain the information you need from a database like finding and sorting records, create, use, modify, and format queries
- Learn how to create, modify, preview, and print reports base on a database using the Report Wizard
- Learn how to import data into Access tables, link to external data sources, and export data from table and queries

IV. **TOPICAL OUTLINE:**

- 54000 Professional Careers Responsibility, 135 hours
- 54001 Medical Terminology, 50 hours
- 54002 Medical Office Procedures, 175 hours
- 54003 Medical Insurance/HIPPA/OSHA, 60 hours
- 54004 Medical Coding, 45 hours
- 54005 Medical Billing, 30 hours
- 54006 Financial Administration, 30 hours
- 54007 Certified Electronic Health records, 140 hours

V. **TOTAL HOURS TO COMPLETE FOR CERTIFICATE:** 665 hours

VI. **OCCUPATION TO WHICH THE COURSE LEADS:** Medical Secretary, Bill Clerk, Insurance Clerk, Electronic Health Records Specialist, Medical Receptionist.

VII. **COURSE EVALUATION:** Classroom observation, projects and review.

**COURSE INFORMATION:** Prerequisites: Have taken an Introduction to Computer Class.

Method of Instruction: Hands-on lecture and practice lab, usage of visual aids such as computer with a projector attached to show the instructional materials.

## COURSE DATA

- I. **COURSE TITLE:** Retail Skills Academy
- II. **COURSE DESCRIPTION:** This program provides customer service and sales training to prepare the program completer to work in the retail industry in varying capacities.
- III. **EQUIPMENT TO BE USED:** Students will use HP TouchSmart PC with HP Laser Jet 100 color printer.
- IV. **INSTRUCTOR QUALIFICATIONS:** Instructor will have a minimum of five (5) years directly related experience in the retail field teaching students 18 years and older. Student teacher ratio is 20:1. CTC plans to enroll 40 students over a 12-month period. This is based on previous experience and the amount of time it takes to complete the course.
- V. **COURSE OBJECTIVES:** Upon completion of this course, the participant will be able to:
- Apply customer service techniques and tools
  - Provide exceptional customer service
  - Demonstrate service excellence to ensure repeat business
  - Comprehend written and multimedia material pertaining to products or services
  - Experience testing and demonstrating products and services
  - Understand food safety and handling procedures
- VI. **TOPICAL OUTLINE:** Monday-Friday
- 54000 Retail Industry Overview
  - 54001 Customer Service
  - 54002 Selling and Service
  - 54003 Store Operations I
  - 54004 Store Operations II
  - 54005 Industry Skills Standard
  - 54006 Merchandising
  - 54007 ServSafe Test, *Food Handler Certification*
- VII. **TOTAL HOURS TO COMPLETE FOR CERTIFICATE:** 230 hours
- VIII. **OCCUPATION TO WHICH THE COURSE LEADS:** Retail Clerk, Cashier, Food Handler, Cook, Hostess, Waitress, Sales Assistant, Stock Clerk, Assistant Manager, Manager
- IX. **COURSE EVALUATION:** Classroom observation, projects, and review
- X. **COURSE INFORMATION:** Prerequisite: High School Diploma or equivalent. Ability to read and write English. Method of Instruction: Hands-on, lecture and computerized learning.