

2025

SCHOOL CATALOG

"Providing Hope & Light"



P. STEVE RAMIREZ

VOCATIONAL TRAINING CENTERS

www.psrtraining.com

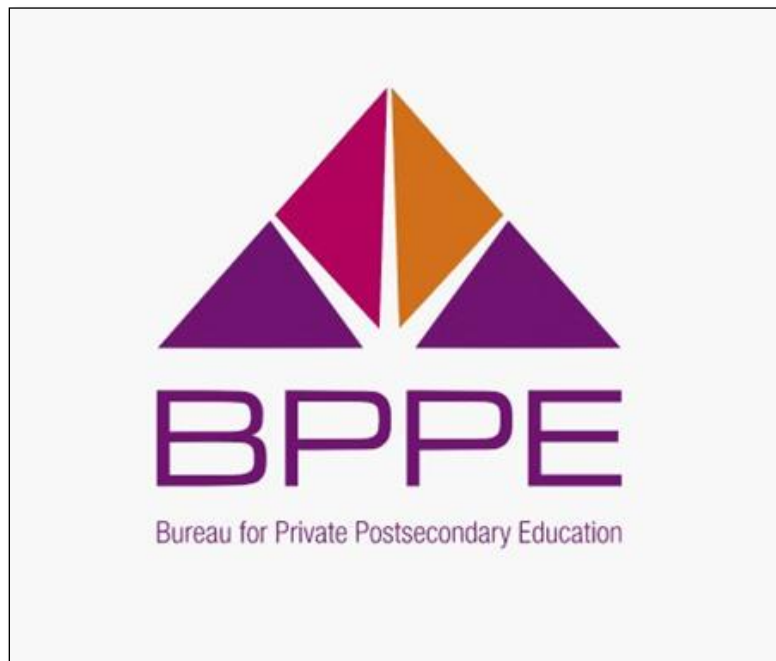
School Statement

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.



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, 2025 to December 31, 2025. 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

Introduction to PSR Vocational Training Centers

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

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OUR MISSION



P. STEVE RAMIREZ

VOCATIONAL TRAINING CENTERS

“Providing Hope and Light”

P. Steve Ramirez Vocational Training Centers is a training provider that offers online and on-site training. Our mission is to empower our students with the knowledge and skills necessary to succeed in their chosen careers and obtain employment and/or start a business.

Our company motto is "**Providing Hope & Light**", and that guiding force is always at the forefront of the education and services we provide.



Message from the President

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

On behalf of the entire faculty and staff, I extend a heartfelt welcome to all new students joining the P. Steve Ramirez Vocational Training Centers family. We are incredibly excited to embark on this journey with you as you pursue your career aspirations and unlock your full potential.

At P. Steve Ramirez Vocational Training Centers, we are guided by our motto: "Providing Hope & Light." We firmly believe that everyone deserves access to quality vocational training, and we are committed to providing that opportunity to individuals throughout California. We are more than just a training center; we serve as a beacon, empowering individuals to build brighter futures through skills development and career advancement.

Our programs are meticulously crafted based on comprehensive labor market surveys conducted throughout California. This means that the skills you learn are not just theoretical; they are in-demand skills that employers are actively seeking. We constantly evaluate and adapt our program offerings to ensure our graduates remain competitive in the ever-evolving job market. This dedication to relevance and practicality is what sets PSR Training Centers apart.

Beyond technical skills, we are focused on developing well-rounded individuals prepared for success in the workplace. We operate on a foundation of core values that guide everything we do:

Integrity: We are committed to honesty, transparency, and ethical conduct in all our dealings.

Accountability: We take ownership of our responsibilities and are accountable for our actions.

Knowledge: We provide relevant, up-to-date knowledge and skills, fostering a culture of continuous learning.

Commitment: We are deeply committed to the success of our students, investing our time and resources to support them.

Passion: We are passionate about vocational training and its potential to transform lives.

We understand that starting a new training program can be both exciting and challenging. That's why we foster a supportive and inclusive learning environment where you feel comfortable asking questions, seeking help, and connecting with your fellow students. We believe in building a strong sense of community, encouraging students to form lasting relationships that will support them throughout their careers.

At P. Steve Ramirez Vocational Training Centers, we are committed to being a catalyst for positive change, empowering you to build a brighter future for yourself, your family, and your community. We invite you to embrace this opportunity, ignite your potential, and embark on a path toward a rewarding and fulfilling career. Together, we can illuminate the path to success and provide hope and light for a brighter tomorrow. Welcome aboard!

Sincerely,



Jaime Castillo
President / Director

Jaime A. Castillo
President / Director

Jaime is a seasoned leader with over 15 years of experience managing and directing operations within the vocational schooling industry. As an Executive Director and Admissions Director, he has spent more than a decade driving success in private-sector institutions by formulating innovative policies, streamlining daily operations, and implementing effective school administration systems.

With extensive expertise in regulatory compliance, Jaime ensures adherence to standards set by key agencies, including the Bureau for Private Post-Secondary Education (BPPE) and Fresno and Madera Workforce. He has a proven track record of maintaining compliance when policies are adopted or revised, along with managing critical data such as student performance fact sheets, graduate outcomes, and job placement statistics. Jaime collaborates closely with career services teams to uphold exceptional job placement rates and ensures institutional records are meticulously maintained.

As an Executive Director, Jaime excels in establishing and executing strategic policies, goals, and procedures to achieve institutional excellence. He brings keen insight into financial management, regularly reviewing statements, invoices, and student activity reports to drive informed decision-making. Jaime is adept at setting measurable goals and achieving success for both students and facilities under his leadership.

Beyond his administrative acumen, Jaime has over five years of experience as a job placement specialist and career developer. His compassionate and results-driven approach has helped individuals overcome barriers to secure gainful employment, showcasing his commitment to empowering others and creating meaningful opportunities.

Daniel Ortiz
Administrative Technician/Compliance

Daniel has been at PSR Vocational Training Centers for over 9 years, he is a highly detailed and resourceful Administrative Technician, very dependable at providing comprehensive administrative and clerical support to PSR Vocational Training Centers. His expertise includes assisting with company financials, BPPE school compliance, student record management, student enrollments, payment processing, outreach, and marketing. He is skilled in Canvas LMS course implementation, website development, various types of software, and creating promotional materials. Daniel has unwavering reliability, a tireless work ethic, and exceptional adaptability. He consistently exceeds expectations and ensures the smooth operation of critical administrative functions.

He is also an Army OIF veteran who is committed to motivating, and helping others in any way he can, which is reflected in his case management. He is always looking to empower individuals to overcome any barriers they may face to achieve success in getting back to gainful employment.

Agueda Ramirez
Career Services/Student Registry

Agueda Ramirez is a proud graduate of P. Steve Ramirez Vocational Training Centers, where she earned her Computerized Accounting Certificate. Now, she plays a vital role in assisting with student registry and career services. With a deep sense of compassion, Agueda is dedicated to ensuring every student feels heard and supported throughout their journey. Her goal is to help students secure meaningful employment by guiding them through the job placement process and connecting them with opportunities that align with their skills and aspirations.

Ivette Lopez**Instructor/Student Registry**

With over a decade of experience in academic support, Ivette has dedicated her career to guiding students toward success as an Academic Advisor, Career Coach, and Registrar. Known for exceptional communication skills and a collaborative approach, she thrives in dynamic educational environments, working closely with faculty and students to foster growth and achievement. A detail-oriented professional, Ivette is highly skilled in ensuring seamless operations within academic institutions. Her strong understanding of student retention and support makes her a valuable asset to the PSR team, bringing high energy and a results-driven mindset to every role. Fluent in both English and Spanish, Ivette is adept at connecting with diverse student populations. With expertise in MS Windows, Word, Excel, and Google applications, she leverages technology to streamline processes and enhance student engagement.

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, 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 a dedicated instructor specializing in the Computerized Office and ESL programs. With a strong academic background in psychology, she holds both a Bachelor of Arts and an Associate of Arts degree in Psychology from Fresno State University. Passionate about education and student success, Janina's objective is to equip her students with the knowledge and resources they need to build successful careers. Her commitment to fostering learning and professional growth makes her a valuable mentor and educator in her field.

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)

With over 23 years of experience in elementary education, Maricela has dedicated her career to fostering academic growth in students from kindergarten through 6th grade. Passionate about language development, she extended her teaching beyond the classroom by offering ESL instruction to the parents of her students, empowering families to engage more actively in their children's education. Additionally, she expanded her impact globally by teaching ESL to students in China via Zoom. Maricela holds a Master's Degree in Administration from California State University, Fresno, equipping her with the leadership skills to support both students and fellow educators. Her dedication to lifelong learning and commitment to student success make her a valuable asset in any educational setting.

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.

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 6 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 De La Fuente is a seasoned professional with over eight years of experience as a Class A licensed truck driver, specializing in long-haul transportation. Fluent in both English and Spanish, Anthony brings a wealth of knowledge and expertise to his role as an instructor, excelling in both over-the-road and range driving techniques. Passionate about teaching, Anthony takes pride in sharing his skills and insights with the students he mentors, fostering confidence and proficiency in their truck driving abilities. Outside of work, he cherishes quality time with his family, reflecting the balance and dedication he brings to both his personal and professional life.

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.

Sherri L. Fernandez, M.S., CRC, CCM

Medical Billing and Coding Instructor

Sherri has served as a Medical Billing and Coding Instructor, sharing her knowledge and expertise with students aspiring to enter the healthcare administration field. Her instructional role has allowed her to guide students in understanding medical coding systems, insurance billing procedures, and healthcare compliance regulations. She is a highly experienced Vocational Rehabilitation Counselor with over 30 years of expertise in the California Workers' Compensation industry. Her extensive background includes vocational counseling, rehabilitation case management, vocational evaluation and plan development, medical case management, ergonomic assessments, and job analysis. She holds a Master of Science degree in Vocational Rehabilitation Counseling and a Bachelor of Arts degree in Kinesiology, both from California State University, Fresno. Additionally, she has played a crucial role in preparing vocational and medical case management reports and coordinating services for injured workers as both a medical and vocational case manager. Her dedication to improving the lives of individuals through vocational rehabilitation, education, and career development has made a lasting impact in the field.

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.)

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

Medical Billing and Coding (English) (distance)

- High School Diploma/General Education Development Test (G.E.D.)

Medical Billing and Coding – Omni (English) (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.)

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. Testing is completed through an independent contractor.

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: (Compliance)***

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 request 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**

	Reg. Fee	STRF Fee (NA)	Tuition	Equipment	Other Expenses/ Lodging	Books & Materials	Total Program Charges
Administrative Assistant/ Customer Service Representative (English)	\$250	\$0.00	\$4,400.00	\$1,000.00	\$0.00	\$350	\$6,000.00
Administrative Assistant/ Customer Service Representative OMNI (English)	\$250	\$0.00	\$6,400.00	\$1,000.00	\$0.00	\$350	\$8,000.00
Computerized Accounting (English Only)	\$250	\$0.00	\$4,400.00	\$1,000.00	\$0.00	\$350	\$6,000.00
Computerized Accounting Omni (English Only)	\$250	\$0.00	\$6,400.00	\$1000.00	\$0.00	\$350	\$8,000.00
Medical Billing and Coding	\$250	\$0.00	\$5,300.00	N/A	\$0.00	\$450	\$6,000.00
Medical Billing & Coding - Omni (English)	\$250	\$0.00	\$7,300.00	N/A	\$0.00	\$450	\$8,000.00
Computerized Office General Office Clerk (English)	\$250	\$0.00	\$4,750.00	\$1,000.00	\$0.00	N/A	\$6,000.00
Computerized Office General Office Clerk Spanish (With English as a Second Language)	\$250	\$0.00	\$4,750.00	\$1,000.00	\$0.00	N/A	\$6,000.00
Truck Driving (English Only)	\$250	\$0.00	\$3,850.00	N/A	\$0.00	\$400.00	\$4,500.00
Voice Activated Systems	\$250	\$0.00	\$6,600.00	\$1,000.00	\$0.00	\$150	\$8,000.00

All programs through P. Steve Ramirez Vocational Training Centers, for the exception of 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 and Light"

TRUCK DRIVING

***INCLUDES CDL CLASS A LICENSE &
ENDORSEMENT ASSISTANCE***



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

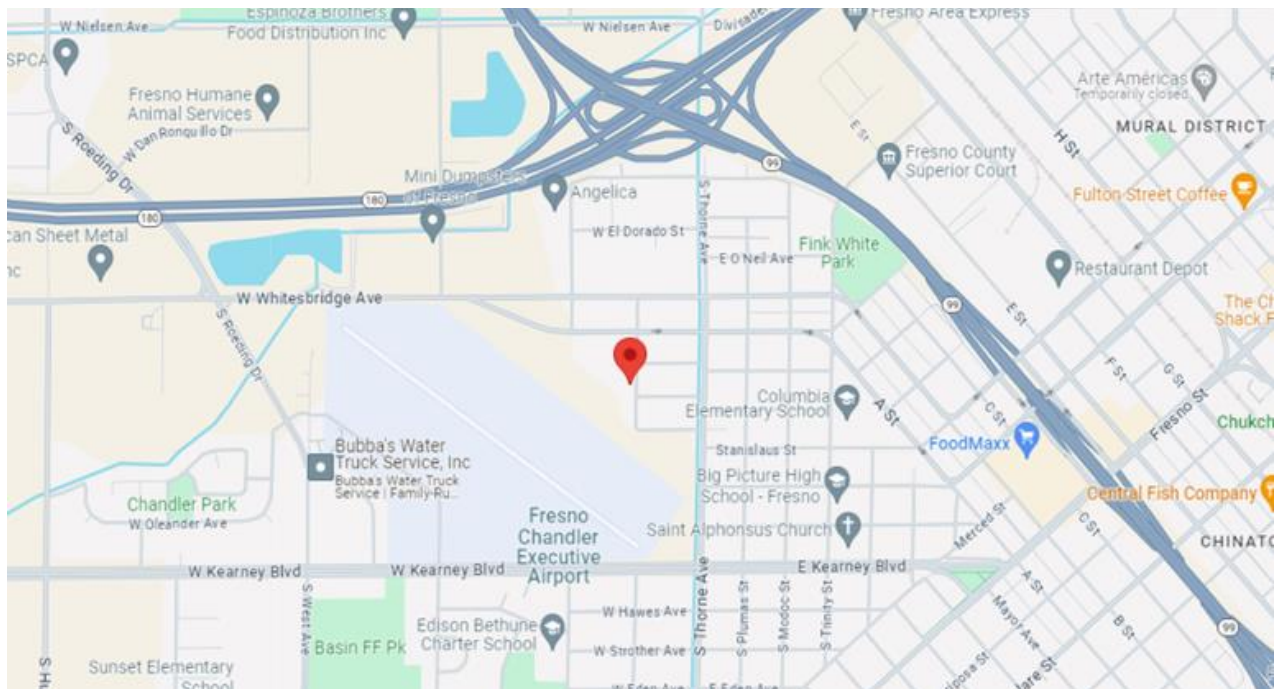
student must pass all three portions to pass the permit test.

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.

Click on picture below.



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.

Course Modules

Week No.	Subject	Clock Hours
Week 1	Classroom Instruction: 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

WEEK 1 – CLASSROOM TRAINING

Day	Subject	Classroom Hours
1	Introduction to Trucking Industry & Maintenance/CDL Permit Preparation, ELDT Theory Hours	2
1	Chapter Test 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	2
4	Chapter Test 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

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 – 120 Hours

<u>Week</u>	<u>Subject</u>	<u>Shifting Range/Skills</u>	<u>On the Road</u>	<u>Hours</u>
2-4	Tractor/Trailer Inspection:			
	Pre/Post Trip Exterior	2.25		2.25
	Pre/Post Trip Interior	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
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
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

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): Friday 6:30AM – 3:00PM





P. STEVE RAMIREZ

VOCATIONAL TRAINING CENTERS

"Providing Hope and Light"

COMPUTERIZED ACCOUNTING



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 , Financial Clerks; 43-3000, Billing and Posting Clerks; 43-3020 and Procedure and Purchasing Clerks; 43-3060

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: The Computerized Accounting program is 320 hours. This class time is spread across 20 weeks or a five (5) 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.

This program is offered in English only.

Course Outline

Module 1 (Intro to course)
Week 1: Canvas, Email, Typing, Course Overview, Computer Concepts
Module 2 (Excel Fundamentals)
Week 2: Workbook 1 (AutoSum). Typing
Week 3: Workbook 5 (Charts). Typing.
Excel Quiz 2025
Module 3 (Word Fundamentals)
Week 4: Intro to Microsoft Word
Week 5: Graduation Program (Word assignment)
Word Quiz 2025
Module 4 (QuickBooks Online)
Week 6: Introducing QuickBooks Online
Week 7-9: Customizing QuickBooks Online
Week 10-11: The Sales Process
Week 12: Managing Expenses
Week 13-15: Advanced Transactions
Week 16-17: Banking and Reconciliation
Module 5 (Financial reports, balance sheets, profit/loss)
Week 18: QuickBooks Online, Reports
Week 19-20: Final Case Study: YinYang Graphic Design



P. STEVE RAMIREZ

VOCATIONAL TRAINING CENTERS

"Providing Hope and Light"

COMPUTERIZED ACCOUNTING OMNI

INCLUDES INTRO TO COMPUTERS



Computerized Accounting OMNI

Program Title: Computerized Accounting OMNI (English Only)

Program Description:

This program begins with an introduction that is designed to provide students with a comprehensive foundation in computer systems, their components, and essential concepts in computing. It is ideal for beginners who have little to no prior experience with computers. The course will cover the history of computing, hardware and software components, data management, user interfaces, and an introduction to internet fundamentals. Upon completion, students will have a solid understanding of how computers work and how to efficiently utilize them in various contexts. This combination course is where students will complete the accounting cycle and gain knowledge of spreadsheets and bookkeeping software. Student will learn what are debits and credits, and know their normal account balance based on its classification 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 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:

576 Hours / 36-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

Module 1 (Omni)
Week 1: Introduction to Computers, Typing
Week 2: Understanding Computer Hardware, Typing
Week 3: Exploring Software, Typing
Week 4: File Management/Data Storage, Typing
Week 5: Networks and the Internet, Typing
Week 6: Microsoft Office
Week 7: The Digital Dialogue, Typing
Week 8: Navigating the Digital Landscape, Typing
Module 2 (Excel Fundamentals)
Week 9: Workbook 1 (AutoSum), Typing
Week 10: Workbook 2 (Freezing), Typing
Week 11: Workbook 3 (IF), Typing
Week 12: Workbook 4 (H-Lookup), Typing
Week 13: Workbook 5 (Charts), Typing.
Excel Quiz 2025
Module 3 (Word Fundamentals)
Week 14: Intro to Microsoft Word & Kennel Club Typing
Week 15: Class Schedule (Excel Assignment), Typing
Week 16: Graduation Program (Word assignment), Typing
Word Quiz 2025
Module 4 (QuickBooks Online)
Week 17-18: Introducing QuickBooks Online
Week 19-20: Customizing QuickBooks Online
Week 21-22: The Sales Process
Week 23-24: Managing Expenses
Week 25-29: Advanced Transactions
Week 30-32: Banking and Reconciliation
Module 5 (Financial reports, balance sheets, profit/loss)
Week 33-34: QuickBooks Online, Reports
Week 35-36: Final Case Study: YinYang Graphic Design

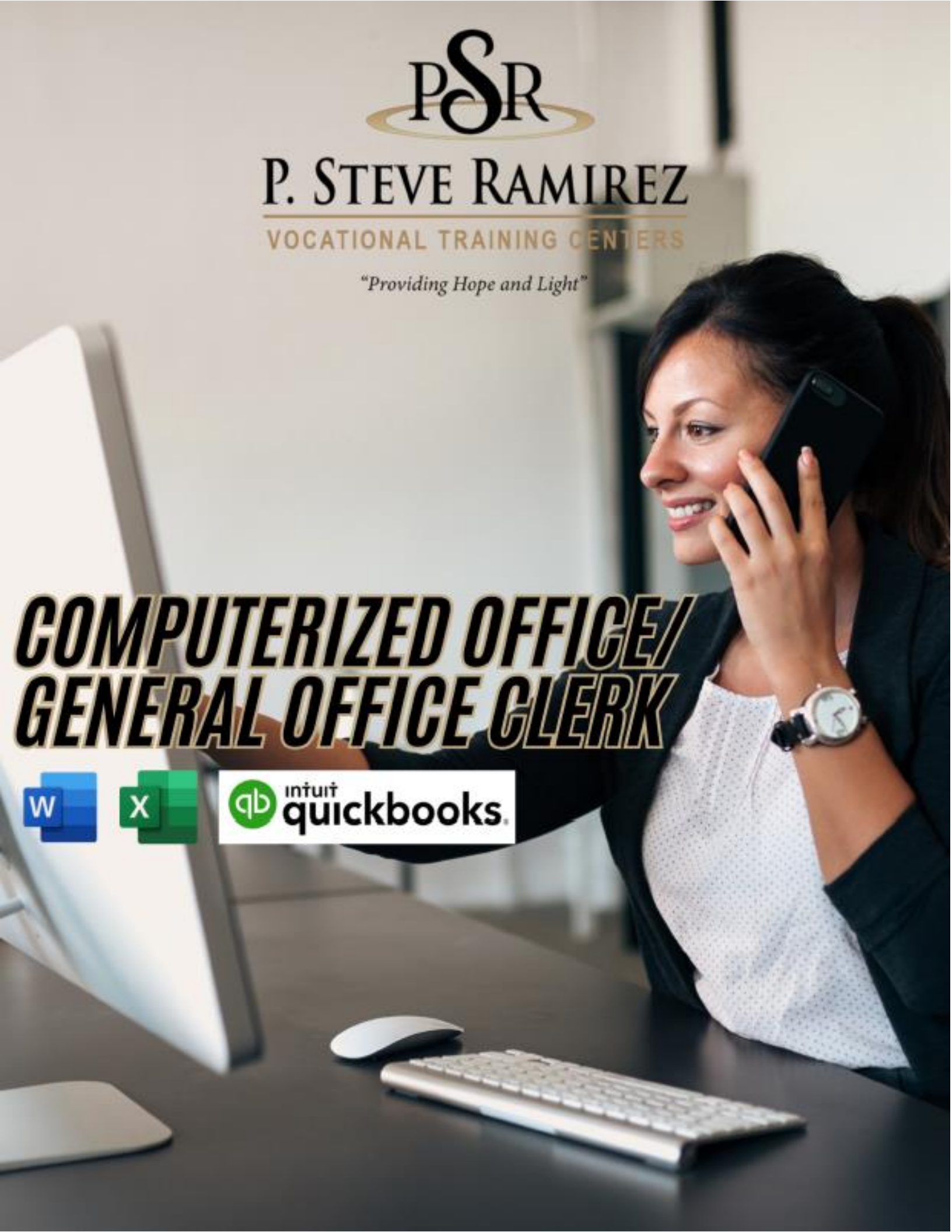


P. STEVE RAMIREZ

VOCATIONAL TRAINING CENTERS

"Providing Hope and Light"

**COMPUTERIZED OFFICE/
GENERAL OFFICE CLERK**



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.

Course Outline

Week 1-2 (Computer Concepts)
Course overview
Computer Basics
Intro to Zoom
Intro to Outlook
Typing
Computer Concepts Quiz
Week 3-7 Intro to Excel
Week 3: Workbook 1 (AutoSum), Typing
Week 4: Workbook 2 (Freezing), Typing
Week 5: Workbook 3 (IF), Typing
Week 6: Workbook 4 (H-Lookup), Typing
Week 7: Workbook 5 (Charts), Typing.
Excel Quiz 2025
Week 8-11 Intro to Microsoft Word
Week 8: Intro to Microsoft Word; Page Layout/Worth
Week 9: Word Assignment; Tabs/Kennel Club
Week 10: Word Assignment; Page Breaks/Student Class Schedule
Week 11: Word Assignment; Leader Dots/Graduation
Word Quiz 2025
Word writing assignment
Week 12-16 Intro to QuickBooks
Week 12: What is QuickBooks/Get Started in QuickBooks Online
Week 13: Craigs Landscaping Sample File/Intro to QuickBooks
Week 14: QuickBooks Invoices & Receipts/Receive Invoiced Payments
Week 15: Accounts Payable & Expenses/Final (Profit&Loss/Balance Sheet)
Week 16: Career Services / Workshops / Interview Prep / Resume



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VOCATIONAL TRAINING CENTERS

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**COMPUTERIZED OFFICE /
GENERAL OFFICE CLERK ESL**



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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.

This 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 modern 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 a Second Language Portion (ESL)

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. 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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MEDICAL BILLING & CODING

cpt 2025
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The only official CPT® codebook with rules and guidelines from the AMA's CPT Editorial Panel.

SimChart®

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 27 weeks or a six-to-seven (6-7) 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	90
2	Health Insurance; Medical Terminology	221
3	Medical Coding Systems	84
4	Simcharts	85
	Total Hours	480

Course Outline

Weeks	Topic
Week 1	Basic Word Structure
Week 2	Suffixes and Prefixes
Week 3	Specialists & Case Reports, Organization of the body
Week 4	Body Systems – Cardiovascular through Male Reproductive
Week 5	Body Systems- Musculoskeletal through urinary
Week 6	Origins of Healthcare, Tools of the Trade
Week 7	Legal and Ethical Side of Health Insurance
Week 8	Healthcare Reform
Week 9	Patient and Billing Process
Week 10	Understanding Managed Care
Week 11	Understanding Medicare

Week 12	Understand Medicaid/Medi-Cal
Week 13	Understanding Military Carriers & Miscellaneous Carriers
Week 14	Claim Submissions Methods and CMS-1500 forms
Week 15	Claims Management
Week 16	Role of Computers in Health Insurance
Week 17	Reimbursement Procedures
Week 18	Hospital Billing and UB-04 forms
Week 19	Diagnostic Coding (Book)
Week 20	Diagnostic Coding (Steps and Examples)
Week 21	Procedural, Evaluation and Management, HCPCS coding (Book)
Week 22	Procedural, Evaluation and Management, HCPCS coding (Steps and Examples)
Week 23	Navigating Simchart for the Medical Office
Week 24	Front Office
Week 25	Coding and Billing 1
Week 26	Coding and Billing 2
Week 27	Auditing



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MEDICAL BILLING & CODING OMNI

INCLUDES INTRO TO COMPUTERS

cpt 2025
PROFESSIONAL EDITION

The only official CPT® codebook with rates and guidelines from the AMA's CPT Editorial Panel.

SimChart®



Medical Billing and Coding OMNI

Program Title: Medical Billing and Coding

Program Description:

Our program offers a comprehensive introduction to computer systems, aimed at providing beginners with no prior computer experience with a solid foundation in essential computing concepts. The course covers the history of computing, hardware and software components, data management, user interfaces, and fundamental internet principles. By the end, students will have a deep understanding of computer functionality and be proficient in using them effectively in various contexts.

Additionally, our program offers a career-focused track for medical billing. Students will gain expertise in medical language, billing codes, health insurance, and legal responsibilities. We delve into various aspects of medical billing, including reimbursement methodologies, common practices, and essential computer skills for medical offices. Our program emphasizes hands-on learning using SimChart, an electronic medical records simulation software. Through this platform, students will gain experience handling patient information, computerized medical billing processes, claim form preparation, submission procedures, payment processing, charge recording, payment posting, and financial reporting. This training will equip students with the necessary skills to operate 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 35 weeks or a eight (8) 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.

Course Outline

Omni Training
Week 1: Introduction to Computers, Typing
Week 2: Understanding Computer Hardware, Typing
Week 3: Exploring Software, Typing
Week 4: File Management/Data Storage, Typing
Week 5: Networks and the Internet, Typing
Week 6: Microsoft Office
Week 7: The Digital Dialogue, Typing
Week 8: Navigating the Digital Landscape, Typing
Medical Billing and Coding Terminology
Week 9: Orientation to Medical Billing and Coding ; Basic Word Structure
Week 10: Suffixes & Prefixes
Week 11: Specialists & Case Reports, Organization of the body
Week 12: Body Systems – Cardiovascular through Male Reproductive
Week 13: Body Systems- Musculoskeletal through urinary
Health Insurance
Week 14: Origins of Healthcare, Tools of the Trade
Week 15: Legal and Ethical Side of Health Insurance
Week 16: Healthcare Reform
Week 17: Patient and Billing Process
Week 18: Understanding Managed Care
Week 19: Understanding Medicare
Week 20: Understand Medicaid/Medi-Cal
Week 21: Understanding Military Carriers & Miscellaneous Carriers
Week 22: Claim Submissions Methods and CMS-1500 forms
Week 23: Claims Management
Week 24: Role of Computers in Health Insurance
Week 25: Reimbursement Procedures
Week 26: Hospital Billing and UB-04 forms
Medical Coding Systems
Week 27: Diagnostic Coding (Book)
Week 28: Diagnostic Coding (Steps and Examples)
Week 29: Procedural, Evaluation and Management, HCPCS coding (Book)
Week 30: Procedural, Evaluation and Management, HCPCS coding (Steps and Examples)
SimChart
Week 31: Navigating Simchart for the Medical Office
Week 32: Front Office
Week 33: Coding and Billing 1
Week 34: Coding and Billing 2
Week 35: Auditing



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**ADMINISTRATIVE
ASSITANT/CUSTOMER
SERVICE REPRESENTATIVE**



Administrative Assistant / Customer Service Representative (English)

Program Title: Administrative Assistant /
Customer Service Representative

Program Description:

The core of this program equips individuals with the essential skills and knowledge to thrive in a modern office environment. The curriculum covers a broad range of topics, starting with understanding the dynamic workplace and establishing efficient workplace organization strategies. Developing a professional image and mastering business etiquette are emphasized, alongside the importance of teamwork and navigating diversity in the workplace. Effective team communication is highlighted as a key component of success.

The program also addresses personal well-being, incorporating stress management techniques and exploring ethical theories and behaviors for responsible decision-making. Students learn about leadership principles and develop strong customer service skills.

Effective business communication, including written and oral skills, is a core focus, with specific training in creating and delivering impactful presentations. The program also expands to global communication, acknowledging the interconnected nature of modern business. Students are also trained on technology etiquette and how to manage managing records, indexing, and managing electronic records.

Beyond the core administrative tasks, the program delves into personal finance and investment strategies, empowering graduates to manage their finances effectively. Practical skills in meeting and event planning and making travel arrangements are also covered, along with efficient handling of mail and copying. Overall, the program aims to produce well-rounded administrative professionals ready to contribute effectively and ethically in a variety of workplace settings.

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

272 Hours / 17 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 and Spanish.

Course Outline

Module 1 – The Dynamic Workplace
Week 1: The Changing Workplace
Week 2: Professional Image
Week 3: Workplace Teams
Module 2 – Professional Behavior
Week 4: Self-Management
Week 5: Ethical Theories and Behaviors
Week 6: Leadership
Week 7: Customer Service
Module 3- Communication Essentials
Week 8: Written Communication
Week 9: Verbal Communication and Presentations
Week 10: Global Communication, Technology, and Etiquette
Module 4 – Records and Financial Management
Week 11: Managing Records and Indexing Rules
Week 12: Managing Electronic Records
Week 13: Personal Finance & Investment Strategies
Module 5- Professional Responsibilities & Growth
Week 14: Event and Meeting Planning
Week 15: Travel Arrangements
Week 16: Workplace Mail and Copying
Week 17: Job Search and Advancement



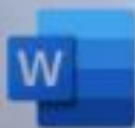
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**ADMINISTRATIVE
ASSITANT/CUSTOMER
SERVICE REPRESENTATIVE
OMNI**

INCLUDES INTRO TO COMPUTERS



Administrative Assistant / Customer Service Representative OMNI (English)

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

Program Objectives

This program begins with an introduction that is designed to provide students with a comprehensive foundation in computer systems, their components, and essential concepts in computing. It is ideal for beginners who have little to no prior experience with computers. The course will cover the history of computing, hardware and software components, data management, user interfaces, and an introduction to internet fundamentals. Upon completion, students will have a solid understanding of how computers work and how to efficiently utilize them in various contexts.

The core of this program equips individuals with the essential skills and knowledge to thrive in a modern office environment. The curriculum covers a broad range of topics, starting with understanding the dynamic workplace and establishing efficient workplace organization strategies. Developing a professional image and mastering business etiquette are emphasized, alongside the importance of teamwork and navigating diversity in the workplace. Effective team communication is highlighted as a key component of success.

The program also addresses personal well-being, incorporating stress management techniques and exploring ethical theories and behaviors for responsible decision-

making. Students learn about leadership principles and develop strong customer service skills. Effective business communication, including written and oral skills, is a core focus, with specific training in creating and delivering impactful presentations.

The program also expands to global communication, acknowledging the interconnected nature of modern business. Students are also trained on technology etiquette and how to manage managing records, indexing, and managing electronic records.

Beyond the core administrative tasks, the program delves into personal finance and investment strategies, empowering graduates to manage their finances effectively. Practical skills in meeting and event planning and making travel arrangements are also covered, along with efficient handling of mail and copying.

Overall, the program aims to produce well-rounded administrative professionals ready to contribute effectively and ethically in a variety of workplace settings.

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

Module 1: Omni
Week 1: Introduction to Computers, Typing
Week 2: Understanding Computer Hardware, Typing
Week 3: Exploring Software, Typing
Week 4: File Management/Data Storage, Typing
Week 5: Networks and the Internet, Typing
Week 6: Microsoft Office
Week 7: The Digital Dialogue, Typing
Week 8: Navigating the Digital Landscape, Typing
Module 2: The Dynamic Workplace
Week 9: The Changing Workplace
Week 10: Professional Image
Week 11: Workplace Teams
Module 3: Professional Behavior
Week 12: Self-Management
Week 13: Ethical Theories and Behaviors
Week 14: Leadership
Week 15: Customer Service
Module 4: Communication Essentials
Week 16: Written Communication
Week 17: Verbal Communication and Presentations
Week 18: Global Communication, Technology, and Etiquette
Module 5: Records and Financial Management
Week 19: Managing Records and Indexing Rules
Week 20: Managing Electronic Records
Week 21: Personal Finance & Investment Strategies
Module 6: Professional Responsibilities & Growth
Week 22: Event and Meeting Planning
Week 23: Travel Arrangements
Week 24: Workplace Mail and Copying
Week 25: Job Search and Advancement

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 to complete the program within the allotted timeframe.

Program Modules

Module Name	Description
Module 1: Omni	Introduction that is designed to provide students with a comprehensive foundation in computer systems, their components, and essential concepts in computing.
Module 2: The Dynamic Workplace	This section will cover the administrative assistant role in a changing workplace, professional image, and the importance of teamwork.
Module 3: Professional Behavior	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 text, 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.
Module 4: Communication Essentials	We will discuss your personal well-being, incorporating stress management techniques and exploring ethical theories and behaviors for responsible decision-making. Students learn about leadership principles and develop strong customer service skills.
Module 5: Records and Financial Management	Students will learn proper filing techniques, indexing, and how to maintain electronic records. We will also touch on personal investment strategies this week as well.
Module 6: Professional Responsibilities and Growth	In this module students are taught how to plan, and arrange various types of events.



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**VOICE ACTIVATED SYSTEMS
ENGLISH/SPANISH**



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 prior approval.

Program Objective

This program will allow individuals with hand impairments or injuries to learn the operation of a modern computer using voice commands focusing on Word Processing making it possible for employment in an high speed office

environment. The program will train students to use ChatGPT Voice for dictation, conversation, data input, and task automation. It will strengthen bilingual English/Spanish communication using real-time voice interaction. Students will also develop skills for office, customer service, and healthcare environments and build confidence using AI tools for transcription, writing, and productivity.

SOC Code: 43-9061 Office Clerk, General

SOC Code: 13-1199 Business Operations Specialists, All Other – Implement AI-powered automation in business operations.

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

384 Hours / 24-weeks

Course outline below

Module 1

Week 1: Intro to ChatGPT

Week 2: Chat GPT transcription basics

Week 3: Using ChatGPT with microphone and ChatGPT Voice

Week 4: Chat GPT bilingual basics

Module 2

Week 5: Punctuation

Week 6: Formatting

Week 7: Structured communication Part 1

Week 8: Structured communication Part 2

Module 3

Week 9: Interactive workflows

Week 10: Prompts

Week 11: Office simulation Part 1

Week 12: Office simulation Part 2

Module 4

Week 13: Workplace vocabulary

Week 14: Workplace transcription

Week 15: Bilingual use cases Part 1

Week 16: Bilingual use cases Part 2

Module 5

Week 17: Voice automation

Week 18: Summaries

Week 19: Task management

Week 20: Custom prompts

Module 6

Week 21: Job readiness

Week 22: Resume

Week 23: Interview preparation and Google job search

Week 24: Capstone project

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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