P. STEVE RAMIREZ

VOCATIONAL TRAINING CENTERS

SCHOOL CATALOG 2024

"HOPE & LIGHT"

1300 W. Shaw Ave. Ste. 1A, Fresno, CA 93711 | Ph. 866-478-0609 |www.psrtraining.com

Message from the President

Welcome to P. Steve Ramirez (PSR) Vocational Training Centers.

I would like to share with you how PSR Training Centers came to light. While in prayer, at a time in my life that I was experiencing difficulty and feeling lost, I was given a vision and encouraged to write in my journal this vision. This vision was to develop a vocational school that would serve those individuals that were feeling lost just like I was experiencing.

Having a background as a vocational counselor servicing injured workers and personally having physical setbacks myself lead to the vision as well. When a person suffers an injury and no longer is physically able to return to work, not only are they unsure of what they will do but they still are experiencing physical issues along with financial hardship. It is at these moments they will experience this same lost feeling. This is also true for many people in life. This led to this burning desire to develop educational programs that would allow a person to receive education from their homes, to limit the expenses of having to go onsite on a daily basis; a program that would allow a person the choice of going onsite or online to receive their education.

"Your Word Is a Lamp to My Feet and Light to My Path"

Psalm 119: 105

When a person is in the midst of pursuing their new path, they will at times feel unsure. Knowing this led to the development of a counseling support system that will support and empower one throughout the educational process. We help identify a path that will provide you with new skills that give you the confidence to utilize these skills in your new career.

At completion of one's education the thought of accomplishment is great but then one realizes who will now hire me? This led to developing a career services team who will assist you in résumé preparation, interviewing skills and job search.

The first words I wrote in my journal were: Your word is a lamp to my feet, a light on my path (Psalms 119:105). Despite my own unsureness, these words were illuminated into my thoughts and I knew I was to trust in this vision. As PSR Training Centers started to become a reality, I realized these words apply to each person that PSR Training Centers is to serve. Hence the motto was developed:

"Providing Hope and Light"

I would like to personally welcome you to PSR Training Centers and thank you for giving us the opportunity of being a part of this time in your life and to accompany you on this new educational journey.

Make it a blessed day,

P. Steve Ramirez

Paul Steve Ramirez M.S. CRC, IARP
President

OUR MISSION

P. STEVE RAMIREZ
VOCATIONAL TRAINING CENTERS

"Providing Hope and Light"

P. Steve Ramirez Vocational Training Centers identifies and responds to the educational and employment needs of each individual's vocational calling and purpose in life.

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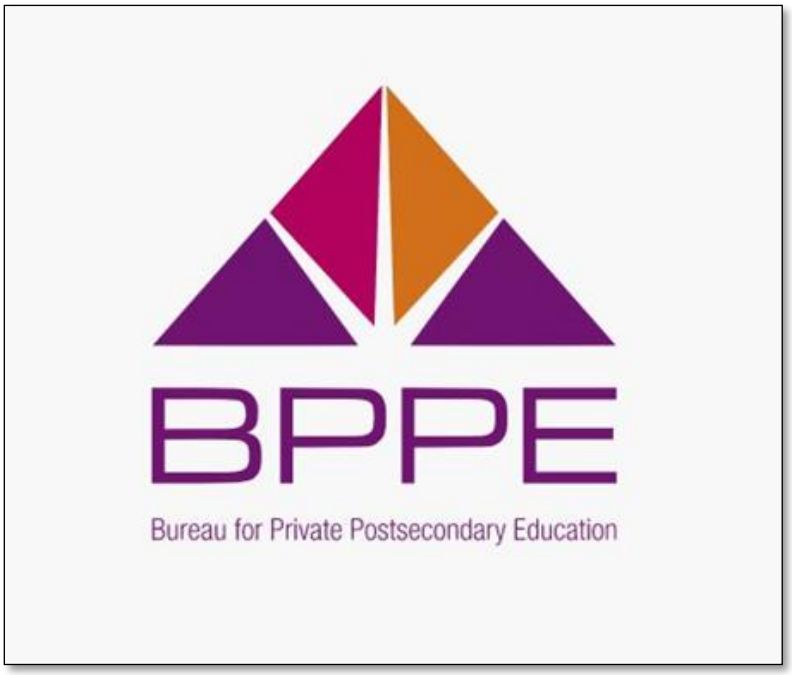
School Statement

P. Steve Ramirez Vocational Training Centers is a private institution and is approved to operate by the Bureau for Private Postsecondary Education. (BPPE) "Approved" means the school operates in compliance with state standards as set forth in Chapter 8, Part 59, Division 10, Title 3 of the California Education Code and Title 5 of the California Code of Regulations.

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 P.O. Box 980818, West Sacramento, CA 95798, www.bppe.ca.gov, (888) 370-7589, Fax (916) 263-1894

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.

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 at www.bppe.ca.gov.



Introduction

Vision Statement
To create career empowerment facilities to assist individuals in improving their lives. To provide hope and light.

Identity
We are an empowered faculty who are passionately committed to assisting individuals with their vocations. We are ethical and innovative in fulfilling our mission.

Core Values

Inspirational:
We provide inspiration, empowerment, and a message of hope and light.

Passionate:
We are passionately committed to the mission of the company of assisting every student with a career empowering opportunity.

Employment:
We strive to work together to provide employment opportunities for our communities through our vocational training centers.

Service:
We provide services in a caring and professional manner.

Provision of This Catalog to Prospective Students

This catalog is provided to prospective students in an electronic format thereby enabling easy access over the Internet or in hard copy if requested.

Effective Dates of this Catalog

January 1, 2024 to December 31, 2024. This catalog is updated at least annually in January of each year. Annual updates may be made using supplements or inserts accompanying the catalog. If changes in educational programs, educational services, procedures, or policies required to be included in the catalog by statute or regulation are implemented before the issuance of the annually updated catalog, those changes shall be reflected at the time they are made in supplements or inserts accompanying the catalog.

Accreditation

This institution is not accredited by an accrediting agency recognized by the United States Department of Education. Programs offered do not lead to occupations that require licensure in California or other states. A program that is unaccredited or from an unaccredited institution is not recognized for some employment positions, including but not limited to, positions with the State of California. A student enrolled in an unaccredited institution is not eligible for federal financial aid.

Main Facility

P. Steve Ramirez Vocational Training Centers is located on a main thoroughfare in the city of Fresno. There is ample off-street parking immediately adjacent to the entrance to the school. The facility is located on the ground floor. The building is approximately 30 years old and is comprised of a suite of professional offices. The school has a reception area, a teaching area and a student services desk. Personal computers, network computers and servers along with standard peripherals are utilized.

Trucking Facility

Instruction for the Truck Driver program is at our satellite location at, 940 S Arthur Ave. Fresno, CA 93706.

• This satellite location is 6.5 miles south of our main branch location, near the Fresno Chandler Downtown Airport, south of freeway 99 and HWY 180.

The equipment to be used at this facility include:

- Truck-tractors
- Tractor and hitch trailers
- Converter Gears
- Desktop Computers

School Administration

P. Steve Ramirez, M.S., CRC, IPEC

Chief Executive Officer
Chief Academic Officer
P. Steve Ramirez, M.S., CRC, IPEC is the Chief Executive and Academic Officer of P. Steve Ramirez Vocational Training Centers. Mr. Ramirez is a leading vocational expert and vocational return to work counselor (VRTWC). He has been deemed a Vocational Expert by the California Workers' Compensation Appeals Board (WCAB) and the United States Social Security Administration. Mr. Ramirez has over 32 years of experience in vocational services. Mr. Ramirez holds a Master of Science Degree from California State University, Fresno. Mr. Ramirez is a Certified Rehabilitation Counselor through the Commission on Rehabilitation Counselor Certification (CRCC). In addition, he has an Anthony Robbins Mastery University, Certification of Completion of System. "Mastery University is the most advanced system you'll find for taking command of the many aspects of life." He is a cancer survivor, diagnosed with cancer in 1999, beating the affliction to continue as a vocational counselor and become a top leader in the industry. His visionary leadership has provided vocational students with motivation, empowerment, encouragement, patience, understanding, and care supporting his primary mission of providing hope and light.

Mariah Ramirez, B.A.
Chief Financial Officer
Mariah has been with the company since 2016. She holds a Bachelor of Business Administration (emphasis in accounting) from National University of San Diego, California. Upon taking over the position, she has provided excellent investing strategies as well as careful financial management to direct the company's finances year after year.

Jaime A. Castillo
Authorized School Representative
Jaime has worked as an Executive Director and Admissions Director in the private sector of the vocational schooling industry. He has over 15 years of experience planning, directing, and coordinating the operations of a private sector vocational expert as an operations Manager. His strengths include formulating policies, managing daily operations, and planning and implementing school administration systems. As an executive director he establishes and implements the vocational school's policies, goals, objectives, procedures, reviews financial statements, invoicing and student activity reports and specialized in setting, measuring, and obtaining student/facility goal achievement. He has also worked as a job placement specialist and career developer for over 10 years assisting individuals with multiple barriers identify suitable and gainful employment.

Sherrina Hansen CPC, CPCO, CPMA, CPC-I
Compliance/Accreditation Manager
Sherrina has been at PSR Vocational Training Centers for 6 years as an instructor. She has over 15 years of experience in compliance through her affiliation with the American Academy of Professional Coders (AAPC) and has worked extensively with physicians and other medical staff. Her education encompasses a BS degree in Business Management and multiple professional certifications including coding, compliance, medical auditing, project management and billing/coding instruction. Sherrina has served in the AAPC Fresno CA Chapter, and was featured in the Healthcare Business Monthly, a publication highlighting issues in the healthcare industry.

Daniel Ortiz
Administrative Technician/Admissions Representative
Daniel has been at PSR Vocational Training Centers for over 7 years, he is a versatile individual, and helps in many different administrative functions of the training centers. He has attended San Joaquin Valley College and UEI College, both for Business Administration programs. He has also studied with ITT-Tech for Network Systems Administration. While attending UEI, he was selected as a mentor for the entire program and helped other students pass their courses. Daniel has also worked as a Career Service Rep for over 4 years, helping injured workers get back to gainful employment. He is an Army OIF veteran who is committed to motivating, and helping others in any way he can.

Manny Rivera
Career Services Representative
Manny has worked as a Sales Executive and Sales Account Manager in the private sector of the perishable goods industry. He has over 15 years of experience in business development, prospecting, contract negotiations, sales presentations, and sales goal development. His strengths include all aspects of the sales process including brand positioning, relationship building and analyzing market trends. He has been recognized as the #1 Sales Representative of the Year and the Top 5 in Sales in five consecutive years. Manny is a Career Services Representative for PSR Vocational Training Centers. He is passionate about assisting individuals to overcome their challenges of employment and helping them transition back to the workplace.

Agueda Ramirez
Office Clerk
Agueda Ramirez is a former student at P. Steve Ramirez and received her Computerized Accounting Certificate. She is assisting with student Registry and career services. She is compassionate and wants all students to feel seen and heard. Her goal is to assist all of our students with job placement and help them in finding a job that fulfills them.

Paul Ramirez IV
Web/Media Specialist - Administrative
Paul specializes in social media including Twitter, Facebook, Instagram and provides maintenance to the PSR website. He has certifications in Social Media Management and Adobe Photoshop. Paul provides administrative updates to current and potential PSR students. He is involved in the PC/Laptop preparation process which allows students to successfully complete their distance learning courses.

Dominique Barriga
Receptionist
Dominique has been with the company for over 2 years and will most likely be the first voice you hear when you call. Dominique strives to provide excellent customer service to each caller. She answers and forwards customers calls, greets clients when they come in the office. She is a very social and organized individual who is always attentive of the clients' questions

Faculty/Staff

John Rocha
Media Technician
IT Informational Technology Administrator/Content Lead
Mr. Rocha has over 9 years of experience providing vocational education instruction. Mr. Rocha has been certified in the Computerized Office / General Office Clerk programs. Mr. Rocha has 8 years of experience engineering and developing training videos in English and Spanish courses to help students learn computer concepts. John specializes in the PSR Computerized Office / General Office Clerk training programs in both English and Spanish. John is efficient in Windows Operating Systems W11, W10, W8.1, W8.0, and W7 with (Microsoft Office Excel, Word, PowerPoint, One Note). John prepares Windows Operating Systems for student computers both onsite on campus and online. John installs and preps computers with student course material needed for training sessions with faculty. John provides technical support to help keep student computers operating properly during training.

Blanca Torres
Instructor (Computerized Office/General Office Clerk – Spanish with ESL & Voice Activated Systems- Spanish)
Blanca was certificated in the Computerized Office/General Office Clerk program in 2017. Blanca has over 5 years of clerical administration utilizing Microsoft Excel and Microsoft Word in the vocational services field. Blanca has been teaching ESL with one of the top ESL learning systems in the world. Blanca enjoys helping people learn computer

skills and ESL. She strives to help people reach their employment goals and provide services in a caring and professional manner.

Janina Perez
Instructor (Computerized Office Clerk Spanish/English and ESL)
Janina is an instructor for the Computerized Office and ESL programs. Currently working on her Bachelor of Arts degree in Psychology and has an Associate of Arts degree in Psychology. Her objective is to facilitate and educate the students to gain the resources they will need for their future careers

Jesse Salas, B.A.
Instructor (Computerized Accounting & Computerized Office English)
Jesse has been working in education for the past 15 years as a tutor and substitute teacher. He has a BA in the Liberal Studies Blended Program from Fresno State. Jesse has experience teaching and tutoring math up to trigonometry and teaching others how to play piano (beginner level). His goal is to inspire others to be lifelong learners and gain confidence in their skills.

Maricela Magallanes, M.S.
Instructor (Computerized Office Spanish with ESL)
Maricela has worked as an elementary school teacher for over 23 years in grades ranging from kindergarten to 6th grade. For a couple of years, she taught ESL to the parents of her students. She also taught students in China via Zoom using an ESL program. Her highest academic degree is a Master's Degree in Administration from California State University, Fresno.

Cynthia Pedraza
Instructor (Computerized Office-English/Spanish with ESL)
Cynthia has always enjoyed assisting others and participating in activities within the community. Her experience includes working in jobs that help and support people, such as staffing agencies and Madera County Social Services. She has assisted individuals in receiving health insurance, emergency cash assistance, and food stamps while working in social services. Cynthia truly believes that her life's mission is to help people, and she hopes to motivate each one of her students to move on to that next stage of their life.

Krystal Beltran
Instructor/ School Administrative Assistant (Computerized Office Clerk- English)
Krystal has worked in the customer service and industry for 15 years as a customer service representative and administrative assistant. Her passion is helping and uplifting others. Krystal's goal is to help her students graduate and see them succeed in life by helping students learn and accomplish their goals.

Fatima Toledo
Facilitator (Computerized Office/General Office Clerk – Spanish with ESL & Voice Activated Systems)
Fatima Toledo, is the Facilitator/Instructor for Computerized Office Spanish with ESL and Voice Activated Systems programs. She has over 10 years of experience in working with the public with her previous background in Customer Service. Her education encompasses an AS degree in Computer Graphics from The Institute of Technology, Modesto. She has a passion for computers and helping others. With Fatima's background in computers and customer service, she strives to help educate in a language students can understand. Her goal is to teach and inspire as many people as she can to help them expand their horizons beyond a classroom setting.

Dara Zecchini
Instructor – Medical Billing and Coding & Accounting
Dara has been a Certified Medical Billing and Coding Specialist since 2012 and been in accounting since 2004. She holds a Certificate in Accounting and an Associate of Arts in Business management with an Emphasis in Accounting. Dara has worked at Madera Community Hospital since 2012, and at Ccare in Fresno. Dara looks forward to the

opportunity to help with the P. Steve Ramirez' Vocational Centers' vision for sharing "Hope and Light" into others' lives.

Jacob Del Bosque
Instructor (Truck Driving)
Jacob Del Bosque has been truck driving for over 20 years. Jacob previously worked as a truck driver for Coca- Cola for 18 years. Jacob has maintained his Class A license and all endorsements: doubles, triples, tankers and Hazmat since 2001. He has been with PSR Vocational Training Centers for 2.5 years as a truck driving instructor and he is determined to provide quality instruction to future truck drivers. On his off-time Jacob enjoys coaching as a youth softball coach who has won multiple amateur championships since he started coaching in 2009.

Anthony De La Fuente
Instructor (Truck Driving)
Anthony has had his Class A license for over 8 years and has worked in long haul truck driving. Anthony speaks both English and Spanish and is very skilled as a driver both over the road and in range. Anthony enjoys sharing his knowledge with the students he encounters. He enjoys spending his off time with his family.

Mark Rivera
Instructor (Truck Driving)
Mark has been working in the transportation and production industry since 1985 and maintains a Class A License. Mark is passionate about educating others in obtaining their Class A and reaching their goals of starting a new truck driving career allowing them to provide for themselves and their families.

Alphonso Ramirez
Instructor (Truck Driving)
Alphonso is a highly motivated and professional CDL Class A Driver with more than 20 years of experience. He is driven by teaching students and helping them to obtain this Class A license. Alphonso enjoys coaching and teaching students driving knowledge.

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Student Services

Education Tools
Canvas is the official Learning Management System (LMS) at P. Steve Ramirez Vocational Training Centers. All online and onsite programs are offered through Canvas. Canvas is a learning platform for our students to allow faculty to share resources and have course announcements for the students. Canvas helps faculty to receive assignments and interact more with students. An Online library is accessible to all our students via our website www.psrtraining.com on the home menu options under "Library/Resources".

Career Services
P. Steve Ramirez Vocational Training Centers provides job seeking services available to students and alumni. Career services includes: job search, resume and cover letter resources, mock interviews, hiring strategies and job coaching.

Visa Related Services
This institution does not admit students from other countries; therefore, no visa related services are offered.

Student Housing

P. Steve Ramirez Vocational Training Centers does not operate dormitories or other housing facilities. This institution is not responsible to secure or find housing and does not provide assistance to students in finding housing. Housing in the Fresno area is available, the average rent is $1,048 for a studio, $1,554 for a 1-bedroom and $1,643 for a 2-bedroom apartment.

Student Assistance
This institution does not provide orientations, airport reception services, housing assistance or other services. Further, this institution maintains a focus on the delivery of educational services. Should a student encounter personal problems which interfere with his or her ability to complete coursework, this institution will provide

assistance in identifying appropriate professional assistance in the student's local community but does not offer personal counseling assistance. This institution will assist with job placement services to its graduates.

Admissions

Admission Criteria - All Programs
- Enrollees shall be 18 years or older as of January 1st, 2024.
  - Student must pay all applicable fees, as per the current published fee schedule, prior to the issuance of an enrollment contract or make other arrangements acceptable to the school.
- This institution does not award credit for satisfactory completion of CLEP or other comparable examinations. This institution does not award credit for experiential learning.
- This institution has not entered an articulation or transfer agreement with any other institution.
- Prospective students are encouraged to visit P. Steve Ramirez Vocational Training Centers to discuss educational and occupational goals with school personnel prior to enrolling or signing enrollment agreements.
- As of 01/01/2022, Senate Bill -607 has eliminated the need for the Ability to benefit test. Testing prior to enrollment is NO LONGER REQUIRED.

The visit should take about one hour. Applicants may visit on any school day and are invited to call us at our toll-free number, (866) 478-0609 to schedule an appointment. However, we are happy to serve clients on a walk-in basis as well.

Language Proficiency
Instruction is delivered in English or Spanish.

The following apply to students for whom English or Spanish is not their primary language:
For a student whose high school or equivalent coursework was not completed in English or Spanish, and for whom English or Spanish was not a primary language, we will seek a score of 500 on a Test of English as a Foreign Language (TOEFL). The TOEFL requirement does not apply to students who have received their high school diploma or the equivalent at an academic institution which has provided the instruction in the English or Spanish language. Similarly, the TOEFL requirement does not apply to students who have completed coursework, in English or Spanish, at the college level.

In such cases, when a student is wanting to enroll in a program instructed in their own native language, but has earned a high school diploma, or its equivalency (GED), in a language other than their own native language, student must first take the American Council on the Teaching of Foreign Languages (ACTFL) Test for Higher Education. Student must earn a minimum of a Level 3 on the Individual Learning Plan (ILP) scale.

Admissions Requirements of Students

For programs delivered in English and Spanish at P. Steve Ramirez Vocational Training Centers, students must be able to read, write, speak, understand, and communicate in English at the following proficiency levels:

Student Applicants must meet the educational requirements and standards for student admissions in the following programs:

- Administrative Assistant - Customer Service Representative (English) (distance)
  - High School Diploma/General Education Development Test (G.E.D.)
- Administrative Assistant - Customer Service Representative - Omni (English) (distance)
  - High School Diploma/General Education Development Test (G.E.D.)
- Computerized Accounting (English) (direct and distance)
  - High School Diploma/General Education Development Test (G.E.D.)

- Computerized Accounting - Omni (English) (direct and distance)
  - High School Diploma/General Education Development Test (G.E.D.)
- Voice Activated Systems (Spanish/English) (distance and direct)
  - High School Diploma/General Education Development Test (G.E.D.)
- Computerized Office/General Office Clerk - English Only (direct and distance)
  - 8th School Education Grade
- Computerized Office/General Office Clerk - Spanish (with English as a Second Language) (direct and distance)
  - 6th School Education Grade
- Truck Driving (English)
  - 6th School Education Grade or California Commercial Learner's Permit.

Students who have not met the above requirements are required to pass an "Ability to Benefit Examination (ATB)

P. Steve Ramirez Vocational Training Centers utilizes the Language Proficiency Assessment Test-Spanish (LPAT-S) and Combined English Language Skills Assessment (CELSA) as ATB exams.

The Language Proficiency Assessment Test-Spanish (LPAT-S) is used to determine skill levels in the Comprehension and Mathematics areas for Spanish speaking adults.

The approved passing scores are shown below:

- Comprehension – 17
- Mathematics – 14

The Combined English Language Skills Assessment (CELSA) is used to determine English language proficiency and tests sentence structure and grammar.
The approved passing scores are shown below:

- Form 1 – 97
- Form 2 – 97

Credit Transfers

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION
The transferability of credits you earn at P. Steve Ramirez Vocational Training Centers 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 is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this

institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending P. Steve Ramirez Vocational Training Centers to determine if your certificate(s) will transfer.

Experiential Learning
This school does not issue credit for experiential learning.

Cancellations

The student shall have the right to cancel the agreement and receive a full refund before the first lesson and materials are received. Cancellation is effective on the date written notice of cancellation is received. The institution shall make the refund as per the calculation pursuant to section 71750 of the California Code of Regulations. If the institution delivered the first lesson and materials before an effective cancellation notice was received, the institution shall make a refund within 45 days after the student's return of the materials.

A notice of cancellation shall be in writing, and a withdrawal may be effectuated by the student's written notice to the school administrative office: P. Steve Ramirez Vocational Training Centers 1300 W. Shaw Ave., Ste. 1A, Fresno, CA 93711 or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance or participation.

The student has the right to cancel the 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. The institution shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred fifty dollars ($250).

The institution shall issue a refund for unearned institutional charges if the student cancels an enrollment agreement or withdraws during a period of attendance. The refund policy for students who have completed 60 percent or less of the period of attendance shall be a pro-rated refund. The institution shall pay or credit refunds within 45 days of a student's cancellation or withdrawal.

Withdrawals

You have the right to withdraw from a course of instruction at any time. It is preferred that a notice of withdrawal be made in writing to the address of the school shown on the first page of this Catalog. When a student officially withdraws from the course, any refund of tuition will be governed by the refund policy calculated from the first official day of classes. No administrative fee will be assessed or deducted from the amount to be refunded to the student. There will, however, be no refund for late payment of fees.

If a student wishes to withdraw from the institution or a course of instruction, the student must contact the school administrative office: P. Steve Ramirez Vocational Training Centers 1300 W. Shaw Ave., Ste. 1A, Fresno, CA 93711. Refunds are processed within 45 days after a student has resolved all financial obligations against their school debts, and their student account reflects a credit balance.

Please be advised that a constructive withdrawal of a student may also be made by the school. Such a withdrawal will be determined to have occurred for all programs, except Truck Driving, if in the estimation of the school and instructor, and in the absence of an approved leave of absence or other short-term absence, the student fails to participate in course assignments or other instruction for a period of sixty (60) days. A student may be withdrawn from the Truck Driving program, by the school and instructor, if the student fails to attend 80% of the scheduled hours of instruction and/or if the student does not pass the drug test administered prior to the program start date.

If a Student fails to adhere to P. Steve Ramirez Vocational Training Centers rules and regulations and P. Steve Ramirez Vocational Training Centers terminates this Agreement, the school shall remit to Student a prorated tuition refund (if applicable) with such calculation based upon the last date of Student's attendance.

Any money owed to P. Steve Ramirez Vocational Training Centers is due and payable on the date of the withdrawal. A withdrawal is effective on the date it is received by P. Steve Ramirez Vocational Training Centers, whether personally delivered or postmarked (if mailed)

Financial

Financial Aid
P. Steve Ramirez Vocational Training Centers does not participate in either State or Federal financial aid programs, nor does it provide financial aid directly to its students.
If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If the student has received federal student financial aid funds, the student is entitled to a refund of the monies not paid from federal student financial aid program funds.

Tuition and Fees
All fees are subject to change from time to time, without notice. Non-Refundable portion of the fees are labeled "NR." A personal computer is not required for students who choose to be instructed in the classroom. Equipment cost may be subtracted from Total Program Charges if student chooses Classroom Study.
*STRF Fee (Non-refundable, $0.00 per $1,000 of institutional costs) is included in program cost. This portion of the cost is non-refundable.

****See Program Descriptions**
Note: No grades or documents will be released if there is an outstanding balance. The institution may refuse any type of service to students who have an outstanding balance. The institution may also refuse re-admission to a student who has left the institution with an outstanding balance that has not been paid in full.

Refund Policy
For purposes of determining a refund, a student shall be considered to have withdrawn from an educational program when he or she withdraws or is deemed withdrawn in accordance with the withdrawal section in this catalog.

The amount owed to the student equals the institutional charge for the instruction divided by the total number of clock hours in the period of attendance multiplied by the number of clock hours the student has not attended prior to withdrawal. No refunds are due once the student has received 60% of the clock hours of instruction in any given period of attendance.

If an institution has collected money from a student for transmittal on the student's behalf to a third party for a bond, library usage, or fees for a license, application, or examination and the institution has not paid the money to the third party at the time of the student's withdrawal or cancellation, the institution shall refund the money to the student within 45 days of the student's withdrawal or cancellation.

If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds. This institution shall refund any credit balance on the student's account within 45 days after the date of the student's completion of, or withdrawal from, the educational program in which the student was enrolled.

Distance Learning Course Refunds

The student shall have the right to cancel the agreement and receive a full refund pursuant to section 71750, before the first lesson and materials are received. Cancellation is effective on the date written notice of cancellation is received. The institution shall make the refund pursuant to section 71750 of the California Code of Regulations. If the institution sent the first lesson and materials before an effective cancellation notice was received, the institution shall make a refund within 45 days after the student's return of the materials.

Student Tuition Recovery Fund Disclosures

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state- imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market Boulevard, Suite 225, Sacramento, CA 95834, Phone (916) 574-8900 or (888) 370-7589.

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

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

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

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

filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

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

Bankruptcy
This institution has not had a pending petition in bankruptcy, is not operating as a debtor in possession and has not filed a bankruptcy petition within the last five years. It 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

Student Records

Student Records Maintenance
Student records for all students are kept for five years. Transcripts are kept permanently. Students may inspect and review their educational records. To do so, a student should submit a written request identifying the specific information to be reviewed. Should a student find, upon review, that records are inaccurate or misleading, the student may request that errors be corrected. In the event a difference of opinion exists regarding the existence of errors, a student may ask that a meeting be held to resolve the matter. Each student's file will contain student's records, including a transcript of grades earned.

Transcript Requests
The first copy of the official transcript is provided at no charge. Subsequent copies are available upon advance payment of the transcript fee of $10.00 for two copies. Transcripts will only be released to the student upon receipt of a written request bearing the student's original signature. No transcript will be issued until all tuition and other fees due the institution are paid and current.

Student's Rights

Nondiscrimination
This institution is committed to providing equal opportunities to all applicants to programs and to all applicants for employment. Therefore, no discrimination shall occur in any program or activity of this institution, including activities related to the solicitation of students or employees based on race, color, religion, religious beliefs, national origin, sex, sexual orientation, marital status, pregnancy, age, disability, veteran's status, or any other classification that precludes a person from consideration as an individual. Please direct any inquiries regarding this policy to the Chief Operations Officer who is assigned the responsibility for assuring this policy is followed.

Sexual Harassment
This institution is committed to providing a work environment that is free of discrimination, intimidation, and harassment. In keeping with this commitment, we believe that it is necessary to affirmatively address this subject and express our strong disapproval of sexual harassment. No one associated with this institution may engage in verbal abuse of a sexual nature; use sexually degrading or graphic words to describe an individual or an individual's body; or display sexually suggestive objects or pictures at any facility or other venue associated with this institution. Students are responsible for conducting themselves in a manner consistent with the spirit and intent of this policy.

Student Grievance Procedures

Most problems or complaints that students may have with the school or its administrators can be resolved through a personal meeting with the student's instructor or a counselor. If, however, this action does not resolve the matter to the satisfaction of the student, he/she may submit a written complaint to the main campus:

P. Steve Ramirez Vocational Training Centers
1300 W. Shaw Ave., Ste. 1A, Fresno, CA 93711
Attn: Sherrina Hansen (Compliance/Accreditation Manager)

The written complaint must contain a statement of the nature of the problem, the date the problem occurred, the names of the individuals involved, copies of documents, if any, which contain information regarding the problem, evidence demonstrating that the institution's complaint procedure was properly followed, and the student's signature. The student can expect to receive a written response within ten business days. Student's rights are set forth in this catalog. Contact the authorized school representative if you require additional information.

Student Conduct

Student Behavior

Students are expected to always behave professionally and respectfully. Students are subject to dismissal for any inappropriate or unethical conduct or for any act of academic dishonesty. Students are expected to dress and act accordingly while attending this institution. At the discretion of the school administration, a student may be dismissed from school for reasons including, but not limited to:

- Coming to class in an intoxicated or illegally drugged state.
- Possession of drugs or alcohol on campus.
- Possession of a weapon on campus.
- Behavior creating a safety hazard to other(s).
- Disobedient or disrespectful behavior.
- Stealing or damaging the property of another.

Any students found to have engaged in such conduct will be asked to leave the premises immediately. Disciplinary action will be determined by the Chief Executive Officer of this institution and such determination will be made within 10 days after meeting with both the chair of the department in which the student is enrolled and the student in question.

Classroom Policies

- You will be issued supplies on your first day of class. Replacement of these materials is your responsibility.
- The business telephone is for business purposes only. Please keep personal calls to minimum. Please ask your family members to contact you only in case of emergencies. Messages from your counselor will be always accepted. Long distance calls are not permitted unless special arrangements are made with the authorized school representative.
- No children are allowed in the classroom.
- For your safety, no open toed shoes are allowed.
- The photocopy and fax machines are for staff use only.
- Please be careful with food and beverages around the equipment. Food Particles and liquid can damage the keyboards. Student is responsible for discarding their own trash and cleaning up any spills. A "No eating in the classroom" policy may be enforced at any time at our discretion.

Distance Learning

- Students must have access to a reliable internet connection. An Internet Communication Speed Test (or ICS Test) of the student's computer will be administered by either the instructor or an assigned facilitator. The student's internet speed test should pass the minimum requirements set by P. Steve Ramirez Vocational Training Centers before distance learning can begin. If the computer fails to successfully pass the minimum speed requirements and is unable to provide for an adequate internet connection, the students will be referred to

the Media Technician or Authorized School Representative to arrange for another method of instruction.

- Students will meet with their facilitator on their agreed meeting or class schedule.
- Instructor will assess and analyze student's mastery of the course by using a remote computer access program.
- Course material will be made available to the student when the student is ready for the next assignment.
- Students can request all material be submitted to them by writing a letter, an email or by phone.
- Students will be given instructional videos and assignments via email, via an internet cloud service,
- remotely transferred to students' computer or by pre-loading the students' computer with all videos and assignments.
- Instructors will evaluate and grade student submissions, assignments, and tests. The instructor has approximately 10 days after student submits a completed test to notify the students, by phone or email, of their test result.
- Instructor and/or facilitator will maintain weekly contact with student throughout the enrollment period. (With the exception of school holidays).

Attendance
This institution requires that a student attend a minimum of 80% of scheduled class, clinic, and other such assigned hours.

Leave of Absence
Should circumstances be such that a leave of absence is to be requested, a student must submit an application for a leave of absence. At the discretion of the School Faculty Director, a leave may be granted for a reasonable time, as warranted by the circumstances. If a student repeatedly resorts to the use of a leave of absence, and if such applications show a pattern of delays, or should the issuance of a leave of absence be such that it would significantly interfere with the planned completion of a program of study, the student may be dismissed from the program and appropriate refunds will be issued, as may be required.

Standards for Student Achievement

Grades are awarded on a Pass/Fail basis. The minimum requirement to receive a 'Pass' is to attend a minimum of 80% of the scheduled hours of instruction, achieve an average score of 60% on classroom quizzes, pass a practical exam administered by the school's instructor, and the ability to pass the California DMV permit and practical tests for Truck Driving. Students who successfully complete the classroom and field training courses with a passing grade will receive a 'Pass' on the school transcript.

If the student has not completed the coursework and earned a grade at the end of the course, the instructor may issue one of the following grades:

- (I) Incomplete - If the course has not been completed, the instructor may grant a one or a two-month extension of the term, at no additional tuition cost, when the student is making satisfactory progress and the instructor believes that an extension of time will permit satisfactory completion. At the end of this period, a final grade must be recorded.

- (W) Withdraw - The student may withdraw from any course before the end of the term. At the end of the term, the instructor may withdraw the student from the course and issue a (W) when the instructor believes the student's progress is insufficient to warrant an extension. A student who withdraws or is administratively withdrawn must retake the course and is responsible for a new tuition payment for that course of study.

Academic Probation
The Chief Academic Officer may place a student on academic probation if the student is not making satisfactory academic progress as per this institution's published policy. The student's grade point average will be monitored at

the end of each enrollment period when the grades are posted. Should the GPA fall below that required for course completion, a student may be placed on academic probation. This will result in a formal advisory, which will be sent to the student, indicating the reason for the probation. Failure to maintain satisfactory academic progress may result in dismissal from the program.

Graduation Requirements

Students completing the course(s) with the minimum of a "D" grade will pass the course and will receive a Pass for the course(s). Successful completion and passing of all courses in the program satisfy the requirement for graduation.

Registration Fees are Non-Refundable

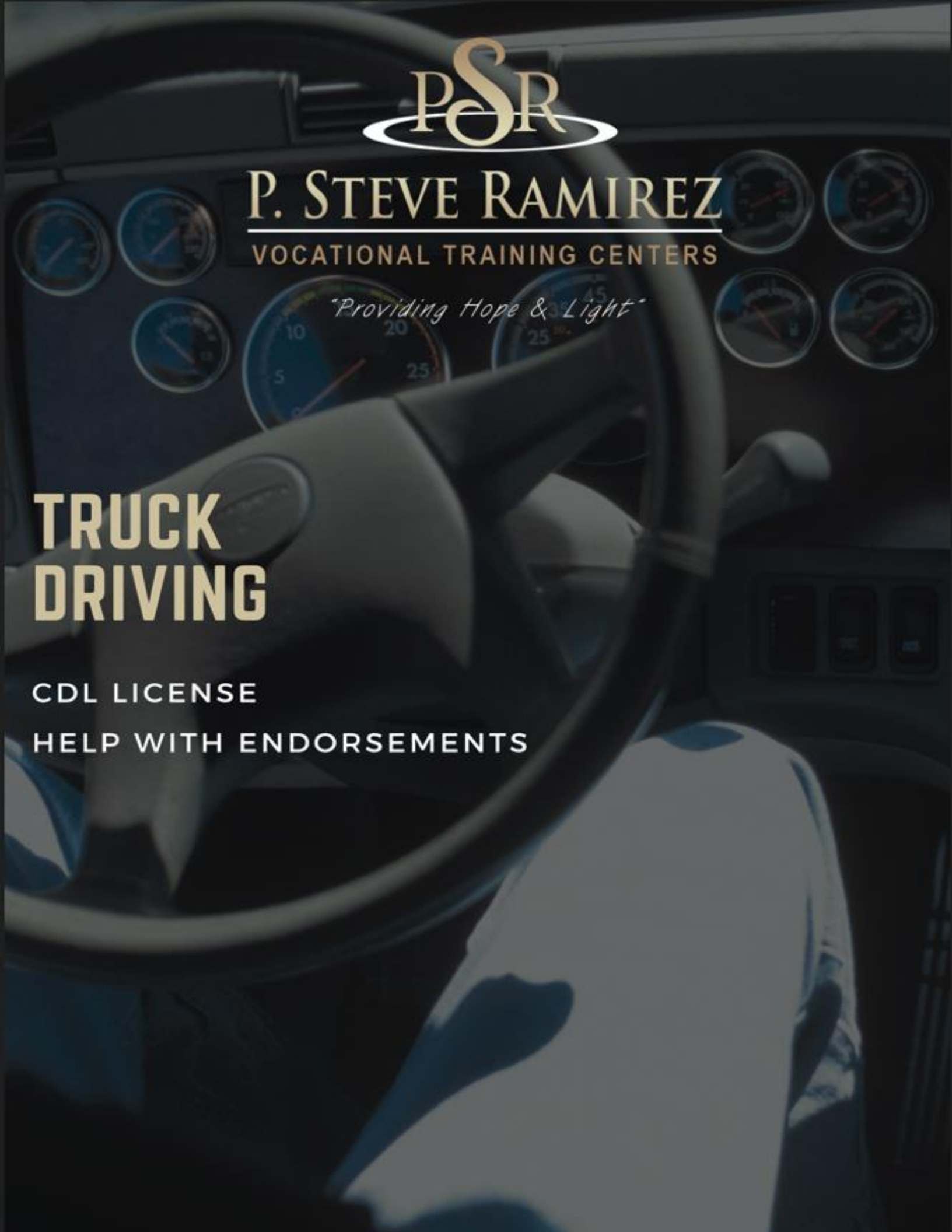
Schedule of Program Charges

Program Name	Reg. Fee	STRF Fee $2.50 Per $1,000.00	Tuition	Equipment	Other Expenses/ Lodging	Books & Materials	Total Program Charges
Administrative Assistant/ Customer Service Representative (English/Spanish)	$250	$15.00	$4,385.00	$1,000.00	N/A	$350	$6,000.00
Administrative Assistant/ Customer Service Representative OMNI (English/Spanish)	$250	$15.00	$4,385.00	$1,000.00	N/A	$350	$6,000.00
Computerized Accounting (English Only)	$250	$15.00	$4,385.00	$1,000.00	N/A	$350	$6,000.00
Computerized Accounting Omni (English Only)	$250	$20.00	$6,380.00	$1000.00	N/A	$350	$8,000.00
Medical Billing and Coding	$250	$15.00	$5,285.00	N/A	N/A	$450	$6,000.00
Computerized Office General Office Clerk (English)	$250	$15.00	$4,735.00	$1,000.00	N/A	N/A	$6,000.00
Computerized Office General Office Clerk Spanish (With English as a Second Language)	$250	$15.00	$4,735.00	$1,000.00	N/A	N/A	$6,000.00
Truck Driving (English Only)	$250	$15.00	$3,835.00	N/A	$1,000.00	$400.00	$5,500.00
Voice Activated Systems	$250	$20.00	$6,580.00	$1,000.00	NA	$150	$8,000.00

All programs through P. Steve Ramirez Vocational Training Centers, except Truck Driving, are offered Online as distance learning programs.

The administration office for these programs is located at 1300 W. Shaw Ave, Ste. 1A, Fresno, CA 93711.

The Truck Driver's training program is held at 940 S. Arthur Ave, Fresno, CA 93706



P. STEVE RAMIREZ

VOCATIONAL TRAINING CENTERS

"Providing Hope & Light"

TRUCK DRIVING

CDL LICENSE

HELP WITH ENDORSEMENTS

Truck Driving:

Program Title: Truck Driving (English Only)

Program Description
In this program the students will learn the skills necessary to become a safe, entry-level truck driver and will prepare students to obtain their Class A California Commercial Driver's License. The course is a combination of classroom lecture, home study, exams, observation and hands-on training.

The curriculum of this course, will incorporate the curricular standard recommendations of the U.S. Department of Transportation's Federal Highway Administration. The curriculum standards, represent the minimum training elements that a commercial motor vehicle driver-training course should contain. The curriculum will fulfill the FMCSA (Federal Motor Carrier Safety Administration) Theory, Range and Public Road requirements. Which included Entry-Level Driver Training (ELDT) for Class A listed in the Code of Federal Regulations (CFR) 49 CFR Part 380, Special Training Requirements

Prior to receiving the commercial driver's license permit, students must take and pass a physical exam and a drug test to be submitted to the DMV. Students will undergo the physical exam and drug test one week prior to beginning the Truck Driving program at the school's chosen testing facility. If the student does not pass the drug test, the student will be withdrawn from the Truck Driving program and a refund will be issued for all refundable fees paid. Please see the school catalog and/or enrollment agreement for the schools refund policies.

Program Length
160 Total Hours

SOC Code: 53-3032 Heavy and Tractor-Trailer Truck Drivers

Externships
No externships or internships are required.

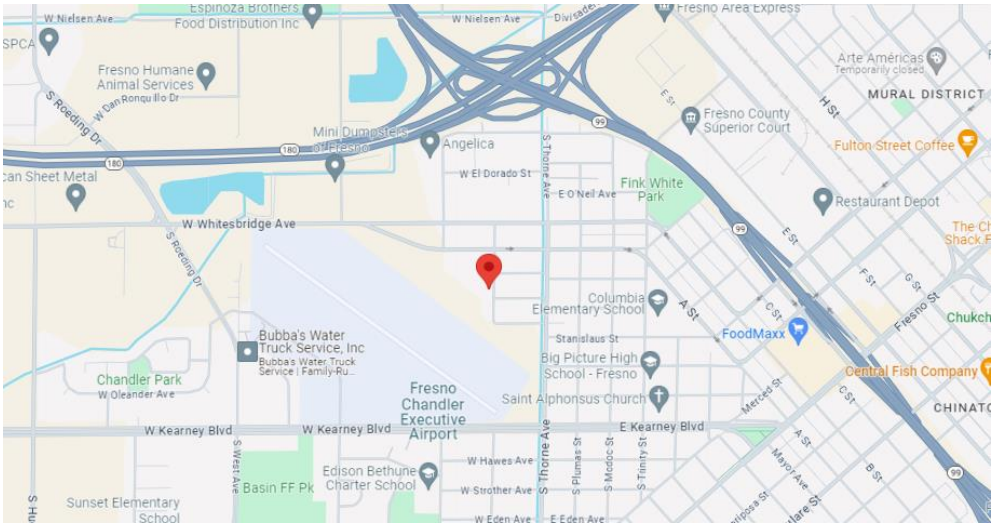
Method of Instruction
This program will only be offered in English Only. No part of this program will be offered as a distance education. No transfer credit is accepted for vocational, paraprofessional coursework, life experience, or military training. Transfer credit cannot be used to meet our admission requirement

Classroom Training- provides the student with an entry-level knowledge of the trucking industry, Department of Transportation Safety, the Drivers Log Book and preparation for the DMV Commercial Driver's License Permit written examination. Students are encouraged to read Regulations before the first day of class. Students will be scheduled to take the DMV administered written test on Friday (day 5) of week 1 of training. It is necessary to pass and obtain the instructional permit before proceeding to the behind- the-wheel training phase of the training course. The permit test is broken into three sections: General Knowledge; Air Brake; and Combination. General Knowledge is 50 questions and the student can miss 10 questions (80%). Air Brake is 25 questions and the student can miss 5 questions (80%). Combination is 25 questions and the student can miss 5 questions (80%). The student must pass all three portions to pass the permit test.

Field Training- includes both observation and behind the wheel time. The field training consists of driving in training areas which include a combination of highway, city and heavy traffic driving with emphasis on defensive driving. Backing, safety and emergency procedures are also practiced extensively. The training also consists of vehicle inspection, coupling and uncoupling, brake adjustment, DMV skills practice and driving test readiness. Students must be prepared for an intensive program study.

Course Outline – Program length is a total of 160 hours. Classroom training consists of 40 hours of training material, with 20 hours of classroom instruction. Field Training consists of 120 hours of hands-on field instruction. That is a combined total of 160 hours.

Training is divided into four weeks. During the four weeks of training, students will receive instruction at our satellite location 940 S Arthur Ave, Fresno, CA 93706.



Week No.	Subject	Clock Hours
Week 1	Classroom Instruction: 2 Introduction to Trucking Industry; Truck/Trailer, and Systems/Operation; Department of Transportation Safety and Vehicle Inspection Brake System; Trip Planning/Log Books; CDL Preparation; ELDT Theory Hours	40
Week 2	Field Training: Tractor/Trailer Pre-trip Inspection, Coupling/Uncoupling, Air Brakes/In-Cab	40
Week 3	Field Training: Backing, Off-set, Parallel, Alley dock, ELDT Range Hours	40
Week 4	Field Training: DMV Driving Route, PSR Driving Route, ELDT Public Road Hours, Off ramp	40
	Total Hours	**160**

Course Outline – Classroom- Classroom training consists of 40 hours of training material with 20 hours of classroom instruction and provides the student with knowledge of the trucking industry, Department of Transportation Safety, Drivers Log Book and preparation for DMV Commercial Driver's License Permit written examination.

Classroom Training – 40 hours

Week 1

Day	Subject	Classroom Hours
1	Introduction to Trucking Industry & Maintenance/CDL Permit Preparation, ELDT Theory Hours Chapter Test	2
1	Department of Transportation Safety /CDL Permit Preparation, ELDT Theory Hours Chapter Test	2
2	Truck/Trailer and Systems/Operation/CDL Permit Preparation, ELDT Theory Hours Chapter Test	4
3	Vehicle Inspection & Driver Awareness/CDL Permit Preparation, ELDT Theory Hours Chapter Test	4
4	Brake System/CDL Permit Preparation ELDT Theory Hours Chapter Test	2
4	Trip Planning/Log Books/CDL Permit Preparation, ELDT Theory Hours Chapter Test	2
5	CDL Permit Preparation & CA DMV Permit Test, ELDT Theory Hours	4
	Classroom Total Hours	**20**
	Independent Study Hours	**20**

Field Training - Field training consists of 120 hours of training material with 90-hours of hands-on field instruction using both cab over and conventional tractors with various trailers. The student will learn the skills necessary to become a safe entry-level truck driver DOT Title: Tractor-Trailer Driver, and obtain a Class A California Commercial Driver's License

Field Training 120 HOURS

Week	Subject	Shifting Range/Skills	On the Road	Hours
2-4	**Tractor/Trailer Inspection:**			
	Pre/Post Trip Exterior	2.25		2.25
	Pre/Post Trip Interior	2.25		2.25
	Brake System	2.25		2.25
2-4	**Coupling/Uncoupling:**			2.25
	Single Trailer	2.25		2.5
2-4	**Backing/Parking:**			
	Straight Line Backing	2.25		2.25
	Alley Docking	5.50		5.5
	Parallel Parking	2.25		2.5
2-4	**Transmission/Shifting:**			
	Double Clutch	4.75	6.0	10.75
	Up Shift by Speed	2.75	3.0	5.75
	Up Shift by RPM	2.75	3.0	5.75
	Down Shift by Speed	2.75	3.0	5.75
	Down Shift by RPM	2.75	3.0	5.75
2-4	**Driving Control:**			
	Safety Awareness	1.0	3.0	4.0
	Use of Mirrors	1.0	2.0	3.0
	Brake Control	1.0	4.0	5.0
	Steering Control	.5	1.5	2.0
	Lane Change/Position	2.0	2.0	4.0
	Turning Movements	.5	5.0	5.5
	Grade Control	1.0	2.75	3.75
	Total	**41.75**	**38.25**	**80.0**
4	**Advanced Safety & Operations:**			
	Uphill/Downhill	8.0		8.0
	Brake Adjustments	8.0		8.0
	Fifth Wheel and Sliding Area	8.0		8.0
	Bobtail	8.0		8.0
	Doubles Operations	8.0		8.0
	Practical Truck Driving Exam			
	Total	**40.0**	**0**	**40.0**
	Total Field Hours:	**80.00**	**40.00**	**120.00**

Classroom instruction provides the student with an entry-level knowledge of the trucking industry, Department of Transportation Safety, the Drivers Log Book and preparation for the DMV Commercial Driver's License Permit written examination. Students are encouraged to read Regulations before the first day of class. Students will be scheduled to take the DMV administered written test on Friday (day 5) of

week 1 of training. It is necessary to pass and obtain the instructional permit before proceeding to the behind-the-wheel training phase of the training course.

The permit test is broken into three sections: General Knowledge; Air Brake; and Combination. General Knowledge is 50 questions and the student can miss 10 questions (80%). Air Brake is 25 questions and the student can miss 5 questions (80%). Combination is 25 questions and the student can miss 5 questions (80%). The student must pass all three portions in order to pass the permit test.

Prior to receiving the commercial driver's license permit, students must take and pass a physical exam and a drug test to be submitted to the DMV. Students will undergo the physical exam and drug test one week prior to beginning the Truck Driving program at the school's chosen testing facility4. If the student does not pass the drug test, the student will be withdrawn from the Truck Driving program and a refund will be issued for all refundable fees paid. Please see the school catalog and/or enrollment agreement for the school's refund policies.

Field training includes both observation and behind the wheel time. The field training consists of driving in training areas which include a combination of highway, city and heavy traffic driving with emphasis on defensive driving. Backing, safety and emergency procedures are also practiced extensively. The training also consists of vehicle inspection, coupling and uncoupling, brake adjustment, DMV skills practice and driving test readiness. Students must be prepared for an intensive program study.

P. Steve Ramirez Vocational Training Centers has advising services available throughout the course. These Student Services and Placement Assistance include career services, resume preparation, job interview skills, job seeking skills, and proper application procedures. P. Steve Ramirez Vocational Training Centers will invite various trucking companies to visit the facility and talk with students regarding requirements for employment and job availability. Advising is an on-going service throughout the student's training period.

To complete the program a student must attend a minimum of 80% of the scheduled hours of instruction. Student must show they are able to apply their knowledge of commercial driving regulations when driving a commercial truck.

Student must achieve an average score of 60% or greater on classroom quizzes to pass the classroom course. Quizzes are graded on a 0-100% scale and the student must achieve at least a 60% score on classroom quizzes in order to receive a 'Pass'. Students must successfully pass the California DMV permit and practical tests to receive a 'Pass' for the field training. Students who successfully complete the classroom and the field training course with a passing grade will receive a 'Pass' on the school transcript.

Student must also pass a practical commercial truck driving exam to be administered in week 4 of training, similar to the test that will be administered by the Department of Motor Vehicles. Students must have the ability to drive a truck to a weigh station before and after loading, know the proper truck inspection procedures before and after long trips, be able to read a bill of lading to determine assignment and all

graduating students shall demonstrate knowledge on how to perform all service maintenance on the truck; including checking for proper levels of oil, fuel, and radiator fluid.

Students who successfully complete the classroom and the field training course with a passing grade will receive a “Pass” on the school transcript.

This program is offered in a classroom environment and on the training field. No part of this program will be offered as distance education. No transfer credit is accepted for vocational, paraprofessional coursework, life experience, or military training. Transfer credit cannot be used to meet our admission requirement.

Classroom Training Hours (Week 1/Satellite Office):
Monday – Friday 6:30AM – 3:00PM

Field Training Hours (Weeks 2-4/Satellite Office):
Monday – Friday 6:30AM – 3:00PM

P. STEVE RAMIREZ

VOCATIONAL TRAINING CENTERS

"Providing Hope & Light"

ONLINE TRAINING

COMPUTERIZED ACCOUNTING

CERTIFICATE PROGRAM

intuit quickbooks Online

Computerized Accounting

Program Title: Computerized Accounting (English Only)

Program Description
This program focuses primarily on teaching students general accounting procedures for managing a small business using QuickBooks Fundamentals automated accounting system software. This program will partner the Accounting Fundamentals with Microsoft Office. In this course students will go through a general accounting application cycle, and will learn the effects of Debits and Credits and how the Double-Entry accounting equation effects the Chart of Accounts.

Students will gain an understanding of Financial Lists, Financial Reports, and Charts. Students will learn how to export Financial Report data. In this course students will furthermore learn how to set up Customers, Vendors, process Statements, Invoicing, Credit Memos, Bank Deposits, prepare Financial Reports, Inventory Management, posting entries to the General Ledger, and day to day accounting practices. In addition, student will gain the skill of Computer Keyboarding and Ten-Key Calculation.

SOC Code: 43-3031 Bookkeeping, Accounting, and Auditing Clerks

Program Objectives
The successful student will be ready for the workforce with the knowledge and skills acquired in this program. Student will have acquired computerized accounting basic competencies with emphasis in QuickBooks software necessary to succeed in a variety of entry-level positions such as Bookkeeping, Accounting, Accounts Receivable/Payable and Audit Clerks; 43-3030, Bill and Account Collectors; 43-3050, Billing and Posting Clerks and Machine Operators; 43-3021 , Telephone Operators; 43-2020, Financial Clerks; 43-3000, Billing and Posting Clerks; 43-3020, Procedure and Purchasing Clerks; 43-3060, Hotel, Motel and Resort Desk Clerks; 43-4080, Order Clerks; 43-4150, Shipping, Receiving, and Inventory Clerks; 43-5070, to name a few.

Requirements for Completion
To complete the program a student must attend a minimum of the contractual % of the scheduled hours of instruction, achieve an average of 60% overall course study. (Assignments, Resume Project, Final exam).

Program Length: Computerized accounting program is 256 hours. This class time is spread across 16 weeks or a four (4) month period. Students who need longer time to complete the course must first speak with an approved facility Administrator before changes can be considered to extend the scheduled date of completion.

Method of Instruction
Program is conducted in a classroom or online setting. In the classroom, the instructor provides guidance and assists students in completing their assignments. Via distance learning, study materials and lectures are preinstalled on student's laptop. Assignments are completed by students and graded accordingly.

<u>This program is offered in English only.</u>

Week	Topic	Hours
Week 1	Computer Fundamentals	16 hours per week
Week 2	Computer Fundamentals Continuation	16 hours per week
Week 3	Browser Concepts	16 hours per week
Week 4	Interview Skills	16 hours per week
Week 5	Resume Project	16 hours per week
Week 6	Typing Skills	16 hours per week
Week 7	Ch.1 Intro to QuickBooks Online	16 hours per week
Week 8	Ch. 2 Customize QuickBooks Online	16 hours per week
Week 9	Ch.3 Sales Process	16 hours per week
Week 10	Ch. 4 Managing Expenses	16 hours per week
Week 11	Ch. 5 Advanced Transactions	16 hours per week
Week 12	Ch. 6 Banking and Reconciliation	16 hours per week
Week 13	Ch.7 Reports	16 hours per week
Week 14	Ch.8 Case Study	16 hours per week
Week 15	QuickBooks Fundamentals Review	16 hours per week
Week 16	QuickBooks Fundamentals Final	16 hours per week

P. STEVE RAMIREZ

VOCATIONAL TRAINING CENTERS

"Providing Hope & Light"

ONLINE TRAINING

COMPUTERIZED ACCOUNTING OMNI

CERTIFICATE PROGRAM

intuit quickbooks Online

Computerized Accounting OMNI

Program Title: Computerized Accounting OMNI (English Only)

Program Description:
This program begins with an introduction to Microsoft Word 2016 and Excel 2016. Students will have an introduction to the World Wide Web and use various search engines techniques for effective and internet browsing. Students will also gain knowledge and learn to utilize the most popular employer email accounts. This combination course is where students will complete the accounting cycle and gain knowledge of spreadsheets and bookkeeping software.

Students will learn what debits and credits are, understand normal account balances based on classifications on the chart of accounts, use of the general journal, and how to post entries to the general ledger, prepare a trial balance and prepare financial statements. QuickBooks Accounting Software will be used.

SOC Code: 43-3031 Bookkeeping, Accounting, and Auditing Clerks

Program Objective:
The successful student will become fully computer literate and be able to function in a modern computerized office environment. Student will be prepared to work in a competitive office environment such as a full charge Bookkeeper, Office Administration and Support Occupations, Accounts Receivable or Accounts Payable Clerk, a Payroll Processing Clerk, Data Processor, as well as being skilled in a the most widely used office programs.

Requirements for Completion:
To complete the program a student must attend a minimum of 80% of the scheduled hours of instruction, achieve an average score of 60% or greater on quizzes and exams, and pass a practical exam.

Length of Program:
368 Hours / 24-weeks

Method of Instruction
Program is conducted in a classroom or online setting. In the classroom, the instructor provides guidance and assists students in completing their assignments. Via distance learning, study materials and lectures are preinstalled on student's laptop. Assignments are completed by students and graded accordingly.

THIS PROGRAM IS OFFERED IN ENGLISH ONLY.

Course Outline

Week	Course Title	Hours
1-3	**Computer Fundamentals**	**32**
3-8	Learning QuickBooks Accountant	80
8-10	Creating your own QuickBooks Company File for your Small Business	32
11-18	Learning QuickBooks	80
19-24	Creating your own QuickBooks Company / File for your Own Business	80
1-24	Keyboarding Practice Skills	64
	Total Hours	**368**

Program Modules

Module Name	Description
Computer Concepts, Internet Browsing and Email Accounts: Outlook Desktop, Outlook Online and Gmail	Student will learn basic computer knowledge, and they will understand the main difference between a pc computer and a Mac. Student will be able to describe, different types of memory, know proper saving techniques, and more. Students will have an introduction to the World Wide Web and use various search engines techniques for effective and internet browsing. Students will also gain knowledge and learn to utilize the most popular employer email accounts.
Microsoft Excel and Microsoft Word, Working with Adobe PDF Documents	Students are taught the essential and more advance elements of word processing as they relate to the business environment. Specific features include; saving files, formatting, enhancing test, tabs, printing documents, headers and footers, and how to create documents using templates. They will also learn how to use all the basic and advance features of spreadsheets, including, the most frequently used functions, such as SUM, MAX, MIN, COUNT, and will learn how to create IF statements and more.
Keyboarding Practice Skills	In this course students will learn proper hand placement and body posture while keyboarding. Daily 1 hour of practice is required, at least four times a day, for the duration of the program (minimum 64 hours completed). Accuracy is emphasized over speed.
Learning QuickBooks	In this course, you will learn how to manage financial information more easily using the leading accounting software. You will learn how to create invoices, enter and pay bills, add new customers and vendors effortlessly. Perfect for students learning or refreshing their accounting knowledge with practical application.
Creating your own QuickBooks Company File for your Small Business	In this course students will learn to set up a complete small business financial management system from beginning to end. Students will learn how to create their own QuickBooks small business company offering either products or services. Learning to create your own QuickBooks company is essential for small business owners seeking qualified Bookkeepers or entrepreneurs wanting to learn to create their own QuickBooks company from scratch.

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ONLINE TRAINING

COMPUTERIZED OFFICE GENERAL OFFICE CLERK

CERTIFICATE PROGRAM

intuit quickbooks Online

Computerized Office /General Office Clerk English

Program Title: Computerized Office / General Office Clerk (English)

Program Description:
This program focuses primarily on teaching students the business uses of Microsoft Office targeting Word and Excel applications along with QuickBooks online. Adjacent to Microsoft Office student will gain skills with Computer Keyboarding and Ten- Key Calculation Fundamentals, helping student achieve a marketable position.

In this course students will be introduced to general computer basics, usages, processing, and applications thereof and processing. Students will be introduced to the World Wide Web and its various search engines, as well as effective and efficient Google search tools. Students will gain the knowledge and skill of Emailing practices using Outlook launcher for the current Business market.

This course will introduce the students to the utmost used areas of the "Ribbon" and its functions for Microsoft Word and Microsoft Excel Spreadsheets. This will help Students in the workforce, gaining knowledge and skill to create an attractive Word document(s) and or Spreadsheet(s) for day-to-day Business practices. Research techniques, Templates and Interviewing skills will be introduced. Additional too these skills, students will have the opportunity to build on their Computer Keyboarding Fundamentals; Typing and Ten-Key. These additional practices will complement students' skill. Students' initial WPM and SPM will be Tested. Student will use a sound Tutoring Software for lessons, practices, and correction on hand/finger positioning adjacent to proper posture. In addition to the enrollment course, Student(s) will gain an acknowledgment Certificate for Typing/Ten-key upon reaching a WPM of 45 and SPM of 150 (9,000 KPH).

Students will be introduced to fundamental accounting principles, and familiarized with various financial records. Being able to summarize financial data into understandable reports is crucial to the successful management of a business utilizing QuickBooks Online. QuickBooks Online allows students to gain fundamental skills for recording small business transactions and preparing financial reports. Students will learn the accounting equation, practice classifying accounts, use t-accounts to practice debits, credits, and normal balances, and apply the concepts to business transactions and the Chart of Accounts in QuickBooks Online.

Students will record business transactions and retrieve information related to the company, customers, vendors, banking, and employees. A student can customize and print common accounting reports and graphs using QuickBooks Online. Students will customize financial statements, reports, and graphs to meet specific print guidelines. Using QuickBooks Online, a student can create a company file, analyze and problem-solve business activities to enter transactions, and deliver accurate financial statements and reports. Students will create a Balance Sheet & Financial Statement for a Demo Company

SOC Code: 43-9061 Office Clerks, General

Program Objectives
The successful student will be ready for the workforce with the skills gained in this program. Student will be computer literate, proficient in email practices and workforce ready with Microsoft Office knowledge and skill in using applications for administrative tasks necessary to succeed in a variety of entry-level positions such as an Office Clerk General; 43- 9061, Data Entry Keyers; 43-9021, File Clerks; 43-4071

Requirements for Completion
To complete the program a student must attend a minimum of the contractual percentage of the scheduled hours of instruction, achieve an average of 60% of overall course study. (Assignments, Project, and Final Exam)

Program Length
256 Hours / 16 Weeks – This class time is spread across 16 weeks or a four (4) month period. Students who need longer time to complete the course must first speak with an approved facility Administrator before changes can be considered to extend the scheduled date of completion.

Method of Instruction
Student can choose from instruction in a classroom setting or participate in distance education learning with an on-line Instructor or Educational Facilitator. In the classroom, the instructor and/or Educational Facilitator provides guidance and assists students in completing their practices. Classes are held on scheduled days/time, Monday through Friday. School is closed on most major Holidays. Holiday schedule will be loaded on to your PC or laptop. Via distance learning, "on-line setting", students will be "face-to-face" with an on-line Instructor and/or Educational Facilitator. Chapter Problems are completed by the students and graded accordingly.

On-line Session
All materials will be delivered to the student receiving instruction via distance education before the program can begin. On-line weekly sessions will be scheduled in advance with student. Student will be contacted on a weekly basis by their instructor and/or Educational Facilitator. Student is expected to have their PC or laptop in good working condition and student must be at their place of study with internet access (we do not provide internet services) when phoned for session.

This program is offered in English and Spanish with English as second language. Instruction is provided with preloaded videos.

This course is designed to polish students' knowledge and skills who are returning to the workforce or wanting to make a career change in to various areas of administrative work.

Modules

Module Name	Description
Intro "Welcome" Video, Overview of Course, Computer Basics; start up, start menu/control panel, File Management; desktop, Microsoft Outlook and Email, Email Etiquette for the Professional, File Types; Word/Excel, Adobe PDF, Internet Browsing, Computer Typing/Ten-Key Calculation initial testing and Intro Practices.	Student will learn basic computer knowledge proper emailing technique, Outlook management, Intro to World Wide Web use of various search engines for effective Internet Browsing, Start Menu, organization of Desktop, Computer Typing/Ten-Key Calculation practices, use of proper finger/hand positioning, saving documents such as Word/Excel, toggling between programs and the task bar.
Microsoft Excel Intro; "Ribbon", functions & practices, Excel assignments. **Microsoft Word Intro; "Ribbon", functions & practices, Word assignments**	Students are introduced to Word and Excel "Ribbon" functions and more advanced elements as they relate to a business environment, students will learn to create and format spreadsheets, including Financial Lists. Students will learn the most frequently used AutoSum functions. They will learn to use the Word "Ribbon" to create and attractive informative documents for business or marketing purposes. Students will learn to save documents, rename, and attach documents for emailing purposes, and emailing practices.
QuickBooks Online- Accounting, Banking, Cash flow, Expenses, Mileage, Payroll Reports, Sales, and Taxes	Students will learn everything that they need to help their organizations succeed on the cloud with QuickBooks 2021 Online. QuickBooks 2021 Online is a cloud-based program in high demand from employers. Students will learn to create their first customer estimate, to organizing their end-of-year taxes on the cloud. They will complete company: invoicing, sales receipts, supply orders, payroll, and executive reports in the cloud. Students will gain a competitive edge in the open labor market with QuickBooks 2021 Online.

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ONLINE TRAINING

COMPUTERIZED OFFICE/GENERAL OFFICE CLERK SPANISH WITH ESL

CERTIFICATE PROGRAM

intuit quickbooks Online

Computerized Office /General Office Clerk Spanish (with ESL)

Program Title: Computerized Office / General Office Clerk (Spanish)

Program Description:
This program will start with an introduction to computer concepts and the proper operation of the computer, followed by a course in basic word processing and spreadsheets, immediately followed by more advanced, Microsoft Word and Microsoft Excel, options, and features. Students will have an introduction to the World Wide Web and introduction in using various search engines techniques. Students will also gain knowledge on utilizing popular email accounts. This program incorporates an introduction to English as a second language in order to instruct students. They will learn appropriate grammar for the past and present tense, and core English conversational skills. The program will give students the skills needed to speak and understand basic English. Furthermore, they will be able to read and write simple English sentences. Each lesson will include a section on vocabulary, grammar, pronunciation, reading, and writing. Tests will be administered after every chapter.

SOC Code: 43-9061 Office Clerks, General

Program Objectives
With the use of advanced technology, the successful students will be fully computer literate and be able to function in a modem computerized office environment. Student will be able to keep records of various administrative tasks. Students will be able to keep records, manage extensive lists, and prepare reports using any spreadsheet program. Students will also be able to multitask through various office programs to keep up with the demanding roles of today's office administration. The successful student will be able to comprehend and respond to basic English questions, and be able to engage in basic conversations in the English language.

Requirements for Completion
To complete the Computerized Office – Spanish with ESL program a student must attend a minimum of the contractual percentage of the scheduled hours of instruction, achieve an average of 60% overall course study. (Assignments, Final exams).

Program Length
Computerized Office- Spanish with ESL 448 hours. This time is spread across a seven-month period or 28 weeks. Students who need longer time to complete the course must first speak an administrator before changes can be made to a scheduled date of completion.

Course Outline

Week	Course Title	Hours
1-2	Computer Concepts, Internet Browsing and Email Accounts: Outlook Desktop, Outlook Online and Gmail	32
3-10	Office Applications – Excel 2016	128
11-16	Office Applications – Word 2016 Working with Adobe PDF Documents	96
1-12	English as a Second Language Studies	192
1-16	Keyboarding Practice Skills	Throughout Training
	Total Hours	**448 Hours**

Computerized Office Portion

Week	Topic	Lecture	Assignments	Hours
Week 1	Computer Fundamentals Orientation	Welcome and Intro to Computer Concepts	Typing practices	16 hours per week
Week 2	Computer Fundamentals Continuation	Internet Browsing, Email, and Typing	Outlook, Google Chrome, Microsoft Edge, Typing.com	16 hours per week
Week 3	MS Excel	Intro to Excel - Data Entry & Functions	Workbook 1 & Typing.com	16 hours per week
Week 4	MS Excel	Date Entry and Functions	Workbook 1 & Typing.com	16 hours per week
Week 5	MS Excel	Freezing Functions	Workbook 2 & Typing.com	16 hours per week
Week 6	MS Excel	IF Statements	Workbook 3 & Typing.com	16 hours per week
Week 7	MS Excel	IF Statements	Workbook 3 & Typing.com	16 hours per week
Week 8	MS Excel	H/VLOOKUP lists	Workbook 4 & Typing.com	16 hours per week
Week 9	MS Excel	H/VLOOKUP lists	Workbook 4 & Typing.com	16 hours per week
Week 10	MS Excel	Charts	Workbook 5 & Typing.com	16 hours per week
Week 11	MS Word	Intro to Word and how to create new Folders/New Documents	Intro to Word & Typing.com	16 hours per week

Week 12	MS Word	Basics of Word	Assignment 1 & Typing.com	16 hours per week
Week 13	MS Word	Inserting leader dots and footer	Assignment 2 & Typing.com	16 hours per week
Week 14	MS Word	Using tabs, ruler, creating columns	Assignment 3 & Typing.com	16 hours per week
Week 15	MS Word	Inserting table, columns, and page breaks	Assignment 4 & Typing.com	16 hours per week
Week 16	MS Word	Testimonial	Testimonial	16 hours per week
Total				**256 Hours**

English as Second Language Portion

Week	Topic	Lecture	Assignments	Hours
Week 1	Welcome to English Class	Introduction	Wk. 1: Vocabulary Assignment	16 Hours
Week 2	Personal Information	Watch & Speak: Talking about yourself	Wk. 2: Vocabulary Assignment	16 Hours
Week 3	Personal Information	Watch and Speak: meeting neighbors	Wk. 3: Vocabulary Assignment	16 Hours
Week 4	Personal Information	Life skills: A weather app	Wk. 4: Vocabulary Assignment	16 Hours
Week 5	Education	Listen and Speak: Registering for class	Wk. 5: Vocabulary Assignment	16 Hours
Week 6	Education	Watch & Speak: A Tour of a School	Wk. 6: Vocabulary Assignment	16 Hours
Week 7	Getting a job	Listen & Speak: Meeting a Career Counselor	Wk. 7: Vocabulary Assignment	16 Hours
Week 8	Getting a job	Watch & Speak: A Job Interview	Wk. 8: Vocabulary Assignment	16 Hours
Week 9	Money Matters	Listen & Speak: Going Shopping	Wk. 9: Vocabulary Assignment	16 Hours
Week 10	Money Matters	Watch & Speak: Ordering a Meal	Wk. 10: Vocabulary Assignment	16 Hours
Week 11	In the Workplace	Listen & Speak: Orientation Day at Work	Wk. 11: Vocabulary Assignment	16 Hours
Week 12	In the Workplace	Watch & Speak: A Responsible Employee	Wk. 12: Vocabulary Assignment	16 Hours

Total				**192 Hours**

Program Objectives
Program is conducted in a classroom or online setting. In the classroom, the instructor provides guidance and assists students in completing their assignments. Via distance learning, study materials and lectures are preinstalled on student's laptop. Assignments are completed by students and graded accordingly.

This program is offered only in Spanish.

On-line session:
All materials will be delivered to the student receiving instruction via distance education before the program can begin. On-line weekly sessions will be scheduled in advance with student. Student will be contacted on a weekly basis by their instructor and/or Educational Facilitator. Student is expected to have their PC or laptop in good working condition and student must be at their place of study with internet access (we do not provide internet services) when phoned for session

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ONLINE TRAINING

MEDICAL BILLING AND CODING

CERTIFICATE PROGRAM

Medical Billing and Coding

Program Title: Medical Billing and Coding

Program Description:
This program prepares students for careers in medical billing. Participants will learn medical language, billing codes, health insurance, and legal responsibilities. Students will delve into various aspects of medical billing, including reimbursement methodologies, common billing practices, and fundamental computer skills essential in medical offices. The program emphasizes hands-on learning using SimChart, an electronic medical records simulation software. This software provides experience in handling patient information entry, demographic updates, computerized medical billing processes, accurate claim form preparation, submission procedures, payment processing, charge recording, payment posting, and financial reporting. This training will help them work with similar software used in real medical offices.

SOC Code: 43-3021 Billing and Posting Clerks

SOC Code: 43-9041 Insurance Claims and Policy Processing Clerks

Program Objectives
Student will have acquired medical billing and coding basic competencies with emphasis in Electronic Medical Records software necessary to succeed in a variety of entry-level positions upon completion of this course.

Requirements for Completion
To complete the program a student must attend a minimum of the contractual % of the scheduled hours of instruction, achieve an average of 60% overall course study. (Assignments, Resume Project, Final exam).

Program Length
This class time is spread across 24 weeks or a six (6) month period. The program total hours are 480. Students who need a longer period of time to complete the course can speak to the administrator before changes are made to the scheduled date of completion.

Method of Instruction
Instruction for this program is offered online only. All materials will be delivered to the student receiving instruction via distance education before the program can begin. On-line weekly sessions will be scheduled in advance with student. Student will be contacted on a weekly basis by their instructor.

2 hours live (synchronous learning) via Zoom every week and 18 hours of independent study (asynchronous learning) every week. 3 hours of Office Hours available per week.

Program Modules

Modules	Description	Hours
1	Medical Billing and Coding Orientation, Intro to Medical Terminology	40
2	Health Insurance; Medical Terminology	260
3	Medical Coding Systems	40
4	Simcharts	140
	Total Hours	**480**

Course Outline

Weeks	Topic	Hours
Week 1	General expectations, Class policies, Program and Resources review, Basic Word Structure (Terminology Module 1), Specialists and Case Reports (Terminology Module 5)	20 Hours
Week 2	Suffixes (Terminology Module 3) and Prefixes (Terminology Module 4)	20 Hours
Week 3	Origins of Healthcare, Tools of the Trade (Insurance Chapters 1&2); Organization of the Body (Terminology Module 2)	20 Hours
Week 4	Legal and Ethical Side of Health Insurance (Insurance Chapter 3).	20 Hours
Week 5	Healthcare Reform (Insurance ch 4) Body Systems – Cardiovascular (Terminology Module 6, Section 1).	20 Hours
Week 6	Patient and Billing Process (Insurance Chapter 5) Reimbursement models (Insurance Chapter 6) Body Systems – Digestive (Terminology Module 6, Section 2).	20 Hours
Week 7	Understanding Managed Care (Insurance Chapter 7) Body Systems – Endocrine (Terminology Module 6, Section 3)	20 Hours
Week 8	Understanding Medicare (Insurance Chapter 8) Body Systems – Female Reproductive (Terminology Module 6, Section 4)	20 Hours
Week 9	Understand Medicaid/Medi-Cal (Insurance ch 9)	20 Hours

	Body Systems – Lymphatic (Terminology Module 6, Section 5)	
Week 10	Understanding Military Carriers (Insurance Chapter 10), Understanding Miscellaneous Carriers, (Insurance Chapter 11) Body Systems Male Reproductive (Terminology Module 6, Section 6)	20 Hours
Week 11	Claim Submissions Methods and CMS-1500 forms (Insurance Chapter 12), Body Systems – Musculoskeletal (Terminology Module 6, Section 7)	20 Hours
Week 12	Claims Management (Insurance Chapter 15) Body Systems – Nervous System (Terminology Module 6, Section 8)	20 Hours
Week 13	Role of Computers in Health Insurance (Insurance Chapter 16), Body Systems – Respiratory System (Terminology Module 6, Section 9)	20 Hours
Week 14	Reimbursement Procedures (Insurance Chapter 17) Body Systems – Skin and Sense Organs (Terminology Module 6, Section 10)	20 Hours
Week 15	Hospital Billing and UB-04 forms (Insurance Chapter 18), Body Systems – Urinary System (Terminology Module 6, Section 11)	20 Hours
Week 16	Diagnostic Coding (Insurance Chapter 13)	20 Hours
Week 17	Procedural, Evaluation and Management and HCPCS coding (Insurance Chapter 14)	20 Hours
Week 18	Navigating Simchart for the Medical Office (Simchart Unit1)	20 Hours
Week 19	Front Office (Simchart Unit 2)	20 Hours
Week 20	Coding and Billing 1 (Simchart Unit 3)	20 Hours
Week 21	Coding and Billing 2 (Simchart Unit 3)	20 Hours
Week 22	Auditing (Simchart Unit 4)	20 Hours
Week 23	Final Review	20 Hours
Week 24	Final Case Study: Complete Medical Billing Cycle (Simchart)	20 Hours

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ONLINE TRAINING

ADMINISITRATIVE ASSISTANT / CUSTOMER SERVICE REP

CERTIFICATE PROGRAM

Administrative Assistant / Customer Service Representative (English)

Program Title: Administrative Assistant / Customer Service Representative

Program Objectives
Students will learn workforce behaviors, communication essentials, professional responsibilities, record management, and financial management. Students will also learn the customer service workforce environment, learn about global customers, providing exceptional customer service, customer service strategy, critical workplace skills, problem solving, extreme customers and customer retention.

SOC Code: 43-6014 Secretaries and Administrative Assistants, Except Legal, Medical, and Executive

SOC Code: 43-4051 Customer Service Representatives

Requirements for Completion
To complete the program a student must attend a minimum of 80% of the scheduled hours of instruction, achieve an average score of 60% or greater on quizzes and exams, and pass a practical exam.

Program Length
364 Hours / 26-weeks

Program Modules

Module Name	Description
Module 1: The Dynamic Workplace:	Students will learn the workplace changes, professional image, how to communicate in a professional setting, and learn to work in teams.
Module 2: Professional Behavior	Students are taught customer service workforce environment, learn the professional behaviors at a workplace, self-management, ethics and behavioral theories, how to be a leader and customer services skills.
Module 3: Communication Essentials	In this module, students will learn writing communication skills, communication tools, presentation activities, global communication and technology etiquette.
Module 4: Records and Financial Management	In this module, students will learn managing records at the workplace, electronic records, and professional/personal financial investment strategies,
Module 5: Professional Responsibilities and Growth	In this Module, student will learn meetings and events planning, travel arrangements, mail and copying skills, and job search skills.

Method of Instruction

Program is conducted in a classroom or online setting. In the classroom, the instructor provides guidance and assists students in completing their assignments. Via distance learning, study materials and lectures are preinstalled on student's laptop. Assignments are completed by students and graded accordingly. This program is offered in English and Spanish.

Course Outline

Week	Topic	Hours
Week 1	The Dynamic Workplace/ The Workplace – Constantly Changing	16 hours per week
Week 2	Your Professional Image	16 hours per week
Week 3	Workplace Teams	16 hours per week
Week 4	Self-Management	16 hours per week
Week 5	Ethical Theories and Behaviors	16 hours per week
Week 6	Leadership	16 hours per week
Week 7	Customer Service	16 hours per week
Week 8	Written Communication	16 hours per week
Week 9	Verbal Communication and Presentations	16 hours per week
Week 10	Global Communication—Technology and Etiquette	16 hours per week
Week 11	Managing Records	16 hours per week
Week 12	Managing Electronic Records	16 hours per week
Week 13	Personal Finance and Investment Strategies	16 hours per week
Week 14	Meeting and Event Planning	16 hours per week
Week 15	Travel Arrangements	16 hours per week
Week 16	Workplace Mail and Copying	16 hours per week
Week 17	Job Search and Advancement	16 hours per week

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ONLINE TRAINING

ADMINISITRATIVE ASSISTANT / CUSTOMER SERVICE REP OMNI

CERTIFICATE PROGRAM

Administrative Assistant / Customer Service Representative OMNI (English)

Program Title: Administrative Assistant / Customer Service Representative OMNI (English)

Program Objectives
This program begins with an introduction to Microsoft Word and Excel. Students will have an introduction to the World Wide Web and use various search engines techniques for effective and internet browsing. Students will also gain knowledge and learn to utilize the most popular employer email accounts. This course provides students with real world examples of Administrative Assistant/Customer Service Clerk that they can utilize in both the self-employment sector and the open labor market.

SOC Code: 43-6014 Secretaries and Administrative Assistants, Except Legal, Medical, and Executive

SOC Code: 43-9061 Office Clerks, General

SOC Code: 43-4051 Customer Service Representatives

Requirements for Completion
To complete the program a student must attend a minimum of 80% of the scheduled hours of instruction, achieve an average score of 60% or greater on quizzes and exams, and pass a practical exam.

Program Length
428 Hours / 35 Weeks

Course Outline

Week	Course Title	Hours
1-3	Computer Concepts, Internet Browsing and Email Accounts: Outlook Desktop, Outlook Online and Gmail	12
4-8	Microsoft Excel and Microsoft Word, Working with Adobe PDF Documents	84
9-35	Procedures and Theory for Administrative Professionals, The World of Customer Service	268
1-35	Keyboarding Practice Skills	64
	Total Hours	**428**

Method of Instruction

Students will have the ability to work on their own schedule by utilizing a combination of online learning, textbook assignments, and instructor guidance. The school is closed on most major holidays, see your instructor for the Holiday Schedule. Students will be assigned an instructor or a facilitator and an email address. All applicable materials will be delivered to the student. A high-speed internet connection is required to access course materials. Students will be contacted at least weekly by their facilitator and/or instructor. Meeting times will vary and the student is expected to be at their home workstation as scheduled. In addition, the student must maintain a steady pace of assignment and test submission in order to complete the program within the allotted timeframe.

Program Modules

Module Name	Description
Computer Concepts, Internet Browsing and Email Accounts: Outlook Desktop, Outlook Online and Gmail	Student will learn basic computer knowledge. They will understand the main difference between a pc computer and a Mac. Student will be able to describe, different types of memory, know proper saving techniques, and more. Students will have an introduction to the World Wide Web and use various search engines techniques for effective and internet browsing. Students will also gain knowledge and learn to utilize the most popular employer email accounts.
Microsoft Excel and Microsoft Word, Working with Adobe PDF Documents	Students are taught the essential and more advance elements of word processing as they relate to the business environment. Specific features include; saving files, formatting, enhancing test, tabs, printing documents, headers and footers, and how to create documents using templates. They will also learn how to use all the basic and advance features of spreadsheets, including, the most frequently used functions, such as SUM, MAX, MIN, COUNT, and will learn how to create IF statements and more.
Keyboarding Practice Skills	In this course students will learn proper hand placement and body posture while keyboarding. Daily 1 hour of practice is required, at least four times a day, for the duration of the program (minimum 64 hours completed). **Accuracy is emphasized over speed.**
Workplace and Professionalism	Students will learn workforce behaviors, communication essentials, professional responsibilities, record management, and financial management.
Communication Methods and Record Management	Students are taught customer service workforce environment, learn about global customers, providing exceptional customer service, customer service strategy, critical workplace skills, problem solving, extreme customers and customer retention.

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VOICE ACTIVATED SYSTEMS ENGLISH/SPANISH

CERTIFICATE PROGRAM

Voice Activated Systems

Program Title: Voice Activated Systems

Program Description
This is an introductory course in the operation of the computer system using voice commands. Designed for students with hand injuries or physical limitations that prohibit them from using a computer in the usual manner. The student will learn to use a voice-activated application to assist in overcoming physical impairments or work restrictions. The course requires the student to spend time training the software to recognize their voice patterns. Their voice patterns will be utilized to operate the computer system and its functions. This course is available to qualified clients only, and requires the special approval from the sponsoring agency.

Program Objective
Dictate documents, launch applications, select menu items, execute key functions, and switch from one window to another using simple voice commands. Allow an injured individual to learn the operation of a modern computer using voice commands focused on Word Processing making it possible for employment in an high speed office environment. Voice Activated Systems enable students to use their computers in a comfortable, ergonomic way — with limited use of a keyboard or mouse. Especially utilized for individuals with upper extremity impairments such as carpal tunnel or loss of limbs.

SOC Code: 43-9061 Office Clerk, General

Requirements for Completion
To complete the program a student must attend a minimum of 80% of the scheduled hours of instruction, achieve an average score of 60% or greater on quizzes and exams, and pass a practical exam.

Program Length
352 Hours / 24-weeks

Course Outline

Week	Course Title	Hours
1-2	Computer Concepts Setting up your Dragon profile for maximum effectiveness. Mastering your shortcuts and key commands.	24
3-8	Office Applications – Microsoft Word	72
9-17	Dragon I – Office Applications – Microsoft Word. Integrating Dragon to be utilized with Microsoft Word.	108
18-24	Dragon II – Internet/Web Browsing. Integrating Dragon with web browsers. Integrating Dragon with email providers.	84
1-24	Dragon Practice Skills. Launch applications, select menu items, execute key functions, and switch from one window.	64
	Total Hours	**352**

Locations

Fresno School Location
1300 W. Shaw Ave., Ste. 1A, Fresno, CA 93711
Phone: (559) 554-9709
https://www.psrtraining.com/

Truck Driving Division Location
940 S. Arthur Avenue Fresno, CA 93706
Phone: (559) 554-9646

Modesto Location
226 McHenry Avenue
Modesto, CA 95354
Phone: (209) 243-7570

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