2025

SCHOOL CATALOG

"Providing Hope & Light"

PSR

P. STEVE RAMIREZ

VOCATIONAL TRAINING CENTERS

www.psrtraining.com

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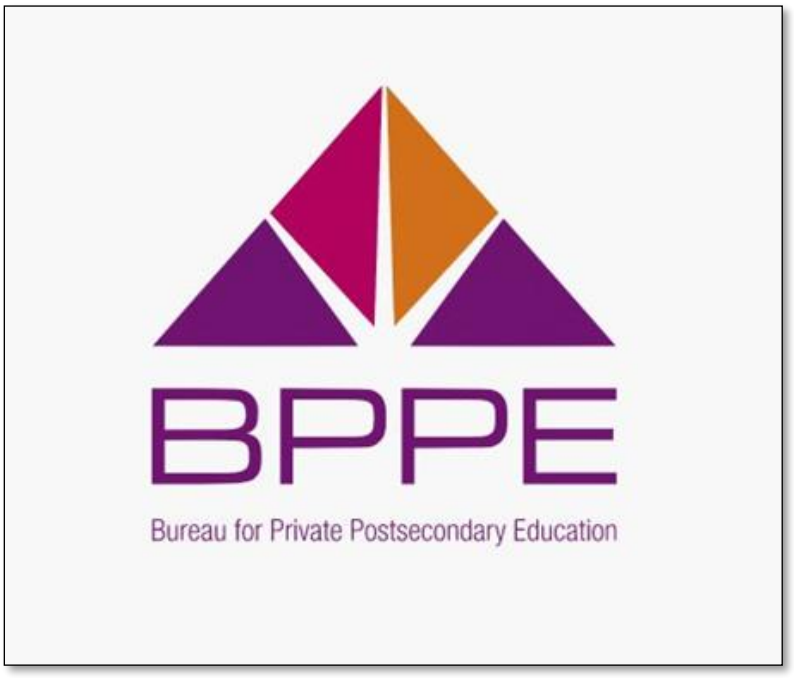
School Statement

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

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at P.O. Box 980818, West Sacramento, CA 95798, www.bppe.ca.gov, (888) 370-7589, Fax (916) 263-1894

As a prospective student, you are encouraged to review this catalog prior to signing an Enrollment Agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an Enrollment Agreement.

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



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 o 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

OUR MISSION

P. STEVE RAMIREZ
VOCATIONAL TRAINING CENTERS

"Providing Hope and Light"

P. Steve Ramirez Vocational Training Centers identifies and responds to the educational and employment needs of everyone's vocational calling and purpose in life. We foster an environment that encourages, motivates, and empowers each student to flourish in their pursuits.

Our dedicated educators are not just teachers; they are mentors and guides, inspiring our students to think critically, embrace innovation, and cultivate their passions. Motivation thrives in an environment where students feel safe and supported. We celebrate achievements, both big and small, and create opportunities for our students to shine.

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

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

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

School Administration and Supporting Staff

Jaime A. Castillo
Executive Director, President

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/School 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.

John Rocha
Media Technician
IT Informational Technology
Administrator/Content Lead

Mr. Rocha has over 9 years of experience providing vocational education instruction. Mr. Rocha has been certified in the Computerized Office / General Office Clerk programs. Mr. Rocha has 8 years of experience engineering and developing training videos in English and Spanish courses to help students learn computer concepts. John specializes in the PSR Computerized Office / General Office Clerk training programs in both English and Spanish.

John is efficient in Windows Operating Systems W11, W10, W8.1, W8.0, and W7 with (Microsoft Office Excel, Word, PowerPoint, One Note). John prepares Windows Operating Systems for student computers both onsite on campus and online. John installs and preps computers with student course material needed for training sessions with faculty. John provides technical support to help keep student computers operating properly during training.

Agueda Ramirez
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 accounts receivable. 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.

Faculty

Daniel Ortiz

Instructor – Administrative Assistant/Customer Service Representative

Daniel is a highly detailed and resourceful Administrative Assistant-Customer Service Representative Instructor who consistently provides comprehensive administrative and clerical support, demonstrating expertise in company financials, student record management, student enrollments, payment processing, outreach, and marketing. His skills extend to Canvas LMS implementation, website development, software utilization, and the creation of promotional materials. Daniel's unwavering reliability, strong work ethic, and exceptional adaptability ensure the smooth operation of critical administrative functions. As an Army OIF veteran, he is committed to motivating and supporting others, which is evident in his case management approach, always striving to empower individuals to overcome barriers and return to gainful employment.

Blanca Torres
Instructor (Computerized Office/General Office Clerk – Spanish with ESL & Voice Activated Systems- English/Spanish)

Blanca, who teaches Voice Activated Systems and Computerized Office Spanish w/ ESL has earned her certification in the Computerized Office/General Office Clerk program in 2017 and has accumulated over five years of clerical administration experience, including extensive use of Microsoft Excel and Microsoft Word in the vocational services field.

Blanca has also taught ESL using one of the top ESL learning systems in the world. She enjoys helping individuals develop both computer and language skills and is dedicated to supporting students in achieving their employment goals.

Blanca has personally overcome an industrial injury and has demonstrated exceptional resilience by excelling in an office environment. She has mastered Dragon voice-activated software and brings over three years of specialized experience teaching Voice Activated Systems, including Dragon. Her lived experience enables her to connect deeply with students who face their own challenges, allowing her to deliver instruction in a caring, understanding, and highly 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/ Computerized Office Clerk- English

Krystal has over 15 years of experience in the customer service industry as both 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 2.5 years as a truck driving instructor and he is determined to provide quality instruction to future truck drivers. On his off-time Jacob enjoys coaching as a youth softball coach who has won multiple amateur championships since he started coaching in 2009.

Anthony De La Fuente
Instructor (Truck Driving)

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

Mark Rivera
Instructor (Truck Driving)

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

Alphonso Ramirez
Instructor (Truck Driving)

Alphonso is a highly motivated and professional CDL Class A Driver with more than 20 years of experience. He is driven by teaching students and helping them to obtain this Class A license.

Alphonso enjoys coaching and teaching students driving knowledge.

Jaime Castillo

CEO, CAO, COO

Instructor (Medical Billing and Coding)

Jaime is a highly accomplished executive and results-driven professional with dual expertise in private post-secondary leadership and specialized Medical Billing and Coding instruction. Jaime also serves in key C-Suite roles (CEO, CAO, COO), successfully driving organizational growth, ensuring regulatory compliance, and guiding vocational institutions through comprehensive accreditation processes and workforce partnership initiatives.

As an instructor, he is trained under the rigorous standards of the American Academy of Professional Coders (AAPC) and brings over five years of hands-on analytical experience interpreting complex clinical documentation. He maintains expert proficiency in current coding systems, including CPT 2025, ICD-10, and the HCPCS coding system, specializing in claims processes, managing CMS-1500 forms, and navigating HIPAA compliance.

His instructional depth is complemented by a strong clinical foundation in anatomy, medical terminology, and specialized guidelines such as the AMA Guides for impairment ratings (relevant to workers' compensation).

He blends strategic planning and fiscal management excellence with a commitment to instructional integrity, ultimately focusing on student success and institutional achievement. A devoted Christian, his leadership is firmly rooted in core values of integrity, service, and purpose.

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.

Online Library & Resources

All students have full access to our online library through our website.
To access these materials:

1. Visit **www.psrtraining.com**
2. Navigate to the **Home** menu
3. Select **"Library/Resources"**

Within this section, you will find helpful tools to support your studies, including answers to common questions and searchable information relevant to your training program.

Course Materials (Books, Equipment, Laptops, etc.)

Our "Breakdown of Costs" page outlines which programs include physical materials such as textbooks or equipment. These materials will be provided to you before your program start date, generally within two weeks prior to the beginning of your training.

Students may choose one of the following options for receiving materials:

- **Pick up in person** at our administrative office, or
- **Have them mailed** to you if you are not located near our facility.

Career Services

P. Steve Ramirez Vocational Training Centers provides comprehensive career guidance and support. However, it is crucial to understand that participation in Career Services does not guarantee job placement, specific employment positions, or predetermined salary levels upon graduation or program completion.

The utilization of Career Services is entirely voluntary. The availability of these services does not create an employment contract or imply any promise of income. Ultimately, the responsibility for securing employment rests with the student. We expect students who engage with Career Services to actively participate, diligently follow the guidance provided, and implement the job search strategies discussed with our Career Service Representatives.

For students who choose to utilize Career Services, we are dedicated to equipping them with the confidence and preparedness needed to enter a new career field. Our assistance extends beyond general career guidance to include:

- Resume Writing
- Mock Interviews
- Constructive Feedback
- Support in the job search process.

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:

We do **not** provide or administer the following testing:

For students whose high school or equivalent coursework **was not completed in English or Spanish**, and for whom **English or Spanish was not the primary language**, a **TOEFL score of 500** is required. This TOEFL requirement **does not apply** to:

- Students who earned their high school diploma or equivalent from an institution where the **instruction was delivered in English or Spanish**, or
- Students who have completed **college-level coursework** in English or Spanish.

ACTFL Requirement

If a student wishes to enroll in a program taught in **their native language**, but their high school diploma or equivalency (GED) was earned in a **different language**, the student must take the **American Council on the Teaching of Foreign Languages (ACTFL) Test for Higher Education**.

The student must achieve a **minimum score of Level 3** on the **Individual Learning Plan (ILP) scale** in order to qualify.

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 minimum educational requirements for admission into the following programs:

Program Admission Requirements

Program		Minimum Educational Requirement
Administrative Assistant – Customer Service Representative	English / Distance	High School Diploma or GED
Administrative Assistant – Customer Service Representative – Omni	English / Distance	High School Diploma or GED
Computerized Accounting	English / Direct & Distance	High School Diploma or GED
Computerized Accounting – Omni	English / Direct & Distance	High School Diploma or GED
Voice Activated Systems	English & Spanish / Direct & Distance	High School Diploma or GED
Computerized Office / General Office Clerk	English Only / Direct & Distance	8th Grade Education
Computerized Office / General	Spanish w/ ESL /	6th Grade Education

Program		Minimum Educational Requirement
Office Clerk – Spanish (with ESL)	Direct & Distance	
Medical Billing & Coding	English / Distance	High School Diploma or GED
Medical Billing & Coding *(duplicate listing removed for clarity)*	English / Distance	High School Diploma or GED
Truck Driving	English	6th Grade Education **or** California Commercial Learner's Permit

Additional Admission Options

Applicants who do not meet the educational requirements must successfully pass an **Ability to Benefit (ATB) Examination**.

P. Steve Ramirez Vocational Training Centers administers the following approved ATB exams:

- **Language Proficiency Assessment Test – Spanish (LPAT-S)**
- **Combined English Language Skills Assessment (CELSA)**

LPAT-S Passing Scores

- **Comprehension:** 17
- **Mathematics:** 14

Clarification of Admissions and Transfer Credit Policies

1. Acceptance of Credits Earned at Other Institutions

The institution may consider accepting credits earned at other accredited or approved institutions; however:

- **Transfer credit acceptance is not guaranteed.**
- Credits must be **directly related** to the program of study for which the student is applying.
- The coursework must match the **content, level, and learning objectives** of the program offered by the institution.
- Official transcripts or other appropriate documentation are required for review.
- The institution reserves the right to request course descriptions, syllabi, or additional evidence of competency before awarding credit.

Only credits that meet established academic standards and contribute meaningfully to the student's program progression will be accepted.

2. Clarification on Ability to Benefit (ATB) Policy

The institution has stated that an **Ability to Benefit (ATB) exam is no longer required** for certain programs.
This is consistent with updated admission standards indicating that some programs now require only a **6th grade school education**.

ATB examinations (e.g., CELSA, LPAT-S) are therefore only applicable in cases where a student **does not meet the minimum educational threshold** for the program to which they are applying.

3. Admission Standards for Programs Not Requiring a High School Diploma or Equivalent

For programs that do *not* require a high school diploma or GED, minimum educational entry levels are defined as follows. These standards are aligned with the expected skills necessary for successful program completion:

Programs Requiring an 8th Grade Education

- **Computerized Office / General Office Clerk – English Only**

This program requires basic English literacy, reading comprehension, and general academic readiness suitable for administrative tasks.

Programs Requiring a 6th Grade Education

- **Computerized Office / General Office Clerk – Spanish (with ESL)**
- **Truck Driving**

These programs require fundamental literacy and numeracy skills appropriate for:

- Understanding instructional materials
- Successfully participating in classroom or behind-the-wheel instruction
- Completing safety-related tasks (Truck Driving)
- Achieving competency in practical office or clerical duties (General Office Clerk – Spanish)

Rationale for Lower Grade-Level Requirements

Programs with a 6th or 8th grade minimum education requirement are structured to:

- Provide foundational instruction
- Build skills progressively
- Support students with limited formal education
- Ensure accessibility while maintaining academic integrity

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4. Requirement to Admit Only Qualified Students

In accordance with regulatory standards:

The institution shall not admit any student who is obviously unqualified or who does not appear to have a reasonable prospect of completing the program.

This means:

- Admissions personnel must assess whether the student has the **ability, background, and readiness** needed for the specific program.
- Language proficiency, basic literacy, prior education, and learning needs must be considered.
- Students lacking the minimum educational preparation must be directed to appropriate placement assessments or remediation before enrollment.

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5. Summary of Program-Related Admission Standards

Program Type	Minimum Education Requirement	Notes
Programs requiring advanced clerical, language, or accounting skills	High School Diploma or GED	Ensures foundation for technical and administrative coursework
Computerized Office / General Office Clerk – English	8th Grade	Requires basic English literacy and general

Program Type	Minimum Education Requirement	Notes
		academic readiness
Computerized Office / General Office Clerk – Spanish (with ESL)	6th Grade	Designed for Spanish-speaking students needing ESL support
Truck Driving	6th Grade or CA Commercial Learner's Permit	Requires basic literacy and ability to complete safety and driving tasks

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.

Please note that we prohibit the acceptance of credits transferred from any other external college or university. All certificate requirements must be fulfilled solely through coursework completed directly at this institution.

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. If you choose to withdraw, it is required 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 stated in this catalog and the enrollment agreement. 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)

When a student has come to the decision of withdrawal from their program or cancellation of their enrollment agreement. Please navigate this process by the following steps:

Step 1: Review Your Enrollment Agreement and this Catalog
Before doing anything else, meticulously re-read your signed enrollment agreement. Your enrollment document is your contract and will contain specific withdrawal and refund policies. Pay close attention to any deadlines or conditions for cancellation.

Step 2: Draft a Withdrawal Letter
Compose a clear and concise letter addressed to P. Steve Ramirez Vocational Training Centers 1300 W. Shaw Ave., Ste. 1A, Fresno, CA 93711. This letter should include:

- Your full name.
- The program you are enrolled in.
- A clear statement of your intent to withdraw.
- The effective date of your withdrawal.
- A brief, but honest, reason for your withdrawal.

- A request for a refund, referencing the institution's refund policy and BPPE regulations. If you are not the payee on the training, there is no need for this step, and we will process the refund according to our policies.
- Your contact information (phone number and email address).
- Your signature and the date.

Step 3: Submit the Letter
You can submit your letter in person, by mail, or by email, whichever you prefer. If by email please submit to jaime@psrtraining.com

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.

Financial Assistance
You may be able to fund your participation in our courses through the following options:

- **Local Employment Agencies:** Many regional employment agencies offer sponsorships or grants to individuals seeking to update their skills or pursue new career paths. We encourage you to contact local agencies such as Workforce, or Proteus, to inquire about their funding programs for vocational training and skill development.
- **Workers' Compensation (SJDB Vouchers):** If you've been injured on the job, the Supplemental Job Displacement Benefit (SJDB) vouchers provided through Workers' Compensation may cover the cost of retraining and skill-building courses, including those offered by our institution.
- **Private Pay:** Students always have the option to cover course fees directly through personal funds. We offer clear fee structures and are happy to discuss payment arrangements.

Important Disclosure Regarding Employment Agency Funding:
While we are approved providers for many agencies, final approval for funding remains strictly at the discretion of the individual agency or provider (e.g., the local employment agency). The student is responsible for initiating the application and approval process with the third-party sponsor.

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.

Itemization of Registration Fee (Non-Refundable)
Administration and Processing Cost ($75)
Canvas LMS Access ($50)
Payment and Transaction Processing ($45)
Class Roster Reservation ($50)
Certificate Processing ($30)
Total Registration Fee = $250.00

***STRF Fee per California Code of Regulations**, Title 5, Section 76120 is currently $0.00 per $1,000 of institutional costs) and is included in program cost. This portion of the cost is non-refundable. The exception to this is cited in California Code of Regulations, Title 5, § 76120(c) which states the STRF fee is refundable only if the institution provides a 100% refund of institutional charges under specific circumstances.

The Office of Student Assistance and Relief
The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (888) 370-7589 or by visiting www.bppe.ca.gov.

Refund Policy

Every student has an unconditional right to cancel their enrollment. The refund policy is as follows:

Full Refund Guarantee
You have the right to cancel your Enrollment Agreement and obtain a full refund of all charges paid, including the registration fee and all institutional charges, if you withdraw on any of the following dates:

1. Until Midnight of the Seventh Calendar Day following the date you signed the enrollment agreement.
2. Prior to the First Day of Instruction.

The full refund will be issued regardless of whether instruction has begun. Notice of cancellation must be made in writing.

Prorated Refund (Withdrawal After Instruction Begins)
If you withdraw from the program after the initial cancellation period and after instruction has commenced, the refund amount will be calculated using a strict, statutory prorated formula based on the percentage of the program you have completed.

The Basis of the Pro-Rated Calculation
The pro-rated refund amount is determined by calculating the institutional charges paid against the time elapsed in the program.

- **100% Refund:** If a student withdraws before the first day of instruction.
- **Prorated Refund:** If a student completes some portion of the program, the refund amount will be calculated by deducting a percentage of the total institutional charges corresponding to the percentage of the program completed.

Note on non-completion:
If the student has completed more than **60%** of the period of attendance for which they were charged, the institution is permitted to retain 100% of the tuition, and no refund will be due for that portion of the program, as per BPPE standards.

Determining the Withdrawal Date
The official termination/withdrawal date used for all refund calculations is the **earliest** of the following:

1. The date the student provides written notice of withdrawal to the institution.
2. The student's last date of attendance, if the student fails to attend classes for a period of consecutive days and the school determines the student has withdrawn.
3. The date the institution officially terminates the student's enrollment.

Non-Refundable and Retained Fees/Costs
Certain fees and materials, **if applicable**, are excluded from the prorated refund calculation:

1. **Registration Fee:** A one-time, non-refundable administrative fee is retained after cancellation period has elapsed.
2. **Equipment and Materials:** Supplies, books, tools, or equipment that are issued to and readily usable by the student upon receipt are non-refundable **if the student fails to return them in new, unused condition within 30 days of withdrawal.** If the materials are returned in new condition, the cost may be refunded.
3. **Third-Party Costs:** Costs associated with external services (e.g., DMV Fees, Drug Testing for Truck Driving) paid directly to a third party on the student's behalf are non-refundable.

Refund Issuance Timeline
The refund due shall be paid within **45 days** of the student's effective date of withdrawal or termination.

If payment was received from someone other than the student, the calculated refund will be returned to the appropriate funding source(s) in accordance with our policies.

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, or by the 7th day of enrollment whichever is later.

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.

***Notice:** Please be advised that all official organizational records, including sensitive student data and internal information, are securely housed within STARS LMS.

STARS LMS is a state-of-the-art, cloud-based server environment specifically designed with robust security protocols to ensure the confidentiality, integrity, and availability of our data. Access to any information or student records stored within STARS LMS is strictly controlled and requires mandatory employee authentication through unique login credentials.

This system guarantees that only authorized personnel, subject to proper verification, can access designated data, thereby upholding standards of data protection, privacy, and compliance. Aside from Security of information, we have chosen this method due to digital storage preventing the physical degradation, misfiling, or accidental damage (e.g., water or mold damage) associated with paper records.

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: Daniel Ortiz (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 equipment or materials by your first day of class (See Pg. 10 of this catalog). 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, or coursework to notify the students, by phone or email, or Canvas LMS 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 classes, sessions, and other such assigned hours.

Mandatory Reporting Absences Procedure
Students must notify instructors prior to class (when possible) if they anticipate an absence. Acceptable reasons include:

- Illness (documentation may be required for extended absences).
- Family emergencies.
- Religious observances.
- Military service or jury duty.

All absences, regardless of the reason or successful short-notice reporting, should be communicated with your instructor to schedule a make-up session. It is on the student to coordinate with the instructor any make up sessions, hours, or assignments.

Documentation and Verification
For absences extending beyond three consecutive instructional weeks for online training, or 3 consecutive days for truck driver's training there will be a need for formal documentation (e.g., Doctor's note, Jury Summons) to verify the reason of the absence. If there is an expected extended period of training to be missed, the student must submit a Leave of Request form. A leave form can be requested from your instructor or the Administrative Office.

Required Information when requesting leave:
The student must state their full name, student

ID number, the date and time of the absence, and the anticipated duration of the absence.

Consequences of Non-Compliance with attendance policies
If a student is absent without notice (or without mandatory reporting) for 30% of the scheduled classes or online sessions, the student will be considered formally withdrawn from the program

Leave of Absence Notice
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

Total Program Charges and Total for Period of Attendance

	Reg. Fee (Non-Refundable) (See Pg. 18 for itemization)	STRF Fee ($2.50/$1,000.00 of charges) (Non-refundable)	Tuition	Equipment	Books & Materials	Total Program Charges
Administrative Assistant/ Customer Service Representative (English/Spanish)	$250	$0.00	$4,400.00	$1,000.00	$350	$6,000.00
Administrative Assistant/ Customer Service Representative OMNI (English/Spanish)	$250	$0.00	$4,400.00	$1,000.00	$350	$6,000.00
Computerized Accounting (English Only)	$250	$0.00	$4,400.00	$1,000.00	$350	$6,000.00
Computerized Accounting Omni (English Only)	$250	$0.00	$6,400.00	$1000.00	$350	$8,000.00
Medical Billing and Coding	$250	$0.00	$5,300.00	N/A	$450	$6,000.00
Medical Billing and Coding Omni	$250	$0.00	$7,300.00	N/A	$450	$8,000.00
Computerized Office General Office Clerk (English)	$250	$0.00	$4,750.00	$1,000.00	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	N/A	$6,000.00
Truck Driving (English Only)	$250	$0.00	$3,850.00	N/A	$400.00	$4,500.00
Voice Activated Systems	$250	$0.00	$6,600.00	$1,000.00	$150	$8,000.00

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

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

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

PSR
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 school's 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

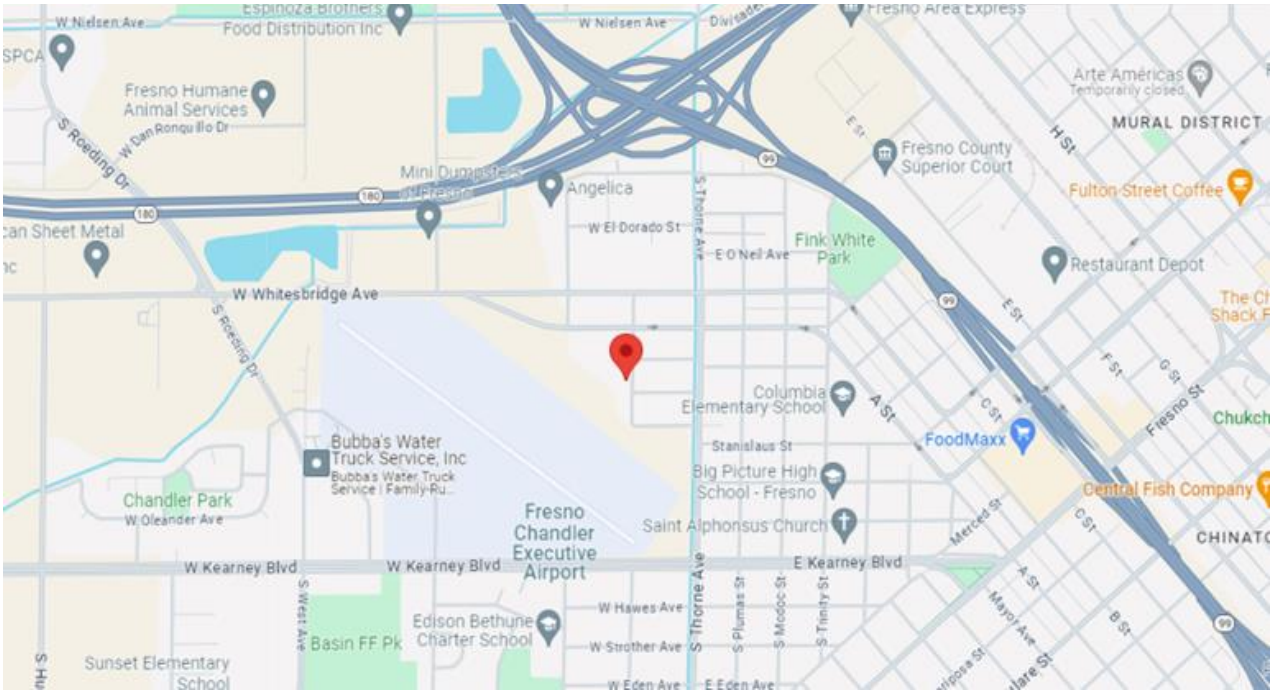
student must pass all three portions to pass the permit test.

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.

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: 2 Introduction to Trucking Industry; Truck/Trailer, and Systems/Operation; Department of Transportation Safety and Vehicle Inspection Brake System; Trip Planning/Log Books; CDL Preparation; ELDT Theory Hours	40
Week 2	Field Training: Tractor/Trailer Pre-trip Inspection, Coupling/Uncoupling, Air Brakes/In-Cab	40
Week 3	Field Training: Backing, Off-set, Parallel, Alley dock, ELDT Range Hours	40
Week 4	Field Training: DMV Driving Route, PSR Driving Route, ELDT Public Road Hours, Off ramp	40
	Total Hours	**160**

WEEK 1 – CLASSROOM TRAINING

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

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

Week	Subject	Shifting Range/Skills	On the Road	Hours
2-4	**Tractor/Trailer Inspection:**			
	Pre/Post Trip Exterior	2.25		2.25
	Pre/Post Trip Interior	2.25		2.25
	Brake System	2.25		2.25
2-4	**Coupling/Uncoupling:**			2.25
	Single Trailer	2.25		2.5
2-4	**Backing/Parking:**			
	Straight Line Backing	2.25		2.25
	Alley Docking	5.50		5.5
	Parallel Parking	2.25		2.5
2-4	**Transmission/Shifting:**			
	Double Clutch	4.75	6.0	10.75
	Up Shift by Speed	2.75	3.0	5.75
	Up Shift by RPM	2.75	3.0	5.75
	Down Shift by Speed	2.75	3.0	5.75
	Down Shift by RPM	2.75	3.0	5.75
2-4	**Driving Control:**			
	Safety Awareness	1.0	3.0	4.0
	Use of Mirrors	1.0	2.0	3.0

	Brake Control	1.0	4.0	5.0
	Steering Control	.5	1.5	2.0
	Lane Change/Position	2.0	2.0	4.0
	Turning Movements	.5	5.0	5.5
	Grade Control	1.0	2.75	3.75
	Total	**41.75**	**38.25**	**80.0**
4	**Advanced Safety & Operations:**			
	Uphill/Downhill	8.0		8.0
	Brake Adjustments	8.0		8.0
	Fifth Wheel and Sliding Area	8.0		8.0
	Bobtail	8.0		8.0
	Doubles Operations	8.0		8.0
	Practical Truck Driving Exam			
	Total	**40.0**	**0**	**40.0**
	Total Field Hours:	**80.00**	**40.00**	**120.00**

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.

- **Days:** Monday–Friday
- **Time:** 6:00 AM – 2:30 PM
- **Additional:** Saturday 9:00 AM – 1:00 PM
- **Faculty:**
  - Jacob Del Bosque
  - Alphonso Ramirez
  - Mark Rivera
  - Anthony De La Fuente

Steps to Getting Your Class A License in California

1. **Meet the Basic Requirements:**
   - Be at least 18 years old for in-state driving, 21 for interstate.
   - Hold a valid California driver’s license.
2. **Pass a Department of Transportation (DOT) medical examination**
3. **Obtain a Commercial Learner’s Permit (CLP):**
4. **Complete CDL Training:**
   Our hands-on training prepares you for real-world driving and testing.
5. **Pass the CDL Skills Test:**
   Our training covers the required pre-trip inspection, basic controls, and on-road driving.

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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

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

Program Length: Computerized Accounting program is 256 hours. 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
This program is conducted entirely in an online setting, utilizing an efficient distance learning model. All necessary study materials and lectures are conveniently preinstalled on the student's designated laptop, ensuring immediate accessibility through computer applications and the secure Canvas LMS platform. Furthermore, students participate in weekly, one-hour synchronous sessions, which provide valuable face-to-face instruction and guidance from faculty. Assignments are to be completed by students and are graded accordingly, typically within the same week of study.

- **Days:** Monday – Friday
- **Instructor Schedule:**
  - Monday: 8:00 AM – 4:00 PM
  - Tuesday–Friday: 11:00 AM – 7:00 PM
- **Faculty:**
  - **Jesse Salas**

This program is offered in English only.

Course Outline

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

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VOCATIONAL TRAINING CENTERS

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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 to Microsoft Word and Excel. Students will have an introduction to the World Wide Web and use various search engines techniques for effective and internet browsing.

Students will also gain knowledge and learn to utilize the most popular employer email accounts. This combination course is where students will complete the accounting cycle and gain knowledge of spreadsheets and bookkeeping software.

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

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

Program Objective:
The successful student will become fully computer literate and be able to function in a modern computerized office environment.

Student will be prepared to work in a competitive office environment such as a full charge Bookkeeper, Office Administration and Support Occupations, Accounts Receivable or Accounts Payable Clerk, a Payroll Processing Clerk, Data Processor, as well as being skilled in a the most widely used office programs.

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

Length of Program:
352 Hours

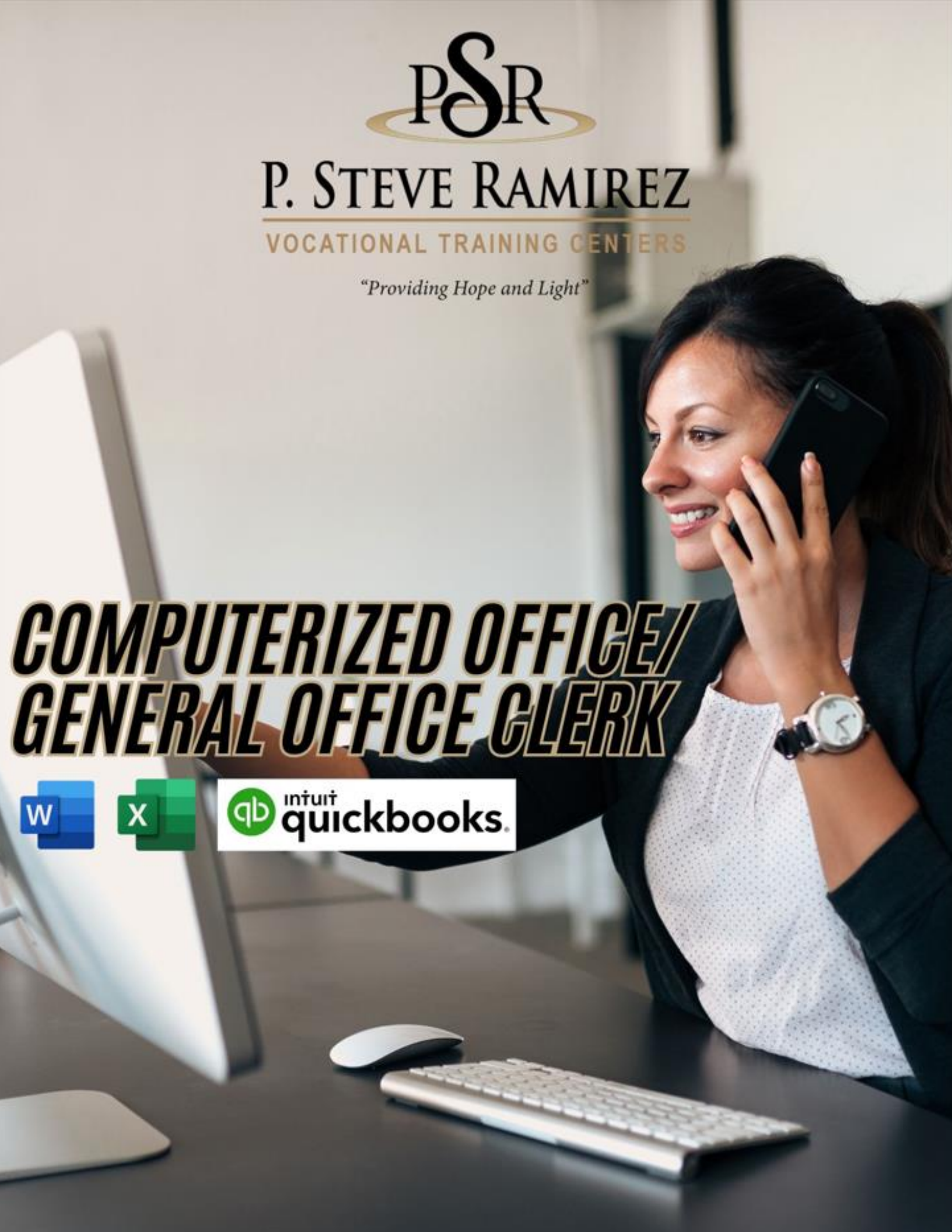
Method of Instruction
This program is conducted entirely in an online setting, utilizing an efficient distance learning model. All necessary study materials and lectures are conveniently preinstalled on the student's designated laptop, ensuring immediate accessibility through computer applications and the secure Canvas LMS platform. Furthermore, students participate in weekly, one-hour synchronous sessions, which provide valuable face-to-face instruction and guidance from faculty. Assignments are to be completed by students and are graded accordingly, typically within the same week of study.

- **Days:** Monday – Friday
- **Instructor Schedule:**
  - Monday: 8:00 AM – 4:00 PM
  - Tuesday–Friday: 11:00 AM – 7:00 PM
- **Faculty:**
  - **Jesse Salas**

THIS PROGRAM IS OFFERED IN ENGLISH ONLY

Course Outline

Module	Weeks	Topics / Activities
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
	Weeks 7–9	Customizing QuickBooks Online
	Weeks 10–11	The Sales Process
	Week 12	Managing Expenses
	Weeks 13–15	Advanced Transactions
	Weeks 16–17	Banking and Reconciliation
Module 5: Financial Reports, Balance Sheets, Profit/Loss	Week 18	QuickBooks Online: Reports
	Weeks 19–20	Final Case Study: YinYang Graphic Design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COMPUTERIZED OFFICE/
GENERAL OFFICE CLERK
intuit quickbooks

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

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
This program is conducted entirely in an online setting, utilizing an efficient distance learning model. All necessary study materials and lectures are conveniently preinstalled on the student's designated laptop, ensuring immediate accessibility through computer applications and the secure Canvas LMS platform. Furthermore, students participate in weekly, one-hour synchronous sessions, which provide valuable face-to-face instruction and guidance from faculty. Assignments are to be completed by students and are graded accordingly, typically within the same week of study.

This program is offered in English

*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	
Computer Concepts	
Week 1-2	Course Overview, Computer Basics, Zoom, Outlook, Typing
	Computer Concepts Quiz
Microsoft Excel	
Week 3	Excel Workbook 1: AutoSum
Week 4	Excel Workbook 2: Freezing
Week 5	Excel Workbook 3: IF
Week 6	Excel Workbook 4: H Lookup
Week 7	Excel Workbook 5: Charts
	Excel Quiz 2025
Microsoft Word	
Week 8	Page Layout/Worth
Week 9	Tabs/Kennel Club
Week 10	Page Breaks/Student Class Schedule
Week 11	Leader Dots/Graduation
	Word Quiz 2025
	Word Document – Testimonial (Optional)
QuickBooks	
Weeks 12-16	What is QuickBooks?
	Get Started in QuickBooks Online
	The Craig's Landscaping Sample File
	QBO Module: Assignment 1: Introduction to QuickBooks Online
	QBO Module: Assignment 2: QuickBooks Online Invoices and Receipts
	QBO Module: Assignment 3: Receive Invoice Payments in QuickBooks Online
	QBO Module: Assignment 4: Accounts Payable – Creating Expenses in QuickBooks Online
	QBO Module: Assignment 5 (Final Assignment) – Profit & Loss/Balance Sheet

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COMPUTERIZED OFFICE / GENERAL OFFICE CLERK ESL

ESL English as a Second Language

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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 modem computerized office environment. Student will be able to keep records of various administrative tasks. Students will be able to keep records, manage extensive lists, and prepare reports using any spreadsheet program.

Students will also be able to multitask through various office programs to keep up with the demanding roles of today's office administration. The successful student will be able to comprehend and respond to basic English questions, and be able to engage in basic conversations in the English language.

Method of Instruction
This program is conducted entirely in an online setting, utilizing an efficient distance learning model. All necessary study materials and lectures are conveniently preinstalled on the student's designated laptop, ensuring immediate accessibility through computer applications and the secure Canvas LMS platform. Furthermore, students participate in weekly, one-hour synchronous sessions, which provide valuable face-to-face instruction and guidance from faculty. Assignments are to be completed by students and are graded accordingly, typically within the same week of study.

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 is 256 hours. 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

Week	Course Title
	Microsoft Portion
1-2	Computer Concepts, Internet Browsing and Email Accounts: Outlook Desktop, Outlook Online and Gmail
3-10	Office Applications – Excel 2016
11-16	Office Applications – Word 2016 Working with Adobe PDF Documents
	ESL Portion
1-12	English as a Second Language Studies
1-16	Keyboarding Practice Skills

Week	Topic	Lecture	Assignments
Week 1	Computer Fundamentals Orientation	Welcome and Intro to Computer Concepts	Typing practices
Week 2	Computer Fundamentals Continuation	Internet Browsing, Email, and Typing	Outlook, Google Chrome, Microsoft Edge, Typing.com
Week 3	MS Excel	Intro to Excel - Data Entry & Functions	Workbook 1 & Typing.com
Week 4	MS Excel	Date Entry and Functions	Workbook 1 & Typing.com
Week 5	MS Excel	Freezing Functions	Workbook 2 & Typing.com
Week 6	MS Excel	IF Statements	Workbook 3 & Typing.com
Week 7	MS Excel	IF Statements	Workbook 3 & Typing.com
Week 8	MS Excel	H/VLOOKUP lists	Workbook 4 & Typing.com
Week 9	MS Excel	H/VLOOKUP lists	Workbook 4 & Typing.com
Week 10	MS Excel	Charts	Workbook 5 & Typing.com
Week 11	MS Word	Intro to Word and how to create new Folders/New Documents	Intro to Word & Typing.com
Week 12	MS Word	Basics of Word	Assignment 1 & Typing.com
Week 13	MS Word	Inserting leader dots and footer	Assignment 2 & Typing.com
Week 14	MS Word	Using tabs, ruler, creating columns	Assignment 3 & Typing.com
Week 15	MS Word	Inserting table, columns, and page breaks	Assignment 4 & Typing.com

Week 16	MS Word	Testimonial	Testimonial
Total			

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

This program is offered only in Spanish.

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VOCATIONAL TRAINING CENTERS

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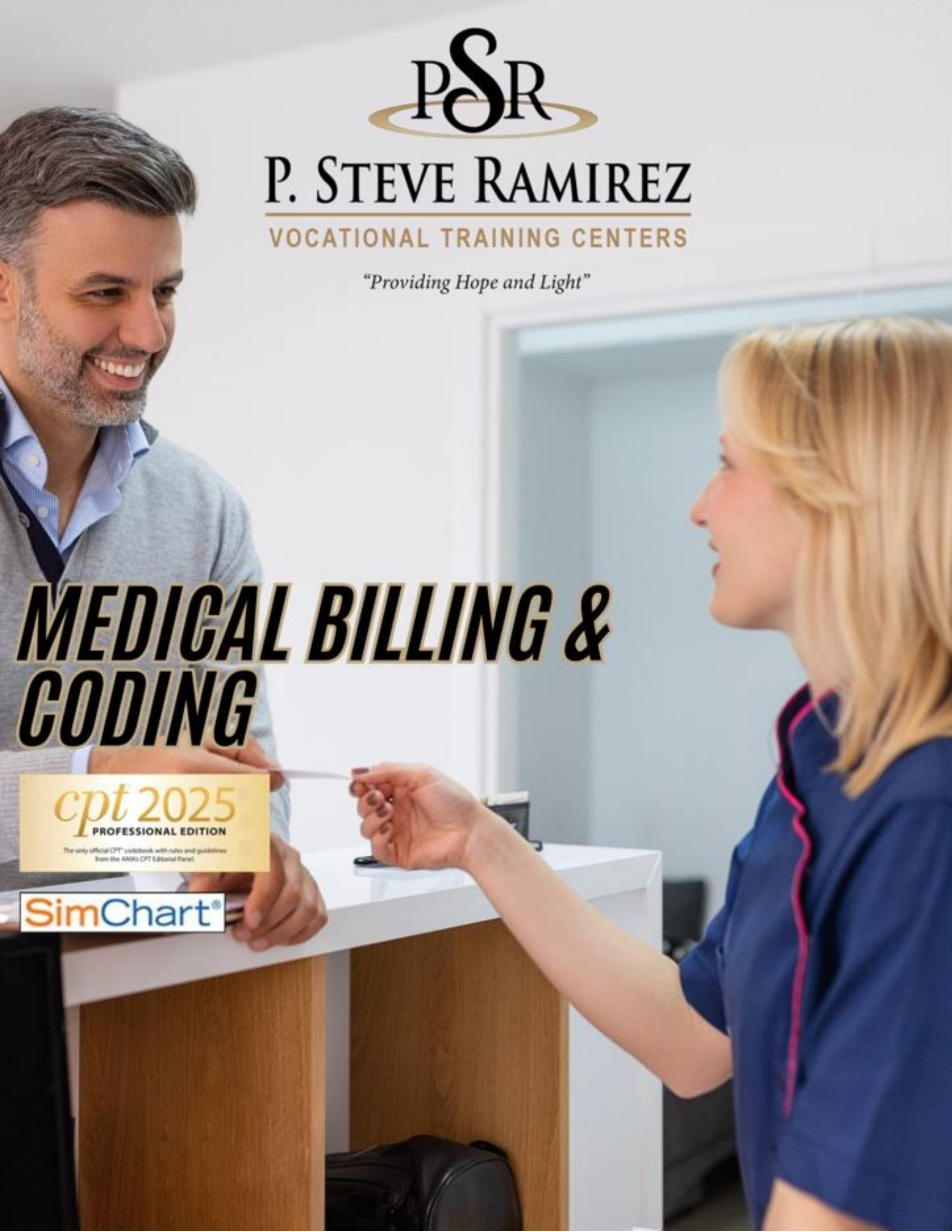
MEDICAL BILLING & CODING



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
The program total hours are 463. 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
This program is conducted entirely in an online setting, utilizing an efficient distance learning model. All necessary study materials and lectures are conveniently preinstalled on the student's designated laptop, ensuring immediate accessibility through computer applications and the secure Canvas LMS platform.

Furthermore, students participate in weekly, one-hour synchronous sessions, which provide valuable face-to-face instruction and guidance from faculty. Assignments are to be completed by students and are graded accordingly, typically within the same week of study. Please note that this program is offered exclusively in English.

Program Modules

Modules	Description
1	Medical Billing and Coding Orientation, Intro to Medical Terminology
2	Health Insurance; Medical Terminology
3	Medical Coding Systems
4	Simcharts

Course Outline

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

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

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SimChart®

Medical Billing and Coding OMNI

Program Title: Medical Billing and Coding Omni

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 an understanding of computer functionality and be proficient in using them effectively.

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

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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
The program total hours are 576. 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
This program is conducted entirely in an online setting, utilizing an efficient distance learning model. All necessary study materials and lectures are conveniently preinstalled on the student's designated laptop, ensuring immediate accessibility through computer applications and the secure Canvas LMS platform.

Furthermore, students participate in weekly, one-hour synchronous sessions, which provide valuable face-to-face instruction and guidance from faculty. Assignments are to be completed by students and are graded accordingly, typically within the same week of study. Please note that this program is offered exclusively in English.

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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VOCATIONAL TRAINING CENTERS

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ADMINISTRATIVE ASSITANT/CUSTOMER SERVICE REPRESENTATIVE

Administrative Assistant / Customer Service Representative (English)

Program Title: Administrative Assistant / Customer Service Representative

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

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

SOC Code: 43-4051 Customer Service Representatives

Requirements for Completion

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

Program Length
364 Hours

Method of Instruction

This program is conducted entirely in an online setting, utilizing an efficient distance learning model. All necessary study materials and lectures are conveniently preinstalled on the student's designated laptop, ensuring immediate accessibility through computer applications and the secure Canvas LMS platform. Furthermore, students participate in weekly, one-hour synchronous sessions, which provide valuable face-to-face instruction and guidance from faculty. Assignments are to be completed by students and are graded accordingly, typically within the same week of study. **Please note that this program is offered exclusively in English.**

Modules

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

Module 5: Professional Responsibilities and Growth	In this module, students will learn meetings and events planning, travel arrangements, mail and copying skills, and job search skills.

Course Outline

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

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VOCATIONAL TRAINING CENTERS

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

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

SOC Code: 43-9061 Office Clerks, General

SOC Code: 43-4051 Customer Service Representatives

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

Program Length
428 Hours

Program Modules

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

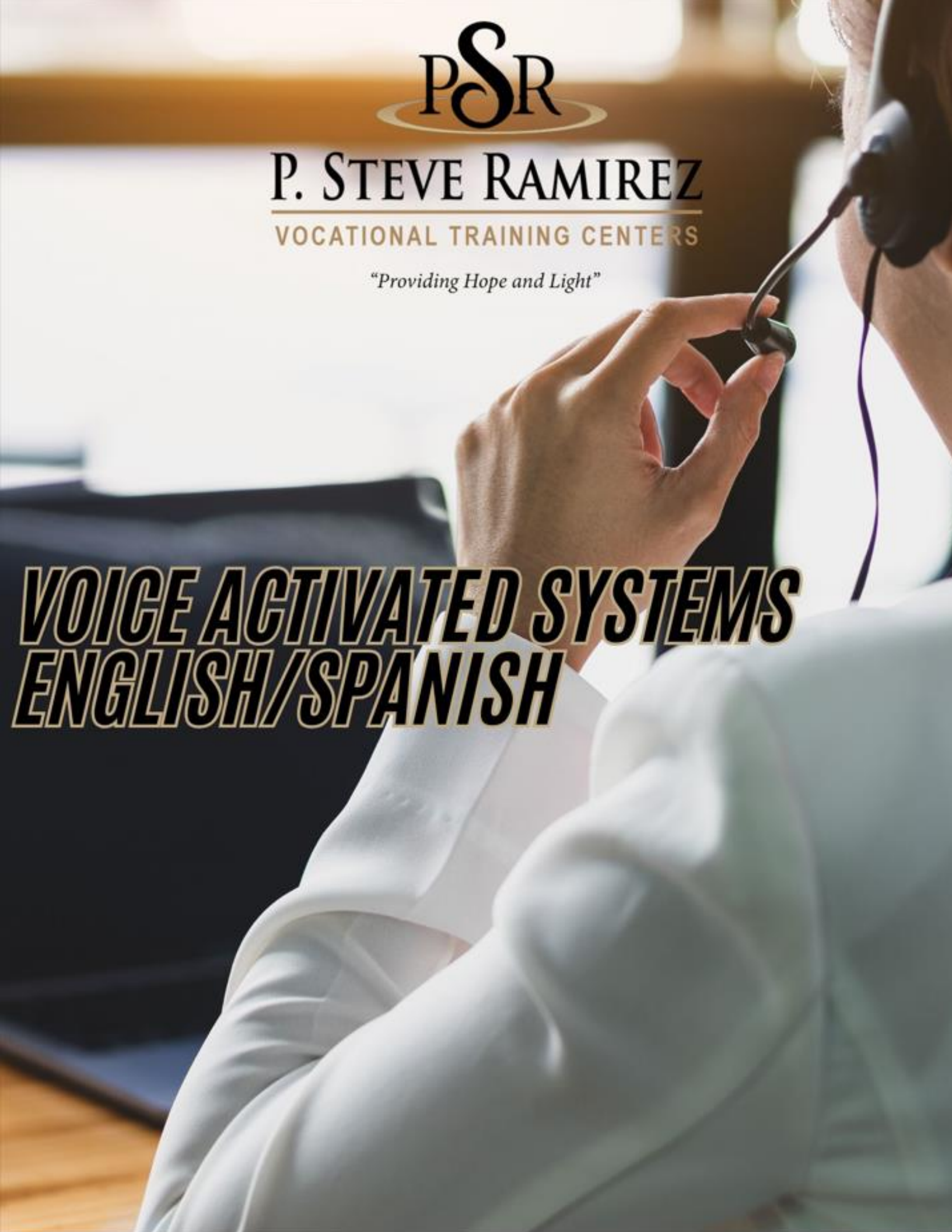
	Accuracy is emphasized over speed.
Workplace and Professionalism	Students will learn workforce behaviors, communication essentials, professional responsibilities, record management, and financial management.
Communication Methods and Record Management	Students are taught customer service workforce environment, learn about global customers, providing exceptional customer service, customer service strategy, critical workplace skills, problem solving, extreme customers and customer retention.

Course Outline

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

Method of Instruction

This program is conducted entirely in an online setting, utilizing an efficient distance learning model. All necessary study materials and lectures are conveniently preinstalled on the student's designated laptop, ensuring immediate accessibility through computer applications and the secure Canvas LMS platform. Furthermore, students participate in weekly, one-hour synchronous sessions, which provide valuable face-to-face instruction and guidance from faculty. Assignments are to be completed by students and are graded accordingly, typically within the same week of study. **Please note that this program is offered exclusively in English.**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VOICE ACTIVATED SYSTEMS
ENGLISH/SPANISH

Voice Activated Systems

Program Title: Voice Activated Systems English/Spanish

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
Dictate documents, launch applications, select menu items, execute key functions, and switch from one window to another using simple voice commands. Allow an injured individual to learn the operation of a modern computer using voice commands focused on Word Processing making it possible for employment in a high-speed office environment.

Voice Activated Systems enable students to use their computers in a comfortable, ergonomic way — with limited use of a keyboard or mouse. Especially utilized for individuals with upper extremity impairments such as carpal tunnel or loss of limbs.

SOC Codes 43-6014 – Secretaries & Administrative Assistants (Except Legal, Medical, and Executive)

SOC Codes 43-4071 – File Clerks

SOC Codes 43-9199 – Office & Administrative Support Workers, All Other

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

Program Length
352 Hours

Method of Instruction
This program is conducted entirely in an online setting, utilizing an efficient distance learning model. All necessary study materials and lectures are conveniently preinstalled on the student's designated laptop, ensuring immediate accessibility through computer applications and the secure Canvas LMS platform.

Furthermore, students participate in weekly, one-hour synchronous sessions, which provide valuable face-to-face instruction and guidance from faculty. Assignments are to be completed by students and are graded accordingly, typically within the same week of study.

Course Outline:

Week No.	Subjects	Clock Hours
1-2	**Introduction to Voice Systems**: Welcome" Video, Overview of Course, Computer Basics; start up, start menu, taskbar & control panel, desktop and file management, Getting started with Dragon; microphone set up, creating user profile, tour of user interface, start Dragon Learning Center.	25
3-5	**Dragon Software Fundamentals**: Hands- free controls with Dragon; how to control keyboard and mouse, MouseGrid introduction to position pointer, dragging and clicking, opening and closing applications and menus, accessing taskbar and start menu, resizing windows with voice commands.	60
6-8	**Dictation Mastery & Productivity Tools**: Dictation in Microsoft Word; opening windows, starting Dragon, dictating basic text, creating and saving documents, using dictation commands; spelling words and text, dictating numbers, correcting actions.	80
9-11	**Custom Commands, Macros & Workflow Automation**: Formatting and Revision in Microsoft Word; selecting text and formatting, aligning text, correcting dictation, autoformatting, basic text editing commands, proofreading.	95
12-15	**Workplace Applications & Industry-Specific Usage**: Word Assignments: Dictating and saving documents.	90
16-18	**Troubleshooting, Optimization & Advanced Techniques**: Browsing the Internet with Dragon; using Internet Explorer, using Google Chrome, scrolling web pages, entering data into fields, navigation voice commands.	53
19-24	**Capstone Project & Competency Assessments**: Using email with Dragon; reading and sending email in outlook, replying to email, creating calendar events, email interface voice commands. Create a Balance Sheet & Financial Statement for Improving Dragon's Accuracy; using the Accuracy Center, adding a new word or phrase, training pronunciation, using vocabulary editor, importing words or phrases from past documents, accuracy tuning.	53
24	Comprehensive FINAL Exam: Using Dragon in Windows 11	7

Locations

Fresno School Main Location
1300 W. Shaw Ave., Ste. 1A, Fresno, CA 93711
Phone: (888) 507-7211
https://www.psrtraining.com/

Truck Driving Satellite Location
940 S. Arthur Avenue Fresno, CA 93706
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