

# School Catalog

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*July 1, 2020 – June 30, 2021*

## Career Development Institute

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*Delivering True Hands-On Experience*

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

## 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.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 N. Market Blvd. Ste 225 Sacramento, CA 95834, P.O. Box 980818, West Sacramento, CA 95798, website: [www.bppe.ca.gov](http://www.bppe.ca.gov) toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's internet Web site [www.bppe.ca.gov](http://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 and is 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](http://www.bppe.ca.gov) toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.

Career Development Institute does not have a pending petition in bankruptcy, and is 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 either in writing or electronically on the school's website to all prospective students.

# Table of Contents

<b>1. Student Catalog Notice</b> .....	1
<b>2. Table of Contents</b> .....	2-3
<b>3. Calendar Insert</b> .....	
<b>4. Welcome Letter</b> .....	4
<b>5. Organization and Management</b> .....	5
<b>6. Description of the Faculty and their Qualifications</b> .....	6
<b>7. Map and Directions to Career Development Institute</b> .....	7
<b>8. Instructional Facilities</b> .....	7
<i>Career and Technical Education Trainings</i>	
<b>9. Equipment</b> .....	7-8
<b>10. Library Resources</b> .....	8
<b>11. Mission</b> .....	8-9
<i>History</i>	
<i>Philosophy</i>	
<b>12. Objective</b> .....	9
<b>13. Transfer of Credits from Other Institutions</b> .....	9-10
<i>Transferability of Credits and Credentials Earned at Our Institution</i>	
<b>14. Experiential Credit</b> .....	10
<b>15. Admissions Policies</b> .....	10
<b>16. “Ability to Benefit” Assessment Testing</b> .....	10
<b>17. Student Loans and Financial Aid</b> .....	10-11
<b>18. Title IV Statement</b> .....	11
<b>19. Schedule of Charges</b> .....	11
<b>20. Student Records</b> .....	11
<b>21. Student Tuition Recover Fund</b> .....	12-13
<i>Access without student Consent</i>	
<i>Directory Information</i>	
<i>Policies and Disclosures</i>	
<b>22. Cancellation and Refund Policy</b> .....	14
<i>Students Right to Cancel</i>	
<i>Students Right to Withdraw</i>	
<i>Refund Policy</i>	
<i>Hypothetical Refund Example</i>	
<b>23. Compliance and Disclosure Statement</b> .....	14-15
<i>Non-Discrimination</i>	
<b>24. Student Complaint Procedure and Attendance Policy</b> .....	15-16
<i>Student Conduct</i>	
<i>Attendance</i>	
<i>Tardiness</i>	
<i>Leaving Class Early</i>	
<i>Leave of Absence</i>	

<b>25. Student Sexual Harassment Policy</b> .....	17
<i>Policy Overview</i>	
<i>Definition of Sexual Harassment</i>	
<i>Reporting</i>	
<b>26. Scholastic Regulations</b> .....	18
<i>Academic Probation</i>	
<i>Termination of Training</i>	
<b>27. Grading and Academic Policies</b> .....	18-19
<i>Definition of Grading System</i>	
<i>Examination Standards</i>	
<i>Grading Requirements</i>	
<b>28. Career Advising</b> .....	19
<b>29. Tutorial Assistance</b> .....	19-20
<b>30. Student Housing</b> .....	20
<b>31. Foreign Students Visas</b> .....	20
<b>32. Drug Alcohol Abuse Program</b> .....	20
<b>33. Referral Services</b> .....	20
<b>34. Job Placement Assistance and Referrals</b> .....	20-21
<b>35. ESL</b> .....	21
<b>36. English Language Proficiency</b> .....	21
<b>37. GED Classes</b> .....	21
<b>38. Distance Learning</b> .....	21
<i>Policies and Procedures</i>	
<b>39. Educational Programs</b> .....	22
<i>Front Office-Medical Assistant Program</i> .....	23
<i>Office Automation Program</i> .....	24
<i>Computer Repair Technician Program</i> .....	25
<i>Building Maintenance Technician program</i> .....	26
<i>Customer Service Technician</i> .....	27
<i>Office Automation Online</i> .....	28
<i>Front Office – Medical Assistant Online</i> .....	29
<i>Customer Service Technician</i> .....	30
<i>Microsoft Word: Introductory</i> .....	31
<i>Microsoft Word: Intermediate</i> .....	32
<i>Microsoft Word: Advanced</i> .....	33
<i>Microsoft Excel: Introductory</i> .....	34
<i>Microsoft Excel: Intermediate</i> .....	35
<i>Microsoft Excel: Advanced</i> .....	36
<i>Introduction to Computers: Computer Concepts</i> .....	37
<i>Retail Customer Service</i> .....	38

# WELCOME STUDENT

**Dear Students,**

The faculty here at Career Development Institute (CDI) would like to congratulate you on your successful admission and welcome you to your new class! You have made a very positive choice to continue your education with us and all of the staff look forward to meeting you and getting to know you. It is a pleasure to have you with us.

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

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

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

**Sincerely,**



**Hector Cartagena**  
**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  
Mrs. Maria Hernandez – Office Automation  
Mr. Hector Duran – Front Office Medical Assistant  
Mrs. Desirae Sanchez – Compute Repair Instructor  
Mrs. Luz Cartagena – Customer Service Instructor
  
- F. \*Support Staff**  
Mr. Alfonso Pedraza – Building Maintenance Assistant

\*Under the supervision of the Chief Executive Officer

## DESCRIPTION OF THE FACULTY AND THEIR QUALIFICATIONS

STAFF	PROGRAM
Hector Cartagena	School Director
Luz Cartagena	Customer Service Technician
Maria Hernandez	Office Automation
Desirae Sanchez	Computer Repair Technician
Angel Leon	Building Maintenance Instructor
Hector Duran	Front Office-Medical Assistant

### **Customer Service Technician Instructor**

Mrs. Luz Cartagena, Customer Service Technician Instructor, has over 27 years' experience as an instructor and working with customers and performing office services. Mrs. Cartagena has been the instructor for this course for over 6 years and works well with all incoming students.

### **Office Automation Instructor**

Mrs. Maria Hernandez has over 8 years' experience working in an office environment. Some of her duties have included clerical duties, including filing, file management, answering phone calls, data entry, responding to emails, and preparing documents. She has spent the last 4 years teaching as an Office Automation Instructor. Her specialties include, Microsoft Word, PowerPoint, creating spreadsheets, Access, and Adobe Acrobat Pro.

### **Computer Repair Technician Instructor**

Mrs. Desirae Sanchez, Computer Repair technician instructor, has over 13 years' experience working with computers and technology. For the past 8 years she has done an excellent job instructing our computer repair technician course. Her wide range of computer skills include; troubleshooting, web page design, network setup, and Microsoft Office 2016. Mrs. Sanchez also has experience working with, Adobe Acrobat Pro, QuickBooks Accountant, and Photoshop CC programs.

### **Building Maintenance Technician Instructor**

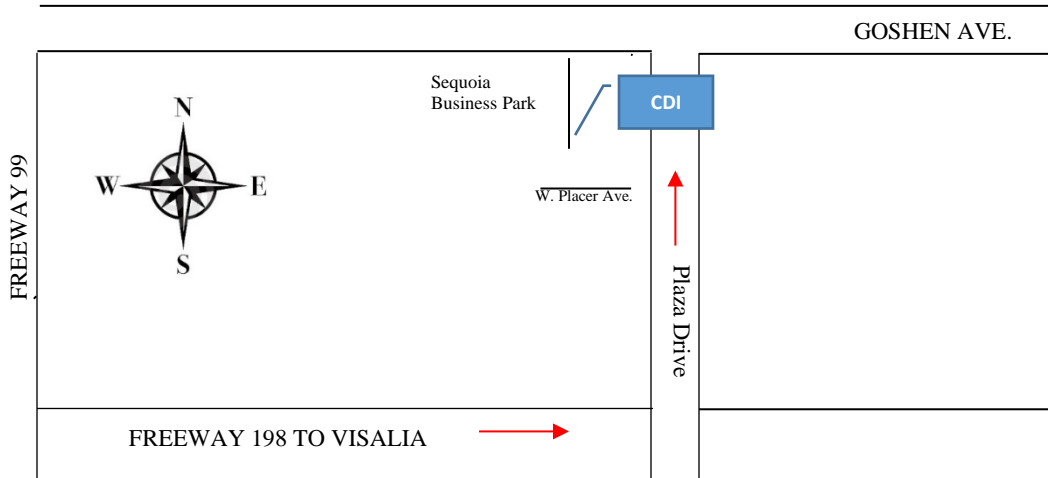
Our Building Maintenance instructor, Mr. Angel Leon, has over 25 years of experience in construction. During those 20 years of experience he was worked in an elementary school for 4 years; overseeing the maintenance, carpentry, plumbing, and landscaping of the school facility all the while maintaining responsibilities for the custodial duties. Mr. Leon has had his own landscaping and home remodeling business before he became our instructor five years ago. Mr. Leon is a great asset to this institute and is very knowledgeable.

### **Front Office Medical Assistant Instructor**

Mr. Hector Duran has been our Front Office Medical Assistant Instructor for over 7 years. He has over 25 years of medical field experience; teaching students how to work with the public, patients, and staff. Mr. Hernandez has also managed the radiology department for 16 years requiring him to keep his staff disciplined and updated with the rules and 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 South West corner. The Career Development Institute is located in the Sequoia Business Park at 1335 N. Plaza Drive.



## INSTRUCTIONAL FACILITY

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 email [info@cdivisalia.com](mailto:info@cdivisalia.com).

## CAREER AND TECHNICAL EDUCATION TRAININGS

APPROVED COURSES	LENGTH OF COURSES
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

## EQUIPMENT

The following equipment is used in our Office Automation, Front Office Medical Assistant, Computer Repair Technician, and Customer Service Technician program:

- Desktops equipped with Windows 10
- Flash Drive (Thumb Drive)
- Head Phone
- Multi-use Copy Machines (e.g. fax, scanner)
- Projector/Television/DVD Player
- Electronic 10- Key Calculator
- Multi-line Telephone
- QuickBooks 2015
- Microsoft Office 2013/2016
- Electronic 10- Key Calculator



In Addition to the above, other equipment include:

A Medical Simulation Software used in Front Office Medical Assistant training; POS System utilized in the Customer Service Technician training; Computer Repair tool kit, various internal computer hardware, grounding strap, and external CD/DVD Rom used in the Computer Repair Technician training course.

Equipment used for Building Maintenance includes but is not limited to:

Drill, level, chop saw, air compressor, ladder, safety glasses, hammer, screw drivers/pliers, tape measure, utility knife, reciprocating saw, jig saw, circular saw, hack saw, coping saw, circuit finder, voltage detector, digital multi tester, airless sprayer, power nail gun, floor buffer, vacuum, mop bucket, and carpet shampooer.

## **LIBRARY RESOURCES**

Career Development Institute provides additional resources such as, books, instructional DVD's, Computer Workstations, and printers to insure the success of students in the course. Students may obtain the instructional DVD's/ CD's by requesting it to the instructor. Computers are mainly used to course activities and job searches.

## **MISSION**

Career Development Institute strives to educate students with the essential job skills required to present themselves as highly valuable assets to succeed in today's evolving job market. In order to best accomplish this, we provide them with opportunities to develop the thought processes, knowledge, self-confidence, professionalism, along with skills and abilities to gain and maintain employment with their chosen industry.

## **History**

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

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

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**

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

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

## **OBJECTIVE**

The Career Development Institute's objectives are to:

- Implement a collaborative learning model to engage diverse learners;
- Promote research, entrepreneurship, and technological innovation;
- Ensure relevance to our corporate partners' learning needs; and,
- Empower our graduates to contribute to the community.

Career Development Institute's academic programs are specifically designed to align with the stated mission and purpose with the following five measurable learning outcomes for each program offered by Career Development Institute:

- Critical Thinking and Problem-Solving;
- Self-Confidence and Personal Growth;
- Professionalism and Work Ethic;
- Teamwork and Collaboration;
- Oral Communication; and Written Communication.

Career Development Institute seeks to ensure that its graduates will demonstrate the following attributes:

- Critical awareness of multiple approaches, methods, and assumptions of different academic disciplines and how these are applied to social and professional problems;
- Personal accountability and effective work habits (e.g., working optimally with others, effectively manage time, and work responsibilities);
- Academic and professional decision-making ability based on commonly accepted ethical standards and practices;
- Collaborate effectively with others to achieve a common goal; and
- Express communication competence (oral and written).

## **TRANSFER OF CREDITS FROM OTHER INSTITUTIONS**

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

### **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 an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending *Career Development Institute* to determine if your certificate will transfer.

## **EXPERIENTIAL CREDIT**

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

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

## **ADMISSIONS POLICIES**

Career Development Institute does accept students without a high school diploma, or its equivalent provided they are able to 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 have the ability to 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 (55), Sentence Skills (60), and Arithmetic (34)

## **STUDENT LOANS AND FINANCIAL AID**

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

Career Development Institute is an unaccredited institution. A student enrolled in an unaccredited institution is 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 that, 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 take action 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**

<b>Program Title</b>	<b>Effective Date</b>	<b>Student Tuition Recovery Fund *(STRF)</b>	<b>Registration</b>	<b>Books &amp; Supplies</b>	<b>Tools for Training</b>	<b>Tuition</b>	<b>Total Charges for the entire educational program</b>
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

*\*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.*

***\*\*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***

## **STUDENT RECORDS**

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

## **STUDENT TUITION RECOVERY FUND**

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 as a result 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 in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other 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 noncollection 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](http://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 written consent of the student to:

- Other schools, CDI or Bureau officials who have legitimate educational interest, Other schools where students have applied for admission, Authorized representatives of the Dept. of Education or the Controller General of the United States of America, and Accrediting agencies, Parents of students who are their dependents, for purposes of the Internal Revenue Code, however, the school is not required to release such records, Appropriate persons or agencies in the event of a health or safety emergency, where such release without consent is necessary under the circumstances, or:
- Organizations conducting studies to develop, validate, and administer predictive tests, to administer students, aid programs, or to improve instruction, in all other cases, the school shall obtain the written consent of the students prior to releasing such information to any person or organization.

### **Directory Information**

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

### **Policies and Disclosures**

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

## 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 particular 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 programs 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 that occur 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:

WIB Equal Opportunity Office  
Laura Castanon  
309 West Main, Suite 120  
Visalia, California 93291  
(559) 713-5200

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 COMPLAINT PROCEDURE**

If a student has a concern of any kind, it should be discussed with the instructor, if unresolved, or if it's a class concern, it should be discussed by appointment with the instructor. If unresolved after this meeting, the concern should be expressed in writing submitted to the School Director. A meeting will be held between the student and School Director. If you cannot resolve your concern with the school, your complaint 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](http://www.bppe.ca.gov)  
Telephone and Fax #'s: (888) 370-7589 or by fax (916) 263-1897  
(916) 574-8900 or by fax (916) 263-1897

### **Student Conduct**

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

- Any episode in which a student is determined to be intoxicated or under the influence of alcohol or drugs;
- Possession of drugs or alcohol upon school premises;
- Possession of weapons upon school premises;
- Behavior creating a safety hazard to other persons at school;
- Using Profanity;



- Exhibiting discriminatory or disrespectful behavior towards a fellow student, faculty or staff member;
- Sexual harassment;
- Cheating on exams; and
- Any other stated or determined infraction of conduct.

### **Attendance**

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 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 equivalent point reduction of one unexcused absence. You are considered tardy if you have not signed in by the beginning of the class period. The Student Secretary or Management Information Clerk (MIS Clerk) will collect time sheets by ten minutes after the hour from the beginning of the class period.

### **Leaving Class Early**

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

### **Leave of Absence**

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

## **STUDENT SEXUAL HARASSMENT POLICY**

### **Policy Overview**

It is the policy of 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 strictly prohibits any form of religious, racial, sexual harassment and violence.

It is a violation of 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 with regard to 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.

## **SCHOLASTIC REGULATIONS**

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

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

### **Academic Probation**

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

### **Termination of Training**

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

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

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

## **GRADING AND ACADEMIC POLICIES**

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

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

### **Definition of Grading System**

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 the course of his or her studies reach established goals for attendance and outstanding or excellent work in lab assignments and/or the theory portion of the course.

### **CAREER ADVISING**

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

### **TUTORIAL ASSISTANCE**

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

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

## **STUDENT HOUSING**

Career Development Institute does not have dormitory facilities under its control. According to size of rental and location, apartment rental or private housing range upwards of \$550 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 are required to 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 poor performance at school or information received from significant others, attendance may become one of the requirements imposed in order to curtail existing or potential problems.

## **REFERRAL SERVICES**

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

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

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

## **JOB PLACEMENT ASSISTANCE AND REFERRALS**

The resources CDI utilizes to place students on jobs include:

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

7. Prior to completing the course being studied, with the assistance of the director, and the Instructor, the student is required to attend short but comprehensive finding workshops.

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

## **ESL**

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

## **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 now offers online courses. Online courses are available in:

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

## **Policies and Procedures**

- Student must have access to a reliable internet connection. Minimum of 55 MBPS.
- Instructor will assess and analyze student's mastery on the course by using a remote computer access program.
- Course material will be made available to student when the student is ready to go on to the next module.
- Students will be given instructional videos, assignments and exams via Cengage Learning platform.
- The instructor will grade assignments and tests given to students. Instructor has ten days after student submitted a completed test to notify the students, by phone or email, of their exam result. All grades can be reviewed on Cengage Learning dashboard.
- Instructor and/or facilitator will maintain weekly contact with student throughout the enrollment period.

# EDUCATIONAL PROGRAMS

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## 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*

# FRONT OFFICE-MEDICAL ASSISTANT

512 Clock Hours | 16-Weeks

## Program Description

The Front Office-Medical Assistant program prepares graduates to work in front-office positions for a medical practice, healthcare facility, or insurance company. Hands-on experience includes the study of office management, Microsoft Office, medical billing, coding, Electronic Health Records training, patient recordkeeping, and professional communication.

## Student Learning Outcomes

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

1. Perform administrative skills such as scheduling and receiving patients as well as charting and maintaining patient records
2. Code, submit, and manage insurance claims accurately
3. Communicate effectively; orally and in writing using correct medical terminology
4. Relate and apply concepts of communication, reasoning, critical analysis, ethical behavior and appropriate interpersonal interaction to situations in his or her career and personal life
5. Demonstrate the social skills, professional appearance, attitudes and behavior that employers expect of all CDI graduates

## Graduation Requirements

- Successful completion of the courses listed above
- Minimum keyboarding speed of 35 net words per minute
- Achieve the minimum requirement of the Health Insurance Portability Accountability Act (HIPAA) component

## Career Opportunities

Graduates of the Front Office-Medical Assistant program may be eligible for entry-level positions such as medical administrative assistant, medical billing specialist, collections clerk, and patient services representative. They may be able to work in locations such as hospitals, clinics, nursing homes, medical supply businesses, and home health agencies, as well as general office settings.

## Text Books and Related Study Material

Beskeen, David W. 2016. *Microsoft Office 2016: Illustrated Introductory, First Course*. Cengage Learning.

*Introduction to Medical Terminology*. 3. Cengage Learning.

Learning, Cengage. n.d. *MindTap Moss 3.0*. 1st. Cengage Learning.

— *Virtual Administrative Skills for the Medical Assistant*. 1st. Cengage Learning.



# OFFICE AUTOMATION

512 Clock Hours | 16-Weeks

## Program Description

This Office Automation training course is aimed for students, who aspire to pursue their employment in an office environment.

This course is designed to provide students professional competencies and equip them with the modern office methods, practices and procedures. Learn and practice the critical skills businesses are looking for in candidates for administrative assistant, records clerk, and other office positions.

## Student Learning Outcomes

1. Computer Literacy
2. Microsoft Office, including Word, PowerPoint, Excel, Access, and Outlook
3. Improve Keyboarding & 10-Key techniques
4. Efficient Internet Research
5. Spelling, punctuation, and grammar
6. General Office Skills; File Management, Record Filing, Telephone & Email Etiquette
7. Introduction to QuickBooks Accounting
8. Creating Fillable Forms with Adobe Acrobat Pro

## Graduation Requirements

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

## Employment Opportunities

Employers across many industries and fields expect job seekers to have Microsoft Office skills, and it's probably the most universally-utilized software in businesses around the globe. You may not need to be an expert in MS Office for your next job, but you'll improve your job prospects and be considered for most roles if you're at least acquainted with the basics. Because administration is such a broad category, there are many different administrative job titles.

Below is a list of common administrative job titles organized by job type.

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

## Textbooks and Related Study Material

Beskeen, David W. 2016. *Microsoft Office 2016: Illustrated Introductory, First Course*. Cengage Learning

Judith, Read, and Ginn Mary L. *Records Management Simulation*. 9th. South-Western Publishing Co.

Pasewark, William R. *Ten-Key Skill Builder for Calculators*. 2nd. Cengage Learning.

# COMPUTER REPAIR TECHNICIAN

512 Clock Hours | 16-Weeks

## Program Description

This course is designed to prepare students for any work environment where computers are used. By the completion of the course, graduates will have the ability to build their own personal computer, network computers and printers, remove a virus threat, complete software and hardware upgrades, and work with various operating systems. As part of your training, you will become proficient in Microsoft Word, Excel, and PowerPoint.

## Student Learning Outcomes

Depending upon selected concentration, upon completion of this program, the successful student will be able to:

1. Apply problem solving and critical thinking skills to information technology solutions.
2. Demonstrate knowledge of hardware and software installation, maintenance, and support.
3. Use technical support and customer service best practices.
4. Troubleshoot, maintain and secure PC's, and peripherals.
5. Relate and apply concepts of communication, reasoning, critical analysis, ethical behavior and appropriate interpersonal interaction to situations in his or her career and personal life.

## Graduation Requirements

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

## Employment Opportunities

Job options and career opportunities for computer repair technicians look promising as demand for highly trained professionals in the field is increasing with the growth of new technologies, software programs, and electronic devices. As more companies become technologically advanced, companies seek professionals who can teach and train others as well as implement appropriate processes and networks for technical support.

Below is a list of common computer technician titles organized by job type.

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

## Textbooks and Related Instructional Material

Andrews, Jean. *A+ Guide to IT Technical Support (Hardware and Software)*. 9th. Cengage Learning

Beskeen, David W. 2016. *Mircosoft Office 2016: Illustrated Introductory, Frist Course* . Cengage Learning.

# BUILDING MAINTENANCE TECHNICIAN

512 Clock Hours | 16 Weeks

## Program Description

This comprehensive and easy to learn course provides students with skills required to becoming a multi-skilled custodian and maintenance technician. It provides a solid understanding of safety and the operation of various types of equipment used to clean and maintain residential and/or commercial buildings. Students will learn the basics of carpentry, electricity, plumbing, window/door installation, tiling, wall repair/texturing and the use of different cleaning solvents.

## Student Learning Outcomes

Depending upon selected concentration, upon completion of this program, the successful student will have learned:

1. OSHA Regulations
2. Tools, Material and Equipment
3. Math and English Terminology
4. Identifying and Use of Equipment
5. Learning Beginning Carpentry Skills
6. Electrical Fundamentals and Basic Electricity
7. Drywall and Texturing
8. Introduction to Tiling

## Graduation Requirements

- Successful completion of the courses listed above

## Employment Opportunities

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

Below is a list of common building maintenance titles organized by job type.

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

## 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

Discover what it means to provide truly outstanding customer service, along with the value of customer excellence to the modern business. Course content focuses on six critically important topics, which explore the definition of customer service. Our introductory customer services course is ideally suited to those already working in a customer service capacity or considering exploring a new career area.

## Student Learning Outcomes

1. Microsoft Office, including Word, PowerPoint, and Excel
2. Improve Keyboarding & 10-Key techniques
3. Understand the importance and benefits of having excellent customer service skills
4. Understand how body language and listening play an essential role in providing good customer service
5. Telephone Etiquette
6. Utilize Cash Register and POS System
7. Know how to evaluate customer service through feedback and staff training.

## Graduation Requirements

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

## Career Opportunities

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

## Textbooks and Related Study Material

Doris D. Humphrey, PHD. 2011. *Customer Services*. Second . Career Solutions Publishing.

Beskeen, David W. 2016. *Microsoft Office 2016: Illustrated Introductory, First Course* . Cengage Learning.

# OFFICE AUTOMATION ONLINE

512 Clock Hours | 16 Weeks

## Program Description

This Office Automation training course is aimed for students, who aspire to pursue their employment in an office environment.

This course is designed to provide students professional competencies and equip them with the modern office methods, practices and procedures. Learn and practice the critical skills businesses are looking for in candidates for administrative assistant, records clerk, and other office positions.

## Student Learning Outcomes

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

1. Use different basic computer language software and programs
2. Microsoft Office, including Word, PowerPoint, Excel, Access, and Outlook
3. Improve Keyboarding & 10-Key techniques
4. Efficient Internet Research
5. Spelling, punctuation, and grammar
6. With assistance, navigate websites to access information and evaluate
7. information
8. Build confidence and skills in using computer technology.

## Employment Opportunities

Employers across many industries and fields expect job seekers to have Microsoft Office skills, and it's probably the most universally-utilized software in businesses around the globe. You may not need to be an expert in MS Office for your next job, but you'll improve your job prospects and be considered for most roles if you're at least acquainted with the basics. Because administration is such a broad category, there are many different administrative job titles.

Below is a list of common administrative job titles organized by job type.

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

## Textbooks and Related Instructional Text

Beskeen, David W. 2016. *Microsoft Office 2016: 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 graduates to work in front-office positions for a medical practice, healthcare facility, or insurance company. Hands-on experience includes the study of office management, Microsoft Office, medical billing, coding, Electronic Health Records training, patient recordkeeping, and professional communication.

## Student Learning Outcomes

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

1. Perform administrative skills such as scheduling and receiving patients as well as charting and maintaining patient records
2. Code, submit, and manage insurance claims accurately
3. Communicate effectively; orally and in writing using correct medical terminology
4. Relate and apply concepts of communication, reasoning, critical analysis, ethical behavior and appropriate interpersonal interaction to situations in his or her career and personal life
5. Demonstrate the social skills, professional appearance, attitudes and behavior that employers expect of all CDI graduates

## Career Opportunities

Graduates of the Front Office-Medical Assistant program may be eligible for entry-level positions such as medical administrative assistant, medical billing specialist, collections clerk, and patient services representative. They may be able to work in locations such as hospitals, clinics, nursing homes, medical supply businesses, and home health agencies, as well as general office settings.

## Textbooks and Related Study Material

Beskeen, David W. 2016. *Microsoft Office 2016: Illustrated Introductory, First Course*. Cengage Learning.

*Introduction to Medical Terminology*. 3. Cengage Learning.

—*Virtual Administrative Skills for the Medical Assistant*. 1st . Cengage Learning.

# CUSTOMER SERVICE ONLINE

512 Clock Hours | 16 Weeks

## Program Description

Discover what it means to provide truly outstanding customer service, along with the value of customer excellence to the modern business. Course content focuses on six critically important topics, which explore the definition of customer service. Our introductory customer services course is ideally suited to those already working in a customer service capacity or considering exploring a new career area. Learn about customer service skills that create positive first impressions, manage customer expectations, and build customer loyalty.

## Student Learning Outcomes

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

1. Microsoft Office, including Word, PowerPoint, Excel, Access, and Outlook
2. Improve Keyboarding & 10-Key techniques
3. Understand the importance and benefits of having excellent customer service skills
4. Understand how body language and listening play an essential role in providing good customer service
5. Telephone Etiquette
6. Utilize Cash Register and POS System
7. Know how to evaluate customer service through feedback and staff training.

## Career Opportunities

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

## Textbooks and Related Study Material

Doris D. Humphrey, PHD. 2011. *Customer Services*. Second . Career Solutions Publishing.

Beskeen, David W. 2016. *Microsoft Office 2016: Illustrated Introductory, First Course* . Cengage Learning.

# MICROSOFT WORD – INTRODUCTORY

128 Hours | 4-Weeks

## Program Description

New to Word or need a refresher? This course will take you through a basic understanding of the most popular word processing tools on the market.

If you are a beginner starting to use Microsoft Word for the first time or if you have used previous versions of Microsoft Word (2003, 2007 or 2010) this course will give you the confidence you need to take on many word processing tasks. No prior Microsoft Word Knowledge is needed.

## Student Learning Outcomes

Upon completion of this course you will have grasped the most popular and sought-after Microsoft Word tools and come away with confidence to complete many Word tasks with efficiency and grace. Below are just a few of the topics you will learn:

1. Navigate and perform common tasks in Word, such as opening, viewing, editing, saving, and printing documents, and configuring the application;
2. Format text and paragraphs;
3. Perform repetitive operations efficiently using tools such as Find and Replace, Format Painter, and Styles;
4. Enhance lists by sorting, renumbering, and customizing list styles.
5. Create and format tables;
6. Insert graphic objects into a document, including symbols, special characters, illustrations, pictures, and clip art;
7. Format the overall appearance of a page through page borders and colors, watermarks, headers and footers, and page layout; and
8. Use Word features to help identify and correct problems with spelling, grammar, readability, and accessibility.

## Related Study Material

Beskeen, David W. 2016. *Microsoft Office 2016: Illustrated Introductory, First Course* .



# MICROSOFT WORD – INTERMEDIATE

128 Hours | 4-Weeks

## Program Description

Have some experience with Word and want to improve your skills? This course will help you learn intermediate Word techniques.

Go beyond the basics of word processing and master the more intermediate features of Microsoft Word 2016. From signs, newsletters, and greeting cards to long documents, you'll learn how to create whatever you need—quickly and with professional-looking results. You'll see how you can use these intermediate features at home and on the job.

By the end of this course, you'll know how to use Word more effectively and take advantage of all its many features, so you can get your work done more quickly and more easily than you ever thought possible.

## Course prerequisites

Participants will need to have attended the Beginner Microsoft Word course or have a working knowledge of the topics covered.

## Student Learning Outcomes

In this course, you will learn to create and modify complex documents and use tools that allow you to customize those documents. You will:

1. Organize content using tables and charts;
2. Customize formats using styles and themes;
3. Insert content using quick parts;
4. Use templates to automate document formatting;
5. Control the flow of a document;
6. Simplify and manage long documents; and
7. Use mail merge to create letters, envelopes, and labels.

## Related Study Material

Beskeen, David W. 2016. *Microsoft Office 2016: Illustrated Introductory, First Course* .

# MICROSOFT WORD – ADVANCED

128 Hours | 4-Weeks

## Program Description

Proficiency in Microsoft Word is one of the most in-demand software skills today. This learning path helps you become a power user in Word.

This course has been developed for people who want to use the complex features of Word to work with long documents, create forms and use automation to limit repetitive tasks. Discover how to format documents, use built-in templates, create forms, and more.

## Course prerequisites

Participants will need to have attended the Intermediate Microsoft Word course or have a working knowledge of the topics covered.

## Student Learning Outcomes

In this course, you will learn to create and modify complex documents and use tools that allow you to customize those documents. You will:

1. Use techniques to lay out longer documents, including cross referencing;
2. Create, modify and use templates;
3. Use sections to format complex documents and apply complex headers and footers;
4. Use Mail Merge to create form letter mailouts;
5. Create electronic forms; and
6. Automate documents and templates using macros.

## Related Study Material

Beskeen, David W. 2016. *Microsoft Office 2016: Illustrated Introductory, Frist Course* .

# MICROSOFT EXCEL – INTRODUCTORY

128 Hours | 4-Weeks

## Program Description

New to Excel or need a refresher? This course is designed to give you a solid foundation in the basics of Excel. This basic Microsoft Excel 2016 course is ideal for beginners who want to learn how to produce spreadsheets, work with data and perform basic calculations.

This course aims to provide students with a foundation for Excel knowledge and skills, which they can build upon to eventually become an expert in data manipulation.

## Student Learning Outcomes

Upon successful completion of this course, you will be able to create and develop Excel worksheets.

1. Get started with Microsoft Office Excel 2016;
2. Perform calculations;
3. Modify a worksheet;
4. Format a worksheet;
5. Print workbooks; and
6. Manage workbooks.

## Related Study Material

Beskeen, David W. 2016. *Mircosoft Office 2016: Illustrated Introductory, Frist Course* .

# MICROSOFT EXCEL – INTERMEDIATE

128 Hours | 4-Weeks

## Program Description

Have some experience with Excel and want to improve your skills? This course will help you learn intermediate Excel techniques.

This course has been developed for people wanting to utilize Excel to perform calculations using a variety of common worksheet functions, templates, filter, sort and summarize database lists, format and modify charts, and conditionally format cells.

## Course prerequisites

Participants will need to have attended the Beginner Microsoft Excel course or have a working knowledge of the topics covered.

## Student Learning Outcomes

In this course, you will learn to create and modify complex spreadsheets and use tools that allow you to customize worksheets. You will:

1. Understand and use a range of common worksheet functions;
2. Understand and utilize Absolute Referencing;
3. Organize a database list by advanced filtering and subtotaling;
4. Utilize Conditional Formatting to change cell appearance; and
5. Create, modify and format a range of charts.

## Related Study Material

Beskeen, David W. 2016. *Mircosoft Office 2016: Illustrated Introductory, Frist Course* .

# MICROSOFT EXCEL – ADVANCED

128 Hours | 4-Weeks

## Program Description

This course exposes several advanced features of Excel for What-if analysis, database analysis and how to build calculations using advanced functions as well as how to automate processes.

This course is intended for students who are experienced Excel 2016 users and have a desire or need to advance their skills in working with some of the more advanced Excel features.

Students will likely need to troubleshoot large, complex workbooks, automate repetitive tasks, engage in collaborative partnerships involving workbook data, construct complex Excel functions, and use those functions to perform rigorous analysis of extensive, complex datasets.

## Course prerequisites

Participants will need to have attended the Intermediate Microsoft Excel course or have a working knowledge of the topics covered.

## Student Learning Outcomes

Upon successful completion of this course, you will be able to perform advanced data analysis, collaborate on workbooks with other users, and automate workbook functionality. You will:

1. Work with multiple worksheets and workbooks;
2. Use Lookup functions and formula auditing;
3. Share and protect workbooks;
4. Automate workbook functionality;
5. Create sparklines and map data; and
6. Forecast data.

## Related Study Material

Beskeen, David W. 2016. *Microsoft Office 2016: Illustrated Introductory, First Course* .

# INTRODUCTION TO COMPUTERS: COMPUTER CONCEPTS

128 Hours | 4-Weeks

## Program Description

Whether you're getting started with your first computer or are just looking to learn more about how they work, you'll find all the information you need in this course. When you're done, you'll have a fundamental understanding of how to use a computer.

Technology is advancing at a rapid pace, and we rely more and more on computers for everything from applying for employment to cooking or doing our taxes. An understanding of computer basics is invaluable, and this course will help you get started.

## Course prerequisites

No prior knowledge computer knowledge is necessary.

## Student Learning Outcomes

Depending upon selected concentration, upon completion of this program, the successful student will have learned:

1. Computer Terminology;
2. Keyboard and Mouse Usage;
3. Learn what a computer is and how it functions;
4. Hardware Basics;
5. Distinguish types of storage media;
6. Software Basics;
7. Using the Internet; and
8. Safety and Maintenance.

## Completion Requirements

Successful completion of the topics covered in the training course.

# RETAIL CUSTOMER SERVICE

128 Hours | 4-Weeks

## Program Description

Discover what it means to provide truly outstanding customer service, along with the value of customer excellence to the modern business. Improving the quality of your customer experiences can give you a loyal customer base, spread the word about your stellar reputation, and ultimately increase your business revenue. Our introductory customer services course is ideally suited to those already working in a customer service capacity or considering exploring a new career area.

In this course, you will discover the 6 essentials to excellent customer service to maintain happy customers and clients who will never leave you for the competition.

## Student Learning Outcomes

In this course, you will learn:

1. Importance of Superior Customer Service;
2. Customer Needs and Wants;
3. Interact with Customers;
4. Support Customer Service;
5. Handle Difficult Situations; and
6. Build Permanent Customer Relationships.

## Completion Requirements

Successful completion of the topics covered in the training course.