Arriba Juntos
1850 Mission Street
San Francisco, CA 94103
www.arribajuntos.org
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This catalog is updated annually.
Copies of this catalog and other consumer information are available by contacting an Arriba Juntos representative.

Introduction

Congratulations on your interest in Occupational Training at Arriba Juntos! Here, you have the opportunity to move into a new career with opportunities for advancement. Here is

Occupational Training provides you with the opportunity to learn specific skills that will make you successful in a new career. Some of these skills are taught in a classroom session, while others are learned through practical experience. Our goal is to provide you with the qualifications that employers look for when hiring.

For our Occupational Training programs, we've chosen to concentrate in two areas that are predicted to have high and large growth in the next few years—the health care industry and business/clerical support occupations. The Nursing Assistant Training/Home Health Aide Pre-Certification Training (which together we call the Health Careers Training) prepares students to enter and advance in nursing fields. Our Automated Office Skills Training prepares students to enter and advance in computerized office and business support positions. Our ESL/VESL program provides the language, vocational, and cultural skills for our participants to achieve economic independence.

Included with the training programs are other necessary services for your success, such as preparation for a job search and referrals to jobs. In addition to the Occupation Training services described in this catalog, Arriba Juntos offers a variety of other employment, training and education services. Please feel free to ask about these services at any time.

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.

Congratulations again. If you have any questions that this catalog cannot answer, or you would like to enroll in a course, please come to our offices at 1850 Mission Street in San Francisco (between 14th and 15th) or call us at (415) 487-3240.

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, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

Good luck with your new career!

About Arriba Juntos

Arriba Juntos was founded in 1965 as a nonprofit, community-based organization tax-exempt under Internal Revenue Code §501(c) (3). We are not a government agency, nor a private school. We are located at 1850 Mission Street, San Francisco CA, 94103. Our main number is (415) 487-3240 and our website is at www.arribajuntos.org.

Mission Statement: Arriba Juntos promotes economic self-sufficiency for San Franciscans and their families through occupational training and employment opportunities. The mission of Arriba Juntos is to provide vocational training and workforce services that prepare students for entry-level careers in health, technology, business and other sectors. At Arriba Juntos, each student is provided the opportunity to develop essential knowledge and skills and provides students the tools needed to become self-sufficient and maintain a stable lifestyle. Arriba Juntos will provide a well-balanced curriculum alongside intensive case management, work readiness training, job placement assistance and referral services.

Arriba Juntos exists to help members of our community to improve the quality of their lives and gain control over their economic future. We offer an array of community programs and resources for individuals to achieve this. These programs and services are funded by federal, state, and city public entities; business consortia; foundation and corporate grants; and individual donations. Some of these funds are available to pay your tuition in our Occupational Training programs. For more information on, see the section on Admission, Tuition, and Fees.

Arriba Juntos does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years and 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.).

Arriba Juntos does not have dormitory facilities under its control. The availability of housing located reasonably near Arriba Juntos' facilities varies; the average cost of a studio apartment within a five mile radius of our facility ranges from $1500.00 and above per month.

Arriba Juntos has no responsibility to find or assist a student in finding housing.

"Notice Concerning Transferability of Credits and Credentials Earned at Our Institution"

The Transferability of credits you earn at Arriba Juntos is at the complete discretions of an institution to which you may seek to transfer. Acceptance of the certificate you earn in (our Nursing Assistant, Home Health Aide, Automated Office Skills Training or English as a Second Language/Vocational English as a Second Language programs) is also at the complete discretion of the institution to which you may seek to transfer. If the certificates 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 you educational goals. This may include contacting an institution to which you may seek to transfer after attending Arriba Juntos to determine if your certificate will transfer.

Please Note: *Arriba Juntos has not entered into an articulation or transfer agreement with any other college, university, or post secondary school.*

Arriba Juntos does not award of credit for prior experiential learning.
Arriba Juntos is not accredited by an accrediting agency recognized by the United States Department of Education.

Facilities

Arriba Juntos is located at 1850 Mission Street, San Francisco, CA 94103. Arriba Juntos occupies a two-story building that includes twelve state-of-the-art classrooms, three computer labs and administrative and faculty offices. Classrooms are equipped and designed to accommodate classes of up to 30 students at any one time. Arriba Juntos provides updated computer technologies (software and hardware) in every area of its curriculum. Internet access is available in each computer lab. The Health Careers classroom and lab has three hospital beds and medical equipments used in instruction. Equipment includes: Hospital beds and gurneys, wheelchairs, basins, scales, vital signs diagnostic equipment, CPR and First Aid equipment, bathing and daily care equipment and supplies, medical supplies and materials. The type of equipment and materials used to provide instruction are current with industry standards and appropriate to meet the teaching objectives of its programs. Classrooms are furnished and equipped with tables, chairs, computer and overhead projectors, and whiteboards. Lab Skills rooms are fully equipped with up-to-date equipment appropriate to meet the teaching objectives of the programs offered.

Admission Requirements

In order to participate in an Occupational Training Program at Arriba Juntos, you must meet the following requirements:

- Be eighteen years of age or older and eligible to work in the United States.*
- Each student admitted into a training program at Arriba Juntos, shall possess a high school diploma or its equivalent.
- Have a minimum 4th grade level of literacy in English. Prospective students will be subject to testing of basic skill level. Different requirements may apply to our ESL/VESL program.

Approval Disclosure Statement

Arriba Juntos is a private institution that is approved to operate by the Bureau for Private Postsecondary Education (BPPE). 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 re-approved every five years, and is subject to continuing review. Such approval authorizes Arriba Juntos to offer the following certificate courses and programs:

Course	**Hours**
Nursing Assistant Training	170
Home Health Aide Training	52

Home-Care Training	40
Automated Office Skills Training (AOST)	400
ESL/VESL	360

California statute requires that a student who successfully completes a course of study be awarded an appropriate diploma or certificate verifying the fact.

Please Note: *this institution does not offer distance education.*

Occupational and Training Programs

ESL/VESL Training

Overview/Objectives

The ESL/VESL program will provide a continuum of job-readiness, search, placement, and retention services to participants. The individualized training program is not tied to a specific industry or occupation. It is meant to provide all programs participants with a comprehensive array of work-directed services to help them transition to sustained economic independence.

The ESL/VESL program teaches Communicative Functions in both spoken and written English, employing the language, vocabulary, and etiquette appropriate for the workplace. The training includes a multi-level, multi-contextual modularized curriculum for persons wanting to advance in workplace terminology. This system of prescribed training according to the needs of the participants will upgrade their proficiency in hopes of them achieving long-term retention in employment and career upgrades. The participants in the English-as-a-Second-Language (ESL) training may receive of up to 360 hours of instruction, depending on the needs of the individual.

Culturally competent case management is the essential strategy Arriba Juntos utilizes for success. Arriba Juntos has developed an in-house culturally competent case management support system capable of addressing many of the issues affecting the participants, such as domestic violence, substance abuse, and financial instability. This system is complemented by an array of workforce development services that will be provided to the client for 12 months after entering the program. A prescription tailored to the needs of each participant will address their individual needs.

Through supervised job search activities and/or agency job placement services, participants will be assisted in obtaining unsubsidized employment. Job development staff will work with human resource personnel at businesses of all sizes to develop new opportunities for program participants.

Participants may also be directed into our very popular Computer Skills Upgrade option. The Computer Skills Upgrade option is a modularized system designed to provide participants with additional skills necessary to secure and maintain a job. The Arriba Juntos computer center offers a variety of learning opportunities to gain computer skills and technological literacy. Specific courses that participants may choose from include: Introduction to Computers, Using the Internet, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, PageMaker, Photoshop, and HTML. Users can choose which skills to acquire.

Objectives

At the completion of this course of study, the student will be able to:

- Communicate effectively in English based upon an increased understanding of language and culture.
- Practice positive interpersonal relationship skills with family, coworkers, classmates, and others.
- Practice safety in the workplace in relation to environment, personal habits, and hygiene.

Targeted Occupations

At successful completion of the ESL/VESL Training, students will be eligible for a wide variety of entry-level jobs. The goal of the program is to upgrade participant's English proficiency and aide in the participant's goal of achieving long-term retention and career upgrades.

Some of the targeted occupations participants will apply to include:

(SOC/O*NET Code)	Occupations
43-4170	Receptionists
43-4070	File Clerks
43-9061	General office Clerks
41-2010	Cashiers
41-2031	Retail Salesperson

Schedule and Location

Classroom instruction takes place at Arriba Juntos, 1850 Mission Street, San Francisco CA, 94103. The program instructional hours are from 9:00am to 3:00pm, Monday through Friday. The training is tailored to fit the needs of the participant and depending on those needs, the training will vary between sixty (60) and three hundred and three hundred sixty (360) hours of multi-level, multi-content instruction per participant. ESL/VESL training is an open access-training program. Please inquire at Arriba Juntos regarding specific weekly calendar.

Program Description

English as a Second Language

MODULE 1. *PRONUNCIATION.* **(10 HOURS)**
(PRONUNCIATION IS ALSO TAUGHT CONSTANTLY THROUGH MODELING AND STUDENT CORRECTION THROUGHOUT THE OTHER SKILLS)

1.1 INTONATION
1.2 WORD AND SENTENCE STRESS
1.3 RHYTHM
1.4 CONNECTING WORDS
1.5 VOICE QUALITY
1.6 PHYSICAL PRESENTATION

MODULE 2. *LISTENING COMPREHENSION.* **(30 HOURS)**

2.1 USING KNOWLEDGE OF CONTEXT, SITUATION, AND TOPIC TO PREDICT CONTENT
2.2 USING KEY WORDS TO PREDICT CONTENT

2.3 DECODING INDIVIDUAL WORDS
2.4 LISTENING FOR GIST
2.5 LISTENING FOR DETAIL
2.6 INFERRING MEANING FROM CONTEXT
2.7 LISTENING TO AUTHENTIC LISTENING MATE-RIALS: TV, RADIO, AUDIOTAPES, TELEPHONE MESSAGES, ETC.

MODULE 3. *WRITING.* **(30 HOURS)**

3.1 AMERICAN PUNCTUATION
3.2 DESCRIPTIONS
3.3 INSTRUCTIONS
3.4 NARRATIVES
3.5 BIOGRAPHIES
3.6 FORMAL AND INFORMAL LETTERS
3.7 WRITING POST CARDS
3.8 FILLING IN SIMPLE FORMS
3.9 USING LIKING WORDS TO LINK SENTENCES
3.10 PARAPHRASING
3.11 REVIEWS
3.12 ADVERTISEMENTS
3.14 ACADEMIC COMPOSITION
3.15 COLLECTING INFORMATION
3.16 OUTLINING
3.17 WRITING RESEARCH PRESENTATIONS
3.18 WRITING A DRAFT
3.19 REVISING AND EDITING STRATEGIES
3.20 WORKPLACE COMMUNICATIONS: E-MAIL, FAXES, MEMOS, ETC.

MODULE 4. *GRAMMAR STRUCTURE.* **(20 HOURS)**
(GRAMMAR IS HIGHLIGHTED IN A CONTEXT; IT IS THEN PRACTICED WITH THE OTHER SKILLS OF SPEAKING, LISTENING, READING, AND WRITING.)

4.1 BASIC TENSES
4.2 REGULAR, IRREGULAR, MODAL, AND PHRASAL VERBS
4.3 SENTENCE STRUCTURES AND PARTS OF SPEECH
4.4 WORD ORDER
4.5 VERB PATTERNS

MODULE 5. *VOCABULARY.* **(20 HOURS)**
(VOCABULARY IS TAUGHT IN ITS COMMUNICATIVE CONTEXT AND PRACTICED WITH THE OTHER SKILLS OF SPEAKING, LISTENING, READING, AND WRITING.)

5.1 WORKPLACE VOCABULARY
5.2 CLASSROOM OBJECTS
5.3 PARTS OF SPEECH
5.4 PARTS OF THE BODY
5.5 PHRASAL VERBS
5.6 COMPOUND NOUNS
5.7 -ING AND -ED ADJECTIVES
5.8 ADVERBS
5.9 TRAVEL VOCABULARY
5.10 HOMOPHONES
5.11 PREPOSITIONS
5.12 WORD FAMILIES AND STRESS
5.13 VERBS AND NOUNS THAT GO TOGETHER
5.14 IDIOMS AND SLANG
5.15 EUPHEMISMS
5.16 ONOMATOPOEIC WORDS
5.17 MODIFYING ADVERBS
5.18 VERB/NOUN COLLOCATIONS
5.19 HOMONYMS
5.20 COMPOUND ADJECTIVES
5.21 SUFFIXES AND PREFIXES

MODULE 6. *CONVERSATIONAL SPEAKING FUNCTIONS.* **(80 HOURS)**
(EMPHASIS ON THE COMMUNICATIVE SKILLS NECESSARY FOR REAL-LIFE SITUATIONS INCLUDING CLASSROOM, PUBLIC, AND VOCATIONAL SETTINGS.)

6.1 INITIATING AND ENDING CONVERSATIONS
6.2 TAKING TURNS IN CONVERSATIONS
6.3 GIVING SHORT ANSWERS
6.4 ASKING FOR AND GIVING DIRECTIONS
6.5 ASKING FOR CLARIFICATION
6.6 GIVING ADVICE
6.7 AGREEING AND DISAGREEING
6.8 APOLOGIZING

6.9 DIRECT AND INDIRECT REQUESTS
6.10 DEBATING
6.11 STORY TELLING
6.12 GREETINGS AND SAYING GOODBYE
6.13 SMALL TALK
6.14 SOCIAL ENGLISH EXPRESSIONS
6.15 INTRODUCTIONS
6.16 MAKING PHONE CALLS
6.17 MAKING, ACCEPTING, AND DECLINING INVI-TATIONS AND OFFERS
6.18 MAKING SUGGESTIONS
6.19 ORDERING A MEAL
6.20 TELLING THE TIME
6.21 EXPRESSING DECISIONS WITH "WILL"
6.22 TALKING ABOUT PLANS WITH "GOING TO"
6.23 MAKING REQUESTS
6.24 TALKING ABOUT LIKES AND DISLIKES
6.25 TALKING ABOUT YOUR OCCUPATION AND ASK-ING ABOUT OTHERS' JOBS
6.26 TALKING ABOUT LIFE EXPERIENCES
6.27 TALKING ABOUT PAST EVENTS
6.28 DISCUSSING CULTURAL DIFFERENCE
6.29 EXPRESSING SIMILARITY AND COMPARISON
6.30 PROBLEM SOLVING IN A GROUP
6.31 EXPRESSING LOGICAL THOUGHT
6.32 REPORTING "REPORTED SPEECH"
6.33 DESCRIBING STATES AND HABITUAL ACTIONS

MODULE 7. *READING.* **(30 HOURS)**

7.1 USING KNOWLEDGE OF CONTEXT, SITUATION, AND TOPIC TO PREDICT CONTENT
7.2 USING KEY WORDS TO PREDICT CONTENT
7.3 GUESSING WORDS FROM CONTEXT
7.4 READING FOR MAIN IDEAS
7.5 SKIMMING
7.6 SCANNING
7.7 MAKING INFERENCES
7.8 DEDUCING MEANING FROM CONTENT

LEARNING AMERICAN CULTURE AND SYSTEMS

Students are taught to better understand American culture and society and better navigate its many systems. For example, after the class identifies the needs it has outside of class to interact with the public systems in San Francisco, the class would teach the vocabulary and communicative language skills necessary to participate fully in American society. Examples of such skills taught would be: how to be an informed and involved parent in the San Francisco school system, how to communicate with a landlord or building manager, or how to report a crime to the police department.

SCANS COMPENTENCIES

Incorporated into classroom management are practicing and developing students' Five SCANS (Secretary's Commission on Achieving Necessary Skills) Competencies: Resources, Interpersonal, Information, Systems, and Technology, as well as the SCANS Basic Skills, Thinking Skills, and Personal Qualities.

Vocational English as a Second Language (Workplace Communication)

MODULE 8. *PERSONAL DEVELOPMENT.* **(4 HOURS)**

8.1 IMPROVING SELF-ESTEEM AND MAINTAINING MOTIVATION
8.2 CLARIFYING VALUES AND DEVELOPING MEAN-ING IN WORK
8.3 SETTING AND EXPRESSING CAREER GOALS AND OBJECTIVES
8.4 GOAL SETTING AND LIFE PLANNING

R*MODULE 9. *COMMUNICATION.* **(20 HOURS)**
PARTICIPATING IN TEAMS

9.2 ASKING FOR AND OFFERING HELP WITH CO-WORKERS
9.3 REQUESTING AND FOLLOWING INSTRUCTIONS
9.4 GIVING DIRECTIONS AND INSTRUCTIONS FOR WORK DUTIES
9.5 WRITING AND UNDERSTANDING BUSINESS COMMUNICATIONS, SUCH AS COMPANY MEM-OS, FAXES, E-MAILS, TELEPHONE MESSAGES, POSTED ANNOUNCEMENTS, ETC. PHONE ETI-QUETTE
9.7 SOCIALIZING WITH CO-WORKERS
9.8 UNDERSTANDING BUSINESS IDIOMS AND AC-RONYMS
9.9 RECEIVING AND GIVING FEEDBACK AND CON-STRUCTIVE CRITICISM
9.10 DESCRIBING AND DOCUMENTING PROJECT RESULTS
9.11 REPORTING AND RESPONDING TO PROBLEMS
9.12 NEGOTIATING DIFFICULT SITUATIONS ON THE JOB
9.13 EXPRESSING OPINIONS PROFESSIONALLY
9.14 COMMUNICATING WITH CO-WORKERS, SU-PERVISORS, AND SUBORDINATES
9.15 MANAGING CONFLICT

R*MODULE 10. *WORKPLACE CULTURE.* **(4 HOURS)**

10.1 UNDERSTANDING DIVERSITY
10.2 UNDERSTANDING AMERICAN WORKPLACE CULTURE
10.3 UNDERSTANDING POWER RELATIONSHIPS; HANDLING OFFICE POLITICS

R*MODULE 11. *WORKPLACE EXPECTATIONS.* **(2 HOURS)**

11.1 GETTING TO WORK ON TIME; ESTABLISHING GOOD ATTENDANCE HABITS
11.2 FOLLOWING INSTRUCTIONS, COMPLETING AS-SIGNMENTS AND MEETING DEADLINES
11.3 MAINTAINING A POSITIVE ATTITUDE
11.4 BECOMING ADAPTABLE AND FLEXIBLE; MEET-ING NEW EXPECTATIONS; DETERMINING UN-SPOKEN EXPECTATIONS

English in the Job Search

MODULE 12. *JOB-SEEKING PREPARATION.* **(4 HOURS)**

12.1 PLANNING A JOB SEARCH; USING THE CITYWIDE EMPLOYMENT AND TRAINING RE-SOURCES
12.2 ASSESSING YOURSELF; KNOWING AND EX-PRESSING YOUR SKILLS AND EXPERIENCE YOUR SKILLS

MODULE 13. *CAREER EXPLORATION.* **(2 HOURS)**

13.1 DETERMINING YOUR AREA OF INTEREST; USING THE INTERNET TO EXPLORE CAREERS; AC-CESSING CAREER EXPLORATION RESOURCES.
13.2 IDENTIFYING VOCABULARY SPECIFIC TO DE-SIRED JOB AND INDUSTRY

MODULE 14. *THE APPLICATION PROCESS.* **(12 HOURS)**

14.1 PREPARING A RESUME
14.2 WRITING COVER LETTERS; REQUESTING LET-TERS OF REFERENCE; MAINTAINING REFERENCE SHEETS

14.3 PREPARING EMPLOYMENT DOCUMENTS; ES-TABLISHING CONTACT WITH EMPLOYERS, IN-QUIRING ABOUT JOBS AND OBTAINING NECESSARY INTERVIEW AND APPLICATION IN-FORMATION

MODULE 15. *INTERVIEWING TECHNIQUES.* **(10 HOURS)**

15.1 SCHEDULING AN INTERVIEW
15.2.1 PREPARING FOR THE INTERVIEW; CONDUCTING INFORMATIONAL INTERVIEWS; LANDING A JOB INTERVIEW
15.2.2/15.3 PRACTICING FOR THE INTERVIEW WITH MOCK INTERVIEWS AND VIDEO FEEDBACK; AN-SWERING QUESTIONS ABOUT EMPLOYMENT HIS-TORY AND FUTURE GOALS; FOLLOWING-UP AND INTERVIEWER THANK-YOU NOTES; EVALUATING THE INTERVIEW

R*MODULE 16. *GETTING THE JOB.* **(4 HOURS)**

16.1 ORIENTATING YOURSELF TO THE WORKPLACE; NAVIGATING YOUR FIRST DAY; UNDERSTANDING YOUR ROLE IN THE ORGANIZATION; UN-DERSTANDING YOUR SUPERVISOR'S RESPONSIBILITIES, THE CHAIN OF COMMAND, AND POLICIES AND PROCEDURES
16.2 FILLING OUT THE W2 AND OTHER PAPERWORK; SELECTING BENEFIT PLANS; DECIDING ON IRAS AND OTHER FINANCIAL OPTIONS

R*MODULE 17. *MAINTAINING EMPLOYMENT.* **(2 HOURS)**

17.1 KNOWING THE LABOR LAWS; UNDERSTANDING THE PROS AND CONS OF UNIONIZATION; KNOWING YOUR RIGHTS AS AN EMPLOYEE
17.2 BEING ON TIME; ENSURING ACCOUNTABILITY; ARRANGING LIFE TO MEET WORKPLACE EX-PECTATIONS. COMPLETING WORK RELATED FORMS, TIMESHEETS, AND WORK SCHEDULES
17.3 WRAP-UP WITH HIGHLIGHTS FROM OTHER MODULES

R*MODULE 18. *EXCELLING AT YOUR JOB.* **(2 HOURS)**

18.1 MOVING UP IN THE WORKPLACE; KEEPING CURRENT WITHIN YOUR FIELD
18.2 TAKING INITIATIVE; WORKING INDEPENDENT-LY; PRODUCING QUALITY WORK

***R*=** *Retention: for those currently working, these modules are especially recommended to help maintain employment.*

Basic Computers

Computer training in the areas of basic computer processing, introduction to applications: Microsoft Word and Excel, printing, and internet Basics that will provide the ESL students with the necessary skills to complete homework and class writings on a computer as well as enrich their employable skills. The "hands-on" training will supplement the ongoing English classes with writing assignments, internet searches, and the use of the Rosetta Stone Language software program.

The curriculum is based on obtaining computer skills that directly pertain to the classroom and the workplace. All class tasks simulate activities performed in the class and at the job site i.e., file management, memos, business letters, fliers, tables, formulas, and internet searches.

MODULE 1. *COMPUTER BASICS.* **(2 HOURS)**

1.1 WHAT A COMPUTER IS AND DOES; USES OF A COMPUTER

1.2 BASIC COMPUTER PARTS & OPERATIONS. COMPUTER CASE AND TYPES: DESKTOP, TOW-ER, LAPTOP. MONITORS, KEYBOARD, AND MOUSE, CONNECTING ALL PARTS TURNING IT ON/OFF

1.3 INPUT AND OUTPUT DEVICES INPUT DEVICES: KEYBOARD, MOUSE, SCAN-NER, CD'S, DISKS, MODEMS, OUTPUT DEVICES: MONITOR, PRINTERS, DISKS, MODEMS

MODULE 2. *WINDOWS INTRODUCTION.* **(4 HOURS)**

2.1 COMMUNICATING WITH WINDOWS VISTA: MOUSE OPERATION: POINT, CLICK, DOUBLE CLICK, RIGHT CLICK, WINDOW BUTTONS: CLOSE, RESTORE, MINIMIZE, SCROLL BARS

2.2 DESKTOP ELEMENTS AND FUNCTIONS: ICONS: MY COMPUTER, NETWORK, INTERNET, RECYCLE BIN, TASK BAR & START BUTTON

2.3 CREATING FOLDERS AND DOCUMENTS: NEW FOLDER, WORD PROCESSING DOCUMENT, STORING INFORMATION

2.4 DRAG AND DROP: MOVE DATA FROM ONE PLACE TO ANOTHER, TRANSFER FILES

2.5 FILE MANAGEMENT: STORING INFORMATION IN THE C/DRIVE: MY DOCUMENTS, DESKTOP, FLOPPY DISK

MODULE 3. *MS WORD.* **(10 HOURS)**

3.1 WHAT MS WORD IS AND DOES: PURPOSES OF USE

3.2 GETTING STARTED: OPEN & CLOSE, SAVE, TOOLBARS

3.3 BASIC EDITING AND FORMATTING: CHANGING FONT FACE, SIZE & STYLE, BOLD, ITALICS, & UNDERLINE, ALIGNMENTS

3.4 COPY, CUT, AND PASTE: COPY DATA FROM ONE PLACE TO ANOTHER, TRANSFER DATA FROM ONE PLACE TO ANOTHER

3.5 CREATING DOCUMENTS: LETTERS, MEMOS, RESUME

MODULE 4. *MS EXCEL.* **(7 HOURS)**

4.1 WHAT MS EXCEL IS AND DOES: PURPOSES OF USE

4.2 GETTING STARTED: TOOLBARS NAVIGATION

4.3 BASIC CALCULATIONS & FORMULAS: ADDITION, SUBTRACTION, MULTIPLICATION, DIVISION, FINDING PERCENTAGES, BASIC FORMULAS

4.4 FORMATTING CELLS: BOLD, ITALICS, UNDERLINE, ALIGNMENTS, LABELS & VALUES, NUMBER: DECIMAL POINT, PERCENTAGE, CURRENCY

MODULE 5. *PRINTING.* **(1 HOUR)**

5.1 PRINT OPTIONS: MULTIPLE COPIES, CHECKING DE-FAULT PRINTER, PURGING PRINT JOBS

5.2 TROUBLE SHOOTING: CHECKING PRINT MANAG-ER, CHECKING HARDWARE CONNECTIONS

MODULE 6. *THE INTERNET.* **(6 HOURS)**

6.1 WHAT THE INTERNET IS AND DOES: HISTORY OF THE INTERNET, USES OF THE INTERNET, TERMINOLOGY

6.2 WEB BROWSERS: INTERNET EXPLORER

6.3 SEARCHING THE WEB: SEARCH BY USING WEB AD-DRESSES, USING SEARCH ENGINES

6.4 INTRODUCTION TO ELECTRONIC MAIL: USES OF E-MAIL, GETTING STARTED,

SENDING AND RECEIVING E-MAILS, WORKING WITH ATTACHMENTS

MODULE 7. *TYPING TUTOR.* **(10 HOURS)**

7.1 WHAT IS TYPING TUTOR? USES OF THE KEY-BOARD
7.2 STARTING TYPING TUTOR: NEW USER AND TEST, KEYBOARD LESSONS, MOUSE LESSONS
7.3 TESTS: REGULAR TESTING FOR SPEED/ACCURACY

MODULE 8. *ROSETTA STONE LANGUAGE PROGRAM.* **(34 HOURS)**

8.1 WHAT IS ROSETTA STONE? STARTING PROGRAM
8.2 HEADPHONES, USING HEADPHONES AND HOW TO CONNECT THEM
8.3 ACCESSING LESSONS AND EXAMS LESSONS

**** The total combined hours required for the completion of the course amounts to 360 hours.***

Assessment and Certification

A variety of assessment systems will be used to determine client's eligibility for this program. These include the use of the CASAS Employment Competency Appraisal and Pre-Employment Work Maturity Appraisal, also the Barksdale Self-Esteem Evaluation. These tools will assist in determining the level of language and employment-related skills at time of enrollment.

Interested applicants are screened to ensure that they meet the minimum eligibility criteria as defined by:

- Barriers to employment due to English deficiency
- An inability to maintain work or advance in career due to soft skills deficiency
- A functioning educational level at enter of 5th grade, SPL 4 (CBPVE)
- Minimum age at entry of 18 years old

Once a participant advances a minimum of one grade level in ESL (if relevant to student's needs), and obtains 75% achievement on all competencies in VESL (as determined by post CASAS testing), he/she will receive a certificate of completion from the program.

Health Careers Training

Overview/Objectives

Our Health Careers Training program is actually three approved occupational training courses, the Nursing Assistant Training, Home Health Aide, and Home Care Training programs. You have the option to enroll in one or more of these programs. The combinations of these three courses provide an increase in the breadth of jobs available, and in starting wages. The combined courses are 262 hours.

The courses are designed to prepare students to provide health services to residents of long-term care facilities, as well as recipients of health care services in the home. Theoretical topics in a classroom setting are complemented by practical skill use in a home and clinical setting.

In the classroom, students will be presented with theory that will enable them to develop knowledge and understanding about the care of the patients in long-term care facilities and home care, and the techniques utilized in providing this care. At the clinical site, students will observe and practice the skills and techniques discussed in the classroom.

Students will be expected to complete reading assignments for each class and to be prepared to participate in classroom discussions. The textbook for this course is:

Being a Long Term Care Nursing Assistant. 5th Ed by Connie A. Will, RN, and Judith B. Eighmy, RN., Hospital Education and Development Systems, Huntington Beach, CA, 1988.

In this course, the students will learn skills not only related to care of the patients in long-term care, but will also learn information and techniques that will contribute to his/her own healthful living. The education gained in this course and work experience as a Nursing Assistant (NA), Home Health Aide (HHA) or Home-care can result in a lifetime career in the health field. There are opportunities on the career ladder in the nursing profession beginning with these training and employment opportunities.

Eligibility for Licensure

The requirements for eligibility for licensure within the Nursing Assistant/Home Health Aide field are as follows:

- A candidate must pass a criminal background check.
- A candidate must have a negative T.B. test and an up to date physical exam that demonstrates this person can handle the workload of a Nursing Assistant/Home Health Aide.
- The candidate must complete the required hours before challenging their state exam; these hours are as follows:
    - Nursing Assistant: 170 hours total; 70 hours in the classroom and 100 hours at a clinical site.
    - Home Health Aide: 40 hours total; 20 hours in the classroom and 20 hours at a clinical site.
- Once the candidate's hours are completed, they will need to pass both the written and skills portion of the state exam. When the candidate passes both exams, they will become a Nursing Assistant. (Home Health Aide does not have a state exam)

Objectives

At the completion of this course of study, the students will be able to:

- Describe the role and perimeters of responsibility of the Nursing Assistant (NA)/ Home Health Aide (HHA) and Homecare (HC) as well as the role and function of other members of health care team in a long-term care facility and in the home care situation.
- Describe the function and purpose of the various health care institutions and agencies.
- Communicate effectively with patients based upon an understanding of their physical, psychological, psychosocial, and spiritual needs.
- Practice positive interpersonal relationship skills with patients, families, coworkers, classmates, and others.
- Understand the relationship between microorganisms and infection to go along with how to apply infection control measures in the care of patients.
- Practice safety in daily work with patients in relation to environment, patient care skills, and personal habits and hygiene.

- Describe the function of the nursing procedures performed in patient care.
- Demonstrate competence in performing patient care procedures.
- Respect the rights of patients and perform their duties in an ethical and legal manner.

Targeted Occupations

At the successful completion of the Nursing Assistant course, students will be eligible for certification as a Nursing Assistant (NA) and will be employable within this classification. With the additional training in the Home Health Aide Pre-Certification course, additional employment opportunities will be accessible as a Home Health Aide.
The Health Careers Training courses are designed to match the qualifications of the following occupations:

Occupation	Dictionary of Occupations Titles (DOT) Classification	Occupational Employment Statistics (OES) Classification
Nursing Assistant/Aide	355.674-014	660080
Homecare	354.377-0140	660110
Home Health Aide	354.377-014	660080

Schedule and Location

The Health Careers Training comprises three approved occupational training courses. The Home Health Aide Training is offered immediately following the Nursing Assistant Training while the Home-care program is provided as a separate course.

Theoretical instruction takes place in a classroom specifically customized for these occupations at Arriba Juntos on 1850 Mission Street, San Francisco CA, 94103. Our current clinical site is the Chaparral House, located at 1309 Allston Way, Berkeley, CA 94702 and San Francisco Health Care Center located at 1477 Grove St, San Francisco, CA 94117. Theory hours vary, but are generally 8:30 am to 4:00 pm; clinical site hours follow the typical day shift for this industry, 7:00 am to 4:00 pm (or 3:30 depending on the day). Please inquire at Arriba Juntos regarding the specific weekly calendar. Each "cycle" is slightly different depending on the number of students.

The Nursing Assistant Training course is 170 hours, including 70 hours in the classroom (non-consecutive daytime hours), and 100 hours at the clinical site. The Home Health Aide Training course is forty hours, including 20 hours/3 days in the classroom, and 20 hours/3 days at the clinical site. The Homecare training is a 52 hours, 40 hours in the classroom, and 12 hours of practice at the home setting. 4 hours of CPR training is available to supplement all three courses here at Arriba Juntos as well.

Please see the back of the catalog for specific starting and ending dates.

Program Description

Theoretical/Classroom Component (70 Hours)

MODULE 1. *INTRODUCTION TO NURSE ASSISTING.* **(2 HOURS)**

- ROLES AND RESPONSIBILITIES OF A NURSING ASSISTANT
- TITLE 22 REGULATIONS
- CERTIFICATION REQUIREMENTS FOR NURSE ASSISTANT
- PROFESSIONALISM
- ETHICS AND CONFIDENTIALITY

MODULE 2. *PATIENT RIGHTS.* **(2 HOURS)**

- TITLE 22
- PATIENT HEALTH AND SAFETY
- CODE AND FEDERAL REGULATIONS REGARDING PATIENT RIGHTS

MODULE 3. *COMMUNICATION/INTERPERSONAL SKILLS.* **(2 HOURS)**

- COMMUNICATIONS
- DEFENSE MECHANISMS
- SOCIO-CULTURAL FACTORS
- ATTITUDES TOWARD ILLNESS
- FAMILY INTERACTIONS

MODULE 4. *PREVENTION AND MANAGEMENT OF CA-TASTROPHE AND UNUSUAL OCCURRENCES.* **(1 HOUR)**

- EMERGENCY
- GENERAL SAFETY RULES
- FIRE DISASTER PLANS
- EMERGENCY ROLES AND PROCEDURES FOR NURSE ASSISTANT
- PATIENT SAFETY

MODULE 5. *BODY MECHANICS.* **(2 HOURS)**

- BASIC BODY MECHANICS
- TRANSFER TECHNIQUES
- AMBULATION
- POSITIONING

MODULE 6. *MEDICAL AND SURGICAL ASEPSIS.* **(2 HOURS)**

- MICRO-ORGANISMS
- UNIVERSAL PRECAUTIONS
- PRINCIPLES OF ASEPSIS

MODULE 7. *WEIGHTS AND MEASURES.* **(1 HOUR)**

- METRIC SYSTEM
- WEIGHT, LENGTH, AND LIQUID VOLUME
- MILITARY TIME (24 HOUR CLOCK)

MODULE 8. *PATIENT CARE SKILLS.* **(14 HOURS)**

- BATHING/MEDICAL BATHS
- DRESSING
- ORAL HYGIENE
- SHAVING
- HAIR CARE/SHAMPOO/MEDICAL SHAMPOO
- NAIL CARE/SKIN CARE
- PROSTHETIC DEVICES
- ELIMINATION NEEDS
- BOWEL AND BLADDER RETRAINING
- PATIENT WEIGHING AND MEASURING

MODULE 9. *PATIENT CARE PROCEDURES.* **(7 HOURS)**

- SPECIMEN COLLECTION INCLUDING STOOL, URINE, AND SPUTUM
- CARE OF PATIENTS WITH TUBING: GASTRIC, OXYGEN, URINARY, INTRAVENOUS (THIS CARE DOES NOT INCLUDE INSERTING, SUCTIONING OR CHANGING THE TUBES)
- INPUT AND OUTPUT
- BED MAKING
- CLEANSING ENEMAS, LAXATIVES, AND SUPPOSITORIES
- ADMISSION, TRANSFER, AND DISCHARGE
- BANDAGES, NON-STERILE DRY DRESSING APPLICATION OF NON-LEGEND TOPICAL OINTMENTS TO INTACT SKIN SURFACES

MODULE 10. *VITAL SIGNS.* **(3 HOURS)**

- PURPOSE OF VITAL SIGNS
- FACTORS AFFECTING VITAL SIGNS
- NORMAL RANGES
- METHODS OF MEASUREMENT

- TEMPERATURE, PULSE, RESPIRATION, AND BLOOD PRESSURE
- ABNORMALITIES
- RECORDING

MODULE 11. *NUTRITION.* **(2 HOURS)**

- PROPER NUTRITION
- FEEDING TECHNIQUES
- DIET THERAPY

MODULE 12. *EMERGENCY PROCEDURES.* **(2 HOURS)**

- SIGNS AND SYMPTOMS OF DISTRESS
- EMERGENCY CODES
- IMMEDIATE AND TEMPORARY INTERVENTION

MODULE 13. *LONG-TERM CARE RESIDENTS.* **(2 HOURS)**

- NEEDS OF PATIENTS WITH SPECIAL NEEDS (RETARDATION, ALZHEIMER'S, CEREBRAL PALSY, EPILEPSY, DEMENTIA, MENTAL ILLNESS)
- INTRODUCTION TO ANATOMY AND PHYSIOLOGY
- PHYSICAL AND BEHAVIORAL NEEDS AND CHANGES
- COMMUNITY RESOURCES AVAILABLE
- PSYCHOLOGICAL, SOCIAL, AND RECREATIONAL NEEDS
- COMMON DISEASES/DISORDERS INCLUDING SIGNS AND SYMPTOMS

MODULE 14. *REHABILITATIVE NURSING.* **(2 HOURS)**

- PROMOTING PATIENT POTENTIAL
- DEVICES AND EQUIPMENT
- ACTIVITIES OF DAILY LIVING (ADL'S)
- FAMILY INTERACTIONS
- COMPLICATION OF INACTIVITY
- AMBULATION
- RANGE OF MOTION (ROM)

MODULE 15. *OBSERVATION AND CHARTING.* **(4 HOURS)**

- OBSERVATION OF PATIENTS AND REPORTING RESPONSIBILITIES
- PATIENT CARE PLAN
- PATIENT CARE DOCUMENTATION
- LEGAL ISSUES OF CHARTING
- MEDICAL TERMINOLOGY AND ABBREVIATIONS

MODULE 16. *DEATH AND DYING.* **(2 HOURS)**

- STAGES OF GRIEF
- EMOTIONAL AND SPIRITUAL NEEDS OF PATIENT AND FAMILY
- RIGHTS OF DYING PATIENTS
- SIGNS OF APPROACHING DEATH
- MONITORING THE PATIENT
- POST-MORTEM CARE

LABORATORY (20 HOURS)

•*PRACTICE AND REVIEW AT AJ OF THE ABOVE SKILLS PRIOR TO CLINICAL SITE PARTICIPATION*

Practical/Clinical Component (100 Hours)

ORIENTATION TO FACILITY

MODULE 6. *MEDICAL AND SURGICAL ASEPSIS.* **(8 HOURS)**

- HAND WASHING
- PROPER HANDLING OF LINEN
- UNIVERSAL PRECAUTIONS (GLOVES, GOWNS, AND MASKS)

- TRASH/WASTE HANDLING

MODULE 5. *BODY MECHANICS.* **(4 HOURS)**

- USE OF GAIT BELT
- HELPING THE HELPLESS RESIDENT UP TO THE HEAD OF THE BED WITH TWO ASSISTANTS
- ASSISTING TRANSFER FROM BED TO CHAIR OR WHEELCHAIR
- TURNING AND POSITIONING THE PATIENT (SUPINE, SIDE-LYING, AND USE OF LIFT SHEET)
- ASSISTING TRANSFER FROM CHAIR OR WHEELCHAIR TO BED
- MECHANICAL LIFT

MODULE 2. *RESIDENT'S RIGHTS.* **(1 HOUR)**

- KNOCKING ON DOOR BEFORE ENTERING
- PULLING PRIVACY CURTAINS DURING PERSONAL CARE
- KEEPING RESIDENT RECORDS CONFIDENTIAL
- TREATING RESIDENTS WITH RESPECT AND DIGNITY
- ENCOURAGING RESIDENTS TO MAKE CHOICES
- EXPLAINING PROCEDURES TO RES-IDENTS

MODULE 14. *REHABILITATIVE/RESTORATIVE CARE.* **(4 HOURS)**

- RANGE OF MOTION (ROM)
- ASSISTING AMBULATION OF PATIENT WITH GAINT BELT, WALKER, AND CANE.
- REHABILITATIVE DEVICES

MODULES 4 AND 12. *EMERGENCY PROCEDURES AND PREVENTION OF CATASTROPHE.* **(2 HOURS)**

- APPLYING POSTURAL SUPPORTS (SAFETY DEVICES)
- APPLYING SOFT WRIST/ANKLE RESTRAINT AS SAFETY DEVICE
- HEIMLICH MANEUVER FOR THE CONSCIOUS/ UNCONSCIOUS RESIDENT
- POSITIONG OF CALL LIGHT
- DEMONSTRATES FIRE/DISASTER PROCEDURES
- HANDLES OXYGEN SAFELY
- USE OF FIRE EXTINGUISHER

MODULE 8. *PATIENT CARE SKILLS.* **(44 HOURS)**

- BACK RUB (BED BATH/PARTIAL BATH/TUB BATH)
- SHOWER
- ASSISTING WITH ORAL HYGIENE (MOUTH CARE OF THE UNCONSCIOUS PATIENT AND DENTURE CARE)
- NAIL CARE
- COMBING THE RESIDENT'S HAIR
- SHAMPOO THE BEDRIDDEN RESIDENT (SHAMPOO WITH SHOWER OR TUB BATH AND MEDICINAL SHAMPOO)
- SHAVING (REGULAR AND ELECTRIC)
- DRESSING AND UNDRESSING THE RESIDENT
- CHANGING THE CLOTHES OF A RESIDENT WITH IV
- ASSISTING IN THE USE OF THE URINAL/BEDPAN
- ASSISTING RESIDENT TO THE COMMODE/TOILET
- BLADDER/BOWEL RE-TRAINING
- PERINEAL CARE
- ARTIFICIAL LIMBS
- SPLINTS
- APPLYING/REMOVING A BEHIND THE EAR HEARING AID
- REMOVING, CLEANING, AND REINSERTING AN ARTIFICIAL EYE

MODULE 10. *VITAL SIGNS.* **(6 HOURS)**

- MEASURING AND RECORDING VITAL SIGNS
- TAKING TEMPERATURE VIA ORAL, AUXILIARY, RECTAL, AND ELCECTRONIC METHODS
- PULSE (RADIAL/APICAL), RESPIERATION, AND BLOOD PRESSURE

MODULE 9. *PATIENT CARE PROCEDURES.* **(20 HOURS)**

- COLLECT AND IDENTIFY SPECIMEN (SPUTUM SPECIMEN: CLEAN CATCH, URINE SPECIMINE: ROUTINE VA, STOOL SPECIMEN)
- OCCUPIED/UNOCCUPIED BED MAKING
- ADMINISTERING THE COMMERCIALLY PREPARED CLEANSING ENEMA (ADMINISTERING ENEMAS, TAP WATER AND SOAP SUD)
- ADMINISTERING LAXATIVE SUPPOSITORY
- EMPTY URINARY
- CARE OF PATIENT WITH TUBING (OXYGEN, INTRAVENOUS, GASTRONOMY, NASOGASTRIC, URINARY CATHETER)
- ANTIEMBOLIC HOSE, ELASTIC STOCKINGS (T.E.D. HOSE)
- ADMITTING THE RESIDENT
- TRANSFERRING THE RESIDENT
- DISCHARGING THE RESIDENT
- APPLICATION OF NON-STERILE DRESSING
- APPLICATION OF NON-LEGEND TOPICAL OINTMENTS

MODULE 7. *WEIGHTS AND MEASURES.* **(1 HOUR)**

- MEASURING ORAL INTAKE
- MEASURING URINARY OUTPUT
- MEASURING THE HEIGHT OF PATIENT IN BED
- WEIGHTING THE PATIENT IN BED
- MEASURING AND WEIGHTING THE PATIENT USING AN UPRIGHT SCALE
- DOCUMENTS IN MILITARY TIME

MODULE 11. *NUTRITION.* **(6 HOURS)**

- FEEDING THE HELPLESS PATIENT
- ASSISTING THE PATIENT WHO CAN FEED SELF
- VERIFYING THAT RESIDENT HAS BEEN GIVEN CORRECT DIET TRAY
- USE OF FEEDING ASSISTANCE DEVICES

MODULE 15. *OBSERVATION AND CHARTING.* **(4 HOURS)**

- REPORTING APPROPRIATE INFORMATION TO CHARGE NURSE
- DOCUMENTING V/S' AND ADL'S TIMELY AND CORRECTLY
- DOCUMENTING CHANGES IN PATIENT'S BODY FUNCTIONS/BEHAVIOR
- PARTICIPATING IN PATIENT CARE

** The total combined hours required for the completion of the Nursing Assistant Training amounts to 170 hours.*

Home Health Aide Training

Theoretical/Classroom Component

MODULE 1. *INTRODUCTION TO THE ROLE OF THE HOME HEALTH AIDE AND THE AGENCY.* **(2 HOURS)**
MODULE 2. *INTERPRETATION OF MEDICAL AND SOCIAL NEEDS OF PEOPLE BEING SERVED.* **(5 HOURS)**
MODULE 3. *PERSONAL CARE SERVICES.* **(5 HOURS)**
MODULE 4. *NUTRITION.* **(5 HOURS)**
MODULE 5. *CLEANING AND CARE TASKS IN THE HOME.* **(3 HOURS)**

Practical/Clinical Component

MODULE 3. *PERSONAL CARE SERVICES.* **(15 HOURS)**
MODULE 4. *NUTRITION.* **(3 HOURS)**
MODULE 5. *CLEANING AND CARE TASKS IN THE HOME.* **(2 HOURS)**

**The total combined hours required for the completion of the Home Health Aide Training component is 40 hours.*

Homecare Training

Theoretical/Classroom Component

MODULE 1. *PROFESSIONAL DEVELOPMENT.* **(4 HOURS)**
MODULE 2. *STANDARD UNIVERSAL PRECAUTIONS.* (**3 HOURS)**
MODULE 3. *PERSONAL CARE.* **(9 HOURS)**
MODULE 4. *BODY MECHANICS.* **(2 HOURS)**
MODULE 5. *EMERGENCY PROCEDURES (SAFETY AT HOME)* **(2 HOURS)**
MODULE 6. *TRANSFERRING TECHNIQUES.* **(4 HOURS)**
MODULE 7. *ENVIRONMENTAL ASPECTS OF CARE.* **(8 HOURS)**
MODULE 8. *NUTRITION.* **(8 HOURS)**

Practical/Clinical Component

MODULE 2. *STANDARD UNIVERSAL PRECAUTIONS.* **(2 HOURS)**
MODULE 3. *PERSONAL CARE.* **(2 HOURS)**
MODULE 4. *BODY MECHANICS.* **(1 HOUR)**
MODULE 5. *EMERGENCY PROCEDURES.* **(1 HOUR)**
MODULE 6. *TRANSFERRING TECHNIQUES.* **(2 HOURS)**
MODULE 7. *ENVIRONMENTAL ASPECTS OF CARE.* **(2 HOURS)**
MODULE 8. *NUTRITION.* **(2 HOURS)**

** The total combined hours required for the completion of the Home-care Training component is 52 hours.*

Grading/Assessment and Certification

Grading and certification for the three Health Careers courses is necessarily separate. An overall score of 75% is required to satisfactorily pass and complete each course. You must pass the Nursing Assistant course before proceeding to the Home Health Aide course.

Student evaluation will be accomplished through written tests and performance of Return Demonstration of Skills listed. If the student's performance is below standard, corrective counseling will be conducted.
In each of the three courses, the theory portion is 50% of the grade and the clinical portion is 50%. The clinical grade will be based upon the satisfactory completion of the clinical skills. And home practice for the Homecare training, in addition to the practice there are a number of other factors considered in the clinical evaluation.

These factors include, but are not limited to: communication, attitude, attendance, personal grooming, and interpersonal relationships.

Arriba Juntos will help arrange for you to take the state certification examination, usually at our site. Documentation of this course and the results of the state exam are sent to Sacramento. The California Department of Health Services will usually issue your license in eight to twelve weeks.

Nursing Assistant Training

In the classroom, quiz scores (5) will count 25% of the total grade; the final examination will count as 10%; workbook 10%; research 5%; and the clinical performance will count as 50% of the total grade.
In the clinical portion, student must perform each of forty patients care skills according to the steps outlined in the Skill Evaluation Sheet. Students will be given copies of the Skill Evaluation Sheet to be used as a guideline for practice and for evaluation. It is the student's responsibility to arrange with the instructor for the auditing and return demonstration of each skill.

Home Health Aide Training

The theory component of Home Health Aide Training is evaluated through the final examination only. Clinical skills are evaluated in a similar manner to the Nursing Assistant Training.

Homecare Training

An overall score of 75% is required to satisfactorily complete and pass the course. In the classroom, the average of the final examination will count as 50%. The practice grade will be based upon the satisfactory completion of practice skills. It is the student's responsibility to make arrangements with the instructor for the auditing and return demonstration of each skill. There are a number of other factors considered in the evaluation. These factors include, but are not limited to: communication/interpersonal relationship 10%, attitude 10%, attendance 10%, personal grooming 10% and research credit 10%

For More Information

If you're interested in pursuing training and a career in patient care fields, we have the resources and experiences to help you. Please fill out an application at our offices (1850 Mission Street, San Francisco) and attend an orientation. After that, an admissions counselor will contact you.
Automated Office Skills Training

Automated Office Skills Training

Overview/Objectives

Our Automated Office Skills Training (AOST) course is designed to prepare students for employment in a computerized office environment. The course is an intensive, full-time classroom immersion in the latest computer tools. Students get to know the computer one-on-one.

The course focuses on the two main applications of computers in the office environment—word processing and spreadsheets. The students also receive a strong grounding in basic computer concepts and operation, and intensive career and job search instruction.

Instruction in our computer center includes lecture and lab; we aim to provide a wide variety of learning opportunities. Our computer center has many different learning resources available, including videos, Internet-based reference, instructional CD-ROM's, and leading commercial reference and instructional books, including:

Suzanne Wiexel et al. (2007) Learning Microsoft Excel 2007. New York: Pearson, Prentice Hall DDC Publishing.

The skills and knowledge acquired through the Automated Office Skills Training provide not only basic qualifications for employment in computerized offices, but knowledge applicable to full participation in the "information age."

Objectives

Arriba Juntos aims to empower the successful student with the following:

- Basic knowledge of what a computer is, how it works, and its impact on the world.
- Specific knowledge of computer hardware and software, and operating systems and interfaces (particularly Windows Operating System).
- Introduction to networks and the use of Internet and e-mail.
- Ability to use rapid touch-typing and ten-key; and increase typing proficiency by twenty words-per-minute.
- Knowledge of word processing functions and their specific implementation in Microsoft Word.
- Knowledge of spreadsheet functions and their specific implementation in Microsoft Excel.
- Knowledge of appropriate vocabulary and behaviors for employment in an office environment. Knowledge of common tasks and tools required in an office environment.
- Ability to create a résumé and cover letter, interview with confidence and skill, and manage an effective job search.
- Knowledge of computer and office-related careers and opportunities. Ability to realistically explore career goals and develop a career plan.

Targeted Occupations

Upon successful completion of this course, students will have qualifications applicable to a wide variety of occupations and industries. The Automated Office Skills Training course is designed to match the qualifications of the following occupations:

Occupation	Dictionary of Occupations Titles (DOT) Classification	Occupational Employment Statistics (OES) Classification
Computer Operator	213.362-010	56011
Data Entry Clerk/Keyer	203.582-054	56017
General Office Clerk	203.582-010	55347
Receptionist/Information Clerk	337.367-038	55305
Typist/Word Processor	203.362-010	55307

	203.382-030 203.582-066	

Schedule and Location

This course is 400 hours, currently Monday through Friday from 8:30 to 5:00 for approximately twelve weeks. 150 hours are traditional lecture or other instructor-led activities, and the remaining 250 are independent "lab" work. The full course can be completed in thirteen consecutive weeks. Classes take place at Arriba Juntos on 1850 Mission Street, San Francisco CA, 94103.

Please see the back of the catalog for specific starting and ending dates.

Program Description

Automated Office Skills Training

MODULE 1. *INTRODUCTION TO COMPUTER TECHNOLOGY. 100 HOURS* **(40 LECTURE, 60 LAB).**
BASIC USES OF A COMPUTER; ESSENTIAL CONCEPTS AND VOCABULARY; COMMON COMPUTER HARDWARE; TYPES OF SOFTWARE; OVERVIEW OF WINDOWS GRAPHICAL USER INTERFACE AND OTHER OPERATING SYSTEMS; CUSTOMIZING THE WIN-DOWS DESKTOP AND INTERFACE; MANAGING FILES USING WINDOWS; NETWORKS; WEB BROWSING; E-MAIL.

MODULE 2. *KEYBOARDING BASICS. 50 HOURS* **(20 LECTURE, 30 LAB).**
HOW THE KEYBOARD WORKS; ERGONOMICS AND POSITIONING; HOME KEYS; UPPER LETTERS; LOWER LETTERS; NUMBERS; PUNCTUATION; UPPER SYMBOLS; RIGHT-LITTLE-FINGER SYMBOLS; TEN-KEY ENTRY; ACCURACY TIPS; REAL-WORLD TESTING; WORKING THE KEYBOARD AND MOUSE TOGETHER.

MODULE 3. *INTRODUCTION TO WORD PROCESSING. 120 HOURS* **(40 LECTURE, 80 LAB).**
PURPOSE AND FUNCTIONS OF WORD PROCESSING PROGRAMS; REVIEW OF DIFFERENT PROGRAMS; THE WORD 2007 INTERFACE; CREATING A NEW BLANK DOCUMENT; USING TEMPLATES AND WIZARDS; ENTERING TEXT INTO BLANK DOCUMENTS; BASIC NAVIGATION AND EDITING ON THE PAGE; FORMATTING CHARACTERS, PARAGRAPHS, PAGES; OPENING, SAVING, LOCATING FILES; PRINTING, PAGE SETUP, PRINT PREVIEW; ADVANCED EDITING TOOLS; TABLES; GRAPHICS; COMPLEX TASKS (MAIL MERGE, ETC.).

MODULE 4. *INTRODUCTION TO SPREADSHEETS. 50 HOURS* **(20 LECTURE, 30 LAB).**
PURPOSE AND FUNCTIONS OF SPREADSHEETS; REVIEW OF DIFFERENT PROGRAMS; THE EXCEL 2007 INTERFACE; CREATING A NEW BLANK DOCU-MENT; USING TEMPLATES AND WIZARDS; KEY TERMINOLOGY; NAVIGATION; ENTERING NUMBERS AND TEXT (VALUES AND LABELS); INSERTING AND DELETING ROWS AND COLUMNS; CHANGING ROW AND COLUMN SIZE; HIDING ROWS AND COLUMNS; ALGEBRAIC FORMULAS; FORMATTING CELLS AND SHEETS; MULTI-SHEET FORMULAS; FUNCTIONS; CHARTING; ANALYSIS.

MODULE 5. *JOB READINESS AND CAREER EXPLORATION. 80 HOURS* **(30 LECTURE, 50 LAB).**
OCCUPATIONAL RE-SEARCH AND RESOURCES; DETERMINING YOUR OWN CAREER GFOALS; CAREER PLANS AND PATHS; CAREERS USING COMPUTERS; OFFICE ENVIRONMENTS; OFFICE FUNCTIONS AND SKILLS; ASSESSING YOUR SKILLS; RÉSUMÉ STRATEGY AND DESIGN; LOCATING AND CONTACTING EMPLOYERS;

APPLICATIONS AND EMPLOYMENT TESTS; COVER LETTERS; INTERVIEW SKILLS AND PRACTICE; INTERVIEW FOLLOW-UP; EMPLOYERS' EXPECTATIONS; FIRST DAYS ON THE JOB; MAINTAINING YOUR EMPLOYMENT AND ADVANCING YOUR CAREER; COMPUTER BASED JOB SEARCH STRATEGIES.

** The total combined hours required for the completion of the AOST amounts to 400 hours.*

Assessment and Certification

As an institution approved by the Bureau for Private Postsecondary Vocational Education, we enforce the following guidelines. Students must achieve a minimum passing grade of 75% per module. Furthermore, each module is weighted equally (20%) toward the final grade in the course. Achievement of these competencies is measured as follows:

Module 1	Introduction	1 Quiz, 5%	1 Exam, 15%
Module 2	Keyboarding	Words-per-minute improvement translates directly to percentage, to 20%	
Module 3	Word Processing	1 Quiz, 5%	1 Exam, 15%
Module 4	Spreadsheets	1 Quiz, 5%	1 Exam, 15%
Module 5	Job Readiness	1 Quiz, 5%	CASAS Pre-Employment Checklists, 15%

Student counseling is available should grades fall below standard. Students may be asked to repeat modules or spend additional hours in modules where grades are below standard.

For More Information

If you're interested in pursuing training and a career in computer fields, we have the resources and experiences to help you. Please fill out an application at our offices (1850 Mission Street, San Francisco) and attend an orientation. After that, an admissions counselor will contact you.

Administration

Student Services: Placement, Retention, and Other Services

The training courses provide you with the necessary skills to know how to excel at your new job, but how are you going to get that new job? Through Arriba Juntos' extensive placement and follow-up services, which are included in the cost of your tuition.

Because Arriba Juntos specializes in two high-growth fields, we have long and well-established relationships with employers. These employers include hospitals, convalescent homes, nursing registries, financial institutions and other businesses, temporary staffing agencies, and the extensive small business community in San Francisco.

These employers know to list their openings for nurse assistants, home health aides, general office clerks, data entry clerks, or word processors with Arriba Juntos. Our employment specialists build and nurture these relationships and are here to link you with these special opportunities.
Among those employment services (standard for most programs) available to you after completion of the training course are:

1. **Job readiness.**
   We offer an entire series of workshops covering an array of topics on how to get and keep a job. You're welcome to take advantage of these workshops beyond the required amount and to take them again as an alumnus.
2. **Job search assistance.**
   How do you find a job? Besides helping you get a job after training, we provide you with the resources and guidance to conduct your own job search and find a job.
3. **Job coaching, screening, and referral.**
   Our role is to match a person and a job. We'll work with you when you complete the training to prepare you to meet employers and interview for positions match your skills. You'll have all the instructions you need to contact an employer, have a successful interview, and follow-up to see if you have a job.
4. **Skills upgrading and continuing education.**
   In order to succeed in your new career, you need to stay current on what's new and to refresh what's old, even after working. Stay in touch and we can connect you with opportunities to obtain new skills, to refresh old skills, and to maintain your certifications.
5. **Re-placement and long-term follow-up.**
   In the modern economy, you can expect to change employers several times. We'll be here to provide you with your next step in advancing your career and as we hear of new opportunities, expect to hear from us. Through these extensive services, Arriba Juntos has been able to move 85% of training graduates into new careers.

In addition to our extensive job placement and retention services, as a student at Arriba Juntos, you may be eligible for services other than occupational training. These services include:

Weekly Food Pantry: Weekly groceries are distributed to our students and the community every Thursday.
Arriba Juntos Boutique: We provide professional clothing for students at no cost with a referral from a case manager or other authorized Arriba Juntos employee.

Because there is not an extensive library on the premises of Arriba Juntos, instructors are well-equipped with information in-house as well as the information required to obtain access to other libraries, including the San Francisco Public Library and its branches. The facility has an 84 square foot area designated to store books, which the students are strongly encouraged to borrow or utilize for extra studying or reference at any time. Courses provide all the instructional materials, quizzes and tests necessary for students to become proficient in the occupations targeted by the educational services. As an enrolled student at Arriba Juntos, you have complete access to the resources described. However, you must obtain permission from your instructor and/or another authorized member of the staff. Some of these resources include our computer labs, books, study areas, and healthcare equipment.

Admissions and Tuition

Eligibility Requirements

In order to participate in Occupational Training at Arriba Juntos, you must meet the following requirements:

- Be eighteen years of age and eligible to work in the United States.*
- Demonstrate career awareness about the targeted occupations of the training programs and express a strong motivation to work in these fields.
- All classes are taught in English. Students are expected to have a minimum level of literacy in English. Prospective students will be subject to the CASAS testing system, which will be administered at this institution. This will be used to classify the prospective student's English level (ESL test) along with their Math and Reading level (ECS test). Different requirements may apply to our ESL/VESL program. Below are the minimum English and Math/Reading level requirements for the specific training programs:

NA/HHA	Minimum CASAS ESL & ECS Level 6
Homecare	Minimum CASAS ESL Level 4
AOST	Minimum CASAS ESL Level 4
ESL/VESL	Between CASAS ESL Levels 1-4 (Above Level 4, they are referred for advanced training not offered here)

Please Note: *Arriba Juntos does not provide English language services. It is the responsibility of the student to obtain theses services outside of the classroom if necessary, to aid in their studies.*

There are also specific health requirements for participation in our Nursing Assistant and Home Health Aide pre-certification training courses. All applicants for the Health Careers Training courses will be screened for prior criminal convictions. Applicants convicted of crimes under Penal Code sections specified by the California Department of Health Services (list available upon request) will not be permitted to enroll in these courses. Arriba Juntos will verify each applicant's eligibility by calling the state registry at (916) 327-2445 before enrollment in the program.

There may be more specific eligibility criteria in order to be matched with organizations and programs that may pay your tuition. These are the criteria of the funder, not of Arriba Juntos' occupational training courses.

Tuition and Fees

Arriba Juntos is a nonprofit organization. Tuition serves only to provide the staff and resources to operate these programs in the community. This institution does not participate in federal and state financial aid programs; however, these programs and services are funded by federal, state, and city public entities; business consortia; foundation and corporate grants; and individual donations. Some of these funds are available to pay your tuition in our Occupational Training programs. To obtain these funds though, you will have to go outside Arriba Juntos to the given entities, as we ourselves do not handle the distribution of these funds. In most cases, the representatives of each program match the students to one of these entities or sponsors. These sponsors/entities may be Arriba Juntos contracts with funders to serve specific groups, or individual referral contracts with sponsoring organizations like ours that help individuals access training for free. Each sponsor/entity has its own eligibility criteria above and beyond those for Arriba Juntos.

Arriba Juntos does not participate in federal and state financial aid programs.

The following information explains the rights of the individual or organization that sponsors the training for the student. Costs for the training courses and placement services are as follows:

Health Careers Training	
Nursing Assistant Training alone	$ 4,500.00
Home Health Aide Training alone	$1,000.00
Homecare alone	$800.00
Automated Office Skills Training	$5,000.00
ESL/VESL	$4,000.00

Student Tuition Recovery Find (STRF) will be added to cost of training as follows: .50 x $1000.
For more information about tuition and sponsorship, please speak directly to an Arriba Juntos counselor.

Disclaimer: Students are not obligated to pay fees. Student fees are funded and paid for by the local and state government agencies such as the Human Services Agency and Office of Economic and Workforce Development (OEWD).

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.

Cancellation and Refund

Your enrollment begins once you have completed and signed the enrollment agreement (see Admissions Procedures, below). Should you decide to cancel your enrollment in the training course, you or your sponsor may be eligible for a full or partial refund of tuition. You have the right to a full refund of all charges (less a registration fee of $100, if applied), should you cancel your enrollment on or prior to the first class session, or the seventh day after enrollment, whichever is later.

After the enrollment period ends you will receive a pro rata refund if completing 60% or less of the program.

For example, the AOST course is 400 hours and tuition is $5,000. If you cancel after attending 100 hours of instruction (25%), you are entitled to a refund of 75%, or $3,750.00. Similarly, if you cancel after 200 hours (50%), you are entitled to a 50% refund, or $2,500. However, if you cancel after 240 hours (60% or more), you are no longer entitled to a refund.
You must issue your cancellation in writing in order to be eligible for refund. If you fail to return equipment or materials issued by the course, their value will be deducted from your refund. All refunds will be made within thirty days.

Student Tuition Recovery Fund

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 of 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 and 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.

Record Retention Policy

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

Physical address: 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833
Mailing address: P.O. Box 980818, West Sacramento, CA 95798-0818
Phone number: (916) 431-6959

Student's records are kept in confidential storage. Records remain onsite for 5 years and transcripts are kept permanently.

Admissions Procedures

In order to pursue enrollment in occupational training at Arriba Juntos, please follow these steps:

- Complete the general Arriba Juntos Application for Services, which you can obtain and must complete at our offices, 1850 Mission Street, San Francisco.
- Attend an orientation/registration to Arriba Juntos services. Call us for details.

- Complete the second application if applicable, specific to the occupational training course or courses in which you are interested.
- Speak to a program counselor/case manager, who will usually call you to set up an initial appointment.
- Follow-through immediately on the certification requirements for your sponsorship. Familiarize yourself with the policies and procedures (see the following section), and complete the enrollment form.

This institution only admits students who have proper documentation to be or work in the United States. We need a social security card and a Government issued photo ID, Permanent Residence Green Card or U.S passport to accept a prospective student into our classes. We do not admit foreign students on an F-1 Stu-dent Visa.

In addition, this institution does not award credit for prior trainings or educational experiences. There are no procedures or provisions for appeal that will affect charges a student might be required to pay for prior experiences. Everyone pays the same for a class regardless of your educational experience beforehand.

Standard for Student Achievement

As a participant in your training activities, you play an active and important role in your preparation for employment. As a participant in our programs, there are certain rights to which you are entitled, rules by which you must abide, and responsibilities expected of you.

Rights

As a participant in Arriba Juntos' programs you have the following rights:

- To be treated with respect.
- To be free from harassment of any kind.
- To be free from discrimination on the grounds of race, color, religion, sex, sexual preference, national origin, age, disability, or political affiliation or belief.
- To voice grievances if you feel your rights have been compromised.
- To be given written notice of termination or disciplinary action with a complete reason for such.
- To have these and all other rights, rules, and responsibilities explained to you and available to you.

Rules

In order to be enrolled in Arriba Juntos' programs, you must adhere to these rules, or you will be subject to termination:

- No smoking in Arriba Juntos or at an external training site. Smoke only at designated times and in designated areas.
- Treat all staff, other participants, and all people with respect.

- No harassment of any kind, toward staff or other participants.
- No discrimination of any kind, toward staff or other participants.
- No use or possession of drugs or alcohol, unless prescribed by a medical doctor.
- No violence or threat of violence of any kind, verbal or physical, against any other person or thing.
- No possession of a weapon of any kind.
- No use of Arriba Juntos equipment and other resources without permission and supervision of staff.
- No behavior, including noise, which is disruptive to the activities at Arriba Juntos.

Responsibilities

The following will be expected of you during the course of your participation in Arriba Juntos programs:

- Know and be familiar with your rights, rules, and responsibilities from this form and other policies from specific programs.
- Follow all rules of Arriba Juntos, rules of the specific program in which you are enrolled, and instructions given to you by Arriba Juntos staff.
- Be present at Arriba Juntos for all scheduled activities.
- Maintain the academic standard (75%) put forward for classroom activities, while completing classroom work in a prompt and timely manner.
- Follow all the policies and procedures of an external training site (OJT employer, NA clinical site, internship) and be present when scheduled.
- Use the established procedures to file a grievance.

It is important for you to read and understand these policies. If you have any questions at all, you have the right to ask and receive an explanation that you understand. These rights, rules, and responsibilities apply as long as you are enrolled in a program at Arriba Juntos.

Attendance Policies

Attendance is extremely important in Arriba Juntos' occupational training courses because, (1) the classes cover a great deal of material at a rapid pace, (2) we are aiming to prepare you to be a good employee, and your employer will expect good attendance behaviors, and (3) certification by Arriba Juntos and the State of California requires completion of all the class hours. The following policies and procedures are designed to reinforce this importance.

Absence

- Should a student need to be absent from training (either in the classroom or at an external training site), the student must notify the instructor or case manager on the day of the absence.
- Legitimate excuses for absence include only the following: medical or dental appointment, court appearance, illness of the student or serious illness or death in the family, or other emergency. Proof of any and all of these is required.
- Because the number of available make-up hours is limited, students who miss more than 35 hours (excused or unexcused) may be dismissed from the program.

Tardiness

Prompt arrival in the mornings and prompt arrival from breaks and lunch are imperative. Lateness will not be tolerated. Two instances of tardiness (ten or more minutes late) will require a case conference with the student to address the problem. If the problem persists, the student may be dismissed.

Dropout Policy

- If a student should be absent without notification or an excuse (no call/no show), he or she will be considered a dropout and is grounds for immediate dismissal from the course.
- Continual tardiness or lack of attendance is also grounds for dismissal.

Leave-of-Absence Policy

- Due to the brief duration of our training programs, students are NOT permitted to request Vacation Leave or non-emergency Personal Leave while attending our courses. Any student who has vacation plans or personal obligations that would interfere with their attendance of the training should not enroll in the course.

Special Guidelines and Rules for Clinical Nursing Sites

We are grateful to the Chaparral House of Berkeley for providing a practical learning environment for potential Nursing Assistants and Home Health Aides. Because of the special nature of patient care facilities, we must pay special attention to the following guidelines. The clinical site will also have its own set of rules and expectations. Students will be held to the highest expectations of professional and ethical behavior at all times.

It is important that the student is at all time cognizant of the environment. In the long-term care facility, some patients need the stimulation of conversation and the activity with others. Some patients may require a quiet environment because of ill health. Thus, students must be aware of the individual patient's needs and adjust their behavior accordingly.

It is the policy of Arriba Juntos to prohibit mistreatment, neglect, and abuse of residents and misappropriation of resident property. Students are prohibited from subjecting residents to verbal, mental, sexual, or physical abuse, corporal punishment, or involuntary seclusion.

Good hygiene and personal appearance are important factors in maintaining a clean and safe environment for patient care. Therefore, standards for cleanliness, personal hygiene and appearance are established for personnel working in hospital settings. Students are expected to wear white clothes and white shoes during clinical assignments. Arriba Juntos will provide apron/smock and name tag. Students are expected to be clean and well-groomed at all times.

The facility or hospital reserves the general staff lounge for the use of the hospital staff. Students will be provided with an area for breaks and lunch.

The student-teacher ratio must remain at or below 15-to-1, in order to provide the least disruptive and most learning-centered environment. Students should remain close under the supervision of the instructor at all times.

Probation and Dismissal Policies

Because of the serious nature of these courses and the occupations they target, there may be instances where disciplinary action is required. The previous policy sections should clearly describe our expectations for occupational training students. Failure to work within these expectations is cause for dismissal from our occupational training, with or without written notice.
Students who violate the terms of their agreement to a minor degree might be subject to a case conference, in which the student and institution sign an agreement that student shall not commit said violation again. This agreement is to serve as a final warning, as if the said violations continue, the subject will be dismissed

Furthermore, Arriba Juntos will dismiss students for issues including the following:

- Criminal activity: use, sale, distribution, possession of controlled substances; theft or destruction of property; assault/battery or other violence against students, staff, patients, others; weapons possession or use
- Classroom disruption: extreme insubordination; disruptive noise or language.
- Academic disqualification: failure to meet and maintain the minimum passing grade of all courses (75%).
- Absence and tardiness: unexcused absence; continual tardiness; failure to make up hours

Grievance Procedure

If you have a grievance about the manner in which a staff member or another participant/student has treated you, or you disagree with some condition of the program, you have the right to file a formal grievance. It is also your responsibility to use this established procedure to voice any grievances.

During your enrollment in employment and training activities at Arriba Juntos, you may be enrolled in different programs and be responsible to different staff members. You should refer grievances within the program in which you are enrolled, following the proper chain of responsibility as outlined below:

1. The participant will discuss the matter first with the manager of the program in which they are enrolled and have a grievance. The participant may choose oral or written issuance of grievance.
2. If the matter remains unresolved or it involves a dispute with a staff person, the participant should put the grievance in writing and submit it to the program manager, who will meet with the individuals to resolve the matter.
3. If the matter is unresolved by the program, a written or verbal grievance may be submitted to the Deputy Director or Executive Director, whose decision will be final.

You also have external authorities with which you may file a grievance if you feel your grievance is not resolved. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site www.bppe.ca.gov

Staff and Faculty

Arriba Juntos employs over twenty-five staff and faculty as instructors, case managers, employment specialists, support staff, and project managers amongst other functions. All of us come from different backgrounds, united by the desire to help people improve their economic and occupational future.

Dalila Ahumada - Dalila is the Executive Director at Arriba Juntos and oversees all daily operations.

Remington Chua – RN/DSD Certified to instruct nursing skills within the Health Careers Training by DHS Department of Health Services (DHS).

Eleanor Dimapasoc – LVN/DSD Certified to instruct the Nursing Assistant Course within the Health Careers Training by the Department of Health Services (DHS).

Vinicio Castro - Oversees all computer training at AJ, and has participated in curriculum development.

All of Arriba Juntos' staff are knowledgeable about our occupational training programs and are available to speak with you regarding your participation in occupational training. We are here to help you improve your skills and your occupational future.

Course Schedules

Course schedules are subject to change without notice. Please inquire at Arriba Juntos for updated versions of this catalog.
As of this printing [8-31-2012], cycles for Fall 2012-Spring 2013 are scheduled as follows:

Health Careers Training:

Nursing Assistant	Home Health Aide
June 25- August 29, 2012	*August-September, 2011*
August 20-October 24, 2012	*October-November, 2011*
October 15-December 19, 2012	*December 2011-January, 2012*
December 17 2012-February 28, 2013	*February-March, 2012*
February 19-April 24, 2012	*April-May, 2012*
April 15-June 19, 2012	*June-July, 2012*

Home Care	*TBD pending future funding*

Automated Office Skills
October, 2011-January, 2012
November, 2011-February, 2012
January, 2012-March, 2012
February, 2012-April, 2012
March, 2012-June, 2012
April, 2012-July,2012

ESL/VESL	*Open enrollment from July 1st, 2012 to June 30th, 2013*

We wish you good luck in your efforts. If you have any inquiries that this catalog cannot answer, feel free to contact us at the following:

Arriba Juntos
1850 Mission Street
San Francisco, CA 94103
415-863-9307
Fax: 415-863-9314
Email: info@arribajuntos.org

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

Any questions a student may have regarding this enrollment agreement 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; P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, telephone number (888) 370-7589 or (916) 263-1897 or by fax (916) 263-1897.