



Career Development Institute

Delivering True Hands-On Experience



School Catalog

January 1, 2024 – December 31, 2024

1335 N. Plaza Drive, Visalia, CA 93291
Telephone: (559) 651-1425 | Fax: (559) 651-4015
Website: www.cdvisalia.com

STUDENT CATALOG NOTICE

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.

Office of Student Assistance and Relief

The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (toll-free) **(888) 370-7589** or by visiting www.bppe.ca.gov.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to:

Bureau for Private Postsecondary Education

1747 N. Market Blvd. Ste 225

Sacramento, CA 95834

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

Website: www.bppe.ca.gov

Telephone: (888) 370-7589 or (916) 574-8900 | Fax: (916) 263-1897

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

The information in this catalog is true and correct to the best of my knowledge.



Hector Cartagena

Chief Executive Officer

Career Development Institute

Career Development Institute (CDI) is a private institution approved by the California Bureau for Private Post-Secondary Education (BPPE). Our BPPE School Code is 37992115. Approval to operate means compliance with minimum standards and does not imply any endorsement or recommendation by the State or the Bureau. Any questions regarding the application or approval process may be directed to the Bureau for Private Postsecondary Education at 1747 N. Market Blvd. Ste 225 Sacramento, CA 95834, P.O. Box 980818, West Sacramento, CA 95798, website: www.bppe.ca.gov toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

ACCREDITATION DISCLOSURE

Career Development Institute is a private institution approved to operate by the California Bureau for Private Postsecondary Education (BPPE). Approval to operate means the institution is in compliance with state standards as set forth in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations. The institution is **not accredited** by an accrediting agency recognized by the U.S. Department of Education. Because the school is not accredited, **students are not eligible for federal financial aid programs**. Career Development Institute **does not offer degree programs**, and therefore the statements in **CEC §94909(a)(16)(A–C)** do not apply.

Career Development Institute does not have a pending petition in bankruptcy as not operating as a debtor in possession, has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

This catalog is revised annually and on an as-needed basis. Career Development Institute provides a copy of the latest school catalog in writing or electronically on the school's website to all prospective students.

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MESSAGE FROM THE DIRECTOR

Dear Students,

On behalf of the faculty and staff at **Career Development Institute (CDI)**, I extend my sincere congratulations on your admission and a warm welcome to our community of learners. You have made a positive and empowering decision to invest in your future through education, and we are honored to be part of your journey.

CDI is a private postsecondary vocational school dedicated to meeting the evolving needs of today's job market across Tulare, Kings, and Fresno counties. Our programs are thoughtfully designed to meet employer expectations while providing students with the hands-on skills and confidence needed for professional success.

Our goal is to help you succeed—not only academically but personally. Throughout your studies, our administrative and instructional teams will meet with you individually to support your progress, address challenges, and provide guidance along the way.

The program you have chosen will require dedication, focus, and perseverance. While the path ahead may be challenging, your commitment will open doors to new opportunities and a rewarding career.

We look forward to supporting you as you grow, learn, and prepare to enter the workforce as a skilled professional. Remember, your success is our success—and CDI is here for you every step of the way.

Warm regards,



Hector Cartagena
Chief Executive Officer

ORGANIZATION AND MANAGEMENT

- A. **Chief Executive Officer**
Mr. Hector Cartagena

- B. *** Chief Operation Officer**
Mr. Hector Cartagena

- C. ***Chief Academic Officer**
Mrs. Desirae Sanchez

- D. ***Office Manager**
Mrs. Luz Cartagena

- E. ***Instructors**
Mr. Angel Leon – Building Maintenance and Forklift Training Certificate
Mrs. Maria Hernandez – Office Automation, Customer Service Technician, and 4-Week courses
Mr. Hector Duran – Front Office Medical Assistant
Mrs. Desirae Sanchez – Compute Repair Technician Instructor
Mrs. Maria Hernandez – Customer Service Instructor

- F. ***Support Staff**
Mr. Carlos Hernandez – Office Automation/Computer Repair

*Under the supervision of the Chief Executive Officer

DESCRIPTION OF THE FACULTY AND THEIR QUALIFICATION

Faculty Members	Program(s)
Hector Cartagena	School Director
Maria Hernandez	Office Automation, Customer Service Tech, & 4-Week courses
Desirae Sanchez	Computer Repair Technician
Angel Leon	Building Maintenance & Forklift Instructor
Hector Duran	Front Office Medical Assistant

Maria Hernandez – Office Automation and Customer Services Technician Instructor

Mrs. Maria Hernandez brings over eight years of experience in office administration. Her professional background includes clerical responsibilities such as filing, file management, answering phone calls, data entry, responding to emails, and document preparation. For the past four years, she has served as an Office Automation Instructor, specializing in Microsoft Word, PowerPoint, Excel, Access, and Adobe Acrobat Pro. Her experience equips students with practical, real-world computer and office skills.

Desirae Sanchez – Computer Repair Technician Instructor

Mrs. Desirae Sanchez has over 13 years of experience in computer technology and has been teaching the Computer Repair Technician course for the past eight years. She offers students a broad skill set that includes computer troubleshooting, network setup, web page design, and

Microsoft Office 2016. Additionally, she has hands-on experience with Adobe Acrobat Pro, QuickBooks Accountant, and Photoshop CC, bringing a well-rounded perspective to the classroom.

Angel Leon – Building Maintenance Technician & Forklift Training Instructor

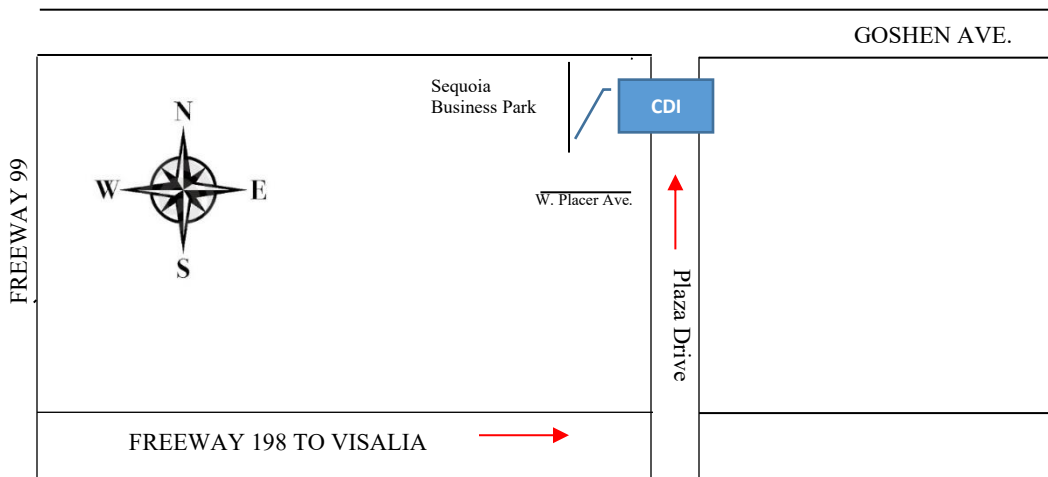
Mr. Angel Leon has more than 25 years of experience in the construction and maintenance field. He previously operated his own landscaping and home remodeling business and worked for four years in an elementary school, overseeing maintenance, carpentry, plumbing, landscaping, and custodial operations. Mr. Leon has served as our Building Maintenance Technician Instructor for the past five years. As the Forklift Instructor, he also brings over 20 years of experience operating sit-down and reach forklifts, and provides detailed instruction in safety policies, procedures, and regulatory compliance with local, state, and federal laws.

Hector Duran – Front Office Medical Assistant Instructor

Mr. Hector Duran has more than 25 years of experience in the medical field and has served as the Front Office Medical Assistant Instructor for over seven years. He trains students in patient interaction, front office procedures, and administrative tasks essential to medical environments. Mr. Duran also managed a radiology department for 16 years, demonstrating his leadership in maintaining professional standards, discipline, and adherence to healthcare regulations.

MAP AND DIRECTIONS TO CAREER DEVELOPMENT FACILITY

From the South or North, visitors will exit 99 on Highway 198 on an easterly direction. Travel East on 198 and Exit on Plaza Drive North. Continue on Plaza Drive a short distance to Goshen Avenue to the Sequoia Business Park located on the Southwest corner. The Career Development Institute is in the Sequoia Business Park at 1335 N. Plaza Drive.



INSTRUCTIONAL FACILITY

All instruction takes place at 1335 N. Plaza Drive, Visalia, CA 93291.

The facility consists of 2400 square feet on one floor. There is one administrative office and three separate classrooms, each with a capacity for 5 to 10 students, equipped with tools and equipment to meet educational needs. One restroom is located towards the front of the building.

Career Development Institute’s physical address is 1335 N. Plaza Drive, Visalia, California 93291. Main telephone (559) 651-1425, fax (559) 651-4015, and website www.cdvisalia.com.

CAREER AND TECHNICAL EDUCATION TRAINING

Approved Course Title	Length (Clock Hours)
Front Office Medical Assistant	512 Clock Hours
Office Automation	512 Clock Hours
Computer Repair Technician	512 Clock Hours
Building Maintenance Technician	512 Clock Hours
Customer Services Technician	512 Clock Hours
Office Automation Online	512 Clock Hours
Customer Service Online	512 Clock Hours
Front Office Medical Assistant Online	512 Clock Hours
Introduction to Computers: Computer Concepts	128 Clock Hours
Microsoft Word – Introductory	128 Clock Hours
Microsoft Word – Intermediate	128 Clock Hours
Microsoft Word – Advanced	128 Clock Hours
Microsoft Excel – Introductory	128 Clock Hours
Microsoft Excel – Intermediate	128 Clock Hours
Microsoft Excel – Introductory	128 Clock Hours
Retail Customer Service	128 Clock Hours
Forklift Training Certificate	8.00 Clock Hours

EQUIPMENT AND TRAINING MATERIALS

The following equipment and materials are used in our **Office Automation, Front Office Medical Assistant, Computer Repair Technician, and Customer Service Technician** programs:

- Desktop Computers (Windows 11)
- Flash Drives (Thumb Drives)
- Headphones
- Electronic 10-Key Calculator
- Multi-Line Telephone
- Multi-Use Copy Machines (printer, scanner, fax)
- Projector, Television, DVD Player
- QuickBooks Accounting Software
- Microsoft Office 2019

Additional Program-Specific Equipment:

Front Office Medical Assistant

- Medical Simulation Software

Customer Service Technician

- Point-of-Sale (POS) System

Computer Repair Technician

- Computer Repair Tool Kit
- Grounding Strap
- Internal Computer Hardware Components
- External CD/DVD-ROM Drive

Building Maintenance Program Equipment

Equipment used in the **Building Maintenance** program includes (but is not limited to):

- Power Tools: Drill, Chop Saw, Jig Saw, Circular Saw, Reciprocating Saw, Hack Saw, Coping Saw, Power Nail Gun
- Safety Tools: Safety Glasses, Ladder, Voltage Detector, Circuit Finder
- Hand Tools: Hammer, Screwdrivers, Pliers, Tape Measure, Utility Knife, Level
- Electrical Tools: Digital Multitester, Air Compressor
- Cleaning Equipment: Floor Buffer, Vacuum, Mop Bucket, Carpet Shampooer

- Painting Tools: Airless Sprayer

Equipment used for Forklift Training includes but is not limited to:

Our training program consists of a classroom setting and behind-the-wheel training on a forklift Komatsu AC 50 5000 LB lift capacity, sit down. In short, if you don't have experience operating a forklift, we will teach you to operate the equipment and issue the respective forklift certification on the same day. The entire process will take up to 8 hours to complete, and at the end of the training, you will receive your forklift license with your picture on it and a certificate of achievement. The certification is valid for 3 years.

LIBRARY AND LEARNING RESOURCES

Career Development Institute provides students with access to a variety of learning resources to support their academic success and professional development. These resources include:

- Textbooks and reference books
- Instructional DVDs and CDs
- Computer workstations with internet access
- Printers and other basic office equipment

Students may access these resources in the designated learning resource area during normal school hours. Instructional DVDs/CDs can be requested directly from instructors, who will provide them based on the student's course needs.

Computers are available for course-related work, research, and job search activities. Instructors may also provide additional learning materials as needed to support individual or class learning objectives.

Career Development Institute is committed to maintaining up-to-date, relevant learning resources that directly support each educational program offered. These resources are reviewed regularly to ensure they meet the needs of our students and instructors.

MISSION AND PURPOSE

Career Development Institute helps students build the skills they need to succeed in today's job market. We focus on preparing students to be confident, capable, and ready to work in their chosen field. Our mission is to give students the tools, knowledge, and support to find and keep a job, and to grow in their careers.

History

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

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

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

Philosophy

At Career Development Institute, we believe every student deserves personal attention and support. Our staff is committed to helping students overcome obstacles and reach their goals.

We keep class sizes small, listen to student feedback, and update our programs and materials regularly to meet students' needs. Our teaching style is hands-on, meaning students learn by doing. This helps them remember what they've learned and apply it in real-world situations.

Our goal is to focus on the skills that will make students employable and confident in the workplace.

INSTITUTIONAL OBJECTIVES

Career Development Institute works to:

- Use a learning style that supports students from different backgrounds
- Encourage creativity, innovation, and career-focused learning
- Stay in touch with what employers need and expect
- Help students give back and make a difference in their communities

WHAT STUDENTS LEARN IN ALL PROGRAMS

All our programs are built to support the same core learning goals. Students will learn to:

- Thinking critically and solve problems
- Build self-confidence and grow personally
- Show professionalism and a strong work ethic
- Work well in teams and communicate with others
- Speak and write clearly in a professional setting

GRADUATE SKILLS

By the time they finish their program, CDI graduates will be able to:

- Understand different ways of thinking and solving problems
- Take responsibility for their work and manage time well
- Make ethical decisions in school and at work
- Work well with others to reach common goals

ADMISSIONS POLICIES

Career Development Institute does accept students without a high school diploma or its equivalent, provided they can meet all other admission requirements. A prospective student in this category will be admitted only upon meeting the following requirements: students must be beyond the age of compulsory school attendance (18 for California) and can benefit from the training offered. Those candidates who do not necessarily hold a diploma or certificate will still be eligible for enrollment into Career Development Institute upon obtaining a passing score on an independently administered "ability-to-benefit" examination pursuant to section 484(d) of the Higher Education Act of 1965.

"ABILITY-TO-BENEFIT" ASSESSMENT TESTING

Under section 484(d) of the Higher Education Act of 1965, a student who does not have a high school diploma or its recognized equivalent is referred to as an "ability-to-benefit" student. An

"ability-to-benefit" student may not enroll unless the student takes an independently administered examination from the list of examinations prescribed by the United States Department of Education pursuant to Section 484(d) of the federal Higher Education Act of 1965 (20 U.S.C. Sec. 1070a et seq.) and achieves a score of, as specified by the United States Department of Education, demonstrating that the student may benefit from the education and training being offered.

Ability-to-Benefit (ATB) Assessment and Passing Scores:
Combined English Language Skills Assessment (CELSA), Forms 1 and 2
Passing Score: The approved passing scores on this test are as follows:
CELSA Form 1 (97) and CELSA Form 2 (97)

ACCUPLACER (Reading Comprehension, Sentence Skills, and Arithmetic)
Passing Scores: The approved passing scores for ACCUPLACER are:
Reading Comprehension (233), Writing Skills (235), and Arithmetic (230)

Language Proficiency Assessment Test-Spanish (LPAT-S)
Passing Score: The approved passing scores on this test are as follows:
Reading Comprehension (17), Mathematics (14)

TRANSFER OF CREDITS FROM OTHER INSTITUTIONS

Career Development Institute has not entered into an articulation or transfer agreement with any other college or university.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at **Career Development Institute** is at the complete discretion of the institution to which you may seek to transfer. Acceptance of the **certificate(s)** you earn in any of the **educational programs** offered by this institution is also at the complete discretion of the institution to which you may seek to transfer.

If the **credits or certificate(s)** 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 **Career Development Institute** to determine if your **credits or certificate(s)** will transfer.

EXPERIENTIAL CREDIT

Career Development Institute does not provide completion credits toward any of its programs based on experience or knowledge.

Career Development Institute has not entered into an articulation or transfer agreement with any other college or university.

NOTICE TO PROSPECTIVE DEGREE PROGRAM STUDENTS

This institution does not offer degree programs; therefore, the notice required under 5 CCR §71775 and §71775.5 is not applicable.

STUDENT LOANS AND FINANCIAL AID

Career Development Institute participates with local WIA, County, State, and Federal Agencies, the Department of Rehabilitation, Insurance Companies, Department of Labor grants, and Public and Private Rehabilitation Agencies.

Financial Aid Disclosures

Career Development Institute is not an accredited institution. Students are **not eligible for federal financial aid**. If a student obtains a loan or receives financial aid to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and, if the student has received federal student financial aid funds, the student is entitled to a refund of the money's not paid from federal student financial aid program funds. If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both the following may occur:

1. The federal or state government or a loan guarantee agency may act against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
2. The student may not be eligible for any other federal student financial aid at another institution or other government financial assistance at another institution until the loan is repaid.

Title Iv Statement

Career Development Institute is not an accredited institution. Students are not eligible for federal financial aid. Career Development Institute does not participate in federal and state financial aid programs.

SCHEDULE OF CHARGES

Program Title	Effective Date	Student Tuition Recovery Fund *(STRF)	Registration	Books & Supplies	Tools for Training	Tuition	Total Charges for the entire educational program
Office Automation (16-Week Program)	1/1/2020	\$0.00	\$75.00	\$150.00	\$175.00	\$5,200.00	\$5,600.00
Front Office Medical Assistant (16-Week Program)	1/1/2020	\$0.00	\$75.00	\$150.00	\$175.00	\$5,200.00	\$5,600.00
Computer Repair Technician (16-Week Program)	1/1/2020	\$0.00	\$75.00	\$150.00	\$175.00	\$5,200.00	\$5,600.00
Customer Service Technician (16-Week Program)	1/1/2020	\$0.00	\$75.00	\$150.00	\$175.00	\$5,200.00	\$5,600.00
Building Maintenance (16-Week Program)	1/1/2020	\$0.00	\$75.00	\$150.00	\$175.00	\$5,200.00	\$5,600.00

Office Automation Online (16-Week Program)	1/1/2020	\$0.00	\$75.00	\$150.00	\$175.00	\$5,200.00	\$5,600.00
Customer Service Online (16-Week Program)	1/1/2020	\$0.00	\$75.00	\$150.00	\$175.00	\$5,200.00	\$5,600.00
Front Office Medical Online (16-Week Program)	1/1/2020	\$0.00	\$75.00	\$150.00	\$175.00	\$5,200.00	\$5,600.00
Microsoft Word – Introductory (4-Week Program)	1/14/2019	\$0.00	\$75.00	\$100.00	\$0.00	\$1,325.00	\$1,500.00
Microsoft Word – Intermediate (4-Week Program)	1/14/2019	\$0.00	\$75.00	\$100.00	\$0.00	\$1,325.00	\$1,500.00
Microsoft Word – Advanced (4-Week Program)	1/14/2019	\$0.00	\$75.00	\$100.00	\$0.00	\$1,325.00	\$1,500.00
Microsoft Excel – Introductory (4-week Program)	1/14/2019	\$0.00	\$75.00	\$100.00	\$0.00	\$1,325.00	\$1,500.00
Microsoft Excel – Intermediate (4 -Week Program)	1/14/2019	\$0.00	\$75.00	\$100.00	\$0.00	\$1,325.00	\$1,500.00
Microsoft Excel – Advanced (4-Week Program)	1/14/2019	\$0.00	\$75.00	\$100.00	\$0.00	\$1,325.00	\$1,500.00
Introduction to Computers-(4-Week Program)	1/14/2019	\$0.00	\$75.00	\$100.00	\$0.00	\$1,325.00	\$1,500.00
Retail Customer Service (4-Week Program)	1/14/2019	\$0.00	\$75.00	\$100.00	\$0.00	\$1,325.00	\$1,500.00
Forklift Training Certificate (1-Day)	10/22/2021	\$0.00	\$0.00	\$0.00	\$0.00	\$150.00	\$150.00

**Students qualifying for third-party funding will NOT be required to pay any additional tuition cost over and above what their referring agency pays). Books and materials for the enrolled course(s) are included at no additional cost to the student.*

STUDENT TUITION RECOVERY FUND (STRF)

*****STRF fees are non-refundable. See the Cancellation and Refund Policy in this catalog for details regarding the regulatory requirements as specified in Title 5 of the California Code of Regulations §76215. STRF Fees are not included in the tuition price. They are additional charges per 5 CCR §76120. - \$0.00 for every \$1,000 rounded to the nearest \$1,000***

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution who is or was a California resident while enrolled or was enrolled in a residency program if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if 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.

You are not eligible for protection from the STRF, and you are not required to pay the STRF assessment if you are not a California resident or are not enrolled in a residency program.”

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 N. Market Blvd. Ste 225 Sacramento, CA 95834 P.O. Box 980818, West Sacramento, CA 95798-0818 (888) 370-7589, (916) 574-8900 or by fax (916) 263-1897.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss because of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120-day period before the closure of the institution or location of the institution or were enrolled in an educational program within the 120-day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law or has failed to pay or reimburse proceeds received by the institution more than tuition and other costs.
6. You have been awarded restitution, a refund, or another monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollecting may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four

(4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

Questions regarding STRF may be directed to:
Bureau for Private Postsecondary Education
1747 N. Market Blvd. Ste 225 Sacramento, CA 95834
P.O. Box 980818, West Sacramento, CA 95798-0818
Web site Address: www.bppe.ca.gov
Telephone and Fax #: (888) 370-7589 or by fax (916) 263-1897

Access Without Student Consent

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

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

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

Directory Information

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

POLICIES, RECORDS, AND DISCLOSURES

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

Notice to Students (Right to Cancel and Refund)

Students have the right to cancel their enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.

CANCELLATION AND REFUND POLICY

Student's Right to Cancel

You have the right to cancel an enrollment agreement and obtain a refund of charges paid through attendance at the first-class session, or the seventh day after enrollment, whichever is later. Cancellation occurs when you give written notice of cancellation to the school administrators. You can do this electronically or physically by mail, fax or in person. The notice of cancellation, if mailed, is effective when deposited in the mail, properly addressed with postage prepaid. This notice need not take any form; it needs only to state you wish to cancel the agreement. If you cancel this agreement, Career Development Institute will refund any money that you paid within 30 days after your written notice is received.

Student's Right to Withdraw

A student must withdraw from a course of instruction before 60% of the course duration is completed to be eligible for a refund. Withdrawals that occur after 60% of the program's scheduled hours do not qualify for a refund. If a student wishes to withdraw from a course of instruction, he or she must do so in writing and meet with the Institute Director of Career Development Institute prior to withdrawal.

Refund Policy

The student has a right to a refund of charges paid through attendance at the first-class session, or the seventh day after enrollment, whichever is later, if he/she cancels this agreement. The student may withdraw from a course after instruction has started and receive a pro-rate refund for the

unused portion of tuition for withdrawals prior to sixty (60 %) of the course scheduled hours. Refunds are calculated as of the day following the last day of attendance.

Hypothetical Refund Example

Example: If the student receives only 100 hours instruction for a 400-hour scheduled course and paid \$2,075 in total for training (\$2,000 for tuition and \$75 for registration) the total amount the student or training sponsor would receive as a refund would be \$1,500.

The pro rata refund to the student would be \$1,500.00 based on the calculation stated below.

<i>Tuition Plus Registration per hour</i>	<i>\$2,075.00</i>	<i>\$2,000 divided by 400 hours = \$5.00</i>
<i>Less Registration fee</i>	<i>(\$75.00)</i>	<i>100 hours completed x \$5.00 hour = \$500.00</i>
<i>Total for Calculation</i>	<i>2,000.00</i>	

COMPLIANCE AND DISCLOSURE STATEMENT

Career Development Institute is an Equal Opportunity Employer.

Career Development Institute does not discriminate on the basis of race, creed, color, national origin, sex, gender, sexual orientation, age, religion, mental or physical disability, medical condition, genetic information, marital status, military service, or any other basis protected by law in any of its policies, procedures, or practices, in compliance with Title VI of the Civil Rights Act of 1964 (pertaining to race, color, and national origin), Title IX of the Educational Amendments of 1972 (pertaining to sex), Section 504 of the Rehabilitation Act of 1973 (pertaining to handicap), the Age Discrimination Act of 1975 (pertaining to age), and the American with Disabilities Act of 1990. This nondiscrimination policy covers admission and access to, and treatment and employment in, the Institute’s programs and activities, including vocational education. Inquiries regarding the equal opportunity policies, the filing of grievance, or to request a copy of the grievance procedures covering discrimination complaints may be directed to:

CDI Equal Opportunity Officer
Hector Cartagena – Chief Executive Officer
1335 N. Plaza Drive
Visalia, California 93291
(559) 651-1425

The lack of English language skills will not be a barrier to admission and participation in the College’s vocational education programs.

Non-Discrimination

Career Development Institute recognizes its obligation to provide overall program and physical accessibility throughout the Institution for persons with disabilities. If you believe that programs and services are not accessible, contact Hector Cartagena, Chief Executive Office at (559) 651-1425. Inquiries regarding Federal laws and regulations concerning non-discrimination in education or the district compliance with those provisions may also be directed to:

The Director
Civil Rights Center (CRC)
U.S Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington, D.C. 20210

STUDENT GRIEVANCE AND COMPLAINT PROCEDURE

Career Development Institute (CDI) encourages students to seek assistance at any time to address concerns or complaints that may arise during their training. CDI maintains a process to ensure that all student grievances are handled promptly, fairly, and without retaliation.

Internal Resolution Process

Students are encouraged to first discuss any concern directly with their instructor or with a school administrator. Most issues can be resolved quickly through open communication.

If the concern is not resolved to the student's satisfaction, or if the student is uncomfortable addressing the issue directly, they may submit a written complaint to the **School Director**.

Formal Complaint Procedure

1. Students may obtain a Complaint Form from the school office or by requesting one by email.
2. The written complaint should include:
 - The nature of the complaint or grievance
 - Dates, names, or specific issues involved
 - The resolution being sought
3. Completed forms may be submitted in person, by mail, or by email to:

Career Development Institute
Attn: School Director
1335 N. Plaza Drive
Visalia, California 93291
(559) 651-1425 | email: dahec2003@yahoo.com

Response and Resolution

CDI will review all written complaints within **10 business days** of receipt. Students will receive written acknowledgment of their complaint. A final determination will be made within **45 business days** from the filing date. If additional time is needed to investigate the matter, the student will be notified.

All complaints are handled confidentially. CDI will make every effort to resolve the matter in good faith and provide written notice of the outcome, including the reasons for the decision.

External Complaint Process

If a student's complaint cannot be resolved after following the school's internal procedure, they may contact the **Bureau for Private Postsecondary Education (BPPE)**:

1747 N. Market Blvd. Ste 225
Sacramento, CA 95834
P.O. Box 980818, West Sacramento, CA 95798-0818
Website: www.bppe.ca.gov
Telephone: (888) 370-7589 or (916) 574-8900 | Fax: (916) 263-1897

STUDENT CONDUCT POLICY

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

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

ATTENDANCE POLICY

Attendance is valued and expected. Students are expected to arrive for classes at the scheduled time and remain on task until their scheduled departure time. Student performance and punctuality are important components of dependability and directly relate to employment options in the business world. To ensure the commitment to student success, Career Development Institute expects that attendance be taken in all classes, starting with the first day of the class.

Career Development Institute recognizes the correlation between attendance within the program of study and success defined as student achievement. Absences prevent students from receiving essential academic information, disrupt orderly course progress, and diminish the quality of group interaction in class. Any class session or activity missed, regardless of cause, reduces the opportunity for learning and may adversely affect a student's achievement in the course. Class attendance is monitored beginning with the first-class meeting, and students are expected to attend all class sessions for which they are scheduled. It is the responsibility of the student to arrange to make up of any course work missed and to notify the instructor when an absence will occur. Career Development Institute does not differentiate between excused and unexcused absences. Students are expected to call in if absent, for courtesy and responsibility, as if they were in the work environment.

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

Tardiness

Tardiness is disrupting to a good learning environment and is to be discouraged. Tardiness without legitimate reason on two occasions in one class will be penalized with an equivalent point reduction of one unexcused absence. You are considered tardy if you have yet to sign in by the beginning of the class period. The Student Secretary or Management Information Clerk (MIS Clerk) will collect time sheets by ten minutes after the hour from the beginning of the class period.

Leaving Class Early

Students are expected to remain in class until dismissed by the instructor. They must also always remain on the school grounds. Provisions for leaving early should be discussed with the instructor, and a permission slip to leave the class early or vacate the school premises should be submitted to

the Student Secretary, otherwise leaving the class early or the premises of the school without permission will be considered as an unexcused absence.

Leave of Absence

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

SCHOLASTIC REGULATIONS

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

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

Academic Probation

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

Termination of Training

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

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

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

GRADING AND ACADEMIC POLICIES

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

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

Definition of Grading System

Percentage	Description	Letter	Grade
90 - 100%	Excellent	A=	4.0
80 – 89%	Above Average	B=	3.0
70 – 79%	Average	C=	2.0
60 – 69%	Below Average	D=	1.0
Below 60%	Failure	F=	0.0
Withdrawal	Incomplete	I	

Examination Standards

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

Grading Requirements

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

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

STUDENT SEXUAL HARASSMENT POLICY

Policy Overview

It is the policy of the Career Development Institute to ensure that students can learn in a safe and nondiscriminatory educational environment based on religious, racial, sexual harassment, and violence. Career Development Institute prohibits any form of religious, racial, or sexual harassment and violence.

It is a violation of the Career Development Institute's policy for a student, faculty member, staff member, administrator, third party or other employee to harass a student, faculty member, administrator or other college personnel through conduct or communication of a sexual nature. It is a violation of Career Development Institute's policy for any student, faculty member, administrator, third party or other personnel of Career Development Institute to inflict or threaten to inflict, or attempt to inflict sexual violence upon any student, faculty member, administrator or other Career Development Institute personnel.

Definitions—Sexual Harassment

Sexual Harassment consists of unwelcome sexual advances, requests for sexual favors, sexually motivated physical conduct or other verbal or physical conduct or communication of a sexual nature when:

- submission to that conduct or communication is made a term or condition, either explicitly, of obtaining; or retaining employment, or of obtaining an education; or
- submission to or rejection of that conduct or communication by an individual is used as a factor in; decisions affecting that individual's employment or education; or
- that conduct or communication has the purpose or effect of substantially or unreasonably interfering; with an individual's employment or education, or creating an intimidating, hostile or offensive employment or education environment.

Sexual harassment may also include but is not limited to:

- unwelcome verbal harassment or abuse.
- unwelcome pressure for sexual activity.
- unwelcome, sexually motivated, or inappropriate patting, pinching or physical contact, other than necessary restraint of student(s) by faculty members, administrators, college law enforcement, or other college personnel to avoid physical harm to persons or property.
- unwelcome sexual behavior or words, including demands for sexual favors, accompanied by implied or overt threats concerning an individual's employment or educational status.
- unwelcome sexual behavior or words, including demands for sexual favors, accompanied by implied or overt promises of preferential treatment regarding an individual's employment or education status; or
- unwelcomed behavior or words directed at an individual because of gender.
- Of importance is to note that sexual harassment or violence does not have to occur between different genders. Same sex harassment and violence will be treated equally as sexual harassment or violence between same sex members.

Reporting

Any person who believes he or she has been the victim of sexual harassment or violence by a student, faculty member, administrator or other college personnel of The Career Development Institute should report the occurrence to any agent or responsible employee of the institute. An employee may be required only to report the harassment to other school officials who have the responsibility to take appropriate action or to take the appropriate action themselves if they are a designated official.

STUDENT SERVICES AND SUPPORT

STUDENT RECORDS

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

CAREER ADVISING

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

TUTORIAL ASSISTANCE

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

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

STUDENT HOUSING

Career Development Institute does not have dormitory facilities under its control. According to the size of the rental and location, apartment rental or private housing range upwards of \$750 per month; Career Development Institute has no responsibility to find or assist a student in finding housing.

FOREIGN STUDENT VISAS

Foreign Nationals attending Career Development Institute must locate a sponsor for their student visa on their own. Career Development Institute does not provide visa services, and the institution will not be able to vouch for student status or any associated charges. Instruction at Career Development Institute is not conducted in any language other than English.

DRUG AND ALCOHOL ABUSE PROGRAM

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

REFERRAL SERVICES

In their efforts to assist students in freeing their minds from problems or concerns, which may impede them from completing their studies, CDI, through its administrative staff, attempts to resolve students' problems of any type.

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

Students are urged to communicate with this staff person and share their concerns with them so that the administration, with a team effort, an attempt to resolve said concerns.

JOB PLACEMENT ASSISTANCE AND REFERRALS

Career Development Institute (CDI) provides **job placement assistance** and **career readiness support** to all graduates. While CDI cannot guarantee employment, we are committed to helping students prepare for and pursue meaningful job opportunities related to their training.

CDI's job placement resources and services include:

1. Referring students to job openings identified through Employment Development Department (EDD), Workforce Investment Act (WIA), and other partnering agencies.
2. Utilizing job postings, employment listings, and online resources to locate available positions.
3. Contacting local employers to identify potential job openings that may not yet be advertised.
4. Providing individualized support with completing job applications, writing résumés, practicing interview techniques, and presenting a professional image.
5. Conducting workshops focused on job search strategies, professional communication, and interview preparation.
6. Arranging opportunities for students to connect directly with potential employers through guest presentations and networking events.
7. Assisting each student prior to course completion in developing an employment plan, with the guidance of the instructor and school director.

While the institution **actively assists students in their job search, employment placement is not guaranteed**. CDI's goal is to equip every student with the tools, confidence, and connections needed to successfully enter the workforce.

ESL

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

ENGLISH LANGUAGE PROFICIENCY

Career Development Institute does not offer English as a Second Language instruction and all instruction will occur in English: therefore, all students must be able to read, write, speak, understand and communicate in English at a high school level. Applicants from foreign countries where English is not the primary language must be proficient in English with a minimum TOEFL score of 450.

GED CLASSES

Career Development Institute does not provide GED classes.

DISTANCE LEARNING POLICIES AND PROCEDURES

Career Development Institute (CDI) offers selected programs in an online format to provide flexibility and accessibility for students. The following policies apply to all distance learning courses:

Available Online Programs

- *Office Automation*
- *Customer Service Technician*
- *Front Office Medical Assistant*

Technology Requirements

Students must have reliable internet access (minimum 55 Mbps) and a computer capable of supporting online coursework through the Cengage Learning platform.

Course Delivery

- Course materials, instructional videos, assignments, and exams are provided through the Cengage Learning system.
- As students progress, new modules become available once prerequisites are completed and verified by the instructor.
- Instructors evaluate student mastery of each module using remote assessment tools and online interaction.

Instructor Interaction and Evaluation Timeline

CDI is committed to maintaining regular and timely communication with students. Instructors and facilitators maintain weekly contact with students throughout the enrollment period. Assignments and exams are graded promptly — **within 10 days** after submission. Students are notified of their results by phone or email, and grades are also available for review on the Cengage Learning dashboard.

Student Support

Online students have access to the same academic advising, tutorial support, and job placement services available to on-campus students.

EDUCATIONAL PROGRAMS

16-Week Programs:

Front Office Medical Assistant

Office Automation

Computer Repair Technician

Building Maintenance Technician

Customer Service Technician

Office Automation Online

Customer Service Technician Online

Front Office Medical Assistant Online

4 Week Courses:

- *Microsoft Word: Introduction*
- *Microsoft Excel: Introduction*
- *Introduction to Computers: Computer Concepts*
- *Microsoft Word: Intermediate*
- *Microsoft Excel: Intermediate*
- *Retail Customer Service*
- *Microsoft Word: Advanced*
- *Microsoft Excel: Advanced*

1-Day Courses:

Forklift Training Certificate

FRONT OFFICE MEDICAL ASSISTANT

512 Clock Hours | 16-Weeks

Program Description

The **Front Office Medical Assistant** program prepares students for administrative positions in medical offices, clinics, hospitals, and insurance companies. The curriculum emphasizes hands-on experience in office management, medical billing and coding, electronic health records, patient scheduling and documentation, and professional communication. Students also gain proficiency in Microsoft Office applications and learn the principles of confidentiality and professionalism required in healthcare environments.

Student Learning Outcomes

Upon completion of this program, the successful student will be able to:

- Perform administrative procedures such as scheduling, patient intake, charting, and maintaining accurate health records.
- Code, submit, and manage insurance claims accurately and efficiently.
- Communicate effectively, both orally and in writing, using appropriate medical terminology.
- Demonstrate professional conduct and ethical decision-making within healthcare settings.
- Apply reasoning, critical thinking, and interpersonal skills to real-world professional and personal situations.
- Exhibit professional demeanor, reliability, and teamwork consistent with industry expectations and CDI standards.

Graduation Requirements

- Successfully complete all required coursework with a passing grade.
- Demonstrate a **minimum keyboarding speed of 35 net words per minute**.
- Achieve competency in the **Health Insurance Portability and Accountability Act (HIPAA)** component.
- Fulfill all financial obligations to the institution.

Employment Opportunities

Graduates of the Front Office Medical Assistant program may qualify for entry-level positions such as:

- **Medical Administrative Assistant**
- **Medical Billing Specialist**
- **Patient Services Representative**
- **Collections Clerk**

Employment settings include medical practices, hospitals, clinics, insurance companies, nursing homes, home healthcare agencies, and other healthcare-related organizations.

Occupations and Standard Occupational Classification (SOC) Codes

Medical Records and Health Information Technician (29-2071.00), Medical Secretary and Administrative Assistants (43-6013.00), Bill and Account Collector (43-3011.00), Secretaries and Administrative Assistants (43-6000.00), Receptionists and Information Clerks (43-4171.00), General Office Clerks (43-9061.00), Customer Service Representatives (43-4051.00).

Textbooks and Learning Resources

Beskeen, David W. 2019. *Microsoft Office 2019: Illustrated Introductory, First Course*. Cengage Learning. *Introduction to Medical Terminology*. Cengage Learning. *MindTap Moss 3.0*. Cengage Learning. *Virtual Administrative Skills for the Medical Assistant*.

OFFICE AUTOMATION

512 Clock Hours | 16-Weeks

Program Description

The **Office Automation** program prepares students for administrative and clerical positions in modern business environments. Students gain practical, hands-on experience using Microsoft Office applications, QuickBooks, and Adobe Acrobat to perform essential office functions efficiently and accurately. The curriculum emphasizes computer literacy, professional communication, data management, and organizational skills necessary for success in today's technology-driven workplaces.

Student Learning Outcomes

Upon successful completion of the program, students will be able to:

1. Demonstrate computer literacy and proficiency in Microsoft Word, PowerPoint, Excel, Access, and Outlook.
2. Apply proper keyboarding and 10-key techniques to improve speed and accuracy.
3. Conduct efficient and accurate online research to locate and verify information.
4. Demonstrate proper spelling, punctuation, and grammar in written communication.
5. Perform general office procedures such as file management, record keeping, and maintaining professional telephone and email etiquette.
6. Utilize QuickBooks for basic accounting tasks.
7. Create professional fillable digital forms using Adobe Acrobat Pro.
8. Exhibit professionalism, reliability, and interpersonal skills appropriate for administrative work settings.

Graduation Requirements

To graduate from this program, students must:

- Successfully complete all required coursework and clock hours.
- Achieve a **minimum keyboarding speed of 35 net words per minute**.
- Fulfill all financial obligations to the institution.

Employment Opportunities

Graduates of the Office Automation program may qualify for entry-level positions such as:

• General Office Clerk	• Records Clerk
• Receptionists	• Administrative Aide
• Information Clerk	• Office Assistant

These positions are available across industries including healthcare, education, government, manufacturing, and corporate offices. Proficiency in Microsoft Office and digital document management software enhances graduates' versatility and competitiveness in the job market.

Occupations and Standard Occupational Classification (SOC) Codes

Office Clerks, General (SOC Code: 43-9061), File Clerks (SOC Code: 43-4071), Receptionists and Information Clerks (SOC Code: 43-4171), Word Processors and Typists (SOC Code: 43-9022).

Textbooks and Related Study Material

Beskeen, David W. *Microsoft Office 2019: Illustrated Introductory, First Course*. Cengage Learning, 2019.
Read, Judith, and Ginn, Mary L. *Records Management Simulation, 9th Edition*. South-Western Publishing Co.
Pasewark, William R. *Ten-Key Skill Builder for Calculators, 2nd Edition*. Cengage Learning.

COMPUTER REPAIR TECHNICIAN

512 Clock Hours | 16-Weeks

Program Description

The **Computer Repair Technician** program trains students to work with computers in any type of business or office. Students learn how to build computers, set up and connect networks and printers, remove viruses, upgrade software and hardware, and keep systems running smoothly. Training also includes practice with **Microsoft Word, Excel, and PowerPoint** so students can create documents and reports used in the workplace.

Student Learning Outcomes

When students finish this program, they will be able to:

1. Solve computer problems using critical thinking and troubleshooting skills.
2. Install, fix, and maintain computer hardware and software.
3. Give clear and helpful technical support to customers and coworkers.
4. Protect computers and equipment from viruses and security threats.
5. Use professional communication and teamwork in the workplace.
6. Show responsibility, ethics, and a positive attitude in all job settings.

Graduation Requirements

- Successfully complete all required coursework and training hours.
- Minimum keyboarding speed of 35 net words per minute

Employment Opportunities

Graduates of this program can work in jobs such as:

<ul style="list-style-type: none">• Field Computer Tech	<ul style="list-style-type: none">• PC Technician
<ul style="list-style-type: none">• Help Desk/Technical Support	<ul style="list-style-type: none">• Entry Level Computer Technician

These jobs can be found in many places, including schools, offices, repair shops, government buildings, and technology companies. As technology continues to grow, people who can repair and maintain computers will always be in demand.

Occupations and Standard Occupational Classification (SOC) Codes

- Computer and Office Machine Repairers (49-2011)
- Computer User Support Specialists (15-1151)

Textbooks and Related Instructional Material

Andrews, Jean. *A+ Guide to IT Technical Support (Hardware and Software)*. 9th. Cengage Learning
Beskeen, David W. 2019. *Microsoft Office 2019: Illustrated Introductory, First Course*. Cengage Learning.

BUILDING MAINTENANCE TECHNICIAN

512 Clock Hours | 16 Weeks

Program Description

This course gives students the skills to work as multi-skilled custodians or maintenance technicians. It provides a strong understanding of safety and how to use equipment for cleaning and maintaining residential or commercial buildings. Students learn the basics of carpentry, electricity, plumbing, window and door installation, tiling, wall repair, texturing, and how to properly use cleaning materials and solvents.

Student Learning Outcomes

When students complete this program, they will have learned to:

1. Understand and follow **OSHA regulations** for safe work practices.
2. Identify and correctly use **tools, materials, and equipment**.
3. Apply basic **math and English terminology** to maintenance work.
4. Recognize and operate **different types of equipment**.
5. Perform **basic carpentry tasks** safely.
6. Understand **electrical fundamentals and basic electricity**.
7. Complete **drywall repairs and texturing**.
8. Perform an **introduction to tiling** for maintenance purposes.

Graduation Requirements

- Successfully complete all required coursework and training hours.

Employment Opportunities

Graduates are prepared for entry-level employment in building maintenance in apartment complexes, healthcare facilities, industrial sites, and commercial buildings.

Common job titles include:

- Building and Grounds Technician
- Facilities Technician
- Janitor
- Property Maintenance Worker
- Facilities, Construction, and Maintenance Technician
- Maintenance Worker

Occupations and Standard Occupational Classification Codes

Janitors and Cleaners, Except Maids/Housekeeping (SOC Code: 37-2011).

Textbooks and Related Instructional Material

Vogt, Floyd. 2017. *Access for Vogt's Residential Construction Academy: Carpentry*. 4th. Cengage.

CUSTOMER SERVICE TECHNICIAN

512 Clock Hours | 16 Weeks

Program Description

The **Customer Service Technician** program helps students understand what it means to deliver excellent customer service and why it's valuable in today's business world. The course focuses on six key areas that define great customer service. It's designed for anyone already working in customer service or those wanting to start a new career in the field. Students will also develop computer skills using **Microsoft Word, Excel, and PowerPoint**, as well as learn proper keyboarding techniques and how to use cash registers and POS systems.

Student Learning Outcomes

When students complete this program, they will be able to:

1. Use **Microsoft Office** programs including Word, PowerPoint, and Excel.
2. Improve **keyboarding and 10-key** speed and accuracy.
3. Explain the importance and benefits of providing excellent customer service.
4. Understand how **body language** and **listening skills** affect communication with customers.
5. Demonstrate proper **telephone etiquette**.
6. Operate a **cash register** and **point-of-sale (POS)** system.
7. Evaluate customer service quality using **feedback** and **staff training** techniques.

Graduation Requirements

- Successful completion of the courses listed above and hours.
- Minimum keyboarding speed of 35 net words per minute.

Employment Opportunities

Graduates of this program can work in a variety of customer service roles in offices, retail stores, and call centers. Common positions include:

• General Office Clerk	• Records Clerk
• Receptionists	• Administrative Aide
• Information Clerk	• Office Assistant

Customer service representatives usually work in comfortable, well-lit environments where they assist customers in person, over the phone, or online.

Occupations and Standard Occupational Classification Codes

Customer Service Representatives (SOC Code: 43-4051), Data Entry Keyers (SOC Code: 43-9021).

Textbooks and Related Study Material

Doris D. Humphrey, PhD. 2011. *Customer Services*. Second. Career Solutions Publishing.
Beskeen, David W. 2019. *Microsoft Office 2019: Illustrated Introductory, First Course*. Cengage Learning.

OFFICE AUTOMATION ONLINE

512 Clock Hours | 16 Weeks

Program Description

The **Office Automation Online** program is designed for students who want to work in an office setting. This course helps students build professional skills and learn modern office methods, practices, and procedures. Students learn and practice the essential skills businesses look for when hiring administrative assistants, records clerks, and other office support staff.

Student Learning Outcomes

When students complete this program, they will be able to:

1. Use basic computer programs and software.
2. Work with **Microsoft Office**, including Word, PowerPoint, Excel, Access, and Outlook.
3. Improve **keyboarding and 10-key** speed and accuracy.
4. Perform **internet research** efficiently.
5. Apply correct **spelling, punctuation, and grammar** in office work.
6. Navigate websites with assistance to access and evaluate information.
7. Build confidence and skills in using computer technology.

Graduation Requirements

- Successful completion of the courses listed above and hours.
- Minimum keyboarding speed of 35 net words per minute.

Employment Opportunities

Employers in many industries expect job applicants to know Microsoft Office. These skills are used in offices around the world and help improve job opportunities in administrative and clerical work. Common entry-level job titles include:

• General Office Clerk	• Records Clerk
• Receptionists	• Administrative Aide
• Information Clerk	• Office Assistant

Occupations and Standard Occupational Classification (SOC) Codes

Office Clerks, General (SOC Code: 43-9061), File Clerks (SOC Code: 43-4071), Receptionists and Information Clerks (SOC Code: 43-4171), Word Processors and Typists (SOC Code: 43-9022).

Textbooks and Related Study Material

Beskeen, David W. 2019. *Microsoft Office 2019: Illustrated Introductory, First Course*. Cengage Learning.

FRONT OFFICE MEDICAL ASSISTANT ONLINE

512 Clock Hours | 16 Weeks

Program Description

The **Front Office Medical Assistant** program prepares students to work in front-office positions in medical offices, healthcare facilities, or insurance companies. Students gain hands-on experience in office management, Microsoft Office, medical billing and coding, electronic health records, patient recordkeeping, and professional communication. This program provides the skills needed to handle administrative duties and support patient care in a professional medical setting.

Student Learning Outcomes

When students complete this program, they will be able to:

1. Perform administrative tasks such as scheduling and receiving patients, and maintaining accurate patient charts and records.
2. Code, submit, and manage insurance claims accurately.
3. Communicate effectively—both orally and in writing—using correct medical terminology.
4. Apply communication, reasoning, and critical thinking skills while demonstrating ethical and professional behavior.
5. Show professionalism through appearance, attitude, and workplace conduct expected by employers.

Employment Opportunities

Graduates of this program are prepared for entry-level positions such as:

- **Medical Administrative Assistant**
- **Medical Billing Specialist**
- **Collections Clerk**
- **Patient Services Representative**

Employment opportunities are available in hospitals, clinics, nursing homes, insurance companies, home health agencies, and other healthcare offices.

Graduation Requirements

- Successfully complete all required coursework with a passing grade.
- Demonstrate a **minimum keyboarding speed of 35 net words per minute**.
- Achieve competency in the **Health Insurance Portability and Accountability Act (HIPAA)** component.
- Fulfill all financial obligations to the institution

Occupations and Standard Occupational Classification (SOC) Codes

Medical Records and Health Information Technician (29-2071.00), Medical Secretary and Administrative Assistants (43-6013.00), Bill and Account Collector (43-3011.00), Secretaries and Administrative Assistants (43-6000.00), Receptionists and Information Clerks (43-4171.00), General Office Clerks (43-9061.00), Customer Service Representatives (43-4051.00).

Textbooks and Related Study Material

Beskeen, David W. *Microsoft Office 2019: Illustrated Introductory, First Course*. Cengage Learning, 2019.
Introduction to Medical Terminology, 3rd Edition. Cengage Learning.
Virtual Administrative Skills for the Medical Assistant, 1st Edition. Cengage Learning.

CUSTOMER SERVICE ONLINE

512 Clock Hours | 16 Weeks

Program Description

The **Customer Service Technician** program teaches students what it means to provide outstanding customer service and why excellent service is important to every business. Course content focuses on six key areas that define customer service and help students learn how to make great first impressions, manage customer expectations, and build customer loyalty. This course is ideal for students currently working in customer service or those preparing to begin a new career in the field. Training also includes **Microsoft Office** programs and hands-on experience using a **cash register and POS system**.

Student Learning Outcomes

Upon completion of this program, the successful student will be able to:

1. Use **Microsoft Office**, including Word, PowerPoint, Excel, Access, and Outlook.
2. Improve **keyboarding and 10-key** speed and accuracy.
3. Understand the importance and benefits of providing excellent customer service.
4. Recognize how **body language** and **listening skills** affect customer interactions.
5. Demonstrate proper **telephone etiquette**.
6. Operate a **cash register** and **point-of-sale (POS)** system.
7. Evaluate customer service performance using **feedback and staff training**.

Employment Opportunities

Graduates of this program are prepared for positions such as:

- **Customer Service Representative**
- **Store Associate**
- **Sales Associate**
- **Cashier**
- **Call Center Representative**
- **Sales Representative**

Customer service representatives typically work in offices, retail stores, or call centers. Work environments are usually clean, well-lit, and involve direct communication with customers.

Graduation Requirements

- Successful completion of the courses listed above and hours.
- Minimum keyboarding speed of 35 net words per minute.

Occupations and Standard Occupational Classification (SOC) Codes

Customer Service Representatives (SOC Code: 43-4051), Data Entry Keyers (SOC Code: 43-9021).

Textbooks and Related Study Material

Humphrey, Doris D., PhD. Customer Services, 2nd Edition. Career Solutions Publishing, 2011.
Beskeen, David W. Microsoft Office 2019: Illustrated Introductory, First Course. Cengage Learning, 2019.

MICROSOFT WORD – INTRODUCTORY

128 Hours | 4-Weeks

Program Description

The **Microsoft Word – Introductory** course is designed for beginners or anyone who needs a refresher in basic Word skills. Students will learn to create, edit, and format documents using the most popular word-processing software available today.

Whether you are new to Microsoft Word or familiar with earlier versions (2003, 2007, or 2013), this course will help you gain confidence in using Word efficiently for a variety of tasks. No prior Microsoft Word experience is required.

Student Learning Outcomes

After completing this course, students will be able to:

1. Navigate and perform common tasks in Word, including opening, viewing, editing, saving, and printing documents.
2. Format text and paragraphs for readability and style.
3. Use tools such as **Find and Replace**, **Format Painter**, and **Styles** to perform repetitive tasks efficiently.
4. Create and organize lists by sorting, renumbering, and customizing list styles.
5. Create and format **tables** to display data clearly.
6. Insert and format **graphic objects**, including symbols, illustrations, pictures, and clip art.
7. Format the overall appearance of documents using **page borders, colors, watermarks, headers and footers**, and **page layouts**.
8. Use Word's built-in tools to check **spelling, grammar, readability, and accessibility**.

Certificate Requirements

To successfully complete this program and receive a **Diploma of Completion**, students must:

- Attend and participate in all required classroom and lab hours.
- Complete all assigned coursework and learning activities.
- Demonstrate competency in the program's **Student Learning Outcomes**.
- Achieve a passing grade in all required modules or assessments.
- Fulfill all financial obligations to the institution.

Upon meeting these requirements, students will be awarded a **Diploma** recognizing their successful completion of the program.

Occupations and Standard Occupational Classification Codes

Office Clerks, General (SOC Code: 43-9061), File Clerks (SOC Code: 43-4071), Receptionists and Information Clerks (SOC Code: 43-4171), Word Processors and Typists (SOC Code: 43-9022).

Textbooks and Related Study Material

Beskeen, David W. 2019. *Microsoft Office 2019: Illustrated Introductory, First Course*.

MICROSOFT WORD – INTERMEDIATE

128 Hours | 4-Weeks

Program Description

The **Microsoft Word – Intermediate** course is designed for students who already have basic experience with Word and want to improve their skills. This course goes beyond the basics to help students master more advanced features for creating professional-looking documents such as letters, newsletters, and reports.

Students will learn how to organize and present information using tables, charts, and templates, as well as how to streamline document formatting. These skills can be applied at home or on the job to create documents quickly, accurately, and professionally.

Course prerequisites

Students should have completed the **Microsoft Word – Introductory** course or have a working knowledge of its topics before enrolling.

Student Learning Outcomes

By the end of this course, students will be able to:

1. Organize content using **tables and charts**.
2. Customize document formats using **styles and themes**.
3. Insert reusable content using **Quick Parts**.
4. Use **templates** to automate document formatting.
5. Control the flow and layout of documents.
6. Simplify and manage **long documents** efficiently.
7. Use **Mail Merge** to create letters, envelopes, and labels.

Certificate Requirements

To successfully complete this program and receive a **Diploma of Completion**, students must:

- Attend and participate in all required classroom and lab hours.
- Complete all assigned coursework and learning activities.
- Demonstrate competency in the program’s **Student Learning Outcomes**.
- Achieve a passing grade in all required modules or assessments.
- Fulfill all financial obligations to the institution.

Upon meeting these requirements, students will be awarded a **Diploma** recognizing their successful completion of the program.

Occupations and Standard Occupational Classification Codes

Office Clerks, General (SOC Code: 43-9061), File Clerks (SOC Code: 43-4071), Receptionists and Information Clerks (SOC Code: 43-4171), Word Processors and Typists (SOC Code: 43-9022).

Textbooks and Related Study Material

Beskeen, David W. 2019. *Microsoft Office 2019: Illustrated Introductory, First Course*.

MICROSOFT WORD – ADVANCED

128 Hours | 4-Weeks

Program Description

The **Microsoft Word – Advanced** course builds on existing Word skills to help students become power users. This course is ideal for individuals who want to learn advanced features for working with long documents, creating forms, and automating repetitive tasks. Students will learn how to format complex documents, use templates, and apply tools that make document creation more efficient and professional.

Course prerequisites

Students should have completed the **Intermediate Microsoft Word** course or have a working knowledge of its topics before enrolling.

Student Learning Outcomes

By the end of this course, students will be able to:

1. Use advanced techniques to format and lay out long documents, including **cross-referencing**.
2. Create, modify, and apply **templates**.
3. Use sections to format complex documents and apply custom headers and footers.
4. Use **Mail Merge** to produce personalized letters or mass mailings.
5. Create and manage **electronic forms**.
6. Automate document processes and templates using **macros**.

Certificate Requirements

To successfully complete this program and receive a **Diploma of Completion**, students must:

- Attend and participate in all required classroom and lab hours.
- Complete all assigned coursework and learning activities.
- Demonstrate competency in the program's **Student Learning Outcomes**.
- Achieve a passing grade in all required modules or assessments.
- Fulfill all financial obligations to the institution.

Upon meeting these requirements, students will be awarded a **Diploma** recognizing their successful completion of the program.

Occupations and Standard Occupational Classification Codes

Office Clerks, General (SOC Code: 43-9061), File Clerks (SOC Code: 43-4071), Receptionists and Information Clerks (SOC Code: 43-4171), Word Processors and Typists (SOC Code: 43-9022).

Textbooks and Related Study Material

Beskeen, David W. 2019. *Microsoft Office 2019: Illustrated Introductory, First Course*.

MICROSOFT EXCEL – INTRODUCTORY

128 Hours | 4-Weeks

Program Description

The **Microsoft Excel – Basic** course is designed for beginners or anyone needing a refresher on Excel fundamentals. Students learn how to create spreadsheets, organize and analyze data, and perform basic calculations using Microsoft Excel 2019.

This course provides a solid foundation of Excel knowledge and skills that students can build upon to become proficient in data organization and analysis for personal or professional use.

Student Learning Outcomes

After completing this course, students will be able to:

1. Get started with **Microsoft Excel 2016** and understand its basic features.
2. Perform **calculations** using formulas and functions.
3. **Modify worksheets**, including editing, inserting, and deleting data.
4. **Format worksheets** to improve readability and presentation.
5. **Print workbooks** and manage page setup options.
6. **Organize and manage workbooks** for accuracy and efficiency.

Certificate Requirements

To successfully complete this program and receive a **Diploma of Completion**, students must:

- Attend and participate in all required classroom and lab hours.
- Complete all assigned coursework and learning activities.
- Demonstrate competency in the program’s **Student Learning Outcomes**.
- Achieve a passing grade in all required modules or assessments.
- Fulfill all financial obligations to the institution.

Upon meeting these requirements, students will be awarded a **Diploma** recognizing their successful completion of the program.

Occupations and Standard Occupational Classification Codes

Office Clerks, General (SOC Code: 43-9061), File Clerks (SOC Code: 43-4071), Receptionists and Information Clerks (SOC Code: 43-4171), Word Processors and Typists (SOC Code: 43-9022), Billing and Posting Clerks (SOC Code.: 43-3021).

Textbooks and Related Study Material

Beskeen, David W. 2019. *Mircosoft Office 2019: Illustrated Introductory, Frist Course* .

MICROSOFT EXCEL – INTERMEDIATE

128 Hours | 4-Weeks

Program Description

The **Microsoft Excel – Intermediate** course is designed for students who already have basic experience with Excel and want to enhance their skills. This course helps students learn intermediate Excel techniques to organize, analyze, and present data more effectively.

Students will learn how to use common worksheet functions, apply conditional formatting, create and modify charts, and manage database lists through sorting, filtering, and summarizing. By the end of the course, students will have the confidence to use Excel more efficiently for both personal and professional tasks.

Course prerequisites

Students should have completed the **Microsoft Excel – Beginner** course or have a working knowledge of the topics covered.

Student Learning Outcomes

By the end of this course, students will be able to:

1. Understand and apply a range of **common worksheet functions**.
2. Use **absolute referencing** to control formulas and calculations.
3. Organize data lists by using **advanced filtering** and **subtotals**.
4. Apply **conditional formatting** to change the appearance of cells based on data values.
5. Create, modify, and format a variety of **charts** to display information visually.

Certificate Requirements

To successfully complete this program and receive a **Diploma of Completion**, students must:

- Attend and participate in all required classroom and lab hours.
- Complete all assigned coursework and learning activities.
- Demonstrate competency in the program’s **Student Learning Outcomes**.
- Achieve a passing grade in all required modules or assessments.
- Fulfill all financial obligations to the institution.

Upon meeting these requirements, students will be awarded a **Diploma** recognizing their successful completion of the program.

Occupations and Standard Occupational Classification Codes

Office Clerks, General (SOC Code: 43-9061), File Clerks (SOC Code: 43-4071), Receptionists and Information Clerks (SOC Code: 43-4171), Word Processors and Typists (SOC Code: 43-9022), Billing and Posting Clerks (SOC Code.: 43-3021).

Textbooks and Related Study Material

Beskeen, David W. 2019. *Mircosoft Office 2019: Illustrated Introductory, First Course*.

MICROSOFT EXCEL – ADVANCED

128 Hours | 4-Weeks

Program Description

The **Microsoft Excel – Advanced** course is designed for experienced Excel users who want to master advanced features and tools for data analysis, automation, and problem-solving. Students will explore advanced functions for what-if and database analysis, learn how to build complex formulas, and discover how to automate repetitive tasks to improve efficiency.

This course prepares students to work with large, complex workbooks and collaborate effectively on data-driven projects. Participants will develop the skills needed to manage and analyze extensive datasets using Excel's most powerful tools.

Course Prerequisites

Students should have completed the **Microsoft Excel – Intermediate** course or have a working knowledge of the topics covered.

Student Learning Outcomes

Upon successful completion of this course, students will be able to:

1. Work with **multiple worksheets and workbooks** to organize and analyze data.
2. Use **lookup functions** and perform **formula auditing** for accuracy.
3. **Share and protect** workbooks in collaborative environments.
4. **Automate workbook functionality** using advanced Excel tools.
5. Create **sparklines** and **map data** for visual representation.
6. Perform **data forecasting** to predict future trends.

Certificate Requirements

To successfully complete this program and receive a **Diploma of Completion**, students must:

- Attend and participate in all required classroom and lab hours.
- Complete all assigned coursework and learning activities.
- Demonstrate competency in the program's **Student Learning Outcomes**.
- Achieve a passing grade in all required modules or assessments.
- Fulfill all financial obligations to the institution.

Upon meeting these requirements, students will be awarded a **Diploma** recognizing their successful completion of the program.

Occupations and Standard Occupational Classification Codes

Office Clerks, General (SOC Code: 43-9061), File Clerks (SOC Code: 43-4071), Receptionists and Information Clerks (SOC Code: 43-4171), Word Processors and Typists (SOC Code: 43-9022), Billing and Posting Clerks (SOC Code.: 43-3021).

Textbooks and Related Study Material

Beskeen, David W. 2019. *Microsoft Office 2019: Illustrated Introductory, First Course*.

INTRODUCTION TO COMPUTERS: COMPUTER CONCEPTS

128 Hours | 4-Weeks

Program Description

The **Introduction to Computers** course is designed for beginners who want to understand how computers work and how to use them effectively. Whether you are using a computer for the first time or want to improve your basic skills, this course provides the knowledge you need.

Technology is advancing quickly, and computers are now part of everyday life — from job applications and education to communication and managing daily tasks. This course gives students a strong foundation in computer basics to help them feel confident using technology at home, school, or work.

Course prerequisites

No prior computer knowledge is required.

Student Learning Outcomes

When students complete this course, they will be able to:

1. Understand basic **computer terminology**.
2. Use a **keyboard and mouse** effectively.
3. Explain what a computer is and how it functions.
4. Identify **hardware components** and their purpose.
5. Distinguish between different types of **storage media**.
6. Understand **software basics** and how programs operate.
7. Use the **Internet** safely and efficiently.
8. Follow proper **safety and maintenance** procedures for computer care.

Certificate Requirements

To successfully complete this program and receive a **Diploma of Completion**, students must:

- Attend and participate in all required classroom and lab hours.
- Complete all assigned coursework and learning activities.
- Demonstrate competency in the program's **Student Learning Outcomes**.
- Achieve a passing grade in all required modules or assessments.
- Fulfill all financial obligations to the institution.

Upon meeting these requirements, students will be awarded a **Diploma** recognizing their successful completion of the program.

Occupations and Standard Occupational Classification Codes

Word Processors and Typists (SOC Code: 43-9022).

RETAIL CUSTOMER SERVICE

128 Hours | 4-Weeks

Program Description

The **Retail Customer Service** course teaches students what it means to deliver outstanding customer service and why customer excellence is essential in today's retail environment. By improving the quality of customer interactions, students learn how to build customer loyalty, enhance a company's reputation, and increase sales.

This introductory course is ideal for individuals currently working in customer service or those looking to begin a career in the retail industry. Students will learn the **six essentials of excellent customer service**—key practices that help maintain satisfied, long-term customers and clients.

Course prerequisites

No prior computer knowledge is required.

Student Learning Outcomes

By the end of this course, students will be able to:

1. Understand the importance of providing superior customer service.
2. Identify and respond to customer needs and wants.
3. Interact effectively with customers to create positive shopping experiences.
4. Support customer service efforts within a retail team or organization.
5. Handle difficult situations calmly and professionally.
6. Build lasting customer relationships through effective communication and care.

Certificate Requirements

To successfully complete this program and receive a **Diploma of Completion**, students must:

- Attend and participate in all required classroom and lab hours.
- Complete all assigned coursework and learning activities.
- Demonstrate competency in the program's **Student Learning Outcomes**.
- Achieve a passing grade in all required modules or assessments.
- Fulfill all financial obligations to the institution.

Upon meeting these requirements, students will be awarded a **Diploma** recognizing their successful completion of the program.

Occupations and Standard Occupational Classification Codes

Customer Service Representatives (SOC Code: 43-4051), Data Entry Keyers (SOC Code: 43-9021).

FORKLIFT TRAINING CERTIFICATE

8 Hours | 1 Day

Course Description

The **Forklift Operator Training** course provides both classroom instruction and hands-on, behind-the-wheel training. This program is designed for individuals with little to no prior forklift experience. Students will learn how to safely operate a forklift, perform inspections, and follow all safety regulations required in the workplace.

Training is completed in one day—typically within 8 hours. Upon successful completion, participants receive a **Forklift Certificate** with their photo and a **Certificate of Achievement**, both valid for three (3) years.

Student Learning Outcomes

After completing this course, participants will be able to:

- Identify different types of forklifts and their basic controls.
- Explain **center of gravity** and **stability triangle** principles.
- Perform a proper **pre-use inspection** to ensure equipment safety.
- Demonstrate correct procedures for **parking, charging, refueling**, and basic maintenance.

Occupations and Standard Occupational Classification (SOC) Codes

Material Moving Workers, All Other (SOC Code: 53-7199), Laborers and Material Movers (SOC Code: 53-7062).

Completion Requirements

To complete the course, students must:

- Attend and participate in all classroom and hands-on training sessions.
- Successfully demonstrate forklift operation skills and safety knowledge.
- Complete all assigned hours and course requirements.

Textbooks and Related Study Material

- Workbooks
- Supplementary Handouts
- **Wallet Card Certification** upon successful completion of this course