

# **CAREER DEVELOPMENT INSTITUTE**

*BPPVE SCHOOL CODE #37992115*

1335 N. PLAZA DRIVE  
VISALIA, CA 93291  
PH. (559) 651-1425  
FAX (559) 651-4015  
Website: [www.cdvisalia.com](http://www.cdvisalia.com)

# **SCHOOL CATALOG**

**Effective Dates:  
January 1, 2016 to December 31, 2016**

# Career Development Institute

1335 N. Plaza Drive

Visalia, CA 93277

Tel: 559-651-1425

Fax: 559-651-4015

Website: [www.cdvisalia.com](http://www.cdvisalia.com)

## **DISCLOSURES STATEMENTS**

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. Catalog and School Performance Fact Sheet is also available as a PDF from [www.cdvisalia.com](http://www.cdvisalia.com).

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, website: [www.bppe.ca.gov](http://www.bppe.ca.gov), phone(s): (916) 431-6959, 1-888-370-7589, fax: (916) 263-1897.

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

Career Development Institute is a private institution and is approved by the California Bureau for Private Post-Secondary Education (BPPE). Our BPPE School Code is 37992115. Approval to operate means compliance with minimum standards and does not imply any endorsement or recommendation by the State or the Bureau. Any questions regarding the application or approval process may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, website: [www.bppe.ca.gov](http://www.bppe.ca.gov), phone(s): (916) 431-6959, 1-888-370-7589, fax: (916) 263-1897.

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

Career Development Institute does not discriminate on the basis of race, color, national origin, sex or handicap in educational programs.

It is the policy of the school to always provide a copy of the latest school catalog either in writing or electronically (CD) to all prospective students. The school catalog is updated at least once a year or whenever changes to school policies take place.

*Revised January 2015*

# CAREER DEVELOPMENT INSTITUTE

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*School Code 37992115*

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To Our Students,

Thank you for choosing to attend Career Development Institute (CDI)! 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 insure that its program curriculum satisfies not only the needs of potential employers, but also the needs of its potential students. We are here to help you succeed. We not only monitor your progress, our administrative and instructional staff will regularly meet with each of you individually to discuss your status, evaluate your training and attempt to resolve personal problems which may affect your studies.

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

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

Sincerely,

Hector Cartagena  
Chief Executive Officer

## OPERATING SCHEDULE

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Office Hours	Instruction Hours
Monday through Friday...8:00 am to 5:00 pm	Monday through Thursday 8:00 am to 3:30 pm
	Friday.....8:00 am to 12:00 pm

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### CONTACT INFORMATION

### STAFF

#### Career Development Institute

1335 N. Plaza Drive  
Visalia, California, 93291  
Telephone (559) 651-1425  
[www.cdvisalia.com](http://www.cdvisalia.com)

Chief Executive Officer  
Office Automation Instructor  
Computer Repair Instructor  
Building Maintenance Instructor  
Office Automation Instructor

Hector Cartagena  
Luz Castillo  
Desirae Sanchez  
Angel Leon  
Desirae Sanchez

#### CUSTOMER SERVICE TECHNICIAN INSTRUCTOR

Mrs. Luz Cartagena brings with her over 27 years' experience involved in instructional or office duties. She has spent half that time working with students of various ages. She has spent the last 6 years teaching as a Customer Service Technician Instructor.

#### OFFICE AUTOMATION INSTRUCTOR

Ms. Desirae Sanchez has over 13 years' experience working in an office environment. Some of her duties have included bookkeeping, account, cashier and being an Office Manager. She has spent the last year teaching as an Office Automation Instructor.

#### COMPUTER REPAIR TECHNICIAN INSTRUCTOR

Ms. Desirae Sanchez has over 13 years' experience working with computers. Her computer repair skills include troubleshooting, hardware/software installation, reinstallation of operating systems, virus removal, data retrieval, web page design, networking, etc. She also has experience with Windows Office 2000/2003/2007/2010/2013, Quickbooks and Photoshop. She has spent the last 5 years teaching as a Computer Repair Instructor.

#### BUILDING MAINTENANCE TECHNICIAN INSTRUCTOR

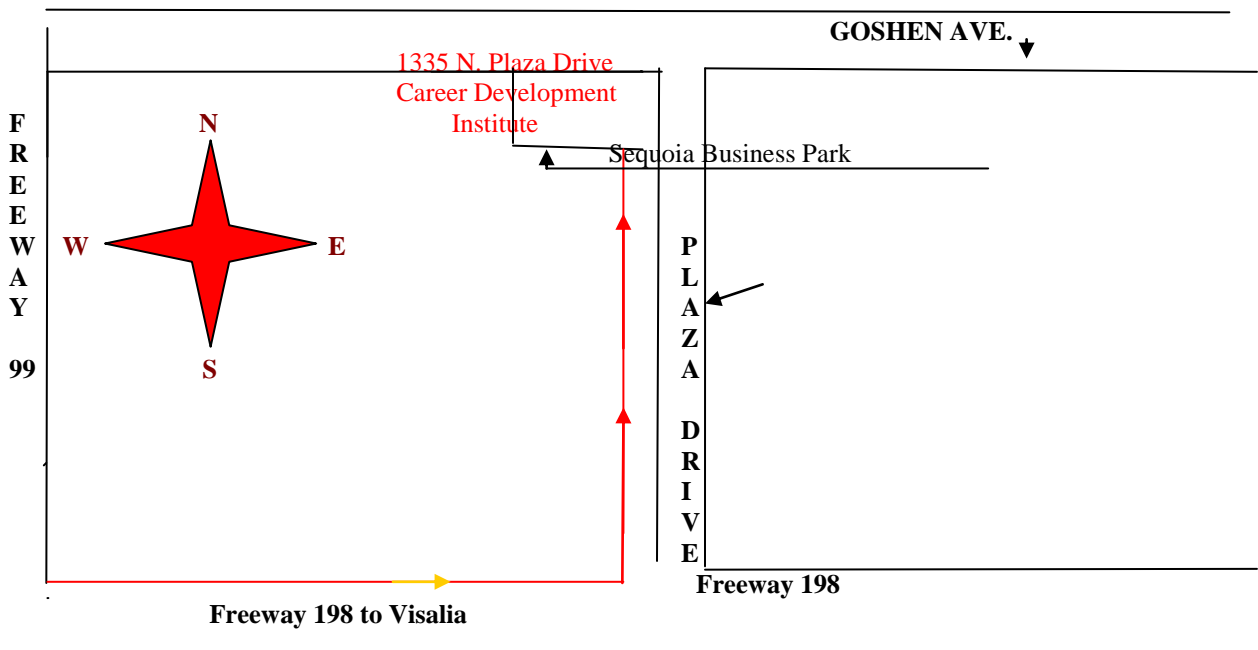
Mr. Angel Leon has over 20 years experience in the field of Building Maintenance. He has spent 4 of those years working for an elementary school, which required him to be responsible and oversee the maintenance, carpentry, plumbing, landscaping and custodial duties of the school facilities. He also had his own landscaping business as well working on remodeling houses. He has spent the last 4 years teaching as a Building Maintenance Instructor.

#### FRONT OFFICE MEDICAL ASSISTANT INSTRUCTOR

Mr. Richard Hernandez has been in the medical profession for over 25 years. He has over 16 years experience in management in Radiology. Some of his duties requires him to work with the general public, evaluate/discipline staff, keep updated with rules and regulations. He has also spent 8 years teaching Front Office Medical Assistant.

### MAP AND DIRECTIONS TO CAREER DEVELOPMENT FACILITIES

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



### INSTRUCTIONAL FACILITIES

The school's physical address is 1335 N. Plaza Drive, Visalia, California 93291. The school consists of 2400 square feet of classrooms and office on one floor specifically designed as a business and building maintenance school. There is one administrative office and three separate classrooms, each with a capacity for 5 to 10 students, with teaching equipment sufficient to meet educational needs. One restroom is located towards the front of the building.

### EQUIPMENT

Students enrolled in the Office Automation, Front Office Medical Assistant and Customer Service class work with computers equipped with Microsoft Office 2010 and 2013 (utilizing Windows 7, 8 and 10 Operating Systems). They use electronic 10-key calculators, fax machine, copier, scanner, fax machine, flash drive, headphones and

telephone as part of their training. Students in the Customer Service Technician class also use a cash register for their training. An LCD Projector and DVD/CD rom is also utilized for instruction.

Equipment used for students enrolled in Computer Repair class include: computer repair toolkit (includes screwdrivers, ground strap and screws), power supply analyzer, solder gun (**lead-free Rosin core solder**), motherboard, PCI cards, hard drive, external CD/DVD Rom, projector, etc. All equipment is sufficient and necessary to enable students to achieve the educational objectives of their program. Equipment and software is updated or replaced as needed to stay current with regulations or requirements.

Students in the Building Maintenance class use a variety of tools. Some of the equipment that will be used include: drill, level, chop saw, air compressor, ladder, safety glasses, hammer, screw drivers/pliers, tape measure, utility knife, reciprocating saw, jig saw, circular saw, hack saw, coping saw, circuit finder, voltage detector, digital multi tester, airless sprayer, brad gun/power nailer, floor buffer, vacuum, mop bucket, carpet shampooer, etc.

### **LIBRARY RESOURCES**

Career Development Institute has additional books and instructional dvds at the office for the student if they need to use them. All of these items can be checked out with an instructor. Students have access to computers with internet access and a printer which are to be used for program related activities and job search.

### **APPROVED COURSED**

### **LENGTH OF COURSES**

<b>Front Office Medical Assistant</b>	<b>512 Clock Hours</b>
<b>Office Automation Assistant</b>	<b>512 Clock Hours</b>
<b>Computer Repair Technician</b>	<b>512 Clock Hours</b>
<b>Building Maintenance Technician</b>	<b>512 Clock Hours</b>
<b>Customer Services Technician</b>	<b>512 Clock Hours</b>

## **PROFILE**

### **HISTORY**

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

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

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

### **PHILOSOPHY**

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

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

### **MISSION AND PURPOSE**

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

### **OBJECTIVES**

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).

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

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

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

### **EXPERIENTIAL CREDIT**

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

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

## **ADMISSIONS POLICIES**

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

### **ABILITY-TO-BENEFIT (ATB) TEST AND PASSING SCORES**

#### **Combined English Language Skills Assessment (CELSA), Forms 1 and 2**

*Passing Scores:* The approved passing scores on this test are as follows: CELSA Form 1 (97) and CELSA Form 2 (97)

*Publisher:* The test publisher and the address, contact person, telephone, and fax number of the test publisher are:

Association of Classroom Teacher Testers (ACTT), 1187 Coast Village Road, Suite 1 #278, Montecito, CA 93108-2794. Contact: Pablo Buckelew. Telephone: 805-965-5704. Fax: 805-965-5807. Email : : acct@cappassoc.com

**Note:** The CELSA test is approved only for certain students whose native language is not English as provided in 34 CFR 668.153(a)(2).

#### **ACCUPLACER (Reading Comprehension, Sentence Skills, and Arithmetic)**

*Passing Scores:* The approved passing scores for ACCUPLACER are Reading Comprehension (55) Sentence Skills (60) Arithmetic (34).

*Publisher:* The test publisher and the address, contact person, telephone, and fax number of the test publisher are:

The College Board, 250 Vesey Street, New York, New York 10281 Telephone (800) 607-5223 Fax (212) 253-4061

**Students please note that there will be a fee associated with an Ability-to-Benefit exam.**

## **FINANCIAL AID POLICES AND DISCLOSURES**

If a student is referred by an agency that provides a grant for education, the student is not required to repay the grant per the agency's guidelines. Career Development Institute participates with local WIOA, Insurance Companies and Department of Labor grants and other payments for education.

WIOA brings together, the core programs of Federal investment in skill development:

- employment and training services for adults, dislocated workers, and youth and Wagner-Peyser employment services administered by the Department of Labor (DOL) through formula grants to states; and
- adult education and literacy programs and Vocational Rehabilitation state grant programs that assist individuals with disabilities in obtaining employment administered by the Department of Education (DoED).

WIOA also authorizes programs for specific vulnerable populations, including the Job Corps, YouthBuild, Indian and Native Americans, and Migrant and Seasonal Farmworker programs as well as evaluation and multistate projects administered by DOL. In addition, WIOA authorizes other programs administered by DoED and the Department of Health and Human Services.

**WORKMEN'S COMPENSATION INSURANCE:** Students may check their eligibility for available Workmen's compensation funding from the California Department of Workmen's Compensation on their website located at: <http://www.dir.ca.gov/dwc/> or call them at (800) 736-7401 for recorded information that will help injured workers, employers and others understand California's workers' compensation rules and regulations. The information will describe the rights and responsibilities of workers and employers under the current system.

The institution is not approved to participate in the Federal or State Student Aid programs.

Students who are eligible and obtain a loan guaranteed by the federal or state government are responsible to repay the full amount of the loan plus interest, less the amount of any refund.

If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both the following may occur:

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

## **TITLE IV STATEMENT**

Students at Career Development Institute are not eligible for federal student loans. This institution does not meet the U.S. Department of Education criteria that would allow its students to participate in federal student aid programs.

## **STUDENT RECORDS**

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

## **ACCESS WITHOUT STUDENT CONSENT**

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

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

## **DIRECTORY INFORMATION**

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

## **CURRENT SCHEDULE OF STUDENT CHARGES**

<b><u>Course Title</u></b>	<b><u>No. Weeks</u></b>	<b><u>*Tuition</u></b>	<b><u>**STRF</u></b>
Office Automation	16	\$5,600	\$0.00
Front Office Medical Assistant	16	\$5,600	\$0.00
Computer Repair Technician	16	\$5,600	\$0.00
Customer Service Technician	16	\$5,600	\$0.00
Building Maintenance	16	\$5,600	\$0.00

*Schedule of total charges for a period of attendance and estimated schedule of total charges for the entire educational program are the same.*

*\*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 TUITION RECOVERY FUND**

“You must pay the state imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans or personal loans, and
2. Your total charges are not paid by any third party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:

1. You are not a California resident,, or not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency programs attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school’s failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school’s failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed, or if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the

institution for a violation of the Act.”

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

Questions regarding STRF may be directed to:

Bureau For Private Postsecondary Education  
Physical Address: 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833  
Mailing Address: P.O. Box 980818, West Sacramento, CA 95798-0818  
Toll Free: (888) 370-7589 Fax Number: (916) 263-1897

## **POLICIES AND DISCLOSURES**

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

## **CANCELLATION AND REFUND POLICY**

### **STUDENT’S RIGHT TO CANCEL**

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

### **STUDENT’S RIGHT TO WITHDRAW**

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

## **REFUND POLICY**

The student has a right to a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later, if he/she cancels this agreement. The student may withdraw from a course after instruction has started and receive a pro-rate refund for the unused portion of tuition for withdrawals that occur prior to sixty (60 %) of the course scheduled hours. Refunds are calculated as of the day following the last day of attendance.

### **HYPOTHETICAL REFUND EXAMPLE**

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

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

Tuition plus registration per hour	\$2,075.00	\$2,000 divided by 400 hours = \$5.00
Less Registration fee \$500.00	(\$75.00)	100 hours completed x \$5.00 hour =
Total for calculation	\$2,000.00	

### **STUDENT COMPLAINT PROCEDURE**

If a student has a concern of any kind, it should be discussed with the instructor, if unresolved, or if it's a class concern, it should be discussed by appointment with the instructor. If unresolved after this meeting, the concern should be expressed in writing submitted to the Executive Director. A meeting will be held between the student and Executive Director. If you cannot resolve your concern with the school, your complaint may be directed to:

**Bureau For Private Postsecondary Education**  
**Physical Address: 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833**  
**Mailing Address: P.O. Box 980818, West Sacramento, CA 95798-0818**  
**Toll Free: (888) 370-7589 Fax Number: (916) 263-1897**

## **CAREER DEVELOPMENT INSTITUTE'S STUDENT CONDUCT AND ATTENDANCE POLICIES**

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

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

### **SEXUAL HARASSMENT POLICY**

Students who believe they are victims of sexual harassment should report it to either a faculty or staff member. The school will investigate reports of incident in a confidential manner. Any student who is found to have sexually harassed other students of faculty and staff will be dismissed immediately.

### **ATTENDANCE**

Career Development Institute recognizes that poor attendance decreases the effectiveness of the training the student receives consistent to complete each program as scheduled. All absences count against attendance grade except absences due to death or birth in the immediate family, court appearances related to injury resolution and other valid reasons, in writing, and at the discretion of the school administrator.

Students failing to maintain satisfactory attendance will be advised by the administrator. If attendance fails to improve, the administrator may dismiss a student for unsatisfactory



attendance. Before he or she is accepted back in to class, documentation substantiating the cause for being absent must be submitted to the administrator via the instructor.

### **TARDINESS**

Tardiness is disrupting to a good learning environment and is to be discouraged. Tardiness without legitimate reason on two occasions in one class will be penalized with equivalent point reduction of one unexcused absence. You are considered tardy if you have not signed in by the beginning of the class period. The Student Secretary or Management Information Clerk (MIS Clerk) will collect time sheets by ten minutes after the hour from the beginning of the class period.

### **LEAVING CLASS EARLY**

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

### **LEAVE OF ABSENCE**

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

### **ATTENDANCE POLICY**

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

## **SCHOLASTIC REGULATIONS**

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

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

### **ACADEMIC PROBATION**

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

### **TERMINATION OF TRAINING**

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

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

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

## **GRADING AND ACADEMIC POLICIES**

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

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

## **DEFINITION OF GRADING SYSTEM**

LETTER GRADE			
Letter	Grade	Description	Percentage
A	4	EXCELLENT	90 - 100%
B	3	ABOVE AVERAGE	80 - 89%
C	2	AVERAGE	70 - 79%
D	1	BELOW AVERAGE	60 - 69%
F	0	FAILURE	0 - 59%
I	0	INCOMPLETE	WITHDREW

## **EXAMINATION STANDARDS**

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

### **GRADING REQUIREMENTS**

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

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

### **STUDENT SERVICES OFFERED**

#### **CAREER ADVISING**

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

#### **TUTORIAL ASSISTANCE**

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

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

#### **STUDENT HOUSING**

Career Development Institute does not have dormitory facilities under its control. According to size of rental and location, apartment rental or private housing range upwards of \$550 per month, Career Development Institute has no responsibility to find or assist a student in finding housing

### **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 services, or if a student is deemed to have this need because of poor performance at school or information received from significant others, attendance may become one of the requirements imposed in order to curtail existing or potential problems.

### **REFERRAL SERVICES**

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

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

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

### **JOB PLACEMENT ASSISTANCE AND REFERRALS**

The resources CDI will utilize to place students on jobs include:

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

6. Conduct employment workshops in which potential employers and industry representatives can share information about their specific company or industry;
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.

### **FOREIGN STUDENT VISAS**

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

### **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.

### **GED CLASSES**

CDI does not provide GED Classes

### **DISTANCE LEARNING (CORRESPONDENCE COURSES)**

CDI does not provide distance learning or correspondence courses.

### **ENGLISH LANGUAGE PROFICIENCY**

The student must have the ability to read and write English at the level of a graduate of an American high school as demonstrated by the possession of a high school diploma, GED or passage of the California high school proficiency exam

## PROGRAMS OF STUDY AND COURSE DESCRIPTIONS

Program is conducted in a classroom setting. In the classroom, the instructor conducts lectures four days a week. Assignments are completed by students and graded accordingly

**Front Office Medical Assistant** students will work on computers equipped with Microsoft Office 2010 and 2013 (utilizing Windows 7, 8 and 10 Operating Systems), course-related software, ten-keys, copy/print/scanner/fax , headphone, telephone and other equipment found in modern offices.

Students will become proficient at business communications, with the ability to prepare various letters, memoranda, set up appointments and other forms of correspondence, including email. Student will become familiar with medical terminology, skilled in Microsoft Office, skilled at operating essential office machines, including the copier, facsimile, and more. They will also master the touch method of electronic calculation through repetitive practical drills.

**Office Automation** students will work on computers equipped with Microsoft Office 2010 and 2013 (utilizing Windows 7, 8 and 10 Operating Systems), course-related software, ten-keys, copy/print/scanner/fax , headphone, telephone and other equipment found in modern offices.

Students will become proficient at business communications, with the ability to prepare various letters, memoranda and other forms of correspondence, including email. Student will become skilled at operating essential office machines, including the copier, facsimile, postage meter, and more. Student will also master the touch method of electronic calculation through repetitive practical drills

**Computer Repair Technician** . All equipment is sufficient and necessary to enable students to achieve the educational objectives of their program. Equipment and software is updated or replaced as needed to stay current with regulations or requirements. Some of the equipment used is Computer Repair Toolkit (includes screwdrivers, ground strap and screws), Power supply analyzer, Solder gun (lead-free Rosin core solder), Motherboard., PCI Cards, Hard drive, External CD/DVD Rom, Projector, etc.

Computer repair training is an essential skill for those interested in working with information systems, desktop support, and improving efficiency over a network or organization. It provides advanced skills in troubleshooting, repair, maintenance, and upgrading of many of today's leading systems, applications, software programs and hardware.

**Building Maintenance Technician** Some of the equipment used is drill, level, chop saw, air compressor, ladder, safety glasses, hammer, screw drivers/pliers, tape measure, utility knife, reciprocating saw, jig saw, circular saw, hack saw, coping saw, circuit finder, voltage detector, digital multi tester, airless sprayer, Brad gun/power nailer, floor buffer, vacuum, mop bucket, carpet shampooer, etc.

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

**Customer Service Technician** students will work on computers equipped with Microsoft Office 2010 and 2013 (utilizing Windows 7, 8 and 10 Operating Systems), course-related software, ten-keys, copy/print/scanner/fax , cash register, headphone, telephone and other equipment found in modern offices..

Students will become proficient at business communications, offer service via the telephone or the Internet. They handle both new and established customers, answer questions, and provide help with problems according to company guidelines. They take orders for products or services, answer delivery questions, find replacement part numbers, and perform other sales support functions. Customers Service Representatives help keep the customer informed of delivery time and order status. They may enter customer data into a computer database.

## **FRONT OFFICE MEDICAL ASSISTANT**

The course is offered every weekday (Mon. through Thurs.) from 8:30 a.m. to 4:00 p.m., and 4 hours a day on Fridays and for 512 clock hours in the period of 80 days.

### **Cost of Course**

Enrollment Fees	\$ 75.00
Books	\$ 150.00
Lab Supplies	\$ 175.00
Tuition	\$5,200.00
<b>Total Cost of Course</b>	<b>\$5,600.00</b>

### **Course Objective**

This comprehensive course teaches students all the skills necessary to become multi-skilled front office medical assistant. It provides solid understanding of medical office environment, including proper telephone procedures, proper techniques to interact with patients, staff, and the management of patient activities and records. Students will comprehend medical ethics vs. medical laws, and the correct spelling and pronunciation of medical terms as they relate to the body system. The course also teaches students word processing programs, such as Microsoft 2007/2010/2013 and Corel WordPerfect.

### **Description of learning skills and other competencies**



Students will become proficient at business communications, with the ability to prepare various letters, memoranda, set up appointments and other forms of correspondence, including email. Student will become familiar with medical terminology, skilled in Microsoft Office, skilled at operating essential office machines, including the copier, facsimile, and more. They will also master the touch method of electronic calculation through repetitive practical drills.

### **Employment Opportunities**

Individuals who complete this course should not have difficulty finding a job to their liking in clinics, hospitals, private doctors, or even some insurance companies.

Employment opportunities can also be found as a receptionist, office secretary, office clerk and computer operator.

### **Texts and Related Educational Material Used**

Quick Medical Terminology by Shirley Soltesz Steiner, Windows MediSoft Computer Software, Medical Insurance made easy, by Jill L. Brown, and Contemporary Medical Office Procedures by Thomson Publishing. Microsoft Office 2010 from Cengage Learning, Ten-Key Calculator Book by South Western Publishing.

## **COURSE OUTLINE**

<b>Front Office Medical Assistant</b>	<b>Lecture Hours</b>	<b>Practice Hours</b>	<b>Total Instructional Clock Hours</b>	<b>Total Credit Units</b>
Keyboard Exercise		80	80	
10-Key Exercise	5	35	40	
Accounting using Quickbooks	15	45	60	
Introduction to Windows	5	15	20	
Introduction to Word Processing	20	60	80	
Employment Skills & Prep	10	10	20	
Advanced Microsoft Office	10	30	40	
Introduction to Medical Profession	10	10	20	
Medical Terminology	15	75	40	
Medical Ethics & Law	5	17	22	
Medi-Soft Simulated Medical Billing Exercises	15	25	90	
<b>Total Clock Hours</b>	<b>105</b>	<b>407</b>	<b>512</b>	

## **OFFICE AUTOMATION**

The course is offered every weekday (Mon. through Thurs.) from 8:30 a.m. to 4:00 p.m., and 4 hours a day on Fridays and for 512 clock hours in the period of 80 days.

### **Cost of Course**

Enrollment Fees	\$ 75.00
Books	\$ 150.00
Lab Supplies	\$ 175.00
Tuition	\$5,200.00
<b>Total Cost of Course</b>	<b>\$5,600.00</b>

### **Course Objective**

This course has been designed to prepare students for employment in any office setting. It prepares students to use computerized office systems applications, such as 10-Key, word processing, spreadsheets, office information management, business math. and customer service sales. The course also teaches students programs, such as Microsoft 2007/2010/2013 , and Corel WordPerfect.

### **Description of learning skills and other competencies**

Students will become proficient at business communications, with the ability to prepare various letters, memoranda and other forms of correspondence, including email. Student will become skilled at operating essential office machines, including the copier, facsimile, postage meter, and more. Student will also master the touch method of electronic calculation through repetitive practical drills.

### **Description of learning skills and other competencies**

Students will become proficient at business communications, with the ability to prepare various letters, memoranda and other forms of correspondence, including email. Student will become skilled at operating essential office machines, including the copier, facsimile, postage meter, and more. Student will also master the touch method of electronic calculation through repetitive practical drills.

The increasing number of small and big business' demands a never-ending supply of receptionist's, office secretaries, office clerk's and computer operators.

### **Employment Opportunities**

The increasing number of small and big business' demands a never-ending supply of receptionist's, office secretaries, office clerk's and computer operators.

### Text Books and Related Study Material

Microsoft Office 2010 from Cengage Learning, Ten-Key Calculator Book by South Western Publishing, Records Management by South Western Publishing, Exceptional Customer Service, by Lisa Ford, David McNair & Bill Perry.

### COURSE OUTLINE

Office Automation	Lecture Hours	Practice Hours	Total Instructional Clock Hours	Total Credit Units
Keyboard Exercise		80	80	
10-Key Exercise	5	35	40	
Accounting using Quickbooks	15	45	60	
Introduction to Windows	5	15	20	
Introduction to Word Processing	20	60	80	
Employment Skills & Prep	10	10	20	
Interacting with customers	10	30	40	
Business Ethics & Phone Use	10	20	30	
Managing Filing Systems	5	10	15	
Advance Word Processing (Excel, Access, PowerPoint)	30	107	137	
<b>Total Clock Hours</b>	<b>115</b>	<b>397</b>	<b>512</b>	

### COMPUTER REPAIR TECHNICIAN

The course is offered every weekday (Mon. through Thurs.) from 8:30 a.m. to 4:00 p.m., and 4 hours a day on Fridays and for 512 clock hours in the period of 80 days.

#### Cost of Course

Enrollment Fees	\$ 75.00
Books	\$ 150.00
Lab Supplies	\$ 175.00
Tuition	\$5,200.00
<b>Total Cost of Course</b>	<b>\$5,600.00</b>

#### Course Objective

This course is designed to prepare students for any work environment where computers are used. By the completion of the course, graduates will be able to: Have the ability to

build their own computer, network computers, do hardware, software, upgrades and repairs. Work with various operating systems, including XP, Vista and Windows 7. Students will also learn word processing programs such as Microsoft Office 2007/10, Word Perfect and be Internet literate. During the course of the studies, students will be issued a used but repair-able computer for them to diagnose, repair and take home to practice with.

### **Description of learning skills and other competencies**

Computer repair training is an essential skill for those interested in working with information systems, desktop support, and improving efficiency over a network or organization. It provides advanced skills in troubleshooting, repair, maintenance, and upgrading of many of today's leading systems, applications, software programs and hardware. With the growth of new technology in almost every industry, a computer repair technician can help train and teach others on how to manage new operating systems, evaluate problems, and provide solutions to everyday challenges.

### **Employment Opportunities**

As more companies become technologically advanced, companies look for professionals who can teach and train others, as well as implement appropriate processes and networks for technical support. There are employment opportunities as a Computer Repair Technician, Computer Hardware Field Technician, IT Service Technician and Computer Support Technician.

### **Textbooks and Related Instructional Material**

A Guide to Managing and Maintaining Your PC 7<sup>th</sup> Edition, by Jean Andrews, Microsoft Office 2010 from Cengage Learning, Ten-Key Calculator Book by South Western Publishing. Refurbished Computer to work on.

## COURSE OUTLINE

Computer Repair Technician	Lecture Hours	Practice Hours	Total Instructional Clock Hours	Total Credit Units
Keyboard Exercise		60	60	
10-Key Exercise	5	25	30	
Basic Math & English	10	20	30	
Introduction to Windows	5	15	20	
Introduction to Word Processing	15	45	60	
Employment Skills & Prep	10	10	20	
PC Architecture	10	10	20	
PC Tuneup	5	15	20	
Software Setup, Programs, Operating Systems & Drivers	20	60	80	
Computer Assembly	15	25	40	
Troubleshooting & Repair	20	52	72	
Basic Networking	15	15	30	
Internet Utilization	5	25	30	
<b>Total Clock Hours</b>	<b>135</b>	<b>377</b>	<b>512</b>	

## BUILDING MAINTENANCE TECHNICIAN

The course is offered every weekday (Mon. through Thurs.) from 8:30 a.m. to 4:00 p.m., and 4 hours a day on Fridays and for 512 clock hours in the period of 80 days.

### Cost of Course

Enrollment Fees	\$ 75.00
Books	\$ 150.00
Lab Supplies	\$ 175.00
Tuition	\$5,200.00
<b>Total Cost of Course</b>	<b>\$5,600.00</b>

### Career Objective

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

### Description of learning skills and other competencies

Building Maintenance requires considerable skill in the repair and maintenance of buildings and equipment. Work assignments are usually performed without continuous supervision, and are generally inspected upon completion.

Some of the work assignments include performing maintenance repairs tasks such as rough carpentry work, walls, ceilings, window and door repairs. Perform plumbing duties such as repairing fixtures, leaky faucets, pipes, toilets, sinks, drains and supply lines. Minor electrical work such as replacing switches, sockets, wall plugs, light bulbs, fluorescent fixtures, fuses and breakers.

### **Employment Opportunities**

The successful completion of this course will prepare students for entry-level positions in several types of businesses. Students will acquire solid understanding of equipment used, OSHA Regulations as they pertain to safety and with it afford the student a competitive edge or various job opportunities which will become available.

Tulare County, with a population of 368,999 and an unemployment rate of 15%, leads the state in agriculture products, hence a good portion of the labor force is comprised of agricultural workers, of which the majority work for minimum wage. A vocation that will teach them the skills to be a Building Maintenance Technician will enhance their opportunity to may enter the mainstream of society.

Opportunities for employment are available in hotels, schools, restaurants, motels, hospitals, clinics, and other private businesses, which are steadily increasing throughout the county. There are also a employment opportunities as Weatherization Specialist, General Building Maintenance Worker, Apartment Maintenance Worker, Custodian, Construction Worker, Building Maintenance Handyman, Window and Door Installer

### **Textbooks and Related Instructional Material**

Step-by-Step Home Wiring, by Ray McReynolds. Exterior Improvements 1, 2, 3 by John Holms of Home Depot. Step by Step Home Plumbing by Home Depot.

## COURSE OUTLINE

Building Maintenance	Lecture Hours	Practice Hours	Total Instructional Clock Hours	Total Credit Units
OSHA Regulations	8		8	
Tools & Equipment	10	5	15	
Basic Math & English	10	10	20	
Identifying & Use of Equipment	20	15	35	
Basic Carpentry	30	112	142	
Basic Electricity	15	55	70	
Wall Repair & Texturing	10	40	50	
Basic Tiling	10	30	40	
Window/Door Installation & Weatherization	10	40	50	
Cleaning Products, Janitorial & Procedures	10	20	30	
Employment Skills & Prep	10	10	20	
Landscaping	7	25	32	
<b>Total Clock Hours</b>	<b>150</b>	<b>362</b>	<b>512</b>	

## CUSTOMER SERVICE TECHNICIAN

The course is offered every weekday (Mon. through Thurs.) from 8:30 a.m. to 4:00 p.m., and 4 hours a day on Fridays and for 512 clock hours in the period of 80 days.

### Cost of Course

Enrollment Fees	\$ 75.00
Books	\$ 150.00
Lab Supplies	\$ 175.00
Tuition	\$5,200.00
<b>Total Cost of Course</b>	<b>\$5,600.00</b>

### Objective

To prepare students for easy to get entry level positions in the growing number of existing and new businesses through out Tulare and neighboring Kings and Fresno Counties. These may include businesses such as restaurants, small or large discount stores, new and used automotive dealerships, and virtually any type of business. Students will learn data-entry, 10-Key, cash register and programs such as Microsoft 2007/2010 , and Corel WordPerfect.

### Description of learning skills and other competencies

Customer Service Representatives offer service via the telephone or the Internet. They handle both new and established customers, answer questions, and provide help with

problems according to company guidelines. They take orders for products or services, answer delivery questions, find replacement part numbers, and perform other sales support functions. Customer Service Representatives help keep the customer informed of delivery time and order status. They may enter customer data into a computer database.

### **Employment Opportunities**

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

### **Textbooks and Related Instructional Material**

Exceptional Customer Service by South Western Publishing. Retail Business 2000 by South Western Publishing. Microsoft Office 2010 from Cengage Learning, Ten-Key Calculator Book by South Western Publishing.

### **COURSE OUTLINE**

<b>Customer Service Technician</b>	<b>Lecture Hours</b>	<b>Practice Hours</b>	<b>Total Instructional Clock Hours</b>	<b>Total Credit Units</b>
Keyboard Exercise		60	60	
10-Key Exercise	5	25	30	
Basic Math & English	20	65	85	
Introduction to Windows	5	15	20	
Introduction to Word Processing	20	60	80	
Employment Skills & Prep	10	20	30	
Interacting with Customers	10	30	40	
Handling Complaints	5	12	17	
Cash Register Operations	30	60	90	
Basic Sales & Marketing	10	10	20	
Inventory Control	5	15	20	
Cash & Food Stamps	5	15	20	
<b>Total Clock Hours</b>	<b>125</b>	<b>387</b>	<b>512</b>	