



New Reflections Technical Institute

"Saving Lives through Education"

Kansas City Location

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C a t a l o g

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The History of New Reflections Technical Institute

New Reflections began as an entrepreneurship, business, and socialization program. In 1996, our initial focus was on the youth in the Greater Kansas City, Missouri area. We pride ourselves on being a diverse and innovative organization dedicated to providing education and training, cultural enrichment and life skills support to our students.

It is our mission to achieve positive change in our community, and instill in our youth and students, bigger dreams and a greater reality. We utilize experienced well-educated adults, facilitators, community role models, mentors and accomplished instructors.

We are dedicated to the prosperity and growth of the American family. Our vision is to establish artistic, economic, cultural, educational housing and youth programs that help promote positive and innovative changes within families and communities, especially those who are indigent, unemployed and skill deficient.

Our approach to training is fun, informative and effective. Our instructional methods and materials are designed to help students achieve the levels of competency necessary to meet their personal, academic, or vocational goals. We combine customized course work, Instructor-led and Technology-based training with post-instruction support. Our training environment is hands-on, so you'll learn what you need to know and then try it yourself before you leave the classroom.

Mission Statement

Our mission is to create a culture of educational excellence through educated, productive, and progressive groups of leaders to train and educate, improve economic development, and build an environment of shared community responsibility.

Facilities

The main campus of New Reflections Technical Institute is located at 7546 Troost Avenue, Kansas City, MO 64131. The school classrooms and administrative offices are located on the 1st floor. IBM compatibles and Pentiums with internet connections are used for training and administrative operations. The total sq. ft. of the facility is 16,000 sq. foot, and consists of 2 computer labs, 30 computers, 10 classrooms, and 2 break rooms.

Ownership

New Reflections Technical Institute, LLC. Partnership

Administrative Office Hours

NRTI offices are open from 8:00A.M. To 5:00 P.M., Monday through Friday except on office holidays. After office hours, call (816) 361-5239 to leave a message. A representative will return calls upon receipt.

Class Calendar

School Holidays

NRTI will be closed on the following holidays:

| | |
|------------------------|------------------------------------|
| Martin Luther King Day | Veterans Day |
| Good Friday | Thanksgiving Day and the day after |
| Memorial Day | Christmas Eve and Christmas Day |
| Independence Day | New Year's Eve and New Year's Day |
| President's Day | |
| Labor Day | |

Admission Requirements

To be considered for regular admission for all programs, you must:

1. Be interviewed by an Admissions Representative at the school to determine your needs and abilities.
2. Meet with a Financial Advisor
3. Complete an application.
4. Complete an enrollment agreement and necessary disclosures and acknowledgements and submit it with the administration fee. If your application is not accepted, your full deposit will be returned.
5. Request official transcripts from schools you have attended on a form to be supplied by the NRTI Administration.

To be considered for regular admission into NRTI Vocational Training programs you must provide proof of graduation from a accredited high school (diploma), or a recognized high school equivalency credential (HISSET/AEL) and be at least 18 years of age. If you do not have a high school diploma or HISSET/AEL, you may still be admitted by meeting the following requirements:

1. Be beyond the age of compulsory school attendance; and
2. Demonstrate your ability to benefit from the program by successfully completing an entrance exam*.

**There is no cost or obligation for testing. The admission test is the Wonderlic Basic Skills Test. Unless otherwise noted, the minimum score to qualify is 200 verbal and 210 math.*

At the time of enrollment, the student shall certify that he or she has graduated from high school or successfully completed the requirements for a HISSET/AEL. This certification form becomes a part of the admissions process. In addition, the student shall sign a form authorizing NRTI to secure the official transcript from the High School or HISSET/AEL Center.

Failure to receive an official transcript for high school graduation or HISSET/AEL certification will result in the denial of student applications.

Transcript Request Form

The request form shall be transferred to the Admissions Representative who shall verify that the information is complete and correct and send the request to the appropriate school with any required fee (estimate of \$6.00). The student name, date, and destination shall be entered on a control spreadsheet for subsequent monitoring.

Each two-week period of time, the control spreadsheet shall be examined to determine receipt of transcript and if still outstanding, a second or third request will be sent. The Records Administrator shall follow-up by telephone to the school/state to ascertain status should questions arise.

If after the second request or if the high school/HISET/AEL center is indicating a negative response, the student must be contacted to verify information and to assist in obtaining the necessary transcript.

Upon receipt of an official transcript, the Records Administrator shall examine the document and ascertain a date of graduation, the appropriate school official's signature and the school's seal. Only an original transcript received direct from the school shall be considered official. Upon verification, the transcript shall be placed in the student's academic file. (See Transcript Policy for information regarding fees.)

Foreign Transcripts

Three good-faith attempts shall be made to secure foreign transcripts following the procedures described above. Should a positive response not be forthcoming, the student shall be contacted and shall certify that he/she is a high school graduate and that the information provided is correct and complete to the student's knowledge. This certification shall be notarized and placed in the student's academic file.

Transfer of Credit

Due to the uniqueness of the New Reflections program, NRTI will not consider transfer credit or hour equivalency; however, for those students who are enrolled in the CDL program, the school will accept a Class B license or Class A permit as the equivalent of 26.66 hours.

Financial Assistance

NRTI provides financial assistance through its' partners and partner agencies.

Scholarships

Periodically, NRTI posts notices announcing corporate and/or community-based scholarship programs. Additional information may be obtained from the school administrative assistant.

Placement Assistance

NRTI builds relationships with local companies that hire industry-specific students upon graduation. Although NRTI will assist students in resume preparation and interview skills, the school cannot guarantee job placement upon graduation.

Graduation Requirements

To be awarded a Certificate of Completion, you must meet the following requirements:

1. Complete all required contact hours for the program.
2. Complete each of the required classes in the program with a grade of D or better.
3. Have a cumulative grade point average of 2.0 or better.
4. Settle all financial obligations with the school or make suitable arrangement for payment on any outstanding balance.

In order to graduate, a student must pass each course with a 60% or above and maintain a 70% or above cumulative grade for all courses.

Grades shall be finalized within 48 hours of the close of each course. The grades shall be standard for each course and determined numerically with a base of 100%. The instructor shall convert the numeric grade to the scale of A, B, C, D, and F for the purposes of determining GPA. You may appeal a final grade within the first week of the following class start.

Grades may be change HISET only by the instructor with the approval of the School Director. Incomplete work can only be made up with the approval of the School Director with appropriate documentation for the reason allowed placed in the student's academic file.

| Grading Scale | | GPA |
|---------------|------------|------|
| A = | 100% - 90% | =4.0 |
| B = | 89% - 80% | =3.0 |
| C = | 79% - 70% | =2.0 |
| D = | 69% - 60% | =1.0 |
| F = | 59% - 0% | =0 |

Determination of Satisfactory Progress

The Records Administrator shall identify all students every four weeks who have less than a 1.0 GPA in their current course or less than a 2.0 cumulative GPA at the mid-point of each program. Students shall be counseled with the following actions:

1. Students earning less than a "D" (60%) in any course at a progress checkpoint will be placed on Academic Probation for four weeks or until the end of the current course. Students who fail to bring their course grade to at least 60% by the end of the probation period will be given a failing grade and must repeat the course at the next available term or be dismissed from the program. Students earning a grade of "D" at the end of a course will receive a written warning that they are in danger of failing to meet satisfactory academic progress for the program.
2. Students earning less than a 2.0 cumulative GPA at the mid-point of a program will be placed on Academic Probation for four weeks or until the end of the current course. Students who fail to bring their cumulative grade to at least 70% by the next progress checkpoint may be dismissed from the program.

Note: Students who receive an academic warning or who are placed on academic probation may receive extra assistance in an effort to reach the expected level of performance. The outcome of the procedure of measuring the progress of students every four weeks is the determining factor in offering support. At the approval of the School Director, the student will be apprised by the Instructor that additional assistance is available at no extra cost.

Measurement of Progress

Progress is measured every four weeks and/or at the mid-point of the program. Student progress is measured through attendance, graded homework, quizzes, and exams (written and practical).

Attendance

Students must make every effort to be in class as scheduled and on time. Attendance will be taken at the beginning of each class. Students who are more than 15 minutes tardy will be listed as absent for the day and will need to arrange a makeup class with the instructor.

Students with excused absences who miss more than 20% of the scheduled clock hours during any six week period will be dismissed from the program. Unexcused absences will result in dismissal from the course. (See Leave of Absence Policy.)

Maximum Time Allowed for Completion

Students are expected to complete their program of instruction during the timeframe indicated in the catalog and on the enrollment agreement. In all cases, the maximum time allowed in which to earn a Certificate of Completion is 1.5 times the program's normal length. Nonattendance while on official leave of absence does not count as time enrolled.

Academic Probation

Student progress will be evaluated every week and final grades will be given at the end of each course. A student who is not making satisfactory progress as defined above will be placed on academic probation. NRTI shall counsel the student prior to the student returning to class. The date, actions taken, and terms of probation shall be indicated in the student's permanent file.

During the probation period, students must attend all classes as scheduled and complete all graded assignments, quizzes, and exams as required by the instructor.

If a student does not achieve satisfactory progress by the end of the probationary period, the student's enrollment may be terminated. Students who are dismissed for unsatisfactory progress cannot be readmitted until a minimum of one progress checkpoint has passed.

Incomplete Grades

All class requirements, including final exams, must be completed by the last day of class. If an instructor is aware of extenuating circumstances, he/she may record a temporary grade of I (incomplete). Students will have two weeks after the final day of class to clear the incomplete. If the student does not finish in the allocated time, the final grade will be changed to an F.

Repeating a Class

You must repeat any required class in which a grade of F was received. A failed class will be repeated at the earliest possible term at the option of the School Director. The fee for repeating a class is prorated according to the required make up time and tuition.

Both original and repeated grades are recorded on your academic record. Both are counted in cumulative grade point average and maximum time allowed for completion.

Student Conduct Policy

As a student at NRTI, appropriate conduct and integrity are expected. In some instances of student misconduct, NRTI will issue a warning or will place the student on disciplinary probation, suspension, or will dismiss the student from the school. A written policy on student conduct is available from the office of the School Director. Respect and tolerance are key words in the institutional expectations of students in their interaction with each other and with other members of the school. Legal violations will be turned over to police authorities. The following rules of conduct are to be adhered to at all times students are on facility/premises:

1. No obscene or abusive language.
2. No smoking is allowed in the facility. All no smoking ordinances by the local and/or state health department are to be followed.
3. Appropriate dress is required at all time, i.e., no miniskirt or low-cut blouse or low cut slacks or jeans, no shorts. No clogs, crocs, sandals, or high top gym shoes.
4. Professional clinic attire is required when working in a clinical setting; white lab jackets with identification, closed toe shoes, scrubs, uniforms, trousers, shirts, slacks, skirts and dresses (avoid excessive jewelry, no fragrances).

A verbal warning will be given on the first offense. A written warning will be given on the second offense. The student will be dismissed on the third offense. To be considered for re-admission, the student must submit an application along with a written pledge to make every effort possible not to violate the conduct policy again. The decision to reinstate the student is at the discretion of the School Director in consultation with the student's previous instructor(s).

Cancellation/Withdrawal Procedure

Students may cancel the enrollment agreement without penalty or obligation, within 3 business days (excluded are Saturday, Sundays, and legal holidays) after the contract is signed; and are entitled to a full refund. To cancel, mail or deliver a signed and dated copy of the notice or send a telegram to NRTI, 7546 Troost Ave., KCMO 64131, Attn: School Director, to be received not later than midnight.

Re-Entrance

Students who withdraw or are dismissed from the school for reasons other than academic progress may, at the discretion of NRTI, apply to re-enter to complete a program by making application for re-enrollment using the same procedures as required for initial enrollment. The record of previous education and training shall designate any accumulated credit for the previous courses successfully completed that are part of the student's official program.

A student may re-enter only at the beginning of a new course. However, in the circumstance of termination for unsatisfactory academic progress, the re-entry must be after the lapse of at least one grading period. Change of status form must be completed indicating the course credits accepted from the previous enrollment.

Refund Policy

1. Refund computations will be based on scheduled clock hours of class attendance through the last date of attendance. Leaves of absence, suspensions, and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of the withdrawal for refund purposes will be the earliest of the following:
 - (a) The last day of attendance, if the student is terminated by the school;
 - (b) The date of receipt of written notice from the student; or
 - (c) Ten school days following the last date of attendance.
3. If tuition and fees are collected in advance, withdrawal is made after expiration of the cancellation period, and the student does not enter school, not more than \$100 shall be retained by the school.
4. If the student withdraws or is dismissed after the expiration of the cancellation period, the school will provide a refund of tuition only as follows:
 - (a) During the first week, 90% of tuition;
 - (b) After the first week up to 25% of the contact hours, 75% percent of tuition;
 - (c) Between 25% and 50% of the contact hours, 50% of tuition;
 - (d) Between 50% and 75% of the contact hours, 25% of tuition; and
 - (e) After completion of 75% of the contact hours, there will be no refund.
5. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made.
6. A full refund of all tuition and fees is due and refundable in each of the following cases:
 - (a) an applicant is not accepted by the school;
 - (b) if the course of instruction is discontinued by the school and this prevents the student from completing the course; or
 - (c) If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.
7. Refunds will be totally consummated within 60 days after the effective date of termination or withdrawal.

Leave of Absence Policy

A leave of absence may be granted to any student for a period not to exceed thirty class days or sixty consecutive calendar days. Only one leave shall be granted per twelve-month period.

A leave may be granted for illness of the student or a family member, death in the family, military service or other extenuating circumstance or emergency. A leave of absence may not be granted for a student relocating away from the school or as an avoidance of termination for attendance or academic progress standards.

A student on leave shall be considered an active student; however, the absence is not counted against attendance standards or in the calculation of one and one-half times the program length.

Student Leave of absence Application:

A student who may qualify for a leave of absence shall present in writing a request for the leave. The request shall include the reason for which the leave is being requested and signed by the student. A request received by fax or delivered by a family member is considered acceptable as long as the student's signature appears on the request.

The Records Administrator shall prepare the necessary student status change documentation and determine the official date of return within the guidelines above. The request must be signed by the student and approved by the School Director prior to the student taking the leave.

The student must be advised as to the expected date of return and informed that failure to return on the designated date will result in termination of enrollment.

Extended Leave of Absence:

A student who is on Leave of Absence and has not exceeded the maximum consecutive day limit may request an extension by following the same written procedures as designated above. However, the cumulative Leave of Absence days must be consecutive and may not exceed thirty class days or sixty calendar days.

Return from Leave:

The student on LDA must report back to class on the designated day or his/her enrollment terminated. The Records Administrator shall prepare the appropriate student status change documentation and the instructor notified as to the student's return and placement on the daily class roll.

Documentation:

The signed student request for the Leave of Absence, plus the Student Status Change form (each for the original Leave of absence, Extension and/or Return) shall be placed in the student's academic file.

Request for Transcript

Students or graduates may request an official copy of their transcript by submitting a written request to the School Director at the address on the catalog. Students receive up to 10 free transcripts. Once 10 transcripts have been issued per person, the following fees will be charged: For each transcript printed and picked up (\$1), for each transcript mailed, requested in sealed envelope, or sent electronically (\$2).

Non-Discrimination Policy

Diversity is one of the strengths of our society. NRTI supports diversity and is committed to an educational environment that is multicultural, multiracial, multiethnic, and all-inclusive. NRTI does not discriminate or permit discrimination by any member of its staff against any individual based on race, color, religion, political beliefs, national origin, age, sexual orientation, disability, or veteran status in matters of admissions, services in educational programs and activities, or employment.

Student Grievance Procedure

Any student who has a grievance with the school or an instructor should first discuss the problem with the instructor or school director. If a resolution is not reached, the student should make a written complaint and submit it to the School Director asking for a written response. The School Director will provide a written response to the student within ten days of receipt of the written complaint.

If the student is dissatisfied with the resolution of the issue, the student may contact the Missouri Department of Higher Education for information on filing a formal grievance.

Mo. Dept of Higher Education
PO Box 1469
Jefferson City, Mo. 65102-1469
(573) 751-2361

Course Schedule

6-Week Schedule

| SESSION | START DATE | END DATE | HOLIDAY |
|---------|------------|------------|---|
| 1 | 1/9/2017 | 2/21/2017 | Martin Luther King 1/16/2017 President's Day 2/20/2017 |
| 2 | 2/27/2017 | 4/7/2017 | |
| 3 | 4/10/2017 | 5/19/2017 | |
| 4 | 5/22/2017 | 7/3/2017 | Memorial Day 5/29/2017 Independence Day 7/4/2017 |
| 5 | 7/10/2017 | 8/18/2017 | Labor Day 9/4/2017 |
| 6 | 8/21/2017 | 9/2/2017 | |
| 7 | 9/3/2017 | 11/13/2017 | Veterans Day 11/11/2017 Thanksgiving 11/23/2017-11/24/2017 |
| 8 | 11/14/2017 | 12/29/2017 | Christmas 12/25/2016-12/26/2016 |

12- Week Schedule

| SESSION | START DATE | END DATE | HOLIDAY |
|---------|------------|------------|--|
| 1 | 1/9/2017 | 4/11/2017 | Martin Luther King 1/16/2017 2/20/2017 |
| 2 | 4/17/2017 | 7/5/2017 | |
| 3 | 7/10/2017 | 10/2/2017 | Memorial Day 5/29/2017 Independence Day 7/4/2017 Labor Day 9/4/2017 |
| 4 | 10/3/2017 | 12/28/2017 | Veterans Day 11/11/2017 Thanksgiving 11/23/2017-11/24/2017 Christmas 12/25/2016-12/26/2016 |

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Programs

Note: All programs are taught by licensed and/or certified instructors. The instructional methods are the utilization of computer software, required textbooks, and lecture, and overhead transparencies, audio and visual presentations. Some programs will require clinical hours and/or externships. All internship/externship locations are selected by NRTI.

Commercial Driver's License

6 weeks 160 hours

Available Monday through Friday, 8am until 5pm

CDL Course Description

The Commercial Driver's License program fulfills the requirements of the Federal Motor Carrier Safety Administration, a division of the United States Department of Transportation, which governs all transportation-related industries. Classes are held Monday through Friday, 8am until 5:00pm. This program provides the education and training dealing with the special knowledge requirements and handling characteristics of such large vehicles. It prepares the student to obtain a commercial driver's license. Equipment utilized for training are: two (2) 2007 Peterbuilt Cab Trucks (18 wheelers) and two (2) 54 foot Trailers, Driver Handbooks and DVD programs.

The CDL Class A driver training program will consist of two modules (note: *the first day instruction will include orientation, DOT physicals, and administrative paperwork*):

Completion Requirements

In order to earn a certificate of completion, a trainee must:

1. Have attended at least 85% of the program length
2. Have maintained at least 65% grade point average
3. Have satisfied all monetary obligations

Commercial Driver's License Tuition and Fees

| | |
|--------------------|----------------|
| Administration Fee | \$150 |
| Lab Fee | \$224 |
| Tuition | \$5,500 |
| Books and Supplies | \$60 |
| Total | \$5,934 |

Commercial Driver's License Class Descriptions

Outline Module I

Class and Lab: Two-weeks of class instruction (7.5 hours per day x 10 days) = 75 hours which include lab instruction including pre-trip; post-trip; mock-up, simulators, etc.

CDL instruction permit testing will be conducted during this module. Trainees will be scheduled by the CDL Instructor during the lunch hour to test for their CDL instruction permits. Trainees must have or obtain a CDL permit from DMV before advancing to the second module. CDL instruction permits are valid for six months.

The first two weeks of classroom instruction is divided into five sections: Basic Operation, Safe Operating, Advanced Operating, Vehicle Systems and Reporting Malfunctions, and Non-Vehicle Activities.

Basic Operation will incorporate both classroom and range/ street/highway behind the wheel (BTW) training. This section will introduce trainees to the vehicle and provide an opportunity to understand how to control the vehicle when in motion. Among the many practical skills learned in this section are backing skills and shifting.

- Orientation
- Control Systems
- Vehicle Inspections
- Basic Control
- Shifting
- Backing and Docking
- Coupling and Uncoupling

Safe Operating practices include units on visual search, communication on the road, and speed management. It includes classroom instruction and BTW training.

- Visual Search
- Vehicle Communication
- Speed Management
- Space Management

Advanced Operating practices include hazard perception, night and extreme driving conditions, emergency maneuvers and passive crossing. This section focuses on helping trainees to identify and react in dealing with hazards.

- Extreme Driving Conditions
- Hazard Perception
Emergency Maneuvers/Skid Avoidance
- Skid Control and Recovery
- Passive (Unmarked or Uncontrolled) Railroad Crossings

Vehicle Systems and Reporting Malfunctions enables the trainee to understand the basic workings of the vehicle and how to cope with difficult situations that may occur on the road.

- Identification and Maintenance
- Diagnosing and Reporting Malfunctions

Non-Vehicle Activities is a particularly important section contained within classroom instruction. Topics include managing life on the road, dealing with environmental hazards and regulations, and documenting a drivers' hours of service.

- Handling and Documenting Cargo
- Environmental Issues
- Hours of Service Requirements
- Accident Procedures
- Managing Life on the Road/Personal Resources
- Trip Planning
- Communications Skills

Outline Module II

Classroom, Lab, and Driving Application: The third week of training (7.5 hours per day) will consist of range maneuvers, and a minimum of 16 hrs of street BTW instructions. Field driving may include pre-trip inspection and vehicle familiarization, basic driving and control, coupling and uncoupling, visual search, vehicle communication, speed and space management, skid control and recovery, parking and backing of the tractor-trailer, etc.

Classroom, Lab and BTW: The last week of training (7.5 hours per day) which includes a minimum of 28 hours of range and street BTW instruction.

Of the last two weeks of training, 44 hours of individual behind-the-wheel instructional time, at least 12 hours must be spent on the range and at least 12 hours must be spent on the street/road. Logbooks will be maintained to show both range and road time. On the 31st day of training, six hours are assigned for trainee testing. Following the testing a graduation ceremony will be held.

HISET/AEL

12 weeks/144 hours
Monday-Thursday 10am-1pm

HISET Course Description

Students at New Reflections demonstrate their commitment to learning by attending class daily and participating in class activities. Students who do not come to class each day do not make the progress they envision because they lack the necessary skills for them to succeed. Students are expected to arrive on time and stay for the entire class period. Failure to attend class on a regular basis may result in the student's withdrawal from this program.

Conventional study is based on the course outlines. Students learn material through a supervised and structured study process, know what is expected through the experience, and are well informed of how the school evaluates their learning to ensure the objectives of the overall program is accomplished.

Completion Requirements

AEL classes prepare students to take the HSE Exam. NRTI classes combine group work with individualized instruction in the areas of language arts/writing, language arts/reading, math, science, and social studies. *Practice tests are used to determine readiness to pass the HSE Exam.*

The following must be completed before being referred to HSE Examination:

| | |
|--------------------------------------|-------------|
| Complete AEL Orientation and Locator | (1.5 hours) |
| Complete TABE Pre-Assessment | (3.5 hours) |
| Complete AEL Intake | (1.0 hours) |
| Complete TABE Post-Assessment | (1.0 hours) |
| Complete Official HSE Practice Test | (4.0 hours) |
| Pre-registration paperwork completed | (1.0 hours) |

HISET/AEL Tuition and Fees

| | |
|------------------|---------|
| Books & Supplies | \$0 |
| Registration Fee | \$70 |
| Tuition | \$1,397 |
| Total | \$1,467 |

AEL - ADULT EDUCATION AND LITERACY

A full range of textbook material, fiction and nonfiction reading materials, computers, and software are located at New Reflections. Materials covering skill levels from grades 3-8 in subject areas including English, Math, Social Studies, Science and Reading are available for classroom use.

HSE - HIGH SCHOOL EQUIVALENCY

A full range of textbook material, fiction and nonfiction reading materials, computers, and software are located at New Reflections. Materials covering skill levels from grades 8-12 in subject areas including English, Math, Social Studies, Science and Reading are available for classroom use.

BEI - BASIC EDUCATION INITIATIVE

Computers and software are located at New Reflections Software covers a full range of skill levels and subjects including English, Math Social Studies, Science and Reading, as well as materials for Job Search Assistance and Job Survival Skills.

Computer User Support

6 weeks/120 hours
Monday-Friday 8am-1:30pm

Computer User Support Course Description

The Computer User Support course provides training for technical assistance to computer system users, answers questions or resolves computer problems for clients in person, via telephone or from a remote location. This course also provides training for assistance in the use of hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

This course provides the students the opportunity to obtain careers in Information Technology, Computer Support, Computer Technician, Help Desk, Technical Support, Network support, Electronic Data Processing, and Internet application.

Learning Metrics

1. Oversee the daily performance of computer systems
2. Answer user inquiries regarding computer software or hardware operation to resolve problems.
3. Enter commands and observe system functioning to verify correct operations and detect errors.
4. Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
5. Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
6. Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.
7. Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve installation activities.
8. Refer major hardware or software problems or defective products to vendors or technicians for service.
9. Develop training materials and procedures, or train users in the proper use of hardware or software.
10. Confer with staff, users, and management to establish requirements for new systems or modifications.

Computer User Support Completion Requirements

In order to earn a certificate of completion, a trainee must:

11. Have attended at least 85% of the program length
12. Have maintained at least 65% grade point average
13. Have satisfied all monetary obligations

Tuition and Fees

| | |
|---------------------|-------------------|
| Tuition: | \$4.000 |
| Books & Supplies: | \$500.00 |
| Administration Fee: | \$150.00 |
| Total Cost: | \$4,650.00 |

Class descriptions

COMP100 **Introduction to Operating Systems**
15 lecture / 5 lab= 20 Hours

This class covers the basics of how to get the most out of using the Microsoft Windows operating system. Topics include identifying minimal hardware requirements needed to run Windows; customizing the desktop environment; file management; maintaining hard drives and other removable storage media; multitasking; the Windows applications of WordPad, Paint, Notepad and Outlook Express; and sharing hard drives and printers in a small network environment. Career Preparation: The studies in this class will help students begin preparation for careers in information technology such as Computer Support Specialist and Network Administrator, Network Engineer, Systems Analyst, Systems Engineer, and Business Analyst. Certification Preparation: Optional. CertiPort: IC3 - Computing Fundamentals

COMP101 **Introduction to Computer Applications**
15 lecture / 5 lab = 20 Hours

This class covers the computer application software most used in this business and education worlds, the Microsoft Office suite of Word, Excel, Access, PowerPoint and Outlook. Some of the topics to be covered include: formatting Word documents; creating research papers and resumes using wizards and templates; creating Web pages with Word; using Excel to create worksheet sand embedded charts; using Excel formulas and functions; creating what-if analysis; creating static and dynamic web pages using Excel; creating and querying an Access database; creating a PowerPoint presentation with a unified design; pictures and sound elements; and using Outlook to send and view mail, manage appointments and contacts.

COMP102 **Advanced Computer Applications**
20 lab = 20 Hours

Prerequisites: Introduction to Computer Applications

Description: This class covers some of the advanced features and formatting options available in the Microsoft Office suite applications of Word, Excel, Access, and PowerPoint. Topics include: creating tables, charts and watermarks in Word documents; generating form letters, mailing labels and envelopes; creating newsletters; using the financial functions available in Excel to create data tables and amortization schedules; creating templates; creating reports from an Access database; creating Access forms and subforms; creating macros and using wizards; creating a switchboard manager in Access; using and modifying visual and sound elements in PowerPoint presentations; delivering PowerPoint presentations and collaborating in workgroups. Integration between the Office suite applications will be emphasized.

COMP200

Network Essentials

15 lecture / 5 lab = 20 Hours

Description: This class is one of a series of Microsoft System Administration and Engineering courses that help prepare students for the Microsoft Certified Systems Administrator - MCSA - and Microsoft Certified Systems Engineer - MCSE - industry certification. This class provides individuals who are new to Microsoft Windows product client/server networking technologies with the knowledge necessary to understand and identify the tasks involved in supporting Microsoft Windows based networks. This course will introduce networking terminology, LANs and WANs, client/server networks, peer-to-peer networks, communication protocols, communication devices, OSI model, IEEE standards, media, cabling, network topologies, Ethernet, TCP/IP, IP Addressing, connectivity devices, and disaster recovery.

COMP300

Computer User Support

15 lecture / 5 lab = 20 Hours

Description: This class provides an overview of microcomputer user support responsibilities. This class provides students with a comprehensive understanding of the helpdesk environment and the knowledge, skills, and abilities necessary to work in the user support industry. Students will learn problem-solving, communication skills, working individually and in teams. Troubleshooting strategies and tools will be analyzed and used. Studies include historical changes in computer use, end-user application support, help systems, communication strategies, customer satisfaction techniques, evaluation techniques, industry and organizational standards, needs assessments and documentation.

COMP3120

Supporting Client Operating Systems

15 lecture / 5 lab = 20 Hours

Description: This class provides students who are new to Microsoft client operating systems with the knowledge and skills necessary to troubleshoot basic problems end users will face while running Microsoft client operating systems in an active directory network environment, or in a workgroup environment. This is an introductory level computer-support class designed to provide an overview of operating system concepts and how to troubleshoot the current version of Microsoft client operating systems. This is the first class in the Microsoft Certified IT Professional (MCITP) certification. This class is intended for new entrants and career changers new to the IT industry who have experience using Microsoft Office and have basic Microsoft Windows navigation skills. This class is also intended for a current call center technician with six months experience looking to validate and update their support skills.

WEEKLY CLASS SCHEDULE

WEEK 1

INTRODUCTION TO OPERATING SYSTEMS

MONDAY

| | |
|---------------|--|
| 8:00 - 10:00 | Fundamentals of Using Microsoft Windows 2013 |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Lab-Working on Windows Desktop |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Fundamentals of Using Microsoft Windows 2013 |

TUESDAY

| | |
|---------------|----------------------------|
| 8:00 - 10:00 | File and Folder Management |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Lab |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | File & Folder Management |

WEDNESDAY

| | |
|---------------|---------------------------------|
| 8:00 - 10:00 | Communicating Over the Internet |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Lab |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Communicating Over the Internet |

THURSDAY

| | |
|---------------|---|
| 8:00 - 10:00 | Modifying Your Desktop Work Environment |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Modifying Your Desktop Work Environment |
| 11:15 - 11:30 | Break |

WEEK 2:

INTRODUCTION TO COMPUTER APPLICATIONS

MONDAY

| | |
|---------------|--|
| 8:00 - 10:00 | Customizing Your Computer Using Control Panel II |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Customizing Your Computer Using Control Panel II |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Customizing Your Computer Using Control Panel II |

TUESDAY

| | |
|---------------|-------|
| 8:00 - 10:00 | Lab |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Lab |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Lab |

WEDNESDAY

| | |
|---------------|-------------------------------|
| 8:00 - 10:00 | Advanced File and Web Sharing |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Lab |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Advanced File and Web Sharing |

THURSDAY

| | |
|---------------|-------------------------------|
| 8:00 - 10:00 | Advanced File and Web Sharing |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Advanced File and Web Sharing |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Lab |

WEEK 3:

ADVANCED COMPUTER APPLICATIONS

MONDAY

| | |
|---------------|---|
| 8:00 – 10:00 | Lab: Mastering Digital Media: Audio and Video Files |
| 10:00 – 10:15 | Break |
| 10:15 – 11:15 | Lab: Mastering Digital Media: Audio and Video Files |
| 11:15 – 11:30 | Break |
| 11:30 – 1:30 | Lab: Mastering Digital Media: Audio and Video Files |

TUESDAY

| | |
|---------------|---|
| 8:00 – 10:00 | Lab: Mastering Digital Media: Audio and Video Files |
| 10:00 – 10:15 | Break |
| 10:15 – 11:15 | Lab: Mastering Digital Media: Audio and Video Files |
| 11:15 – 11:30 | Break |
| 11:30 – 1:30 | Lab: Mastering Digital Media: Audio and Video Files |

WEDNESDAY

| | |
|---------------|---|
| 8:00 – 10:00 | Lab: Mastering Digital Media: Audio and Video Files |
| 10:00 – 10:15 | Break |
| 10:15 – 11:15 | Lab: Mastering Digital Media: Audio and Video Files |
| 11:15 – 11:30 | Break |
| 11:30 – 1:30 | Lab: Mastering Digital Media: Audio and Video Files |

THURSDAY

| | |
|---------------|---|
| 8:00 – 10:00 | Lab: Mastering Digital Media: Audio and Video Files |
| 10:00 – 10:15 | Break |
| 10:15 – 11:15 | Lab: Mastering Digital Media: Picture Files |
| 11:15 – 11:30 | Break |
| 11:30 – 1:30 | Lab: Mastering Digital Media: Picture Files |

WEEK 4:**NETWORK ESSENTIALS****MONDAY**

| | | |
|--|---------------|------------------------|
| | 8:00 - 10:00 | Networking Terminology |
| | 10:00 - 10:15 | Break |
| | 10:15 - 11:15 | Lab |
| | 11:15 - 11:30 | Break |
| | 11:30 - 1:30 | Networking Terminology |

TUESDAY

| | | |
|--|---------------|------------------------|
| | 8:00 - 10:00 | LAN/WAN |
| | 10:00 - 10:15 | Break |
| | 10:15 - 11:15 | Lab |
| | 11:15 - 11:30 | Break |
| | 11:30 - 1:30 | Client Server Networks |

WEDNESDAY

| | | |
|--|---------------|-----------------------|
| | 8:00 - 10:00 | End User Applications |
| | 10:00 - 10:15 | Break |
| | 10:15 - 11:15 | Lab |
| | 11:15 - 11:30 | Break |
| | 11:30 - 1:30 | End User Applications |

THURSDAY

| | | |
|--|---------------|-------------------------|
| | 8:00 - 10:00 | Communication Protocols |
| | 10:00 - 10:15 | Break |
| | 10:15 - 11:15 | Connectivity Devices |
| | 11:15 - 11:30 | Break |
| | 11:30 - 1:30 | Lab |

WEEK 5:**COMPUTER USER SUPPORT****MONDAY**

| | |
|---------------|-----------------------|
| 8:00 - 10:00 | Help Desk Environment |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Lab |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Help Desk Environment |

TUESDAY

| | |
|---------------|----------------------------|
| 8:00 - 10:00 | Troubleshooting Strategies |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Lab |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Troubleshooting Strategies |

WEDNESDAY

| | |
|---------------|--------------------------|
| 8:00 - 10:00 | Help Systems |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Lab |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Communication Strategies |

THURSDAY

| | |
|---------------|---------------------------------------|
| 8:00 - 10:00 | Evaluation Techniques |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Industry and Organizational Standards |
| 11:15 - 11:30 | Break |

WEEK 6:

SUPPORTING CLIENT OPERATING SYSTEMS

MONDAY

| | | |
|--|---------------|------------------------------------|
| | 8:00 - 10:00 | Basic Microsoft Windows Navigation |
| | 10:00 - 10:15 | Break |
| | 10:15 - 11:15 | Lab |
| | 11:15 - 11:30 | Break |
| | 11:30 - 1:30 | Basic Microsoft Windows Navigation |

TUESDAY

| | | |
|--|---------------|-----------------------|
| | 8:00 - 10:00 | Microsoft Office-Word |
| | 10:00 - 10:15 | Break |
| | 10:15 - 11:15 | Lab |
| | 11:15 - 11:30 | Break |
| | 11:30 - 1:30 | Microsoft Office-Word |

WEDNESDAY

| | | |
|--|---------------|------------------------|
| | 8:00 - 10:00 | Microsoft Office-Excel |
| | 10:00 - 10:15 | Break |
| | 10:15 - 11:15 | Lab |
| | 11:15 - 11:30 | Break |
| | 11:30 - 1:30 | Microsoft Office-Excel |

THURSDAY

| | | |
|--|---------------|-------------------------|
| | 8:00 - 10:00 | Microsoft Office-Access |
| | 10:00 - 10:15 | Break |
| | 10:15 - 11:15 | Troubleshooting |
| | 11:15 - 11:30 | Break |
| | 11:30 - 1:30 | Lab |

Secretaries and Administrative Assistants

6 weeks/120 hours
Monday-Friday 8am-1:30pm

Secretaries & Administrative Assistants Course Description

This course is an intense training session designed to gain mastery of office protocols and keyboarding skills. The student is challenged to improve both with every session of instruction.

Completion Requirements

In order to earn a certificate of completion, a trainee must:

14. Have attended at least 85% of the program length
15. Have maintained at least 65% grade point average
16. Have satisfied all monetary obligations

Tuition and Fees

| | |
|----------------------------|----------------|
| Tuition: | \$4,000 |
| Books & Supplies: | \$500 |
| Administration Fee: | \$150 |
| Total Program Cost: | \$4,650 |

Class Descriptions

KEY100 Keyboarding
20 Lab Hours= 20 Clock hours

This course is an intense training session designed to gain mastery of keyboarding skills. Speed and accuracy is emphasized, and the student is challenged to improve both with every session of instruction. These same drills will be utilized through to graduation to continue to develop that speed and accuracy.

TAS100 The Modern Office
20 Lecture Hours= 20 Clock Hours

The Modern Office consist of lectures and visual presentation to provide students with knowledge of the office environment, career opportunities in the office, attitude at work and getting along with others.

TAS200 **Technical Skills and Knowledge**
20 Lecture Hours=20 Clock Hours

Technical Skills and Knowledge consist of lectures and visual presentation to provide students with knowledge of office computer systems, network systems and telecommunications and computer equipment issues.

TAS300 **Office Support Skills**
8 Lecture Hours 12 Lab Hours= 20 Clock Hours

The Office Support Skills consist of lectures and visual presentation to provide students with knowledge of telephone procedures, filing and managing records, processing business documents, accounting and other financial activities, sending and receiving email, managing office activities.

TAS400 **Business Communication & Problem Solving**
15 Lecture Hours 5 Lab Hours= 20 Clock Hours

The Business Communication and Problem Solving Skills consist of lectures and visual presentation to provide students with knowledge of the Essentials of Office Communication, communicating in a changing workplace, business math skills and communicating in groups and problem solving.

CAS100 **Computer Applications**
5 Lecture Hours 15 Lab Hours= 20 Clock Hours

The Computer Applications consists of understanding computer systems/operating systems as found in most work environments in the office of today. They will be able to identify the components of the system, access the software that is available, and maneuver through the Windows environment for ease of operation and management of file systems.

Weekly Class Schedule

Week 1

KEYBOARDING

MONDAY

| | |
|---------------|----------------------|
| 8:00 - 10:00 | Lab: Touch Technique |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Lab: Touch Technique |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Lab: Touch Technique |

TUESDAY

| | |
|---------------|--------------------|
| 8:00 - 10:00 | Lab: Timed Writing |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Lab: Timed Writing |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Lab: Timed Writing |

WEDNESDAY

| | |
|---------------|--------------------|
| 8:00 - 10:00 | Lab: Punctuation |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Lab: Word Division |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Lab: Proof Reading |

THURSDAY

| | |
|---------------|---------------------|
| 8:00 - 10:00 | Lab: Database Entry |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Lab: Database Entry |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Lab: Proof Reading |

WEEK 2**THE MODERN OFFICE****MONDAY**

| | |
|---------------|--------------------|
| 8:00 - 10:00 | Office Environment |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Office Environment |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Office Environment |

TUESDAY

| | |
|---------------|------------------|
| 8:00 - 10:00 | Office Work-Flow |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Office Work-Flow |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Office Work-Flow |

WEDNESDAY

| | |
|---------------|---------------------------|
| 8:00 - 10:00 | Job Duties/Qualifications |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Job Duties/Qualifications |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Job Duties/Qualifications |

THURSDAY

| | |
|---------------|---------------------------|
| 8:00 - 10:00 | Work Ethic |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Human Relationship Skills |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Organizational Makeup |

WEEK 3:

TECHNICAL SKILLS AND KNOWLEDGE

MONDAY

| | |
|---------------|--------------------------------|
| 8:00 - 10:00 | Management Information Systems |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Management Information Systems |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Computer System |

TUESDAY

| | |
|---------------|-----------------|
| 8:00 - 10:00 | LAN |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | WAN |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | System Software |

WEDNESDAY

| | |
|---------------|---------------------|
| 8:00 - 10:00 | System Software |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Groupware |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Automated Work Flow |

THURSDAY

| | |
|---------------|--------------------------|
| 8:00 - 10:00 | Database Services |
| 10:00 - 10:15 | Break |
| 10:15 - 11:15 | Electronic Mail Protocol |
| 11:15 - 11:30 | Break |
| 11:30 - 1:30 | Online Information |

Bookkeeping & Accounting

6 weeks 120 hours

Available Monday through Thursday 8:00 a.m. until 1:30 p.m.

Bookkeeping & Accounting Course Description

The Bookkeeping & Accounting course is designed to provide the student with the skills needed to perform a variety of accounting applications with emphasis on computer technology. This program is designed to prepare graduates for entry-level employment and advancement in accounting positions. Upon completion of the program, the graduate will have basic bookkeeping & accounting skills in journalizing and posting, and a basic working knowledge of accounting systems, as well as other general business skills. The graduate will also have practical skills in computer spreadsheet applications and word processing. These skills will allow the graduate to find employment in businesses, which have an accounting department or position.

Our graduates will possess the skills and competencies that place them at the top of the entry-level market for career employment. Students will be prepared for employment positions such as full-charge bookkeeper, bookkeeper assistant, accounting clerk, automated records clerk, accounts payable clerk, accounts receivable clerk, payroll clerk, auditing clerk, data entry clerk, customer service representative, office manager, general office clerk, accounting receptionist, and other related office assignments. Employment opportunities can be found in both public and private industries and large and small such as: accounting firms, business offices, medical facilities, and etc.

Completion Requirements

In order to earn a certificate of completion, a trainee must:

17. Have attended at least 85% of the program length
18. Have maintained at least 65% grade point average
19. Have satisfied all monetary obligations

Tuition and Fees

| | |
|---------------------|-------------------|
| Tuition: | \$4.000 |
| Books & Supplies: | \$500.00 |
| Lab Fee: | \$150.00 |
| Administration Fee: | \$150.00 |
| Total Cost: | \$4,800.00 |

Class descriptions

BUS100 Business Math
20 Lecture Hours= 20 clock hours

Students will learn the fundamentals of business mathematics including analytical and problem-solving skills for critical thinking in business applications. Students will learn to complete and apply basic math skills to solve business application problems; and calculate various business problems.

TKK100 Ten Key/Keyboarding
20 Lab Hours= 20 clock hours

Skill development in the operation of machines used in a business environment. Emphasis on the development of skills in using electronic calculators and other office machines. Students will learn to develop speed and accuracy using an electronic calculator/keyboard; and operate other business machines.

PA1100 Principles of Accounting I
20 Lecture Hours= 20 clock hours

Students will learn the fundamentals of financial accounting, including double-entry accounting and the accounting cycle. Other topics include cash, receivables, inventories, plant assets, liabilities, partnerships, corporation, investments, and statement of cash flows and interpretation of financial statements.

IA100 Introduction to Accounting I
20 Lecture Hours= 20 clock hours

A study of analyzing, classifying, and recording business transactions in a manual and computerized environment. Emphasis is on understanding the complete accounting cycle and preparing financial statements, bank reconciliations, and payroll. Students will learn to define accounting terminology; analyze and record business transactions in a manual and computerized environment; complete the accounting cycle; prepare financial statements; and apply accounting concepts related to cash and payroll.

MCA100 Microcomputer Applications (Word, Excel)
20 Lab Hours= 20 clock hours

Students will learn today's latest software applications running under the windows environment on PC compatible platforms including applications of word-processing (MS WORD 2000) and spreadsheet applications (EXCEL 2000). They will learn how to prepare various business correspondences such as letters, memos, reports, mail merge documents, expense reports, budget calculations and etc.

CAA100

Computerized Accounting Applications

20 Lab Hours =20 clock hours

A study of utilizing the computer to develop and maintain accounting record keeping systems, make management decisions, and process common business applications with emphasis on utilizing a spreadsheet and/or data base package/program. This course teaches an industry-specific accounting software package (Quickbooks). Students will learn to utilize software (i.e. general ledger, spreadsheet, for accounting and business applications; select appropriate software to complete a task; complete a comprehensive project that entails the major course competencies and outcomes; and analyze a relevant topic with a written and oral presentation.

Call Center Representative

6 weeks 120 hours

Available Monday through Thursday 8:00 a.m. until 1:30 p.m.

Call Center Representative Course Description

The Call Center Representative Certification course is designed to successfully train and develop customer service professionals. Students will gain a full understanding of the Call Center Role and expectations. Course content includes soft skills, customer service skills, computer skills and automated call simulation. Students will learn how to achieve and sustain successful careers in call centers along with what it takes to excel in performance. Topics include Communication Skills, Telephony, Problem Resolution, Customer Satisfaction, Professionalism/Attendance, Career Paths, Interviewing Skills/Resume Preparation, Workplace Survival Skills/Ethics and Life Skills/Self Help. Students will take Pre/Post Assessments and a final Certification Examination. Upon successful completion, students will receive a NRF Customer Service and Sales Certification and will receive interview/placement opportunities.

Completion Requirements

In order to earn a certificate of completion, a trainee must:

- Have attended at least 85% of the program length
- Have maintained at least 65% grade point average
- Have satisfied all monetary obligations

Call Center Specialist Tuition and Fees

| | |
|-----------------------------|-----------------|
| Tuition | \$4,000 |
| Administration Fee | \$100.00 |
| Lab Fee | \$150.00 |
| Certification Test Fee | \$350.00 |
| <u>Books & Supplies</u> | <u>\$125.00</u> |
| Total | \$4,725.00 |

Class descriptions

CCCS100

Introduction to Customer Service

12 lecture / 8 lab = 20 Hours

The goal of this course is to introduce students to the role of customer service and the expectations of working in a call center and/or service environment. This program identifies and highlights the basic characteristics and traits of people who demonstrate excellent customer service and introduces six steps to become better listeners. This course covers voice, tone, words used and how the listener's perception affects how well you communicate with customers. The course addresses understanding and being understood in spoken and written service situations.

CCCS101

Positive Customer Interaction

15 lecture / 5 lab = 20 Hours

This course provides you with the techniques to expand your ability to determine the customer's needs, thus becoming a better problem solver. This course introduces questioning techniques and illustrates how and when to employ them. Students will learn to avoid common phrases that are considered customer "turn-offs." The course focuses on positive, productive and proactive interactions that lead to customer satisfaction. Students will learn to take control of customer interaction in order to provide optimal service and meet employer goals.

CCCS102

Customer Relations - Consultative Sales

18 lecture / 2 lab = 20 Hours

This course focuses on developing a consultative relationship with customers in order to identify needs and make informed and appropriate recommendations. Students will learn ideas and techniques that will improve the performance of inbound and outbound telephone sales. Effective rapport building leads to sales opportunities, upselling and cross-selling opportunities. This course will demonstrate how to turn customers into friends and increase sales. The course will focus on consultative sales and upselling, while creating customer satisfaction.

CCCS200

Customer Service Excellence - Strategies for Success

17 lecture / 3 lab = 20 Hours

Description:

The goal of this course is to identify the keys that unlock the mystery of how to have a positive mental attitude. Students will gain insight into how mental attitude influences every aspect of life. Students will be empowered with the critical skills necessary to resolve difficult issues and recover from service failures. Student will gain insight into how to correct problems while taking proactive steps to help manage the customer's expectations and negative perceptions. This course will identify processes by which to handle emotional customers while keeping control of your own emotions and yielding positive results.

CCCS201

Influencing Outcomes

19 lecture / 1 lab = 20 Hours

This course will provide instruction on how to influence and satisfy customers. Students will learn and demonstrate understanding of how mood, confidence, patience, explaining benefits, building relationships and giving full attention can allow every transaction to be better for customers. Students will understand and appreciate how to influence customer's current and future business outcomes. In addition, this course will also identify internal customers and how to create an environment of excellent internal customer service. Students learn to partner with appropriate staff members in order to yield positive and timely results for customers.

CCCS202

Exceeding Performance Expectations

18 lecture / 2 lab = 20 Hours

Description:

This high-impact course delivers key information to help reduce stress and angry complaints. From showing patience and tolerance to a senior citizen to the importance of avoiding distractions in the workplace, this course raises awareness about how to contribute to a positive interactions and outcomes. This course will explain the benefits of first call resolution and emphasizes the importance of follow-up, meeting commitments and gives realistic examples of how to handle the five most common follow-up scenarios. Students will learn how performance measurements lead to customer satisfaction and how personal accountability impacts team members, customer loyalty, referral business, employee satisfaction and sustained employment. Students will receive employer specific information and interview preparation. The course will focus on getting hired and excelling on the job.

Weekly Class Schedule

| WEEK I: | | |
|--------------------------------|---------------------------------------|--|
| CUSTOMER SERVICE SKILLS | | |
| MONDAY | | |
| 8:00 – 10:00 | Course Expectations | |
| 10:00 – 10:15 | Break | |
| 10:15 – 11:15 | Understanding the Contact Center Role | |
| 11:15 – 11:30 | Break | |
| 11:30 – 1:30 | Lab/Pre-Assessment | |
| TUESDAY | | |
| 8:00 – 10:00 | <i>Service Mentality</i> | |
| 10:00 – 10:15 | Break | |
| 10:15 – 11:15 | Contact Center Career Paths | |
| 11:15 – 11:30 | Break | |
| 11:30 – 1:30 | Lab/Computer Skills | |
| WEDNESDAY | | |
| 8:00 – 10:00 | Listening Skills | |
| 10:00 – 10:15 | Break | |
| 10:15 – 11:15 | Grammar/Etiquette | |
| 11:15 – 11:30 | Break | |
| 11:30 – 1:30 | Lab/Computer Skills | |
| THURSDAY | | |
| 8:00 – 10:00 | <i>From Curt to Courteous</i> | |
| 10:00 – 10:15 | Break | |
| 10:15 – 11:15 | Presentation - Guest Speaker | |
| 11:15 – 11:30 | Break | |
| 11:30 – 1:30 | Lab/Internet Skills | |

| | | |
|-----------------------------|----------------------------|--|
| WEEK 2: | | |
| CUSTOMER INTERACTION | | |
| MONDAY | | |
| 8:00 - 10:00 | Questioning Techniques | |
| 10:00 - 10:15 | Break | |
| 10:15 - 11:15 | Questioning Techniques | |
| 11:15 - 11:30 | Break | |
| 11:30 - 1:30 | Lab/Internet Skills | |
| TUESDAY | | |
| 8:00 - 10:00 | Five Forbidden Phrases | |
| 10:00 - 10:15 | Break | |
| 10:15 - 11:15 | Lab/Writing Exercise | |
| 11:15 - 11:30 | Break | |
| 11:30 - 1:30 | Five Forbidden Phrases | |
| WEDNESDAY | | |
| 8:00 - 10:00 | Six Cardinal Rules | |
| 10:00 - 10:15 | Break | |
| 10:15 - 11:15 | Lab/Writing Exercise | |
| 11:15 - 11:30 | Break | |
| 11:30 - 1:30 | Six Cardinal Rules | |
| THURSDAY | | |
| 8:00 - 10:00 | Selling Skills from A to Z | |
| 10:00 - 10:15 | Break | |
| 10:15 - 11:15 | Lab/Computer Skills | |
| 11:15 - 11:30 | Break | |
| 11:30 - 1:30 | Selling Skills from A to Z | |

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| WEEK 3: | | |
| DEVELOPING CUSTOMER RELATIONS | | |
| MONDAY | | |
| 8:00 - 10:00 | Selling Skills from A to Z | |
| 10:00 - 10:15 | Break | |
| 10:15 - 11:15 | Selling Skills from A to Z | |
| 11:15 - 11:30 | Break | |
| 11:30 - 1:30 | Lab/Computer Skills | |
| TUESDAY | | |
| 8:00 - 10:00 | Proactive Customer Service | |
| 10:00 - 10:15 | Break | |
| 10:15 - 11:15 | Presentation - Guest Speaker | |
| 11:15 - 11:30 | Break | |
| 11:30 - 1:30 | Proactive Customer Service | |
| WEDNESDAY | | |
| 8:00 - 10:00 | Essential Telephone Skills | |
| 10:00 - 10:15 | Break | |
| 10:15 - 11:15 | Role Play | |
| 11:15 - 11:30 | Break | |
| 11:30 - 1:30 | Essential Telephone Skills | |
| THURSDAY | | |
| 8:00 - 10:00 | Essential Telephone Skills | |
| 10:00 - 10:15 | Break | |
| 10:15 - 11:15 | Role Play | |
| 11:15 - 11:30 | Break | |
| 11:30 - 1:30 | Essential Telephone Skills | |

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| WEEK 4: | | |
| CUSTOMER SERVICE EXCELLENCE | | |
| MONDAY | | |
| 8:00 – 10:00 | Essential Telephone Skills | |
| 10:00 – 10:15 | Break | |
| 10:15 – 11:15 | Lab/Computer Skills | |
| 11:15 – 11:30 | Break | |
| 11:30 – 1:30 | Essential Telephone Skills | |
| TUESDAY | | |
| 8:00 – 10:00 | Essential Telephone Skills | |
| 10:00 – 10:15 | Break | |
| 10:15 – 11:15 | Lab/Service Simulation | |
| 11:15 – 11:30 | Break | |
| 11:30 – 1:30 | Essential Telephone Skills | |
| WEDNESDAY | | |
| 8:00 – 10:00 | Six Steps to Service Recovery | |
| 10:00 – 10:15 | Break | |
| 10:15 – 11:15 | Lab/Service Simulation | |
| 11:15 – 11:30 | Break | |
| 11:30 – 1:30 | Six Steps to Service Recovery | |
| THURSDAY | | |
| 8:00 – 10:00 | Six Steps to Service Recovery | |
| 10:00 – 10:15 | Break | |
| 10:15 – 11:15 | Contact Center Tour | |
| 11:15 – 11:30 | Break | |
| 11:30 – 1:30 | Contact Center Tour | |

| WEEK 5: | | |
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| INFLUENCING OUTCOMES | | |
| MONDAY | | |
| 8:00 – 10:00 | <i>Six Steps to Service Recovery</i> | |
| 10:00 – 10:15 | Break | |
| 10:15 – 11:15 | Lab/Service Simulation | |
| 11:15 – 11:30 | Break | |
| 11:30 – 1:30 | <i>Six Steps to Service Recovery</i> | |
| TUESDAY | | |
| 8:00 – 10:00 | <i>Seven Keys to a Positive Attitude</i> | |
| 10:00 – 10:15 | Break | |
| 10:15 – 11:15 | Professionalism | |
| 11:15 – 11:30 | Break | |
| 11:30 – 1:30 | <i>Seven Keys to a Positive Attitude</i> | |
| WEDNESDAY | | |
| 8:00 – 10:00 | <i>Seven Keys to a Positive Attitude</i> | |
| 10:00 – 10:15 | Break | |
| 10:15 – 11:15 | Workplace Survival Skills | |
| 11:15 – 11:30 | Break | |
| 11:30 – 1:30 | <i>Business Friendly Customer Service</i> | |
| THURSDAY | | |
| 8:00 – 10:00 | <i>Business Friendly Customer Service</i> | |
| 10:00 – 10:15 | Break | |
| 10:15 – 11:15 | Work Place Ethics | |
| 11:15 – 11:30 | Break | |
| 11:30 – 1:30 | <i>Influencing the Interaction</i> | |

WEEK 6:**EXCEPTIONAL SERVICE****MONDAY**

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| 8:00 - 10:00 | How to Handle the Irate Customer | |
| 10:00 - 10:15 | Break | |
| 10:15 - 11:15 | Lab/Job Applications | |
| 11:15 - 11:30 | Break | |
| 11:30 - 1:30 | How to Handle the Irate Customer | |

TUESDAY

| | | |
|---------------|----------------------------------|--|
| 8:00 - 10:00 | Internal Customer Service | |
| 10:00 - 10:15 | Break | |
| 10:15 - 11:15 | Lab/Job Applications | |
| 11:15 - 11:30 | Break | |
| 11:30 - 1:30 | Killer Words of Customer Service | |

WEDNESDAY

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|---------------|------------------------------------|--|
| 8:00 - 10:00 | That's Just Rude! | |
| 10:00 - 10:15 | Break | |
| 10:15 - 11:15 | Life Skills | |
| 11:15 - 11:30 | Break | |
| 11:30 - 1:30 | Maintaining Customer Relationships | |

THURSDAY

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|---------------|---|--|
| 8:00 - 10:00 | Who is Hiring and What You Need to Know | |
| 10:00 - 10:15 | Break | |
| 10:15 - 11:15 | Self Help | |
| 11:15 - 11:30 | Break | |
| 11:30 - 1:30 | Post Assessment/Certification | |

List of Faculty and Administrators

Mark Byrd.....President & CEO
Sheoni Givens,Executive Director
Camille Martinez, BA Education & Business.....Director of Admissions
Deanna Byrd.....Office Manager/Student Liaison
Cielo DiLauro.....Enrollment/Executive Assistant
John Little, Bachelor of Arts, Major Mathematics.....Instructor/HISET/BK & ACC
Camille Martinez, BA Education & Business.....Instructor/HISET/SEC & ADMIN
Rose Hammes, Master of Business Administration.....Instructor/Computer User Support
Michael Hardy,Instructor/CDL