School Catalog

January 1, 2024 – December 31, 2024

Career Development Institute

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 toll-free telephone number (888) 370-7589 or by 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

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.

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.

Table of Contents

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 an incredibly positive choice to continue your education with us, and all 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, but our administrative and instructional staff will also 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 challenging work 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. **<u>Chief Executive Officer</u>**
Mr. Hector Cartagena

B. **<u>* Chief Operation Officer</u>**
Mr. Hector Cartagena

C. **<u>*Chief Academic Officer</u>**
Mrs. Desirae Sanchez

D. **<u>*Office Manager</u>**
Mrs. Luz Cartagena

E. **<u>*Instructors</u>**
Mr. Angel Leon – Building Maintenance and Forklift Training and Certification
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. **<u>*Support Staff</u>**
Mr. Carlos Hernandez – Office Automation/Computer Repair

*Under the supervision of the Chief Executive Officer

DESCRIPTION OF THE FACULTY AND
THEIR QUALIFICATIONS

STAFF	PROGRAM
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

Office Automation and Customer Service Technician Instructor

Mrs. Maria Hernandez has over 8 years of 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 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 had his landscaping and home remodeling business before he became our instructor five years ago. Mr. Leon is a great asset to this institute and is deeply 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.

Forklift Instructor

Our Forklift Instructor, Mr. Angel Leon has over 20 years of experience driving sit-down and reach forklifts. Providing instructional training in policy, procedures, and all regulatory compliance related to forklifts and operators, including compliance with local, state and federal rules, regulations and laws.

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.
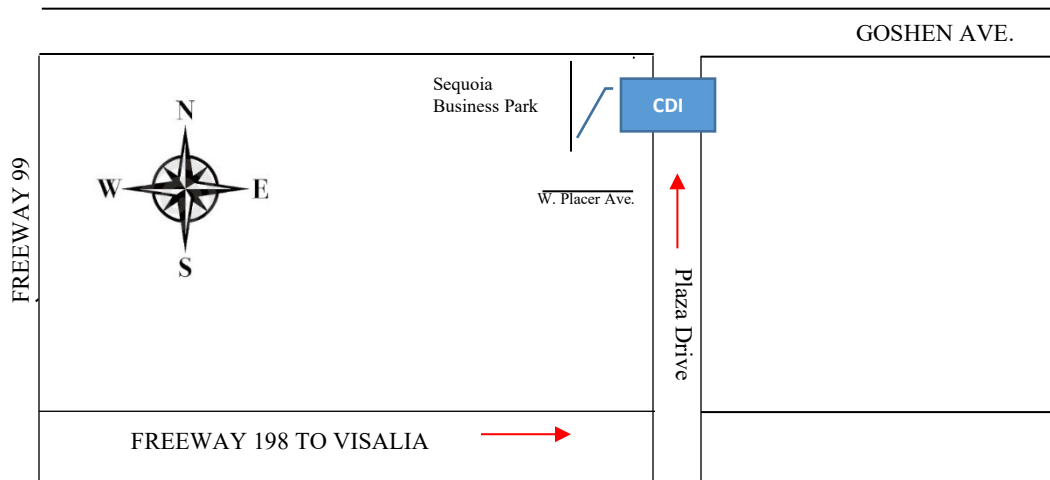
INSTRUCTIONAL FACILITY

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 email info@cdivisalia.com.

CAREER AND TECHNICAL EDUCATION TRAINING

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
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 and Certification	8.00 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 11
- Flash Drive (Thumb Drive)
- Headphone
- Multi-use Copy Machines (e.g., fax, scanner)
- Projector/Television/DVD Player
- Electronic 10- Key Calculator
- Multi-line Telephone
- QuickBooks
- Microsoft Office 2016
- Electronic 10-Key Calculator

In Addition to the above, other equipment include:

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, screwdrivers/pliers, tape measure, utility knife, reciprocating saw, jig saw, circular saw, hack saw, coping saw, circuit finder, voltage detector, digital multitester airless sprayer, power nail gun, floor buffer, vacuum, mop bucket, and carpet shampooer.

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 RESOURCES

Career Development Institute provides additional resources such as books, instructional DVDs, Computer Workstations, and printers to ensure students' success in the course. Students may obtain instructional DVDs/CDs by requesting them from the instructor. Computers are used for 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. To best accomplish this, we provide them with opportunities to develop the thought processes, knowledge, self-confidence, professionalism, skills, and abilities to gain and maintain employment in their chosen industry.

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

Career Development Institute is a private coeducational post-secondary institution. CDI and its entire staff must commit themselves to help students overcome problems and reach their specific goals. Said goal is to continually enhance and upgrade the curriculum, materials, systems, and facilities to provide the best methods and environment for learning and employ 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 students the best opportunity to retain the information they are learning. Our focus is to emphasize the necessary skills to 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.

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 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 is 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 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 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)

STUDENT LOANS AND FINANCIAL AID

For student tuition assistance, 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.

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, 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 and Certification (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.

**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 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.

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 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.

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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
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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 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.

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.

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

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 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 and 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
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 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

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.

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.

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 satisfactorily 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.

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 $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 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

The resources CDI utilizes to place students on jobs include:
1. Using the want ads.
2. Sending students to possible job openings 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 yet to be advertised.
4. Through the scheduled and structured portion of our job placement services, assist students in completing job applications, resumes, mock interviews, and overall "advise" on how to dress and seek employment with the internet.
5. Through the scheduled portion of the lab exercises of our job placement services, accompany students to continually call on employers to find 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

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

The 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 (888) 370-7589 or by visiting www.bppe.ca.gov

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 and Certification

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 studying 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

Employment 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.

Occupations and Standard Occupational Classification 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. 2016. *Mircosoft 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 with professional competencies and equip them with 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 and hours.
- 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 will 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

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. 2016. *Mircosoft Office 2016: Illustrated Introductory, First Course.* Cengage Learning
Judith, Read, and Ginn Mary L. *Records Management Simulation* . 9 th . South- Western Publishing Co.
Pasewark, William R. *Ten-Key Skill Builder for Calculators.* 2 nd. Cengage Learning.

COMPUTER REPAIR TECHNICIAN
512 Clock Hours | 16-Weeks

Program Description

This course prepares students for any work environment where computers are used. By the completion of the course, graduates will have the ability to build their personal computers, 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 the 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 modern 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.

• Field Computer Tech	• PC Technician
• Help Desk/Technical Support	• Entry Level Computer Technician

Occupations and Standard Occupational Classification Codes

Computer and Office Machine Repairers (SOC Code: 49-2011), Computer User Support Specialists (SOC Code: 15-1151).

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 the skills required to become multi-skilled custodians and maintenance technicians. It provides a solid understanding of the safety and operation of several 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 different cleaning solvents.

Student Learning Outcomes

Depending upon the selected concentration, upon completion of this program, the successful student will have learned the following:
1. OSHA Regulations
2. Tools, Materials 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

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

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.

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 and hours.
- Minimum keyboarding speed of 35 net words per minute.

Employment Opportunities

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

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 Servies.* Second. Career Solutions Publishing.

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

OFFICE AUTOMATION ONLINE
512 Clock Hours | 16 Weeks

Program Description

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

This course is designed to provide students with professional competencies and equip them with 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 will 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

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. 2016. *Mircosoft 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 studying 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

Employment 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.

Occupations and Standard Occupational Classification 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. 2016. *Mircosoft 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. 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.

Employment Opportunities

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

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 Servies.* Second. Career Solutions Publishing.

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

MICROSOFT WORD – INTRODUCTORY
128 Hours | 4-Weeks

Program Description

New to Word or need a refresher? This course will give you 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 2013), this course will give you the confidence you need to take on many word-processing tasks. No prior Microsoft Word knowledge is required.

Student Learning Outcomes

Upon completing this course, you will have grasped the most popular and sought-after Microsoft Word tools and come away with the 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.

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. 2016. *Mircosoft Office 2016: Illustrated Introductory, First Course.*

MICROSOFT WORD – INTERMEDIATE
128 Hours | 4-Weeks

Program Description

Have some experiences 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 will 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 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.

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. 2016. *Mircosoft 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.

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. 2016. *Mircosoft Office 2016: Illustrated Introductory, First 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 completing this course, you can 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.

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. 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 and templates, filter, sort, and summarize database lists, format and modify charts, and conditionally format cells.

Course prerequisites

Participants must 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.

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. 2016. *Mircosoft Office 2016: Illustrated Introductory, First 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 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 completing this course, you can 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.

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. 2016. *Mircosoft Office 2016: Illustrated Introductory, Firstt Course.*

INTRODUCTION TO COMPUTERS: COMPUTER CONCEPTS

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 are done, you'll have a fundamental understanding of how to use a computer.

Technology is advancing rapidly, and we rely more on computers for everything from applying for employment to cooking or doing our taxes. Understanding 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 the 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.

Occupations and Standard Occupational Classification Codes

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

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 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.

In this course, you will discover the 6 essentials of 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.

Occupations and Standard Occupational Classification Codes

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

Completion Requirements

Successful completion of the topics covered in the training course.

FORKLIFT
8 Hours | 1 Day

Course Description

Our training program consists of a classroom setting and behind-the-wheel training. In short, if you don't have experience operating a forklift, we will teach you to operate the equipment and issue the respective forklift license 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 license is valid for 3 years.

Student Learning Outcomes

After completing the program, forklift operators will be able to:

- Identify the various kinds and their basic controls
- Discuss the center of gravity and stability triangle concepts
- Explain what to look for when performing a pre-use inspection
- Discuss how to park, charge, refuel and perform maintenance or modifications

Occupations and Standard Occupational Classification Codes

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

Completion Requirements

Successful completion of the topics covered in the training course and hours.

Textbooks and Related Study Material

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