The Academy

2022 General Course Catalog

www.goodwillar.org/academy

2022 CATALOG

MAIN CAMPUS

7400 Scott Hamilton Drive
Little Rock, AR 72209
(501) 372-5100
www.goodwillar.org
Email: academy@goodwillar.org

CORPORATE OFFICIALS
Brian Marsh, President / Chief Executive Officer
Trent Wunstel, Senior Vice President / Chief Operating Officer
Sylvia Murchison, Senior Vice President / Chief Financial Officer
Markous Jewett, Senior Vice President / Chief Mission Officer

This information contained in this catalog is true and correct to the best of my knowledge.

Tammy Wheaton, Director of The Academy

OFFICERS
Troy Wells, Board Chair
Ted Darragh, III, Past Chair
Miguel Lopez, Chair Elect
Jay Meador, Treasurer
Chuck Welch, Secretary

DIRECTORS

Chris Amsler	Mitch Chandler
Denise Luft	Elizabeth Small
Fred M. Perkins, III	Douglas Jackson
H. Bradley Walker	Mark McClelland
Jay Stanley	Danny Games
Carrie Harper Smith	Patricia Nunn Brown

William Gaddy, Emeritus Director

Volume 2 Number 1
Date of Publication: January 2022
Effective January 2022 through December 2022

Licensed by the Arkansas State Board of Private Career Education

TABLE OF CONTENTS

COVER PAGE…….. 1

TABLE OF CONTENTS…….. 2

ABOUT THE ACADEMY AT GOODWILL INDUSTRIES OF ARKANSAS….. 5
Introduction
History
Location
Mission Statement
Our Values
Accreditation and Licensing
Memberships and Affiliations

ADMISSIONS…… 7
Non-discrimination Policy
Admission Requirements
Admissions Procedures
Uniform Arbitration Act
Equal Student Opportunity and No Harassment Policy
Americans with Disabilities Act

FINANCIAL SERVICES…… 12
General Information
Period of Obligation
Scholarships
Installment plans
Other Funding Options
Refund Policies
Tuition and Fees
Payment Policy

STUDENT SERVICES…… 18
Academic Advisement
Graduate Employment Services
Student Resources
Health, Security and Safety

ADMINISTRATIVE POLICIES…… 20
Hours of Operation
Class Schedules

Online Training Schedules
Cancellation of Classes
Student Conduct and Discipline
Sexual Harassment Policy.
Student Compliant/Grievance Procedure
Examination of Student Records
Exit Interview
Facilities for Disabled Students
Drug-Free and Smoke-Free School

ACADEMIC STANDARDS…… 29
Satisfactory Academic Progress
Online Training
Progress Reports
Transcripts
Attendance and Tardiness Policy
Academic Probation
Appeals and Waivers
Graduation Requirements
Online Training Graduation Requirements
Make-up Work
Withdrawal
Termination
Reenrollment

PROGRAMS OF STUDY…… 34
General Information
Course Numbering System
Class Size
Educational Equipment
Advanced Manufacturing Training……. 36
Certified Technician in Supply Chain Automation
Business and Administrative Training…… 38
Certified Business Professional
Customer Service
Communications
Business Etiquette
Leadership
Sales
Tourism & Hospitality
Google Project Management

Microsoft Office Specialist
Construction Training…….. 62
OSHA 10
OSHA 30
Welding Certification
Healthcare Training……. 72
Certified Clinical Medical Assistant
Certified Health Environmental Services Technician
Certified Pharmacy Technician
Certified Phlebotomy Technician
CPR and First Aid/AED
Mental Health First Aid
Mental Health Paraprofessional
OSHA 10 for Healthcare
Information Technology (IT)……. 93
Certified Network Defender
Goodwill Digital Career Accelerator
Google Data Analytics
Google IT Support Professional
Transportation, Distribution & Logistics…….. 106
Certified Logistics Technician
Industrial Truck Operator

CERTIFICATIONS…… 110

SCHOOL CALENDAR…….. 112

STAFF AND FACULTY…… 114

TUITION AND FEES…… 115

COVID-19…… 118

ALL ABOUT THE ACADEMY AT GOODWILL INDUSTRIES OF ARKANSAS

INTRODUCTION

Thank you for considering The Academy at Goodwill Industries of Arkansas for your education and training needs. As the area in which we live continues to grow in population, the need for highly skilled professionals increases. At The Academy we emphasize quality and individual attention in our training programs. The Academy provides training for a multitude of professions and our instructors are committed to providing students with the skills necessary in today's job market.

We hope that you find your educational experience with us exciting and helpful as you pursue your goals for the future. Our donors and shoppers make it possible for us to change lives, and The Academy at Goodwill is one more way in which we accomplish our mission.

HISTORY

The Academy was founded by Goodwill Industries of Arkansas and has been in continuous operation since February 2014. In addition to providing opportunities for our students to learn meaningful job skills, we also replicate a workplace environment, allowing our students to obtain practical experience in such a setting.

LOCATION

The Academy's main campus is located at Goodwill Industries of Arkansas corporate headquarters in Little Rock. This campus covers approximately 18,000 square feet of space dedicated to serving our students. The parking area has ample parking and is well lit for our evening students. The building offers secure access entries, electronic touch doors for our students with disabilities, a common area for breaks and lunches as well as vending machines available to students.

MISSION STATEMENT

Changing Lives Through Education, Training and Employment

OUR VALUES

It is important that you acquaint yourself with the core values of Goodwill. They are summarized in the phrase I CARE.

Integrity – We operate in an open, truthful environment, and strive to meet the highest ethical standards.
Collaboration – We achieve and deliver our mission together.
Attitude – We serve with humility and passion, and act for the good of the organization.
Respect – We treat all people with dignity and respect.
Explore – We explore continuous improvement, bold creativity, and change.

ACCREDITATION AND LICENSING

The Academy at Goodwill Industries of Arkansas is accredited and regulated by the Arkansas State Board of Private Career Education through Arkansas Division of Higher Education. The Academy is currently on the eligible training provider list for Arkansas Division of Workforce Services and Workforce Innovation and Opportunity Act (WIOA).

MEMBERSHIPS/AFFILIATIONS

Membership affiliations of school, faculty, and staff:

American Red Cross
American Welding Society
Arkansas Hospitality Association
Arkansas State Chamber of Commerce
Arkansas State Workforce Development Board
Association for the Healthcare Environment
Certiport
Cousera
Grow with Google
International Business Training Association
Jonesboro Chamber of Commerce
Little Rock Regional Chamber of Commerce
Little Rock Workforce Development Board
Manufacturing Skills Standard Council
Microsoft Corporation
National Career Development Association
National Center for Construction Education & Research
National Council for Mental Wellbeing
National Healthcareer Association
North Little Rock Regional Chamber of Commerce
Northstar Digital Literacy
Rogers-Lowell Chamber of Commerce
Springdale Chamber of Commerce

ADMISSIONS

NON-DISCRIMINATION POLICY

The Academy does not deny admission or discriminate on the basis of age, race, sex, religion, national origin, veteran's status, disability, gender identity and expression or sexual orientation. In addition, the institution complies with the Civil Rights Act of 1964, related Executive Orders 11246 and 11375, Title IX of the Education Amendments Act of 1972, Sections 503 and 504 of the Rehabilitation Act of 1973, Section 402 of the Vietnam Era Veterans Readjustment Assistance Act of 1974, and all civil rights law of the State of Arkansas.

ADMISSION REQUIREMENTS

Applicants must be U.S. citizens or nationals, or eligible non-citizens. Non-citizens are required to verify eligibility by providing a copy of the required residency card or visa. Applicants must have a valid driver license or other form of picture identification and proof of high school diploma/GED.

Applicants must be 18 years of age with a high school diploma/GED. Applicants who do not possess a high school diploma/GED may be admitted under the Ability-to-Benefit (ATB) determination or must meet other program specific admissions requirements. To be admitted as an ATB student, an applicant must demonstrate specific program grade level skills in the areas of reading, math and language. The Academy will accept scores from the Test of Adult Basic Education (TABE), Comprehensive Adult Student Assessment Systems (CASAS), and the Career Readiness Certificate (CRC) bronze level or higher.

Students referred by agencies who have already tested should provide those scores to The Academy. Students who have not been tested may request free CRC testing through the Career Services department with Goodwill Industries of Arkansas.

The requirements for programs may be waived by the Academy Director pending specialized circumstances. In some cases, the Academy Director may make functional grade-level determination for admission, based on the student's past education and work experience (For example, an applicant may not meet the math requirement but may possess experience in a work environment requiring the use of basic math skills.).

ADMISSION PROCEDURES

Any individual who meets The Academy's admission requirements is eligible to apply. To apply to The Academy at Goodwill Industries of Arkansas, all applicants for applicable training courses are required to complete the following:

- Attend a scheduled orientation. Orientation dates may be obtained by contacting a school representative.
- Complete a personal interview with the admissions representative.
- Complete enrollment paperwork and include all required documentation.
- Complete assessment testing if applicable.
- Complete typing assessment if applicable.

UNIFORM ARBITRATION ACT (Latest revision 2000)

As noted on the Enrollment Agreement, the campus agrees to provide all the specialized equipment and instruments considered necessary for training. The student agrees that any dispute or claim by a student regarding the terms of this agreement or any other representation relied upon by the student in entering into this Enrollment Agreement, shall be decided by arbitration in accordance with the rules and procedures established by the Uniform Arbitration Act. This agreement of arbitration applies to any dispute whether based upon contract or tort. The student agrees that, if for any reason they cannot continue the selected course of study, they will discuss the matter with the appropriate personnel. If any legal action or outside collection activity is necessary by The Academy to collect any tuition due or owed, the student agrees to pay all collection costs, fees and other expenses, in addition to attorney's fee and court costs. Collections costs, fees and expenses shall be ten percent (10%) of the entire balance due, unless prohibited by state law. Suit for collection may be filed in the county and state in which The Academy is located.

EQUAL STUDENT OPPORTUNITY AND ANTI HARASSMENT POLICY

Goodwill Industries of Arkansas has expressed support and commitment to the principle of equal student opportunity. Diverse learning is a strategic resource that helps The Academy achieve its academic goals.

It is our policy to recruit, hire, train, promote, transfer, compensate, and terminate individuals. We administer all personnel actions without regards to race, color, religion, age, sex, sexual orientation, gender identity or expression, pregnancy, national origin, citizenship, disability status, marital status, ancestry, protected veteran status, genetic information, or any other characteristic protected by law. This organization will not tolerate any unlawful discrimination, and any such conduct is prohibited. It is the responsibility of each member of management to give this non-discrimination policy full support through leadership and examples. In addition, it is the duty of each student to help create a learning environment that is conducive to providing equal student opportunities for all. If you believe that you or others are being discriminated against or harassed, report the incident to The Academy Director or any other member of management. The Academy complies with all provisions of Title VII, the Age Discrimination in Employment Act, the Fair Labor Standards Act, the Americans with Disabilities Act (ADA), and all other federal and state requirements.

It is the policy of The Academy to treat all students equally in terms and conditions of enrollment. The harassment of any student based on protected status is contrary to this policy and may be considered a violation of federal law and justification for disciplinary or other appropriate action.

Harassment is an annoying, persistent act or actions that singles out any person to that student's objection or detriment, because of race, sex, color, age, religion, ancestry, national origin, disability, veteran status, genetic information, or any other legally protected status.
Harassment may include any of the following:

1) Verbal abuse or ridicule. This includes epithets, derogatory comments, slurs or unwanted

advances, or comments based upon protected status.

2) Interference with a student's work. This includes physical contact such as assault, blocking normal movement, or interference with work directed at an individual because of his/her sex or other protected status.
3) Displaying or distributing offensive materials based upon protected status. This includes derogatory posters, cartoons, drawings, or gestures.
4) Discriminating against any student's work assignments due to an individual's protected status.
5) Intimate and/or unwelcome physical contact.
6) Making protected status innuendos.
7) Indecent exposure towards anyone.
8) Demanding sexual favors, explicitly or implicitly, as a condition of employment, promotion, transfer or any other term or condition of employment.
9) Retaliation for having reported harassment.

The very nature of harassment makes it difficult to detect unless the problem is reported. Therefore, students experiencing harassment are strongly encouraged to file internal complaints. Complaints should be directed to The Academy Director, manager, Human Resources, or any member of management.

Complaints, grievances and disputes may occur within our many service areas, and internal as well as external persons and (or) entities may request an opportunity to raise concerns regarding programs or services provided. A grievance is a formal expression regarding an issue a person served has experienced or witnessed and thinks may be unfair, unsafe, or abusive. The individual has the right to file a grievance at any time without fear of retaliation. Submitting a grievance authorizes Goodwill staff to review relevant files and records related to grievance and to discuss subject of grievance.

Such concerns are viewed as the right of the complainant and to be taken with the most serious and urgent attention. The following steps should be followed for any complaint related to mission focused programs.

Step 1: The person served submits written or verbal complaint to staff. The staff member receiving the grievance will assist the person served in filling out the grievance form, if assistance is needed.

Persons served are to address the issue or concern with the staff member of first record (i.e., program specialist, instructor, etc.). A person served may also present an issue to a supervisor if they feel that the staff member cannot help them or if the complaint is related to the staff member.

Step 2: Any staff member contacted must help the person served, client, or volunteer put the complaint in writing, if assistance is needed. Forms or paper can be made available; however, there is no formal document required to lodge a complaint.

Step 3: All complaints must be in writing or printed and must be reviewed within 24 hours of receipt by the manager and director of the program. A response must be given to the complainant within five (5) business days of the filing. Responses must be in a medium that allows the person served or client to receive direct feedback, (written, verbal, translator, etc.) and it must be in a format that can be easily understood by the person served or client.

Step 4: Persons served, clients, or volunteers that reject the response given may submit an appeal for review to the director of the program. The director has 3 business days to respond to an appeal for review.

Step 5: If for some reason, the complainant is still not accepting of the response, a second written or printed appeal may be submitted to the Senior Vice President (SVP)/Chief Mission Officer. The SVP/Chief Mission Officer will review findings and possibly discuss the matter with the parties involved as deemed necessary. A final written response will be sent to the complainant within 5 business days.

Step 6: If further escalation is required, an external level of review may be initiated. The individual may be directed back to their referring agency for external remediation of their complaint.

Step 7: All complaints will be reported to the SVP/Chief Mission Officer, and a copy of the complaint must be kept on file according to the record and retention guidelines of the agency. On an annual basis, a separate written analysis of all complaints and of all incidents is prepared by the SVP/Chief Mission Officer and reviewed by the department's leaders. See Grievance Tracking Report.

Step 8: The agency's compliance officer will receive a copy of all complaints filed and will keep a record of all complaints filed for reporting to senior management.

PROTECTION FROM RETALIATION

No person served, client, or volunteer will be retaliated against for making a complaint or bringing inappropriate conduct to the company's attention, for preventing or reporting any unlawful or unethical practices, or for participating in an investigation.

Anyone found to be engaging in retaliation or who aids and abets or incites others will be subject to disciplinary action, up to and including termination from employment.

EXTERNAL PARTIES

If outside agency assistance is needed, a staff member will assist the complainant in obtaining contact information for the respective entity. Goodwill staff are expected to be a participant's advocate for success.

External advocates are always recognized when acting on behalf of the person served and at his or her request. External advocates are considered a part of the person's support network and may include but are not limited to: legal guardians; parents; counselors; case managers; and correctional officers

List of Possible External Parties

Developmental Disabilities Services	(501) 682-8665 Relay Service: 1-800-285-1131/711 www.humanservices.arkansas.gov/ddds
Arkansas Rehabilitation Services	(501) 686-2800 V/TTY Fax: (501)-686-9418 www.arcareereducation.org
Disability Rights Center of Arkansas	(501) 296-1775 V/TTY Fax: (501) 269-1779 www.disabilityrightsar.org
Division of Services for the Blind	(501) 682-5463 Fax: 501-682-0366 http://humanservices.arkansas.gov/dsb
Arkansas Legal Services Partnership	(501) 376-3423 Fax: 501-376-3664 www.arlegalservices.org
Arkansas Community Correction	(501) 682-9593 https://www.dcc.arkansas.gov/

Agencies acting on behalf of a person served may submit a complaint directly to the Senior Vice President / Chief Mission Officer at the address below:

Attention: SVP / Chief Mission Officer
Goodwill Industries of Arkansas, Inc.
7400 Scott Hamilton Drive #50
Little Rock, AR 72209

GENERAL PRACTICES

Goodwill staff members are expected to work cooperatively as a team, to acknowledge any complaint at an early stage, and to resolve any dispute in the most constructive manner possible. Any conflict of interest between a staff member and a person served will be documented by a written/typed report from the staff member to the SVP/Chief Mission Officer, and all steps will be taken to ensure persons working to resolve the dispute are impartial. Staff members are expected to maintain confidentiality in relation to complaints and disputes. A person served, client, or volunteer grievance will not affect the availability of services provided. Notice of complaint handling will be posted and included in the person served handbook.

AMERICANS WITH DISABILITIES ACT

The Americans with Disabilities Act (ADA) is intended to prohibit discrimination against persons with disabilities. As an organization that actively promotes the employment of people with disabilities within the community, The Academy fully subscribes to the principles and intentions of the ADA and expects all students to adhere to those principles.

The Academy will make reasonable accommodations to the known physical or mental limitations of qualified applicants or students, unless to do so would cause undue hardship. The basis for accommodation must be substantiated and documented by a trained professional.

FINANCIAL SERVICES

GENERAL INFORMATION

Financial aid is available for those who qualify. The purpose of financial aid is to assist students who, without such option, would be unable to attend school. The primary responsibility for meeting the costs of education rests with the individual students.

PERIOD OF OBLIGATION

The Period of Obligation is the period for which The Academy financially obligates the student. The student is obligated for the entire program of study. Students must pay all charges currently due before the first day of classes unless other payment arrangements have been agreed upon between the student and The Academy.

SCHOLARSHIPS

Goodwill Scholarships are offered to eligible students for select programs. Contact an Academy representative for more information. Scholarships are on a limited basis and cannot be combined with other scholarships awarded during the same award period. Scholarship recipients are required to maintain satisfactory academic status throughout the duration of the training period. Failure to maintain satisfactory academic and/or attendance requirements may result in forfeiture of scholarship and repayment of awarded funds. It is further agreed that if the student breaches the scholarship contract, the student is liable for the scholarship amounts which were paid by The Academy at Goodwill Industries of Arkansas.

INSTALLMENT PLANS

Installment plans are available to eligible students. Eligibility includes complete enrollment into The Academy. Installment amounts are determined by The Academy. Students are required to meet all financial obligations by the end of the training period and prior to receiving a certificate of completion or sitting for credentialling exams.

Application for an installment plan involves the following procedure:

- The installment plan agreements must be completed by the student and submitted to The Academy.
- The necessary paperwork may be obtained by contacting an Academy representative.
- During the acceptance interview, a school official will review the installment plan agreement to ensure the student understands his/her financial obligations. Failure to meet installment payments may result in termination from training.

OTHER FUNDING OPTIONS

Students attending The Academy may also, if eligible, receive funds to meet educational costs from the Arkansas Division of Workforce Services (ADWS) through funding from the Workforce Innovation and Opportunity Act (WIOA) and the Department of Labor through the Trade Adjustment Assistance (TAA) program, as well as other agencies. Please contact an Academy representative or

the respective agency regarding these funding sources.

REFUND POLICIES

Withdrawal Policy

In accepting applicants, The Academy assumes the obligation of providing an entire program, including instructors, equipment, laboratories, classrooms, and other facilities, at the stated cost. Therefore, except when the Enrollment Agreement is not accepted by The Academy, cancellation of the Enrollment Agreement by the student may be made only by written notice. In the event The Academy is unable to perform any of the obligations under the Enrollment Agreement, by reason of fire, strike, work stoppage, riot, utility failures or shortages, damage by elements, acts of nature, or any unavoidable casualty, The Academy shall not be responsible for damages or tuition refund caused by delay or failure to perform hereunder, provided said delay does not exceed ninety (90) days and The Academy evidences positive effort every thirty (30) days to reactivate training. Any monies due the student shall be refunded within thirty (30) days from the last date of attendance or within thirty (30) days from the date of receipt of payment if the date of such receipt is after the student's last date of attendance who cancel their enrollment any time before actually starting their program.

Withdrawal Before Class Begins: the applicant will receive a refund of all monies paid if:

- The applicant is denied admission.
- The applicant requests a refund in writing three (3) business days after signing the Enrollment Agreement.
- The applicant requests it in writing within three (3) business days after an acceptance interview with an authorized Academy representative.

An applicant requesting cancellation prior to starting classes and under conditions not defined above will be refunded as follows:

- Cancellation requests made on or before the first day of training will receive all monies paid with the exception of the registration fee.

If an applicant experiences a life-altering event that prevents the applicant from attending the training, all monies paid can be used to enroll the applicant in the next scheduled training. Postponing enrollment is offered on a case-by-case basis and can only be used once per calendar year by a single applicant.

Withdrawal After Class Begins: The total tuition for each period is determined by the Enrollment Agreement. The percentage attended of a period is based on the number of weeks attempted as a percentage of the number of weeks in that period. The number of weeks attempted is calculated from the first date of the period to the last date of attendance. The refund shall be based on the cost and length of the program. All tuition beyond the current enrollment period shall be refunded when a student terminates.

i. At completion of less than 25% of the program, the refunds shall be made on a pro rata basis.

ii. At completion of 25% - 50% of the program, the student shall be refunded not less than 50% of the tuition.

iii. At completion of 50% but less than 75% of the program, the student shall be refunded not less than 25% of the tuition.

iv. At completion of 75% or more of the program, no refund is due to the student.

Cancellation Policy: A full refund will be made to any student who cancels the Enrollment Agreement within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the Enrollment Agreement is signed. A full refund will also be made to any student who cancels enrollment within the student's first three (3) scheduled class days, except that The Academy may retain not more than $100.00 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the Enrollment Agreement.

Refund Policy:

1. Refund computations will be based on scheduled course time of classes through the last documented day of an academically related activity. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the last day of attendance.
3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72-hour cancellation privilege the student does not enter school, not more than $100.00 in any administrative fees charged shall be retained by The Academy for the entire residence program or synchronous distance education course.
4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated, The Academy may retain not more than $100.00 in administrative fees charged for the entire program. The minimum refund of the remaining tuition and fees will be the pro-rated portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75% or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination. (More simply, the refund is based on the precise number of course time hours the student has paid for, but not yet used, at the point of termination, up to the 75% completion mark, after which no refund is due.)
5. Refunds for items of extra expense to the student, such as books, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, The Academy can withhold costs for these types of items from the refund as long as

they were necessary for the portion of the program attended and separately stated in the Enrollment Agreement. Any such items not required for the portion of the program attended must be included in the refund.

6. A student who withdraws for a reason unrelated to the student's academic status after the 75% completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to reenroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.

7. A full refund of all tuition and fees is due and refundable in each of the following cases:
    a. an enrollee is not accepted by The Academy;
    b. if the course of instruction is discontinued by The Academy and this prevents the student from completing the course; or
    c. if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of The Academy, or representations by Goodwill Industries of Arkansas or representatives of school.

A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.

8. **Refund Policy for Students Called to Active Military Service:** A student of The Academy who withdraws from The Academy as a result of the student being called to active duty in a military service of the United States or the Arkansas National Guard under Arkansas Code §6-61-112, may elect one of the following options for each program in which the student is enrolled:
    a) if tuition and fees are collected in advance of the withdrawal, a refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the program the student does not complete following withdrawal;
    b) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to reenroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
    c) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
        i. satisfactorily completed at least 90% of the required coursework for the program; and
        ii. demonstrated sufficient mastery of the program material to receive credit for completing the program.

9. The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s) within sixty (60) days after the effective date of termination.

Students seeking restitution for military deployment may obtain a Military Deployment Form from the Office of Veterans Services.

TUITION AND FEES

Program Tuition: Please refer to the most current school catalog for tuition fees. Tuition is charged by the program based on the total tuition programs as defined on the student's Enrollment Agreement. A fee of $10.00 per day will be charged for extensions exceeding the end date for the program.

Damaged Property Fee: Students will be charged for the repair or replacement of any campus property lost or damaged through negligence or willful misconduct. This includes damage to any part of the building, its immediate surroundings or instructional equipment.

Non-sufficient Funds Fee: A fee of $40.00 will be charged on all personal checks returned by the bank for non-sufficient funds.

Reenrollment Fee: A fee of $50.00 will be charged for reenrollment. Students who have been forced to interrupt their education for any reason may request reenrollment by contacting The Academy representative. Reenrollment will be determined after a review of the student's overall status. Students must have met satisfactory progress requirements for all prior terms to be eligible for re-enrollment. A maximum of one reenrollment past the original start date is allowed.

Replacement Certificate Fee: Once an original certificate is issued, copies may be issued for a fee of $5.00 per copy.

Transcript Fee: Graduates are issued an official transcript upon graduation free of charge, unless the student has unpaid financial or other remaining obligations to The Academy. A fee of $5.00 will be charged for each additional transcript.

PAYMENT POLICY

Students must pay all charges due before the first day of classes unless other payment arrangements have been agreed upon between the student and The Academy. Students who fail to adhere to the payment policy are subject to termination. No academic records will be released until all financial obligations are satisfied.

STUDENT FINANCIAL RESPONSIBILITY

Students with unpaid balances or returned checks will not be allowed to register or receive a transcript until they have cleared all claims. Should students register and later be found on any list showing indebtedness to The Academy, they may be administratively withdrawn at the discretion of The Academy. Non-attendance does not meet eligibility for a full refund.

PAST DUE BALANCES

If an account is not paid by the established due date for any given term, The Academy will place the account with a licensed collection agency and/or with the Revenue Division of the Arkansas Department of Finance and Administration, under authorization of Act 372 of 1983 and Act 987 of 1985, for application of any future income tax refunds.

The Academy at Goodwill Industries of Arkansas reserves the right to report delinquent accounts to the appropriate credit bureaus which could negatively impact the student's credit standing.

COLLECTION AGENCIES

Student accounts referred to a licensed collection agency or an attorney for collection may incur collection fees not exceeding 50% for accounts $500.00 or less and not exceeding 33.3% for accounts exceeding $500.00. The debtor is responsible for paying all collection and/or attorney fees, in addition to his or her account balance.

STUDENT SERVICES

ACADEMIC ADVISEMENT

Advisement is available for students requiring help in solving personal or academic problems. All faculty, staff, and administrators at The Academy take genuine interest in the success and well-being of each student and will make special efforts to provide assistance when students seek support.

Students' primary sources of assistance regarding their academic program, e.g., lesson plans, course schedules, academic concerns or difficulties are the instructors, and The Academy Director. Concerns or questions regarding specific courses should be directed to instructors. Grades, attendance and conduct are reviewed on a regular basis. Students will be notified if their academic standing or conduct is unacceptable. Failure to improve academic standing or behavior may result in further action. Academic advisement is provided for students who are experiencing difficulties with their classwork.

Students who have occasional difficulty with a course are urged to seek assistance from their instructor. Academy faculty members are available for academic advising outside their regular class hours. Appointments are scheduled at the discretion of the instructor.

GRADUATE EMPLOYMENT SERVICES

While no school can guarantee employment or starting salary after graduation, The Academy is committed to assisting students in the transition from The Academy to the workforce. Employment success is greatly influenced by the student's academic performance, attendance record, previous employment history/record, and overall attitude. Our Career Services Department's qualified staff offers students the following postgraduate services:

Employment Advising: Designed to assist students with reviewing and/or setting an employment plan.

Job Search Skills: Purpose of this training is to enable the student to understand the process and procedure of securing and retaining employment. Provides assistance to students with resume writing, employment applications, interview techniques, personal appearance and post-interview follow-up.

Job Placement: The most important function of the Career Services Department is contacting new and reputable employers to identify and develop current employment opportunities and refer qualified graduates for job placement.

Job Fair: Job fairs offer Academy students the opportunity to apply for and obtain competitive employment.

Goodwill Career Services: The Career Services Department collaborates with The Academy in assisting students to secure skill related jobs.

While The Academy is actively involved in the placement process of all graduates, it is the belief of The Academy that securing employment is ultimately the responsibility of the student. Statistics show that in a lifetime, people frequently change jobs; therefore, The Academy's goal is to train the student in job search and interview skills and teach the importance of job retention so that The Academy will prove a lifetime benefit to the student.

STUDENT RESOURCES

Resources are made available to students that may be accessed during classroom hours and at designated times outside classroom hours. Student community resources include but are not limited to sharing information regarding educational studies, food, clothing, housing, transportation, and childcare. Referrals to other services including personal and legal counseling, may be obtained from an administrative member.

HEALTH, SECURITY, AND SAFETY

The Academy strives to provide its students with a secure and safe environment. Classrooms and laboratories comply with the requirements of the various federal, state, and local building codes, and the Board of Health and Fire Marshal regulations.

Students are responsible for their own security and safety both on and off campus and must be considerate of the security and safety of others. The Academy has no responsibility or obligation whatsoever for any student's personal belongings that are lost, stolen, or damaged, whether on or off school premises or during any school activities. The Academy has no responsibility or obligation whatsoever with respect to altercations or disputes between students, whether on or off the Academy's premises or for any damages or injuries arising therefrom. Students should immediately report any medical, criminal, or other emergency occurring on school premises to The Academy Director or Senior Vice President & Chief Mission Officer (or any other school employee if such officials are not available). Upon receipt of any report of a medical or criminal emergency, the Academy will, on behalf of the student, obtain the services of medical or security professionals as required. Following a criminal emergency, The Academy may require the reporting student to confirm in writing, via incident report, the details of the criminal emergency reported. Students are encouraged to report all crimes promptly and accurately to school officials and the appropriate police authorities if necessary.

The Jeanne Cleary Disclosure of Campus Security Policy and Campus Crime Statistics Act requires The Academy to provide information on the campus security policies and procedures, specific statistics on criminal incidents and arrests on campus and make information and statistics available to prospective students and employees upon request. This information may be obtained from the Director.

ADMINISTRATIVE POLICIES

HOURS OF OPERATION

The Academy business office is open from 8:00 a.m. – 4:30 p.m. Monday through Friday (excluding holidays) unless otherwise posted.

CLASS SCHEDULES

Daily class times including breaks are posted in the classrooms. Each class period consists of lecture or lab with two fifteen-minute breaks. Class schedules over six (6) clock hours per day will include at least one thirty-minute lunch break. Classes are held on the following schedules:

- **Certified Health Environmental Services Technician**
  - Monday through Friday from 9:00 a.m. – 3:30 p.m.

9:00 a.m. - 10:30 a.m.	Class Time
10:30 a.m. - 10:45 a.m.	15-minute break
10:45 a.m. - 12:15 p.m.	Class Time
12:15 p.m. - 1:15 p.m.	Lunch
1:15 p.m. - 3:30 p.m.	Class Time

- **Certified Pharmacy Technician**
  - Group A: Monday through Thursday from 9:00 a.m. – 12:15 p.m.
  - Group B: Monday through Thursday from 1:00 p.m. - 5:00 p.m.

9:00 a.m. - 10:00 a.m.	Class Time
10:00 a.m. - 10:15 a.m.	15-minute break
10:15 a.m. - 12:15 p.m.	Class Time
1:00 p.m. – 3:00 p.m.	Class Time
3:00 p.m. – 3:15 p.m.	15-minute break
3:15 p.m. – 5:00 p.m.	Class time

- **Certified Clinical Medical Assistant**
  - Monday through Friday from 8:30 a.m. – 12:30 p.m.

8:30 a.m. - 9:30 a.m.	Class Time
9:30 a.m. – 9:45 a.m.	15-minute break
10:00 a.m. - 12:30 p.m.	Lab Time

- **Certified Business Professional**:
  - Two-day training from 9:00 a.m. – 3:30 p.m.

9:00 a.m. - 10:30 a.m.	Class Time
10:30 a.m. - 10:45 a.m.	15-minute break
10:45 a.m. - 12:15 p.m.	Class Time
12:15 p.m. - 1:15 p.m.	Lunch
1:15 p.m. - 3:30 p.m.	Class Time

- **Welding Certification Program**:
  - Group A: Monday through Thursday from 8**:**15 a.m. – 12:15 p.m.
  - Group B: Monday through Thursday from 1:00 p.m. - 5:00 p.m.

8:15 a.m. - 10:00 a.m.	Class Time
10:00 a.m. - 10:15 a.m.	15-minute break
10:15 a.m. - 12:15 p.m.	Class Time
1:00 p.m. – 3:00 p.m.	Class Time
3:00 p.m. – 3:15 p.m.	15-minute break
3:15 p.m. – 5:00 p.m.	Class time

- **Mental Health First Aid & CPR/First Aid/AED**:
  - One-day training from 9**:**00 a.m. – 4:30 p.m.

9:00 a.m. - 10:30 a.m.	Class Time
10:30 a.m. - 10:40 a.m.	10-minute break
10:40 a.m. - 12:00 p.m.	Class Time
12:00 p.m. - 1:00 p.m.	Lunch
1:00 p.m. - 2:30 p.m.	Class Time
2:30 p.m. - 2:45 p.m.	15-minute break
2:45 p.m. - 4:30 pm	Class Time

- **Industrial Truck Operator**:
  - One-day training from 9**:**00 a.m. – 5:00 p.m.

9:00 a.m. - 11:30 a.m.	Class Time / Written Test
11:30 a.m. – 12:00 p.m.	Lunch
12:00 p.m. – 3:30 p.m.	Hands-on Driving Class 1, 4, & 5 Trucks
3:30 p.m. – 5:00 p.m.	Hands-on Driving Class 3 Trucks

ONLINE TRAINING CLASS SCHEDULES

Once enrolled, students will receive a welcome package that contains access to online textbooks and workbooks, course schedules, and login credentials. The student will have a New Student Orientation prior to beginning their program in order to familiarize them with the program timeline and how to navigate through the many resources we provide to supplement the video instruction. Each program is designed to be completed within a prescribed amount of time, with responsibilities for each course thoroughly outlined in order to pace the program effectively.

Students have access to the Online Video Instruction and Resources 24-hours a day, 7-days a week, allowing you to complete your course schedule anywhere and anytime that you have high speed internet access.

Throughout each program your instructors are there to provide ongoing support and assist with subject matter inquiries. Live, one-on-one, online mentoring support is available Monday-Friday,

8:30 a.m. – 5:00 p.m. Progress is monitored daily, and personalized assistance is provided by our instructors as needed to help keep each student on track.

CANCELLATION OF CLASSES

Generally, it is The Academy policy to cancel classes for inclement weather conditions according to the school districts for that local area. The main campus will close for bad weather days when the University of Arkansas at Pulaski Technician College is closed. Students are encouraged to tune in to the local radio, television stations and/or Goodwill Industries of Arkansas social media pages for information regarding closings.

STUDENT CONDUCT AND DISCIPLINE

Students at The Academy are expected to conduct themselves in a professional, mature, and courteous manner at all times. The Academy reserves the right to dismiss any student whose conduct is regarded as unsatisfactory or unacceptable.

Specifically, the following conduct will result in disciplinary action, which will vary depending on the degree and/or severity:

1. Academic dishonesty such as cheating, plagiarism, or knowingly furnishing false information to The Academy.
2. Forgery, alteration, misuse, or mutilation of school documents, records, identification, educational materials, or school property.
3. Obstruction or disruption of teaching, administration, disciplinary procedures, or other school activities including public service functions or other authorized activities on or off premises.
4. Physical or verbal abuse of any person or conduct which threatens or endangers the health or safety of another.
5. Theft of, or damage to, property of The Academy or using, or attempting to use, school property in a manner inconsistent with its designed purpose.
6. Unauthorized entry to, use of, or occupation of school facilities.
7. Intentional or unauthorized interference with the right of access to school facilities or freedom of movement or speech of any person on the premises.
8. Use or possession of firearms, ammunition, or other dangerous weapons, substances or materials, or bombs, explosives, or incendiary devices prohibited by law.
9. Disorderly conduct or lewd, indecent, or obscene conduct or expression.
10. Hazing of other students.
11. Violation of a federal, state, or local ordinance including, but not limited to, those covering alcoholic beverages, narcotics, gambling, sex offenses, or arson, on school property or at a school function.
12. Rioting, aiding, abetting, encouraging, or participating in a riot on campus grounds.
13. Failure to comply with the verbal or written directions of any school official acting in the performance of his/her duty and in the scope of his/her authority or resisting a security officer while acting in the performance of his/her duties.
14. Aiding and abetting or inciting others to commit any act of misconduct set forth in numbers

1 through 13 listed above.

15. Conviction of a crime which is of a serious nature. Upon filing of charges in court involving an offense which is of a serious nature, and it is administratively determined that the continued presence of the student would constitute a threat or danger to The Academy community, such student may be temporarily suspended pending disposition of the charges in court.
16. The manufacture, possession, use, sale, distribution, dispensation, receipt, or transportation of any controlled substances or illegal drugs is prohibited. This includes all forms of narcotics, hallucinogens, depressants, stimulants, and other drugs whose use, possession, or transfer is restricted or prohibited by law. See drug-free and smoke-free school policy on page 29.
17. The consumption of alcoholic beverages. Being under the influence of alcohol, illegal drugs, or controlled substances in any manner during school hours whether or not consumed on school premises and whether or not consumed outside of school hours. See drug-free and smoke-free school policy on page 29.

Violation of any of the above may subject the student to any of the following:

- Reprimand.
- Imposition of specific restrictions.
- Disciplinary probation. Further violations will result in suspension if they occur within a specific probationary period.
- Temporary suspension.
- Termination.

After being terminated, a student may be reenrolled only after a written request is approved by the Academy admissions committee. Reenrollment will be on a disciplinary probation basis only. Any further violation of school polices will necessitate termination.

SEXUAL HARASSMENT POLICY

Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. Sexual harassment in The Academy will not be tolerated. The Academy is committed to providing a learning environment that is free from unlawful harassment and that is in compliance with our company policy. The Academy's sexual harassment policy focuses on prevention and encourages individuals to report prohibited behavior and ensures a commitment on the part of The Academy to take prompt and effective disciplinary action against any individual who violates it. While a consensual sexual relationship between an Academy employee and student is not considered sexual harassment, it is prohibited. All employees and students are required to comply with this policy. Below are brief descriptions of topics relating to sexual harassment, including a legal definition, prohibited conduct, how to report sexual harassment, informal and formal resolutions, and the appeal process. This section also addresses non-reprisal for filing sexual harassment charges and the consequences of filing false and malicious complaints.

Legal Definition

Sexual harassment may involve the behavior of a person of either sex against a person of the opposite or same sex, and occurs when such behavior constitutes unwelcomed sexual advances, unwelcomed requests for sexual favors, and other unwelcomed verbal or physical behavior of a sexual nature where:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's educational experience;
- Submission to or rejection of such conduct by an individual is used as the basis for educational decisions affecting such individual; or
- Such conduct is sufficiently severe and pervasive so as to alter the conditions of or have the purpose or effect of substantially interfering with an individual's academic performance by creating an intimidating, hostile, or offensive educational environment.

Prohibited Conduct

Sexual harassment may occur in a variety of relationships, including employees harassing students, students harassing students, students harassing employees, and involving other persons having business with, or visiting the office or educational environment. Sexual harassment may occur when it is directed at members of the opposite gender or when it is directed at members of the same gender. The Academy's policy on sexual harassment prohibits, but is not limited to, the following conduct:

- Unwelcomed sexual flirtations, advances, or propositions.
- Unwelcomed actions, words, or comments based on an individual's gender.
- Sexually suggestive or offensive personal references about an individual.
- Subtle pressure or requests for dates or sexual activities.
- Unwanted physical conduct or contact, including touching, pinching, brushing the body, and impeding or blocking one's movement.
- Sexually explicit or offensive jokes and references, pictures and photographs, suggestive objects, verbal comments, leering or whistling.

Reporting Suspected Sexual Harassment

An initial course of action for any student who feels that he or she is being sexually harassed is for that person to inform the harasser that the conduct is not welcomed and must stop. However, in some circumstances this course of action might not be feasible, might be unsuccessful, or the individual might be uncomfortable dealing with the matter in this manner. To encourage persons experiencing suspected sexual harassment to come forward, The Academy provides several channels of communication and both informal and formal complaint-resolution procedures.

Informal Complaint Resolution, Information, and Advising

Anyone may seek information or advising on matters related to sexual harassment without lodging a formal complaint. Persons who feel they are being harassed or are uncertain as to whether what they are experiencing is sexual harassment, are encouraged to talk with an instructor or member of school management. When the informal resolution process is used, typically, the third party will meet privately with each person involved, try to clarify their perceptions, and attempt to develop a

mutually acceptable understanding that can ensure that the parties are comfortable with their future interactions. Other processes, such a mediated discussion among parties or with the Director, also may be explored in appropriate cases. Possible outcomes of informal compliant resolution include explicit agreements about future conduct, changes in teaching or classroom assignments, and/or other relief, where appropriate.

Formal Complaint Resolution

Formal complaints of sexual harassment should be reported first to the Director and then to the SVP/Chief Mission Officer. If results of the grievance are not satisfactory at this point, please contact the President/CEO. While not a requirement, filing a written complaint is strongly encouraged for the matter to be formally investigated. A complainant who chooses not to proceed with a formal complaint may be asked to state that preference in writing. The Director will be responsible for investigating the complaint. During the course of the investigation, the Academy will meet with and hear the complainant, the respondent, and witnesses identified by the party. To the extent possible, complaints will be handled confidentially, with the facts made only to those who have a compelling need to know for purposes of investigation or resolution. The Director will make a determination as to whether there was a violation of policy and will inform the complainant and the accused student or employee of the final disposition of the complaint. The Director will decide what corrective action will be taken or whether any discipline will be imposed. Appropriate discipline may range from an oral reprimand up to and including termination/dismissal from The Academy or any other appropriate remedial action.

Appeal of Formal Complaint Resolution and Disciplinary Action

Either the complainant or person accused may file a written appeal to the President/CEO within five (5) business days of any decision concerning the resolution of the complaint. The written appeal must state in detail the reason(s) for the appeal. The President/CEO will review the Director's written record of the investigation and the Director's determination and may either affirm, amend, or return the recommendation for further investigation and deliberation by the Director. The President/CEO's review and decision will be the final decision. Written records relating to a finding that sexual harassment has occurred may be placed in the accused student or employee's official file.

Non-Reprisal

No employee, student, or member of the public may be subjected to restraint, interference, coercion, or retaliation for action taken in good faith to seek advice about sexual harassment matters, to file a sexual harassment complaint, or to serve as a witness or otherwise assist in the investigation of a sexual harassment complaint.

False and Malicious Accusations

A complaint whose allegations are found to be both false and brought with malicious intent will be subject to disciplinary action, up to and including termination from the Academy.

STUDENT COMPLAINT/GRIEVANCE PROCEDURE

Matters will arise about which reasonable people will disagree. The Academy has developed a process to resolve student complaints and grievances. A grievance is defined as a difference or dispute between a student and The Academy or its employees with respect to the application of rules, policies, procedures, and regulations. Students with a grievance must raise their concerns within ten (10) calendar days of the event, which will give rise to the grievance in order to ensure the matter is resolved in a timely fashion.

Classroom Matters

Students with complaints or grievances related to classroom matters must first discuss their concerns with the instructor and, if necessary, the Director. If the matter is not resolved, students may bring their complaint to the attention of the SVP/Chief Mission Officer, who will meet with all parties involved to resolve the matter.

Other Academic Matters

Students with grievances concerning academic policies, procedures or regulations not related to the classroom should discuss their concerns with the Director. If not resolved, the matter may be brought to the attention of the SVP/Chief Mission Officer for resolution.

Non-Academic Matters

Students with grievances concerning non-academic matters, e.g., financial aid, should direct the matter to the Director. If not resolved, the matter may be brought to the attention of the SVP/Chief Mission Officer for resolution.

Should the grievance remain unresolved, students will be advised to submit the matter in writing to the President/CEO. The President/CEO may review the matter with all parties concerned and may meet with the student. A decision will be returned within seven (7) days of the receipt of the written grievance.

EXAMINATION OF STUDENT RECORDS

1. Under the authority of the Family Educational Rights and Privacy Act of 1974, students have the right to examine certain files, academic records and documents maintained by The Academy which pertain to them.

2. Records are supervised by The Academy. Students may request a review of their records by contacting a school representative. Such review will be allowed during the following business hours under appropriate supervision. Monday through Friday from 8:00 a.m. - 4:30 p.m. A copy of the records may be obtained for a fee of $.25 per page. When grades are included, the transcript fee of $5.00 also applies.

3. Students may request that The Academy amend its educational records on the grounds that they are inaccurate, misleading, or in violation of their right to privacy.

4. Challenging the records for purposes of correcting or deleting any of the contents must be in

writing with the reason fully stated. However, grades and course evaluations can be challenged on the grounds that they are improperly recorded. Challenge must be no later than ninety (90) days after the last date of attendance. The procedure is as follows:

The Director will review the written challenge and meet with the student. A decision will then be made to retain, change, or delete the disputed information.

a. Should further review be requested, a grievance hearing will be held at which time the student is afforded a full and fair opportunity to present evidence relevant to the disputed issues. The Senior Vice President and Chief Mission Officer will then make the final recommendation.
b. A copy of the challenge and/or written explanation of the contents will then be included as part of the student's permanent record.

5. The following items are exempt from the Privacy Act:
    a. Parents' financial information and other financial need data.
    b. Records about students made by teachers or administrators which are maintained by and accessible only to the teachers or administrators.
    c. Campus security records.
    d. Employment records for school employees who are not also current students.
    e. Records compiled or maintained by physicians, psychiatrists, psychologists or other recognized professionals and paraprofessionals acting or assisting in such capacities for treatment purposes and which are available only to persons providing the treatment.
    f. The campus may not disclose academic, personal, or financial information to outsiders (employees, agencies, or individuals) without first receiving a written release from the student.

Written consent is required before education records may be disclosed to third parties, with the exception of the accrediting commissions and government agencies so authorized by law.

EXIT INTERVIEW

Students who choose to discontinue their training for any reason are required to go through an exit interview with a school official. The exit interview can help The Academy correct any problems and may assist students with their plans. In many cases, the problem hindering successful completion of the educational objective can be resolved during the exit interview.

FACILITIES FOR DISABLED STUDENTS

The campus provides a number of special facilities and services for individuals with disabilities who are qualified for such services by meeting established academic and technical standards requisite to admission and participation in a program of study.

The physical facilities available for students with disabilities include handicapped parking and wheelchair ramps for convenient accessibility to facilities. Convenient access is made available to

classrooms, laboratories, break areas, restrooms, and all support service areas at The Academy for those students confined to a wheelchair. Any student with a qualified impairment of sensory, manual, or speaking skills may be assisted with the provision of auxiliary educational aids. Auxiliary aids include interpreters or other effective methods of making orally delivered materials available to students with hearing impairments. The Academy expressly allows for third-party payment for auxiliary aids and services from agencies such as Arkansas Rehabilitation Services and/or charitable organizations. The Academy is committed to remaining compliant with ADA regulations.

DRUG-FREE AND SMOKE-FREE SCHOOL

The Academy is designated a drug-free and smoke-free school. As such, the following activities are prohibited while the student is on The Academy's premises or otherwise engaged in student activities:

1. The manufacture, possession, use, sale, distribution, dispensation, receipt, or transportation of any controlled substances or illegal drugs is prohibited. This includes all forms of narcotics, hallucinogens, depressants, stimulants, and other drugs whose use, possession, or transfer is restricted or prohibited by law.
2. The consumption of alcoholic beverages.
3. Being under the influence of alcohol, illegal drugs, or controlled substances in any manner during school hours whether or not consumed on school premises and whether or not consumed outside of school hours.

A student who engages in such behavior will be subject to disciplinary action up to and including termination from The Academy.

Exceptions: Drugs prescribed by a physician, dentist, or other person licensed by the state or federal government to prescribe or dispense controlled substances or drugs, used in accordance with their instructions, are not subject to the restrictions of this policy.

Smoking is prohibited inside all Goodwill Industries of Arkansas buildings and The Academy school facility. Outdoor designated smoke areas are available.

ACADEMIC STANDARDS

SATISFACTORY ACADEMIC PROGRESS

The Academy reserves the right to modify the course material and procedures to improve the training offered to its students. The grading system below is used by The Academy to evaluate academic performance and for evaluating compliance with the satisfactory academic progress standards. A fee of $10.00 per day will be charged for extensions exceeding the end date for the program. The grading system is the same for all students whether the student is full-time or part-time.

LETTER	NUMERICAL %
A … Excellent	90% - 100%
B … Above Average	80% - 89%
C … Average	70% - 79%
D … Failing	0% - 69% (Academic Probation)
W…Withdrawal	
I … Incomplete	

Needs Improvement

In addition to a letter grade, an "N" is assigned if a student needs improvement in class participation and/or displaying relevant job skills while in the classroom. Any area assigned an "N" indicates that student advisement is recommended.

Satisfactory

In addition to a letter grade, an "S" is assigned if a student displays good class participation and/or relevant job skills while in the classroom.

ONLINE TRAINING

Quizzes and exams are considered PASS/FAIL, with a minimum passing score of 80% for all quizzes and 80% for all final exams. Each may be re-taken until a satisfactory score is achieved. This is to ensure that the student is able to identify difficult/challenging areas, refocus efforts on these areas, and re-assess for mastery of content.

PROGRESS REPORTS

Students receive regular accounting of their academic progress and status. The Academy will counsel the student placed on probation prior to the student returning to class. The date, action taken, and terms of probation will be clearly indicated in the student's permanent file. Student progress is evaluated through daily assignments, quizzes, written exams, and hands-on assessments, if applicable. Progress is measured by use of a grade point system with satisfactory progress measured at the completion of each grading period.

TRANSCRIPTS

Graduates may be issued an official transcript upon request at graduation free of charge unless the student has unpaid financial or other remaining obligations to The Academy. In addition, students

are issued the first official transcript at no charge if they pick up the transcript in person or if the transcript is sent via regular postal mail. Fees for overnight and international mail, however, will apply. Additional transcripts are issued by written request only by utilizing the Transcript Request form. Students may submit the request form to the mailing address listed on page 1 of The Academy catalog. Please see the "Tuition and Fees" section for transcript fees.

ATTENDANCE AND TARDINESS POLICY

Attendance

Attendance is taken every day in class. Students are expected to attend classes as scheduled and remain for the entire class period. Students are required to be in attendance a minimum of 80% of the total program hours. An absence is ANY portion of the regularly scheduled class day for which the student is NOT in attendance. Exceptions for mitigating circumstances can be approved only by the Director. Students who do not meet the satisfactory attendance requirements will be terminated from the program. Students who fail to report to class within the first three (3) days of training will be dropped from the roster.

The maximum amount of time allowed to complete any program at The Academy at Goodwill Industries of Arkansas is 150% of the program and/or clock hours.

Tardiness

Students arriving to class late (10 minutes) are considered tardy. Tardiness will be deducted from the student's accumulative hours. Students are expected to return from scheduled breaks and lunches on time. Excessive tardiness will be handled at the discretion of the instructor.

Absences

A student is allowed no more than three (3) consecutive unexcused absences to remain in the program. For online programs a student is allowed no more than two (2) weeks of no logins to their coursework. Early departures will be deducted from the student's accumulative hours. Students in violation of the attendance policies, regarding absences, will be terminated from the program.

Leave of Absence (LOA)

A leave of absence does not negatively impact a student's attendance. A leave of absence is available to students enrolled in all programs. A student may be on leave for a total of 30 calendar days for a program of 200 or fewer clock hours, and 60 calendar days for programs of more than 200 clock hours in a 12-month calendar period.

A student may have no more than two (2) leaves of absence in a 12-month calendar period. Failure to return from a leave of absence on the scheduled date will result in automatic termination. If the student is incapable of visiting The Academy to sign the leave of absence request, the request form will be mailed to the student's home address and must be signed and dated by the student and returned within five (5) calendar days.

The decision to grant a leave of absence is at the discretion of The Academy Director. A written request for a leave of absence must be dated and signed by the student and The Academy Director. Final signed copies must be forwarded to the referring agency, the student, and the student's permanent file.

ACADEMIC PROBATION

Students will be placed on academic probation for grade averages less than 70% (less than 80% for online programs). The Academy will counsel the student placed on probation prior to the student returning to class. The date, action taken, and terms of probation will be clearly indicated in the student's permanent file.

Students terminated for not meeting satisfactory academic standards may be reenrolled with The Academy Director's approval, but not preceding at least one progress evaluation period for the program from which the student was terminated. Such reenrollment does not circumvent the approved refund policy.

For course time of 41 to 200 hours, The Academy shall record a student's grades at the midpoint and end of each progress evaluation period. A student not making satisfactory progress at the midpoint shall be placed on academic probation for the remainder of the progress evaluation period. If the student does not achieve satisfactory progress by the end of the probationary period, the student's enrollment shall be terminated. For those programs in excess of 200 hours, The Academy shall evaluate progress at least every eight (8) weeks.

The Academy shall place a student making unsatisfactory progress for the program at the end of a progress evaluation period on academic probation for the next progress evaluation period. If the student on academic probation achieves satisfactory progress for the subsequent progress evaluation period but does not achieve the required grades to meet overall satisfactory progress for the program, the student may be continued on academic probation for one more progress evaluation period.

If a student on academic probation fails to achieve satisfactory progress for the first probationary progress evaluation period, the student's enrollment shall be terminated.

The enrollment of a student who fails to achieve overall satisfactory progress for the program at the end of two (2) successive probationary progress evaluation periods shall be terminated.

The Academy shall place a student who returns after their enrollment was terminated for unsatisfactory progress on academic probation for the next grading period. The Academy shall advise the student of this action and document the student's file accordingly. If the student does not demonstrate satisfactory progress at the end of this probationary period, that student's enrollment shall be terminated.

APPEALS AND WAIVERS

Students failing to meet the requirements of academic probation may request an academic waiver or make an appeal to the Director. The Academy Director will evaluate the appeal and may elect to

waive satisfactory progress requirements in light of extenuating circumstances such as death in the family, student injury, student illness or other special circumstances. The appeal and the decision will be documented in the students file, and The Academy Director's decision will be final.

GRADUATION REQUIREMENTS

A student is eligible for graduation if:

- The student has completed a program with a grade of 70% or better.
- The student has met all financial obligations to The Academy.
- The student completes the exit interview process.
- The student has passed the applicable licensing exam.

ONLINE TRAINING GRADUATION REQUIREMENTS

A student is eligible for graduation if:

- The student has completed with a grade of 80% or better.
- The student has met all financial obligations to The Academy.
- The student completes the exit interview process.
- The student has passed the applicable licensing exam.

MAKE-UP WORK

Classwork missed due to absences is the student's responsibility and must be requested by the student. Students who miss submitting assignments prior to the deadline will be granted one week to make up the missed work. Students who earn failing grades on assignments will be granted one (1) week to re-submit work for a passing grade. All make-up work must be submitted prior to the grading deadline established by the instructor. Once make-up work is graded, course grades will be recalculated by the instructor.

WITHDRAWAL

Students wishing to withdraw from training are required to complete a withdrawal form and attend an exit interview with the appropriate school official. Students withdrawing without written notice will be automatically terminated ten (10) days after last date of actual attendance. In all cases, tuition and fees will be charged according to the approved refund policy.

TERMINATION

Students may be terminated for violations of policies listed in this catalog to include (1) not maintaining satisfactory academic progress, (2) excessive absence, (3) improper conduct, and (4) failure to fulfill financial obligations to The Academy.

REENROLLMENT

Reenrollment of a student is at the discretion of The Academy Director. Students who have been forced to interrupt their education for any reason may reapply for reenrollment after thirty (30) days by contacting The Academy Director. Students who were making satisfactory academic progress when they withdrew will be eligible to apply for reenrollment, provided all financial obligations to

the institution are met. Students who were not making satisfactory progress may only be reenrolled with the Director's approval and may be placed on academic probation or required to meet other special conditions. All students requesting reenrollment will be required to go through a portion of the admissions process again. There is no provision for reenrollment during the same grading period. Refer to the "Tuition and Fees" section in the catalog for reenrollment fees.

PROGRAMS OF STUDY

GENERAL INFORMATION

A program is a complete body of coursework divided into individual courses which merit a certificate upon satisfactory completion. Programs are designed to prepare students for entry-level employment. The Academy reserves the right to change course content, materials, and equipment it deems necessary for the improvement of curriculum without any expense to the student. The approved program offerings are:

Advanced Manufacturing

Certified Technician in Supply Chain Automation – *Coming soon*

Business and Administrative Training

Certified Business Professional

- Customer Service
- Business Etiquette
- Business Communication
- Leadership
- Sales
- Tourism & Hospitality

Google Project Management

Microsoft Office Specialist

Construction Training

OSHA 10

OSHA 30

Welding Certification

Healthcare Training

Certified Clinical Medical Assistant

Certified Health Environmental Services Technician

Certified Pharmacy Technician

Certified Phlebotomy Technician – *Coming soon*

CPR and First Aid/AED

Mental Health First Aid

Mental Health Paraprofessional

OSHA 10 - Healthcare

Information Technology (IT)

Certified Network Defender – *Coming soon*

Goodwill Digital Career Accelerator

Google Data Analytics

Google IT Support Professional

Transportation, Distribution & Logistics

Certified Logistics Technician

Industrial Truck Operator

COURSE NUMBERING SYSTEM

A course is identified by a letter or numeric prefix and level code based on course content and level of training.

Prefix – A three or more letter abbreviation or a single digit used to identify the program or content. Level – A one or more number and/or alphabet code follows the prefix indicating the level of the course.

CLASS SIZE

Typical class size is 15 – 20 students/participants.

EDUCATIONAL EQUIPMENT

The following equipment is available to students for the various educational programs. Revisions to the equipment list may occur to meet current course objectives.

- Advanced Manufacturing Training program equipment may include the following depending on program area: computers, software programs, calculators, headphones, keyboards, printer, scanner, and projector.
- Business and Administrative Training program equipment may include the following depending on program area: computers, software programs, calculators, headphones, keyboards, printer, scanner, and projector.
- Construction Training program equipment may include the following depending on program area: industrial trucks, welding machines, computers, calculators, headphones, keyboards, printer, scanner, and software programs.
- Healthcare Training program equipment may include the following depending on program area: computers, printer, scanner, software programs, sphygmomanometers, thermometers, stethoscopes, hospital bed, mannequins, defibrillator, wheelchair, and other non-electronic medical supplies.
- Information Technology Training program equipment may include the following depending on program area: Computers, software programs, calculators, headphones, keyboards, printer, scanner, and projector.
- Transportation, Distribution and Logistics Training program equipment may include the following depending on program area: industrial trucks, computers, calculators, headphones, keyboards, printer, scanner, and software programs.

ADVANCED MANUFACTURING

CERTIFIED TECHNICIAN in SUPPLY CHAIN AUTOMATION

Program Description
200 Hours

The Certified Technician in Supply Chain Automation (CT-SCA) Certification is a nationally portable, industry-led, training and certification system developed through a partnership with the National Center for Supply Chain Automation (NCSCA), Material Handling Industry (MHI), Material Handling Equipment Distributors Association (MHEDA), Amatrol, and NOCTI Business Solutions.

Program Objective

The program will enable both students and incumbent workers to gain the skills needed to meet the definition of a supply chain automation technician: a technician who installs, operates, supports, upgrades, or maintains the automated material handling equipment and systems which support the supply chain.

Admission Requirements:

- The candidate must have at least a high school education or equivalent.
- The candidate must have proficient computer literacy to navigate the coursework.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
ADVM4201	Equipment Maintenance	40/20/0/60
ADVM4202	Equipment Repair	40/20/0/60
ADVM4203	Network Repair	40/20/0/60
ADVM4204	Full Lab - Additional Hours	00/20/0/20
	TOTAL HOURS	**120/80/0/200**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

ADVM4201 **40/20/0/60**

Equipment Maintenance: *Coming soon.*

ADVM4202	**40/20/0/60**

Equipment Repair: *Coming soon.*

ADVM4203	**40/20/0/60**

Network Repair: *Coming soon.*

ADVM4204	**00/20/0/20**

Full Lab: *Coming soon.*

BUSINESS AND ADMINISTRATION

CERTIFIED BUSINESS PROFESSIONAL – Customer Service

Program Description
16 Hours

The Certified Business Professional (CBP™) Customer Service Certification provides the foundation for quality customer service and focuses on building life-long customer relationships by developing effective customer-care strategies.

Program Objective

The CBP Customer Service Certification module provides guidelines for emerging technologies such as an Internet Chat feature. Additionally, this module uses various hands-on and interactive scenarios to develop the foundation customer care skills needed to provide excellence in service.

Admission Requirements:

- This course is designed for the student who has little or no experience.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
BSAD3101	Introduction to Customer Service	02/0/0/02
BSAD3102	Communication Skills	02/0/0/02
BSAD3103	Customer Analysis	02/0/0/02
BSAD3104	Calming Upset Customers	02/0/0/02
BSAD3105	Telephone Customer Service	02/0/0/02
BSAD3106	Internet Customer Skills	02/0/0/02
BSAD3107	Time Management Strategies	02/0/0/02
BSAD3108	Stress Management Strategies	02/0/0/02
	TOTAL HOURS	**16/0/0/16**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

BSAD3101 **02/0/0/02**

Introduction to Customer Service: What is Customer Service?

- Developing a Customer-Centric Mindset
- Who Are Your Customers?
- Internal Customers
- External Customers

BSAD3102 **02/0/0/02**

Communication Skills: Developing Effective Communication Skills

- Presenting a Professional Image
- Verbal & Non-verbal Communication Skills
- Body Language & Key Body Language Aspects
- Physical Distance

BSAD3103 **02/0/0/02**

Customer Analysis: Knowing Your Customer

- Customer Expectations
- Assertive Working Style – Results Oriented
- Analytical – Detail Oriented
- Amiable – People Oriented
- Determining Your Level of Service

BSAD3104 **02/0/0/02**

Calming Upset Customers: What Makes Customers Upset?

- Avoiding Upsets
- 5 Key Steps to Calming Upset Customers
- Accurately Identify the Problem
- Confirm the Customer's Value

BSAD3105 **02/0/0/02**

Telephone Customer Service: Mastering the Telephone

- Answering the Telephone
- A Professional Greeting
- Active Listening
- Taking a Message
- Closing the Call

BSAD3106 **02/0/0/02**

Internet Customer Skills: The Internet Customer

- E-mail Communication Guidelines
- Internet Customer Skills

- Websites
- Virtual Agents

BSAD3107	**02/0/0/02**

Time Management Strategies: Taking Control of Your Time

- Time Analysis: Task Identification
- Task Analysis & Prioritization
- Personal Suitability
- Efficiency
- Time Wasters

BSAD3108	**02/0/0/02**

Stress Management Strategies: What is Stress?

- What Causes Stress?
- Stress Symptoms
- What Can Be Done to Manage or Even Eliminate Stress?
- Don’t Feel Responsible to Solve Every Situation
- Personal Care

CERTIFIED BUSINESS PROFESSIONAL – Communications

Program Description
16 Hours

The Certified Business Professional (CBP™) Business Communication Certification equips the business professional with the best communication practices and develops business communication as a discipline.

Program Objective

The CBP Business Communication Certification course explores the study of the process of communication in the business environment, allowing us to understand how to make better choices in our day-to-day communication.

Admission Requirements:

- The candidate must have completed, or be in the process of completing, a high school diploma.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
BSAD3201	Introduction to Business Communication	1.6/0/0/1.6
BSAD3202	Structuring Business Communication	1.6/0/0/1.6
BSAD3203	Developing a Business Writing Style	1.6/0/0/1.6
BSAD3204	Types of Business Writing	1.6/0/0/1.6
BSAD3205	Writing for Special Circumstances	1.6/0/0/1.6
BSAD3206	Developing Oral Communication Skills	1.6/0/0/1.6
BSAD3207	Doing Business on the Telephone	1.6/0/0/1.6
BSAD3208	Non-verbal Communication	1.6/0/0/1.6
BSAD3209	Developing Effective Presentation Skills	1.6/0/0/1.6
BSAD3210	Conflict and Disagreement in Business Communication	1.6/0/0/1.6
TOTAL HOURS		**16/0/0/16**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

BSAD3201 **1.6/0/0/1.6**

Introduction to Business Communication: What is Business Communication?

- A Business Communication Model
- Encoder/Decoder Responsibilities
- Barriers to Communication
- Strategies for Overcoming Barriers
- Verbal vs. Non-verbal Communication

BSAD3202 **1.6/0/0/1.6**

Structuring Business Communication: Communication Basics

- Defining Your Message
- Analyze Your Audience
- Structuring your Message

BSAD3203 **1.6/0/0/1.6**

Developing a Business Writing Style: Roles of Written Communication

- Good Written Communication
- Communication Checklist
- Develop an Effective Writing Style

BSAD3204 **1.6/0/0/1.6**

Types of Business Writing: Business Letters and Memos

- Format Styles
- Positive & Persuasive Messages
- Managing Report Writing
- Parts of a Report
- E-Mail Communication
- E-Mail Basics
- Use Sensory Language
- Confidentiality and Copyright Clause

BSAD3205 **1.6/0/0/1.6**

Writing for Special Circumstances: What is Tactful Writing?

- Rules for Tactful Writing
- Writing a Bad Newsletter
- Why the Need for Persuasive Writing?
- Strategies for Persuasive Writing

BSAD3206 **1.6/0/0/1.6**

Developing Oral Communication Skills: Guidelines for Effective Oral Communication

- Key Components to Enhance Oral Communication
- Elements of Good Oral Communication
- Principles of Effective Speeches
- Speech Styles or Delivery Formats
- Active Listening and Observation

BSAD3207 **1.6/0/0/1.6**

Doing Business on the Telephone: Telephone Etiquette

- Answering the Telephone Courteously
- Handling Rude or Impatient Callers
- Telephone Fundamentals

BSAD3208 **1.6/0/0/1.6**

Non-Verbal Communication: Importance of Non-Verbal Communication in Business

- Body Language
- Physical Contact
- Physical Distance
- Presenting a Professional Image
- How the Business Environment Affects Communication

BSAD3209 **1.6/0/0/1.6**

Developing Effective Presentation Skills: The Different Types of Presentations

- Informative Presentations
- Persuasive Presentations
- Presentation Anxiety
- Consideration of Context and Culture
- Critical Points When Preparing for a Presentation
- Simple Techniques for Using Visual Aids
- The Importance of the Use of Technology in a Presentation
- The Importance of a Presentation Checklist

BSAD3210 **1.6/0/0/1.6**

Conflict and Disagreement in Business Communication: Understanding Conflict

- The Role of Values
- Conflict Resolution Values, Styles, and Strategies
- Active Listening
- Managers Responsibilities – Mediation
- Cross Cultural Challenges

CERTIFIED BUSINESS PROFESSIONAL – Business Etiquette

Program Description
16 Hours

The Certified Business Professional (CBP™) Business Etiquette and Professionalism Certification develops the concept of business etiquette and the proper etiquette practices for different business scenarios.

Program Objective

Students will learn the etiquette requirements for meeting, entertaining, telephone, and internet business interaction scenarios. Additionally, the CBP Business Etiquette and Professionalism Certification module addresses etiquette challenges when doing business in a multi-cultural environment.

Admission Requirements:

- This course is designed for the student who has little or no experience.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
BSAD3301	Introduction to Business Etiquette	1.6/0/0/1.6
BSAD3302	Greeting and Introductions	1.6/0/0/1.6
BSAD3303	Meeting and Board Room Protocol	1.6/0/0/1.6
BSAD3304	Business Ethics	1.6/0/0/1.6
BSAD3305	Entertaining Etiquette	1.6/0/0/1.6
BSAD3306	Telephone Etiquette	1.6/0/0/1.6
BSAD3307	Internet and Email Etiquette	1.6/0/0/1.6
BSAD3308	Business Attire and Professionalism	1.6/0/0/1.6
BSAD3309	Disability Etiquette	1.6/0/0/1.6
BSAD3310	Multi-cultural Challenges	1.6/0/0/1.6
TOTAL HOURS		**16/0/0/16**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

BSAD3301	1.6/0/0/1.6

Introduction to Business Etiquette: The ABCs of Business Etiquette

- Developing a Culture of Excellence
- The Principles of Exceptional Work Behavior
- The Role of Good Manners in Business
- Enduring Words

BSAD3302	1.6/0/0/1.6

Greeting and Introductions: Guidelines for Receptionists

- Making Introductions and Greeting People
- The Protocol of Shaking Hands
- Introductions
- Addressing Individuals

BSAD3303	1.6/0/0/1.6

Meeting and Board Room Protocol: Guidelines for Planning a Meeting

- Before the Meeting
- On the Day of the Meeting
- Guidelines for Attending a Meeting
    - For the Chairperson
    - For Attendees
    - For Presenters

BSAD3304	1.6/0/0/1.6

Business Ethics: Ethics in the Workplace

- The Challenge of Business Ethics
- Creating an Ethical Compass
- Business Ethics Advantages
- Ethical Issues
- Preventing Sexual Harassment
- Conflict Resolution Strategies
- Choosing the Appropriate Gift in the Business Environment

BSAD3305	1.6/0/0/1.6

Entertaining Etiquette: Planning a Meal Meeting

- Issuing Invitations
- Business Meals Basics
- Basics of Table Etiquette
- Holding & Resting Utensils

- Business Dining Etiquette
- Multi-cultural Highlights
- Specific Food Etiquette Guidelines

BSAD3306 **1.6/0/0/1.6**

Telephone Etiquette: Mastering the Telephone

- Answering the Telephone
- Active Listening
- Putting Callers on Hold
- Transferring a Call
- Voicemail
- Closing the Call
- Handling Rude or Impatient Callers

BSAD3307 **1.6/0/0/1.6**

Internet and Email Etiquette: Usage in the Workplace

- E-mail Issues
- Netiquette
- Online Chat Issues
- Online Chat Guidelines

BSAD3308 **1.6/0/0/1.6**

Business Attire and Professionalism: Business Style and Professional Image

- Dress Codes
- Guidelines for Appropriate Business Attire
- Grooming for Success
- Multi-cultural Dressing

BSAD3309 **1.6/0/0/1.6**

Disability Etiquette: Disability Etiquette Introduction

- Basic Disability Etiquette Practices
- Courtesies for Wheelchair Users
- Courtesies for Blind or Visually Impaired
- Courtesies for the Deaf
- People with Speech Impairments

BSAD3310 **1.6/0/0/1.6**

Multi-cultural Challenges: Multi-cultural Etiquette

- Examples of Cultural Insensitivity
- Cultural Differences and their Effects on Business Etiquette

CERTIFIED BUSINESS PROFESSIONAL – Leadership

Program Description
16 Hours

The Certified Business Professional (CBP™) Leadership Certification course equips the business professional with the skills and characteristics required for effective leadership. Effective leadership skills are in demand in every aspect of business and are recognized as an indispensable element for corporate success.

Program Objective

The CBP Leadership Certification course covers all of the essentials of today's leaders. This is a hands-on and interactive course that uses real life scenarios to develop practical leadership skills.

Admission Requirements:

- This course is designed for the student who has little or no experience.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
BSAD3401	Introduction to Effective Leadership	2.6/0/0/2.6
BSAD3402	Choosing Appropriate Leadership Style	2.6/0/0/2.6
BSAD3403	Developing a Vision & a Mission	2.6/0/0/2.6
BSAD3404	Effective Decision Making	2.6/0/0/2.6
BSAD3405	Team Building for Leaders	2.6/0/0/2.6
BSAD3406	Motivation	2.6/0/0/2.6
	TOTAL HOURS	**16/0/0/16**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

BSAD3401 **2.6/0/0/2.6**

Introduction to Effective Leadership: Leadership Defined

- The Definition of a Leader & a Follower
- Effective Leadership
- Developing a Vision, Mission and Goals
- Working Towards Achieving Goals and Objectives

- Building a Cohesive Team
- Identifying and Meeting Team Needs
- Measuring Team Performance
- Holding Team Members Accountable
- Motivating Team Members
- Leadership vs. Management
- Leaders Lead and Manage

BSAD3402 **2.6/0/0/2.6**

Choosing Appropriate Leadership Style: The Transitionary Nature of Leadership

- What Happens When the Major Goals are Accomplished?
- Leadership Styles
- Relational & Functional Support
- The Follower
- Situational Leadership

BSAD3403 **2.6/0/0/2.6**

Developing a Vision & a Mission: Guidelines for Development

- Definition & Purpose
- Direction & Destination
- Guidelines or Standards
- Vision Plan
- Mission Plan
- Communication & Vision
- Developing a Clear Vision
- A Vision Culture

BSAD3404 **2.6/0/0/2.6**

Effective Decision Making: Guidelines for Decision Making

- Effective Decision Making
- Establishing Criteria
- Rating Criteria
- Problem Identification & Analysis
- Problem Resolution
- A Look at Problem Resolution
- Implementation

BSAD3405 **2.6/0/0/2.6**

Team Building for Leaders: Team Building

- Group vs. Team

- Leading a Team of Leaders
- Team Building Benefits
- The Benefits of Diversity
- Team Communication
- Motivating Teams
- Creating a Learning Environment
- Coaching Teams
- Develop a Coaching Process as a Leader
- A Continuous Process

BSAD3406	**2.6/0/0/2.6**

Motivation: Move to Action

- Motivation Defined
- Desires and Needs
- Encouraging Performance
- Morale
- Improving Morale

CERTIFIED BUSINESS PROFESSIONAL – Sales

Program Description
16 Hours

The Certified Business Professional (CBP™) Sales Certification lays the foundation for professional selling by developing the sales process using effective sales methodologies.

Program Objective

The CBP Sales Certification course covers all the major sales stages and teaches the best practices in the sales industry. You will learn the skills and tactics of the leading sales professionals and take part in interactive scenarios to master those skills.

Admission Requirements:

- The candidate must have completed or be in the process of completing a high school diploma.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
BSAD3501	Introduction to Selling	02/0/0/02
BSAD3502	Prospecting Success Strategies	02/0/0/02
BSAD3503	First Contact Success Strategies	02/0/0/02
BSAD3504	Qualification Success Strategies	02/0/0/02
BSAD3505	Presentation Success Strategies	02/0/0/02
BSAD3506	Successful Objection Resolution	02/0/0/02
BSAD3507	Successful Closing Strategies	02/0/0/02
BSAD3508	Wrap-up & Follow-up Strategies	02/0/0/02
	TOTAL HOURS	**16/0/0/16**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

BSAD3501 **02/0/0/02**

Introduction to Selling: Definition of Selling

- The Definition of a Seller & Buyer
- The Selling Process - Strategies & Tactics

- Sales Stages
- Product Knowledge
- Develop a Positive Sales Attitude

BSAD3502 **02/0/0/02**

Prospecting Success Strategies: The Prospecting Stage

- What is Prospecting?
- A Customer Profile
- The Decision Maker & Influencer
- End-User

BSAD3503 **02/0/0/02**

First Contact Success Strategies: The First Contact Stage

- Establishing Buyer Trust
- Building Rapport
- Using a Trust Substitute
- Common Ground
- Professional Greeting & Image
- Body Language & Eye Contact
- Attention Grabbers

BSAD3504 **02/0/0/02**

Qualification Success Strategies: The Qualification Stage

- The Qualification Process
- Buying Criteria & Motive
- Qualification Steps
- Discovery Questions
- Effective Listening Skills

BSAD3505 **02/0/0/02**

Presentation Success Strategies: The Presentation Stage

- Delivering a Prospect-Specific Presentation
- Buyer Motives
- Proof-of-Success
- Product Demonstration
- Success Stories & Customer Testimonials
- Industry Reviews and Evaluation
- Keys to a Powerful Presentation
- Assume the Sale

BSAD3506	**02/0/0/02**

Successful Objection Resolution: Resolving Objection Stage

- Strategies
- Resolving Objections
- Create Objection Responses that Reduce Conflict
- Uncovering Hidden Objections
- Ready to Close
- Fear of Buying

BSAD3507	**02/0/0/02**

Successful Closing Strategies: Closing Stage

- The Fear Barrier
- Buyer's & Seller's Fear
- Buying Signals (Verbal & Non-verbal)
- Strategies for Closing the Sale

BSAD3508	**02/0/0/02**

Wrap-up & Follow-up: Strategies

- Wrap Up & Follow-up
- Referrals
- Follow-up & Repeat Sales
- Strategies that Create Repeat Sales

CERTIFIED BUSINESS PROFESSIONAL – Tourism & Hospitality

Program Description
40 Hours

The Certified Business Professional (CBP™) Tourism and Hospitality Certification provides the business or tourism professional with working knowledge of the essential concepts and skills required for developing, operating, and sustaining the tourism industry. It is geared towards persons interested in ensuring that tourism projects are not only successful but also longstanding. As such, it introduces basic concepts and issues in the industry and explores the different ways to plan, implement a profitable tourism, and improve and resolve issues associated with existing tourism projects or industries.

Program Objective

This course looks at the philosophies involved in tourism marketing, managing customer relationships and maximizing the human capital of your organization. Finally, the course looks at issues of professional development which are essential for success in this dynamic industry. At the end of this course, it is anticipated that participants would have garnered the basic and essential skills, knowledge, and expertise to make them industry-aware, customer-focused, and successful tourism professionals.

Admission Requirements:

- The candidate must have a commitment to the pursuit of excellence.
- The candidate must have completed a high school diploma.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
BSAD3701	Introduction to Tourism	3.5/0/0/3.5
BSAD3702	Business of Tourism	3.5/0/0/3.5
BSAD3703	Demand for Tourism	3.5/0/0/3.5
BSAD3704	Types of Tourism	3/0/0/3
BSAD3705	Tourism Management	5/0/0/5
BSAD3706	Hospitality and Tourism	5/0/0/5
BSAD3707	Customer Service in Tourism	4/0/0/4
BSAD3708	Communication Skills in Tourism	3.5/0/0/3.5
BSAD3709	Calming Upset Tourists	3/0/0/3

BSAD3710	World Tourism Organization (WTO) Global Code of Ethics	2/0/0/2
BSAD3711	Tourist Security & Safety	4/0/0/4
TOTAL HOURS		**40/0/0/40**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

BSAD3701 **3.5/0/0/3.5**

Introduction to Tourism: What is Tourism?

- The Tourism System
- Resources
- Attraction
- Destination
- Demand
- Travel

BSAD3702 **3.5/0/0/3.5**

Business of Tourism: Tourism Resources

- Industries Affected by Tourism
- Marketing and Advertising
- Hotel / Accommodations
- Restaurant & Retail
- Real Estate
- Police, Medical & Emergency Services
- Waste Management
- Transportation

BSAD3703 **3.5/0/0/3.5**

Demand for Tourism: Measuring Tourism Demand

- Demand for Tourism
- Population & Determinants of Travel Propensity
- Tourist Demand Classification
- Financial Aspects of Tourism Demand
- Tourist Motivation

BSAD3704 **3/0/0/3**

Types of Tourism: Types

- Theme Parks

- Cultural and Entertainment
- Historical
- Mountain Regions
- Islands
- Hotels / Resorts
- Eco-tourism
- Events and Conferences

BSAD3705 **5/0/0/5**

Tourism Management: Management Types

- Financial Management
- Human Resource Management
- Marketing Management
- Operations Management
- Risk Management

BSAD3706 **5/0/0/5**

Hospitality and Tourism: The Key Sustaining Ingredient

- What Makes Good Hospitality
- Benefits of Hospitality in Tourism
- Ways of Expressing Hospitality
- Where is Hospitality Needed in our Tourism Industry?

BSAD3707 **4/0/0/4**

Customer Service in Tourism: What is Customer Service?

- Developing a Customer-Centric Mindset
- Who Are Your Customers?
- External Customers
- When & Where Does Customer Service Take Place?
- The Need for Customer Service
- Developing a Customer-Friendly Attitude

BSAD3708 **3.5/0/0/3.5**

Communication Skills in Tourism: Developing Effective Communication Skills

- Non-Verbal Communication Skills
- Body Language & Body Posture
- Eye Contact & Facial Expressions
- Verbal Communication Skills
- The Choice of Words
- Cross-Cultural Challenges

- Responsibility of the Cross-Cultural Communicator
- Presenting a Professional Image

BSAD3709 **3/0/0/3**

Calming Upset Tourists: What Makes Tourist Upset?

- What Can You Do to Avoid Upsets?
- 5 Key Steps to Calming Upset Tourists

BSAD3710 **2/0/0/2**

World Tourism Organization (WTO) Global Code of Ethics: Tourism's Contribution to Mutual Understanding and Respect Between Peoples and Societies

- Tourism as a Vehicle for Individual and Collective Fulfillment
- Tourism, a Factor of Sustainable Development
- Tourism, a User of the Cultural Heritage of Mankind and a Contributor to its Enhancement
- Tourism, a Beneficial Activity for Host Countries and Communities
- Obligations of Stakeholders in Tourism Development
- Right to Tourism
- Liberty of Tourist Movements
- Rights of the Workers and Entrepreneurs in the Tourism Industry
- Implementation of the Principles of the Global Code of Ethics for Tourism

BSAD3711 **4/0/0/4**

Tourist Security & Safety: Personal Security & Safety

- Travel Preparation
- Other Pre-travel Security Measures
- At the Airport
- Travel Between Airport and Hotel
- At your Accommodation/Hotel
- Steps to a Successful Personal Security Program
- International Travel Security
- Personal Security for Long Visits
- Personal Travel Safety

GOOGLE PROJECT MANAGEMENT

Program Description
127 Hours

The Google Project Management course prepares individuals with little to no project management-related experience or skills for an entry-level project management position. The course covers estimating time and budgets, running effective meetings and managing stakeholders, identifying and managing risks, applying Agile and Scrum frameworks, and leadership skills and navigating team dynamics.

Program Objective

The Google Project Management Certificate not only focuses on project management artifacts and skill sets, but also essential business acumen skills like stakeholder management, influencing, critical thinking in problem solving, and effective communication.

Admission Requirements:

- Possess a high school diploma or equivalent.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
BSAD3901	Foundations of Project Management	21/0/0/21
BSAD3902	Project Initiation: Starting a Successful Project	21/0/0/21
BSAD3903	Project Planning: Putting it All Together	21/0/0/21
BSAD3904	Project Execution: Running the Project	21/0/0/21
BSAD3905	Agile Project Management	21/0/0/21
BSAD3906	Capstone: Applying Project Management in the Real World	22/0/0/22
TOTAL HOURS		**127/0/0/127**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

BSAD3901 **21/0/0/21**

Foundations of Project Management: In this course, students discover foundational project management terminology and gain a deeper understanding of the role and responsibilities of a project manager. Students are also introduced you to the kinds of jobs they might pursue after completing this program.

BSAD3902 **21/0/0/21**

Project Initiation - Starting a Successful Project: This course will show students how to set up a project for success in the first phase of the project life cycle: the project initiation phase. In exploring the key components of this phase, students learn how to define and manage project goals, deliverables, scope, and success criteria. Students discover how to use tools and templates like stakeholder analysis grids and project charters to help set project expectations and communicate roles and responsibilities.

BSAD3903 **21/0/0/21**

Project Planning: Putting it All Together: This course will explore how to map out a project in the second phase of the project life cycle: the project planning phase. Students will examine the key components of a project plan, how to make accurate time estimates, and how to set milestones. Next, students will learn how to build and manage a budget and how the procurement processes work. Then, students will discover tools that can help them identify and manage different types of risk and how to use a risk management plan to communicate and resolve risks. Finally, students will explore how to draft and manage a communication plan and how to organize project documentation.

BSAD3904 **21/0/0/21**

Project Execution: Running the Project: This course will delve into the execution and closing phases of the project life cycle. Students will learn which aspects of a project to track and how to track them. Students will also learn how to effectively manage and communicate changes, dependencies, and risks. As students explore quality management, they will learn how to measure customer satisfaction and implement continuous improvement and process improvement techniques. Next, students will examine how to prioritize data, how to use data to inform their decision-making, and how to effectively present that data. Then, students will strengthen their leadership skills as they study the stages of team development and how to manage team dynamics. After that, students will discover tools that provide effective project team communication, how to organize and facilitate meetings, and how to effectively communicate project status updates. Finally, students will examine the steps of the project closing process and how to create and share project closing documentation.

BSAD3905 **21/0/0/21**

Agile Project Management: This course will explore the history, approach, and philosophy of Agile project management, including the Scrum framework. Students will learn how to differentiate and blend Agile and other project management approaches. As students' progress through the course, they will learn more about Scrum, exploring its pillars and values and comparing essential Scrum team roles. Students will discover how to build, manage, and refine a product backlog, implement

Agile's value-driven delivery strategies, and define a value roadmap. Students will also learn strategies to effectively organize the five important Scrum events for a Scrum team, introduce an Agile or Scrum approach to an organization, and coach an Agile team. Finally, students will learn how to search for and land opportunities in Agile roles.

BSAD3906	**22/0/0/22**

Capstone: Applying Project Management in the Real World: Students will practice applying the project management knowledge and skills they have learned.

MICROSOFT OFFICE SPECIALIST

Program Description
201 Hours

Microsoft Office is the most widely used business productivity suite. Knowing how to use its products, including Word, Excel, and PowerPoint, is valuable in any professional setting. Earning this certification demonstrates your knowledge of Office and proves that you're ready to make an immediate impact at your organization. Students only need to complete three products to obtain certification.

Program Objective

This course prepares you for the Microsoft Office Specialist (MOS) 2019 certification exams for Word, Excel, PowerPoint, Access, or Outlook. You will build your expertise in these programs through hands-on exercises, in-depth course material, and supplemental video demonstrations. As you prepare for each exam, you will test your skills at regular intervals with quizzes and exams.

Admission Requirements:

- Candidate must have familiarity with using a personal computer and in a Windows environment.
- Candidate must also be able to launch and close programs, navigate to information stored on the computer, and manage files and folders.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
BSAD3601	Microsoft Word	67/0/0/67
BSAD3602	Microsoft Excel	67/0/0/67
BSAD3603	Microsoft PowerPoint	67/0/0/67
BSAD3604	Microsoft Outlook	67/0/0/67
BSAD3605	Microsoft Access	67/0/0/67
	TOTAL HOURS	**201/0/0/201**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

BSAD3601 **67/0/0/67**

Microsoft Word: Students will learn various skills to help them with the Microsoft Word 2019 exam. Students will learn how to:

- Create and Manage Documents
- Format Text, Paragraphs, and Sections
- Create Tables and Lists
- Apply References
- Insert and Format Objects

BSAD3602 **67/0/0/67**

Microsoft Excel: Students will learn various skills to help them with the Microsoft Excel 2019 exam. Students will learn how to:

- Create and Manage Worksheets and Workbooks
- Create Cells and Ranges
- Create Tables
- Apply Formulas and Functions
- Create Charts and Objects

BSAD3603 **67/0/0/67**

Microsoft PowerPoint: Students will learn various skills to help them with the Microsoft PowerPoint 2019 exam. Students will learn how to:

- Manage Presentations
- Manage Slides
- Insert and Format Text, Shapes, and Images
- Insert Tables, Charts, SmartArt, 3D Models, and Media
- Apply Transitions and Animations

BSAD3604 **67/0/0/67**

Microsoft Outlook: Students will learn various skills to help them with the Microsoft Outlook 2019 exam. Students will learn how to:

- Manage Outlook Settings and Processes
- Manage Messages
- Manage Schedules
- Manage Contacts and Tasks

BSAD3605 **67/0/0/67**

Microsoft Access: Students will learn various skills to help them with the Microsoft Access 2019 exam. Students will learn how to:

- Manage Databases
- Create and Modify Tables
- Create and Modify Queries
- Modify Forms in Layout View
- Modify Reports in Layout View

CONSTRUCTION

OSHA 10

Program Description
10 Hours

The Occupational Safety and Health Administration (OSHA) 10 course provides training for entry-level workers and employers on the recognition, avoidance, abatement, and prevention of safety and health hazards in workplaces. The program also provides information regarding workers' rights, employer responsibilities, and how to file a complaint.

Program Objective

Through this training, OSHA helps to ensure that workers are more knowledgeable about workplace hazards and their rights. Students who successfully complete the OSHA 10 course receive an OSHA 10 wallet card from the OSHA Training Institute (OTI).

Admission Requirements:

- The candidate must have proficient computer literacy to navigate the coursework.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
CONS6201	Introduction to OSHA	1/0/0/1
CONS6202	Walking Working Surfaces	1/0/0/1
CONS6203	Emergency Action Plans & Fire Protection	1/0/0/1
CONS6204	Avoiding Electrocution Hazards	1/0/0/1
CONS6205	Personal Protective Equipment	1/0/0/1
CONS6206	Hazard Communication	1/0/0/1
CONS6207	Material Handling, Storage, Use, and Disposal	.5/0/0/.5
CONS6208	Machine Guarding	.5/0/0/.5
CONS6209	Industrial Hygiene	.5/0/0/.5
CONS6210	Bloodborne Pathogens	.5/0/0/.5
CONS6211	Ergonomics	.5/0/0/.5

CONS6212	Safe Driving Practices	.5/0/0/.5
CONS6213	Preventing Workplace Violence	.5/0/0/.5
CONS6214	Safety and Health Programs	.5/0/0/.5
TOTAL HOURS		**10/0/0/10**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

CONS6201 **1/0/0/1**

Introduction to OSHA: The student will be able to explain the importance of OSHA in providing a safe and healthy workplace for workers covered by OSHA.

CONS6202 **1/0/0/1**

Walking Working Surfaces: The student will be able to protect themselves from walking/working hazards including fall hazards.

CONS6203 **1/0/0/1**

Emergency Action Plans & Fire Protection: The student will be able to recognize hazards and best practices associated with emergency action plans, fire prevention plans, fire protection, and exit routes.

CONS6204 **1/0/0/1**

Avoiding Electrocution Hazards: The student will be able to recognize electrocution hazards in general industry.

CONS6205 **1/0/0/1**

Personal Protective Equipment: The student will be able to select appropriate personal protective equipment for common industry hazards.

CONS6206 **1/0/0/1**

Hazard Communication: The student will be able to recognize responsibilities related to hazard communications, including Global Harmonizing System (GHS) requirements.

CONS6207 **.5/0/0/.5**

Material Handling, Storage, Use, and Disposal: The student will be able to recognize how to protect themselves from hazards associated with material handling.

CONS6208 **.5/0/0/.5**

Machine Guarding: The student will be able to recognize hazards associated with machinery that has improper or missing guards.

CONS6209 **.5/0/0/.5**

Industrial Hygiene: The student will be able to recognize hazards associated with industrial hygiene.

CONS6210 **.5/0/0/.5**

Bloodborne Pathogens: The student will be able to recognize hazards associated when working with bloodborne pathogens.

CONS6211 **.5/0/0/.5**

Ergonomics: The student will be able to recognize ergonomic hazards and select solutions which prevent injuries from occurring.

CONS6212 **.5/0/0/.5**

Safe Driving Practices: The student will be able to recognize hazards associated with driving.

CONS6213 **.5/0/0/.5**

Preventing Workplace Violence: The student will be able to recognize hazards associated with violence in the workplace.

CONS6214 **.5/0/0/.5**

Safety and Health Programs: The student will be able to recognize responsibilities related to safety and health in the workplace.

OSHA 30

Program Description
30 Hours

When you're responsible for keeping a construction site safe and secure, you need every tool you can get. Our OSHA 30-Hour Outreach Training for Construction teaches you precisely what you need to know to build a culture of safety and reduce job-site accidents.

Additionally, you'll receive a comprehensive overview of the policies, procedures, and best practices in OSHA's 29 CFR 1926 standards for construction. The course also covers vital information about all the significant hazards found on the site.

For example, you'll learn how to create and implement a safety and health program that addresses critical safety topics in the industry, such as stairways and ladders, confined spaces, hand and power tools, scaffolding, and explosives and blasting agents.

Program Objective

Through this training, students will learn the importance of OSHA in providing a safe and healthful workplace to workers and be able to recognize OSHA Standards references applicable to specific hazardous conditions and practices. The course will outline preventative measures for accidents in their workplace and describe types of personal protective equipment (PPE), and the requirements for its use in OSHA standards.

Admission Requirements:

- The candidate must have proficient computer literacy to navigate the coursework.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
CONS6301	Introduction to OSHA	1/0/01
CONS6302	Managing Safety and Health	2/0/0/2
CONS6303	OSHA Focus Four Hazards	2/0/0/2
CONS6304	Health Hazards in Construction	2/0/0/2
CONS6305	Stairways and Ladders	1/0/01
CONS6306	Concrete and Masonry Construction	1/0/01
CONS6307	Confined Spaces	1/0/01
CONS6308	Ergonomics	1/0/01
CONS6309	Fire Protection and Prevention	2/0/0/2

CONS6310	Materials Handling, Use and Disposal	2/0/0/2
CONS6311	Motor Vehicles, Mechanized Equipment and Marine Operations; Rollover Protective Structures and Overhead Protection; and Signs, Signals and Barricades	3/0/0/3
CONS6312	Safety and Health Programs	2/0/0/2
CONS6313	Scaffolds	1/0/01
CONS6314	Tools – Hand and Power	1/0/01
CONS6315	Welding and Cutting	1/0/01
CONS6316	Silica Exposure	1/0/01
CONS6317	Lead Exposure	1/0/01
CONS6318	Asbestos Exposure	1/0/01
TOTAL HOURS		**30/0/0/30**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

CONS6301 **1/0/0/1**

Introduction to OSHA: The history of OSHA and the role it plays in protecting employers and workers in the workplace.

CONS630 **2/0/0/2**

Managing Safety and Health: Supervisors must be aware of how to comply with OSHA regulations in order to maintain a safe working environment for their employees.

CONS6303 **2/0/0/2**

OSHA Focus Four Hazards: Commonly known as the "Big Four" Construction Hazards, this module addresses falls, electrocution, caught-in, and struck-by hazards.

CONS6304 **2/0/0/2**

Health Hazards in Construction: This module covers the various health hazards that can result from construction work and the importance of personal protective equipment to protect the worker from these hazards.

CONS6305 **1/0/0/1**

Stairways and Ladders: Safety rules and considerations when using ladders and stairways.

CONS6306 **1/0/0/1**

Concrete and Masonry Construction: Safety rules and considerations for workers who specialize in cast-in-place concrete, pre-cast concrete, lift slab operations, shoring and re-shoring, and vertical slip forms.

CONS6307 **1/0/0/1**

Confined Spaces: Safety rules and considerations when working in confined spaces.

CONS6308 **1/0/0/1**

Ergonomics: Safety rules and considerations for when the working environment involves repetition and uncomfortable body positions.

CONS6309 **1/0/0/1**

Excavations: Safety rules and considerations when workers engage in excavating and trenching activities in the workplace.

CONS6310 **2/0/0/2**

Fire Protection and Prevention: Safety rules and considerations when working around flammable and combustible materials, identifying the correct types of fire extinguishers, and following company protocols for emergency response.

CONS6311 **2/0/0/2**

Materials Handling, Use and Disposal: Safety rules and considerations when lifting, moving, and disposing of various materials in the workplace.

CONS6312 **3/0/0/3**

Motor Vehicles, Mechanized Equipment and Marine Operations; Rollover Protective Structures and Overhead Protection; and Signs, Signals, and Barricades: Identify a variety of motor vehicles and mechanized equipment in order to explain and define safe operation and use of equipment, inspection of mechanized equipment, and material handling equipment.

CONS6313 **2/0/0/2**

Safety and Health Programs: Creating and maintaining a safety and health program in the workplace that addresses and responds to workplace hazards and employee concerns.

CONS6314 **1/0/0/1**

Scaffolds: Safety rules and considerations for using scaffolds both indoors and outdoors.

CONS6315 **1/0/0/1**

Tools - Hand and Power: Safety rules and considerations for using both power and hand tools in the workplace.

CONS6316 **1/0/0/1**

Welding and Cutting: Safety rules and considerations when operating welding equipment and oxyfuel cutting equipment.

CONS6317	**1/0/0/1**

Silica Exposure: Safety rules and considerations to prevent and treat silica exposure.

CONS6318	**1/0/0/1**

Lead Exposure: Safety rules and considerations to prevent and treat lead exposure.

CONS6319	**1/0/0/1**

Asbestos Exposure: Safety rules and considerations to prevent and treat lead exposure.

Welding

Program Description
350 Hours

The Welding Certification Program introduces students to the basics of structural welding through courses that focus on Safety, Shop Math and Fabrication Symbols, Shielded Metal Arc Welding, Gas Metal Arc Welding, Flux-Cored Arc Welding, and Oxyfuel applications. Students will gain hands on experience with Gas Tungsten Arc Welding.

Program Objective

Through the Welding Certification Program, students will learn the difference between various arc welding applications and how to select the correct application given a number of variables. Students will develop the skills to weld in four (4) positions—Flat (1G), Horizontal (2G), Vertical (3G), and Overhead (4G)—using both Shielded Metal Arc Welding and Flux-Cored Arc Welding.

Admission Requirements:

- The candidate must have a basic understanding of math—addition, subtraction, fractions, and decimals.
- The candidate must have a strong desire to begin a career as a welder, as well as a strong commitment to attend classes and labs.
- The candidate must have proficient computer literacy to navigate portions of the coursework.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
CONS6101	Welding Foundations and Safety	48/0/0/48
CONS6102	Oxyfuel and Thermal Cutting	8/24/0/32
CONS6103	Welding Symbols and Fabrication Math	32/16/0/48
CONS6104	Shielded Metal Arc Welding	0/96/0/96
CONS6105	Flux-cored Arc Welding/Gas Metal Arc Welding	0/96/0/96
CONS6106	Intro to GTAW	0/30/0/30
	TOTAL HOURS	**88/232/0/350**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

CONS6101 **48/0/0/48**

Welding Foundations and Safety: This course will introduce students to the field of welding and the different applications of welding. Students will learn how to identify the various applications of arc welding and factors to consider when choosing a welding application. Students will learn about welding certification and testing as well as hear stories from real life welders in the field. This course also provides students with a strong foundation for safety in welding and on the job. Students will spend up to ten (10) classroom hours reviewing and earning their OSHA 10 certification.

CONS6102 **8/24/0/32**

Thermal Cutting and Oxyfuel: This course introduces students to the basics of thermal cutting with oxyfuel applications and plasma. Oxyfuel applications (welding, brazing, and cutting) sets the foundation for every other arc welding application. For both plasma and oxyacetylene techniques, students will learn the proper safety, set up, and handling of equipment and gas cylinders. Students will demonstrate their knowledge through hands-on, practical assignments (rubrics), quizzes, and unit tests.

CONS6103 **32/16/0/48**

Welding Symbols and Fabrication Math/Design: This course will provide instruction on how to identify welding symbols and read fabrication drawings. Students will be able to apply basic knowledge of welding drawings to interpret fabrication designs and blueprints. Students will learn to lay out a welding project and explain the parts of a groove preparation. They will also learn the major types of joints and groove welds. Students will review math basics including addition, subtraction, fractions, and decimals.

CONS6104 **0/96/0/96**

Welding Processes I: Shielded Metal Arc Welding*:* This course introduces students to the most common structural arc welding process: Shielded Metal Arc Welding (SMAW), also known as 'Stick' welding. Students will learn how to set a SMAW machine and how the proper welding current is dependent on electrode size, plate thickness, welding position, and the welder's skill.

CONS6105 **0/96/0/96**

Welding Processes II: Flux-Cored Arc Welding/Gas Metal Arc Welding: This course introduces students to the most common semi-automatic arc welding processes: Gas Metal Arc Welding (GMAW), also known as 'MIG' welding and Flux Cored Arc Welding (FCAW). Students will learn how to set a GMAW/FCAW machine and how the proper welding current is dependent on electrode size, plate thickness, welding position, and the welder's skill.

CONS6106	0/30/0/30

Welding Basics III: Gas Tungsten Arc Welding. This introduction to GTAW (commonly known as TIG) equips students on the basic principles of GTAW, how to grind tungsten electrodes, and when to use this welding application on the jobsite.

HEALTHCARE

CERTIFIED CLINICAL MEDICAL ASSISTANT

Program Description
313 Hours

The Certified Clinical Medical Assistant Program combines online and in-person instruction to assist individuals in learning the necessary skills to become an effective Clinical Medical Assistant.

Program Objective

The program is designed to provide students with extensive and comprehensive training in body structure and the functions of the various body systems. Students will develop a working knowledge of specimen collection and various laboratory procedures to include infection control, EKG, injections, and sterilization. Students will also learn proper techniques in assisting in minor surgical procedures and preparation of patients for diagnostic tests.

Admission Requirements:

- Candidates must have at least a high school education or equivalent.
- Candidates must have proficient computer literacy to navigate the coursework.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
HLTH2201	Healthcare Systems/Communications and Customer Service	5/15/0/20
HLTH2202	Administrative Assisting	15/5/0/20
HLTH2303	Medical Terminology/ Medical Law and Ethics	15/5/0/20
HLTH2304	Anatomy and Physiology	10/10/0/20
HLTH2305	Phlebotomy/ Microbiology	5/15/0/20
HLTH2306	Testing and Laboratory Procedures	5/15/0/20
HLTH2307	Clinical Patient Care	5/15/0/20
HLTH2308	Basic Pharmacology	5/15/0/20
HLTH2309	ECG/EKG/ BLS CPR/ First Aid	5/15/0/20
HLTH2310	Infection Control/ Autoclave with sterilization of instruments	5/15/0/20

HLTH2311	Psychology/ Nutrition	10/10/0/20
HLTH2312	Skills Competency Review	0/20/0/20
HLTH2313	Externship	0/0/40/40
HLTH2314	CCMA Exam Prep	18/0/0/18
HLTH2315	Computer Skills Builder Simulations	0/15/0/15
TOTAL HOURS		**103/170/40/313**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

HLTH2201 **5/15/0/20**

Healthcare systems and settings/ Communications and customer service: This course introduces the student to the medical field and the teams they will be working with and the different healthcare delivery models. They will gain the understanding and knowledge of communication with patient's and co-workers. How to use the phone, fax, email, EMR and written correspondence. Communication with all age groups and persons with disabilities. Communication with difficult patients and external providers.

HLTH2202 **15/5/0/20**

Administrative Assisting: This course will teach the front office including but not limited to billing, coding, reconciliation with adjustment of accounts. Billing practices with the laws and regulations that govern. Opening clinic and taking phone calls and checking in patients. Closing at night and how to balance and make a deposit

HLTH2303 **15/5/0/20**

Medical Terminology/ Medical law and Ethics: This course teaches students to identify medical terms and words by their component parts; define the body structure and its systems, cavities, planes, and positions, explain the importance of medical terminology in healthcare professions, and more. Medical Law includes compliance with legal and regulatory requirements. Obtain, review, and comply with medical directives. Documentation and healthcare proxies and agents. MOLST forms HIPAA. Ethical standards with cultural training.

HLTH2304 **10/10/0/20**

Anatomy and Physiology: This course provides a unique learning process that uses learning and assessment through power points, virtual simulation, hands on labs. Training on body structures and organs systems. Etiology of common diseases and conditions, comorbidities. Epidemic and pandemic conditions.

HLTH2205 **5/15/0/20**

Phlebotomy/ Microbiology: In this course students will learn the basics of phlebotomy. Drawing blood correctly and processing per orders. Printing requisitions and processing in house and out house lab orders. They will work on fake arms then go to real sticks. They will attain 20 sticks in this course. Microbiology will be the study of cells, pathogens and lab tests that are the most common ordered by providers.

HLTH2206 **5/15/0/20**

Testing and Laboratory Procedures: They will complete strep test, mono test, glucose test, automated and manual read urinalysis tests. Prep and put on microscope for provider reading, as well as other very common test done in a clinical setting for CLIA waived lab. Vision and hearing tests, they will demonstrate allergy testing and collect stool and sputum samples. Capillary sticks, Urine hCG. They will learn how to correctly document, label, and report results. Proper handling and transportation of specimens. Perform Ear and Eye irrigations. PFT and Spirometry testing.

HLTH2207 **5/15/0/20**

Clinical Patient Care: This course will give the basic understanding of patient care. Setting up for all types of exams and how to document when completed. Vital sign and anthropometric measurements will be practiced. Patient will have 150 vitals shown to be completed before Externship. Rooming patients and follow-ups with training on the referral systems. Collaboration with outside health care facilities and assistance with community needs. Professionalism.

HLTH2208 **5/15/0/20**

Basic Pharmacology/Injections: This course teaches students how to recognize the most common medications used and how to prepare and administer them to the patients. How medications work in our bodies. How to use the PDR and write prescriptions and call, fax or escribe them to the pharmacy. Introduction into injections and they will perform 20 injections prior to externship.

HLTH2209 **5/15/0/20**

EKG/ECG BLS/CPR/ First Aid: This course provides a unique learning process that uses learning and assessment through power points, virtual simulation, hands on labs. They will attain a American Heart Association BLS/CPR certification. Perform
EKG/ECG and how to trouble shoot problems. They will be able to recognize abnormal reports. Administer first aid and work and set up patients in emergency exams.

HLTH2210 **5/15/0/20**

Infection Control/Autoclave sterilization of instruments: In this course students will learn the regulations and guidelines relating to infection control. OSHA guidelines. Asepsis techniques. Perform hand hygiene, disinfection and sanitization, sterilization of medical equipment. Dispose of biohazard materials. Use of Sharps containers. How to assist in surgical set ups and provider exams. Suture and Staple removal.

HLTH2211 **10/10/0/20**

Psychology/Nutrition: Students will learn developmental stages, End of life stages and psychology of the physically disabled and developmentally delayed. Environmental and socio-economic stressors. How to perform screenings and document. They will learn about nutrition and how to read food labels, vitamins and eating disorders. How health affects the body.

HLTH2212 **0/20/0/20**

Skills Competency Review: This week will enable the students to show what they have learned with hands on demonstrations. They will have time for questions and answers and to improve on what they need to practice. This is a final sign off on all injections, phlebotomy, ECG, ear lavage, Spirometry, and any other lab skills they have learned.

HLTH2213 **0/0/40/40**

Externship week 1: Students will be put into a live clinical setting to put their skills to work. They will work in different settings in the clinics to get a feel for what they have learned and to put it all into practice. They will gain live skills that will reiterate what they have learned giving them confidence for when they are out on their own.

HLTH2214 **18/0/0/18**

Externship week 2: This is a continuation of the students to be put into a live clinical setting to apply their skills. They will work in different settings in the clinics to get a feel for what they have learned and to put it all into practice. They will gain live skills that will reiterate what they have learned giving them confidence for when they are out on their own.

HLTH2215 **0/15/0/15**

CCMA Review and CCMA final test: Students will come to class this week to review, practice test and work through skills builder along with hands on labs if needed. Monday through Thursday will be review with Q&A and Friday will be the Final examination.

CERTIFIED HEALTH ENVIRONMENTAL SERVICE TECHNICIAN

Program Description
40 Hours

The Certified Health Environmental Services Technician course is comprised of seven (7) domains: cleaning and disinfection, waste handling, floor care, linen handling, infection prevention, safety, and communication.

Program Objective

The Certified Health Environmental Services Technician course advances the students ability to establish and maintain care environments that are free of environmental surface contamination and support safety, service, and efficient operations.

Admission Requirements:

- Candidates must have a minimum of six (6) months health care environmental services cleaning experience in direct patient care in an acute care or continuing care facility or a minimum of one year experience in health care environmental services without direct patient care.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
HLTH2101	Infection Prevention and Control	4/0/0/4
HLTH2102	Assignments with Supervisors and Other Staff	1.5/0/0/1.5
HLTH2103	Cart Set-up and Handling Chemicals	2.5/0/0/2.5
HLTH2104	Occupied Room #1	2/0/0/2
HLTH2105	Unoccupied Discharge or Transfer Room	1.5/0/0/1.5
HLTH2106	Isolation Room	2/0/0/2
HLTH2107	Occupied Room #2	1.75/0/0/1.75
HLTH2108	Common Area	2/0/0/2
HLTH2109	Specialty Areas, Uncommon Situations	2/0/0/2
HLTH2110	Wrap-up and Review	2/0/0/2
HLTH2111	Practical Room Application	0/4/0/4
TOTAL HOURS		**40/4/0/40**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

HLTH2101 **4/0/0/4**

Infection Prevention and Control: This course outlines standard precautions to prevent patient and technician exposure to blood and Other Potentially Infectious Material (OPIM).

- Standard Precautions for proper hand hygiene techniques.
- Standard Precautions for appropriate use of Personal Protective Equipment (PPE).
- Standard Precautions for proper respiratory etiquette/cough hygiene.
- Report Blood and Body Fluid exposures.
- CDC Transmission Precautions recommendations for, entering and exiting and cleaning/disinfecting isolation rooms.
- Demonstrate required procedures for cleaning and disposing of blood or body spills in accordance with facility policy.

HLTH2102 **1.5/0/0/1.5**

Assignments with Supervisors and Other Staff: Learn how to offer good customer service to patients and staff

- Recognize how to stay safe as an Environmental Services Technician.
- Identify how to keep patients safe.
- Summarize key principles of infection prevention and control.
- Recognize technician's critical role in infection prevention and control as a part of the patient care team.
- Discuss the particular challenges of working in healthcare.

HLTH2103 **2.5/0/0/2.5**

Cart Set-up and Handling Chemicals: Explain how to prepare and handle chemicals needed for cleaning and disinfecting.

- Learn the differences between cleaning and disinfectant solutions, common examples of each, and how each is used.
- Determine the right cleaning solutions, tools, and techniques for different patient settings and surfaces.
- Recognize how to stay safe as an Environmental Services Technician.
- Recognize technician's critical role in infection prevention and control as a part of the patient care team.

HLTH2104 **2/0/0/2**

Occupied Room #1: This course teaches the differences between cleaning and disinfectant solutions, common examples of each, and how each is used.

- Determine the right cleaning solutions, tools, and techniques for different patient settings and surfaces.
- Explain how to clean a standard bed.
- Determine the right cleaning solutions, tools, and techniques for the bathroom.
- Identify how to properly handle and remove waste from a patient room.
- Select the right floor cleaning solution and tools based on the situation — mopping or vacuuming.
- Properly don and doff Personal Protective Equipment (PPE).
- Explain how to handle clean and dirty linen.
- Recognize key principles of infection prevention and control.
- Recognize a health care environmental services technician's critical role in infection prevention and control as a part of the patient care team.
- Recognize how to keep patients safe.

HLTH2105 **1.5/0/0/1.5**

Unoccupied Discharge or Transfer Room: This course teaches proper performance of discharge cleaning.

- Determine the right cleaning solutions, tools, and techniques for different patient settings and surfaces.
- Explain how to clean a standard bed.
- Explain how to handle clean and dirty linens.
- Make the bed according to facility standards.
- Recognize technician's critical role in infection prevention and control as a part of the Patient Care Team.
- Properly don and doff Personal Protective Equipment.
- Summarize how to stay safe as an Environmental Services Technician.
- Discuss how to keep patients safe.
- Offer good customer service to patients and staff.
- Demonstrate ethical behavior at all times and report unethical behavior.

HLTH2106 **2/0/0/2**

Isolation Room: This course teaches the difference between cleaning and disinfecting solutions, common examples of each, and how each is used.

- Determine the right cleaning solutions, tools, and techniques for different patient settings and surfaces.
- Recognize different types of waste and how to handle each.
- Apply key principles of infection prevention and control.
- Identify types of precautions and modes of transmission.
- Summarize technician's critical role in infection prevention and control as a part of the patient care team.
- Properly don and doff Personal Protective Equipment.
- Demonstrate how to stay safe as an environmental services technician.

- Recognize how to keep patients safe.
- Recognize the basics of equipment safety.

HLTH2107 **1.75/0/0/1.75**

Occupied Room #2: This course outlines the correct cleaning solutions, tools, and techniques for different patient settings and surfaces.

- Determine the right cleaning solutions, tools, and techniques for the bathroom.
- Offer good customer service to patients and staff.
- Recognize the particular challenges of working in health care.
- Respond to surveyor questions.

HLTH2108 **2/0/0/2**

Common Area: This course teaches students to recognize the particular challenges of working in health care.

- Recognize how to respond to surveyor questions.
- Offer good customer service to patients and staff.
- Determine the right cleaning solutions, tools, and techniques for different patient settings and surfaces.
- Select the right floor cleaning solution and tools based on the situation – mopping or vacuuming.
- Recognize and report when a hard surface or carpeted floor needs advanced floor care.
- Recognize how to stay safe as an environmental services technician.
- Recognize the basics of equipment safety.

HLTH2109 **2/0/0/2**

Specialty Areas, Uncommon Situations: This course teaches students to recognize key principles of infection prevention and control.

- Recognize technician's critical role in infection prevention and control as a part of the patient care team.
- Determine the right cleaning solutions, tools, and techniques for different patient settings and surfaces.
- Recognize how to stay safe as an environmental services technician.
- Recognize how to keep patients safe.
- Identify the basics of equipment safety.
- Recognize the particular challenges of working in health care.

HLTH2110 **2/0/0/2**

Wrap-up and Review: This module reviews all previous objectives through a review game.

HLTH2111 **0/4/0/4**

Practical Room Application: Students will apply course content knowledge in a mock hospital room.

CERTIFIED PHARMACY TECHNICIAN

Program Description
208 Hours

The Certified Pharmacy Technician Program combines online and in-person training to assist individuals in learning the necessary skills to become an effective Pharmacy Technician.

Program Objective

The program includes basic technical and job-related skills, math and calculating skills, medical terminology, and soft skills.

Admission Requirements:

- Candidates must have at least a high school education or equivalent or within 60 days of obtaining a high school diploma.
- Candidates must have proficient computer literacy to navigate the coursework.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
HLTH2301	PharmaSeer	124/0/0/124
HLTH2302	PharmaSeer Math	25/0/0/25
HLTH2303	Medical Terminology	37/0/0/37
HLTH2304	PersonAbility	22/0/0/22
TOTAL HOURS		**208/0/0/208**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

HLTH2301 **124/0/0/124**

PharmaSeer: This course covers federal laws and regulations governing pharmacy practice, basic anatomy and physiology with corresponding pharmacology, sterile and non-sterile compounding, pharmacy business practices and pharmacy calculations.

HLTH2302 **25/0/0/25**

PharmaSeer Math: This course teaches students the skills to confidently perform common calculations used across all pharmacy settings.

HLTH2303	37/0/0/37

Medical Terminology: This course teaches students to identify medical terms and words by their component parts; define the body structure and its systems, cavities, planes, and positions, explain the importance of medical terminology in healthcare professions, and more.

HLTH2304	22/0/0/22

PersonAbility: This course provides a unique learning process that uses learning and assessment through virtual simulation. Learners will examine the importance of essential skills such as emotional intelligence, communication, and teamwork, and will have opportunities to practice using these skills throughout the training.

CERTIFIED PHLEBOTOMY TECHNICIAN

Program Description
TBD Hours

The Certified Phlebotomy Technician Program combines online and in-person training to assist individuals in learning the necessary skills to become an effective Phlebotomy Technician.

Program Objective

The program includes medical terminology, soft skills, and standard of the National Healthcareer Association's certification exam. A partnership will be created to aid students in obtaining the venipuncture and capillary sticks required to become certified.

Admission Requirements:

- Candidates must have at least a high school education or equivalent or be within 60 days of obtaining a high school diploma.
- Candidates must have proficient computer literacy to navigate the coursework.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
HLTH2401	NHA Curriculum (TBD)	0/0/0/0
HLTH2402	Venipuncture/Capillary Lab	0/50/0/50
HLTH2403	Live Venipuncture/Capillary Stick Lab	0/0/24/24
HLTH2303	Medical Terminology	37/0/0/37
HLTH2304	PersonAbility	22/0/0/22
	TOTAL HOURS	**TBD**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

HLTH2401 **0/0/0/0**

NHA Curriculum (TBD): This curriculum will prepare and teach students to:

- Draw blood.
- Evaluate a patient's ability to withstand a procedure and help them feel comfortable.
- Explain blood-drawing procedure and answer questions.
- Perform basic point-of-care testing, such as reading blood-glucose levels.
- Prepare blood, urine, or other specimens for testing.

- Maintain medical equipment such as needles, test tubes, and blood vials.

HLTH2402	0/50/0/50

Venipuncture/Capillary Lab: This lab will prepare students for the live clinical labs they will later perform. Students will practice venipuncture and capillary labs on mannequins.

HLTH2403	0/0/24/24

Live Venipuncture/Capillary Stick Lab: This lab will consist of clinical experience where students will perform at least 100 live venipunctures and 10 skin punctures.

HLTH2304	37/0/0/37

Medical Terminology: This course teaches students to identify medical terms and words by their component parts; define the body structure and its systems, cavities, planes, and positions, explain the importance of medical terminology in healthcare professions, and more.

HLTH2304	22/0/0/22

PersonAbility: This course provides a unique learning process that uses learning and assessment through virtual simulation. Learners will examine the importance of essential skills such as emotional intelligence, communication, and teamwork, and will have opportunities to practice using these skills throughout the training.

CPR / FIRST AID / AED

Program Description
8 Hours

The CPR/ First Aid/AED program is available in two (2) delivery formats: classroom (instructor-led) and blended learning. Blended learning features online simulation learning followed by an in-person skills session. The course is designed to meet workplace certification and training requirements of different occupational settings, such as day care workers, workplace response teams, lifeguards, swim instructors, healthcare providers, and other professional responders.

Program Objective

The purpose of the courses in the CPR/First Aid/AED program is to help participants recognize and respond appropriately to cardiac, breathing, and first aid emergencies, as well as, how to care for a suddenly injured or ill person until more advanced medical personnel arrive and take over.

Admission Requirements:

- Candidates must have proficient computer literacy to navigate the coursework.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
HLTH2501	First Aid Basics	1/1/0/2
HLTH2502	First Aid for Cardiac Emergencies and Choking	1/0/0/1
HLTH2503	First Aid for Common Illnesses and Injuries	1/0/0/1
HLTH2504	Adult and Pediatric CPR	2/1/0/3
HLTH2505	AED Use	1/0/0/1
TOTAL HOURS		**6/2/0/8**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

HLTH2501 **1/1/0/2**

First Aid Basics: Being knowledgeable and skilled in providing first aid can help individuals to make their workplace, home, and community a safer place to be. When a person is injured or becomes suddenly ill, quick action can prevent the injury or illness from worsening, and it may even save the

person's life. Although every emergency situation is unique, understanding basic principles of giving first aid care will always serve individuals well.

HLTH2502 **1/0/0/1**

First Aid for Cardiac Emergencies and Choking: Life-threatening cardiac emergencies often strike close to home: where we live, work and play. When one knows how to recognize and respond to a cardiac emergency, the life one could save is likely to be that of someone you know—a family member, co-worker or neighbor. Because every minute counts when a person is experiencing a cardiac emergency, the person's survival often depends on lay responders acting quickly and giving appropriate care until EMS personnel arrive and take over.

HLTH2503 **1/0/0/1**

First Aid for Common Illnesses and Injuries: Illness often strikes with little to no warning, at work, at school, at home or while we are out having fun. When a person becomes suddenly ill, one can help by providing appropriate first aid care; summoning help, if needed; and keeping the person comfortable until help arrives.

HLTH2504 **2/1/0/3**

Adult and Pediatric CPR: Being knowledgeable and skilled in providing CPR can help individuals make their workplace, home, and community a safer place to be. Knowing when and how to provide CPR effectively to adults, children, and pediatric children can make your environments safer.

HLTH2505 **1/0/0/1**

AED Use: Being knowledgeable about how to use an AED will help individuals in an emergency situation. This module covers the basics of using an AED for adults, children, and pediatric children.

MENTAL HEALTH FIRST AID

Program Description
8 Hours

During this course, students will learn how to recognize the signs and symptoms that suggest a potential mental health challenge, how to listen nonjudgmentally and give reassurance to a person who may be experiencing a mental health challenge, and how to refer someone to appropriate professional support and services.

Program Objective

The Mental Health First Aid course focuses on recognizing the patterns of thoughts, feelings, behaviors, and appearance that show there might be a challenge rather than on a specific disorder. Students will learn an action plan to apply to non-crisis and crisis scenarios.

Admission Requirements:

- Candidates must have proficient computer literacy to navigate the coursework.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
HLTH2601	Welcome to Mental Health First Aid	1/0/0/1
HLTH2602	ALGEE: Mental Health First Aid Action Plan	1/0/0/1
HLTH2603	MHFA for Early Signs and Symptoms	1/1/0/2
HLTH2604	MHFA for Worsening Signs and Symptoms	1/1/0/2
HLTH2605	MHFA for Crisis Situations	1/0/0/1
HLTH2606	Self-Care for the Mental Health First Aider	1/0/0/1
TOTAL HOURS		**6/2/0/8**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

HLTH2601 **1/0/0/1**

Welcome to Mental Health First Aid: Mental Health First Aid USA's mission is to provide high quality, evidence-based education so everyone has the skills to support people with mental health challenges. This is only possible in training environments that foster nonjudgmental communication and understanding and reduce the stigma around mental health challenges.

HLTH2602 **1/0/0/1**

ALGEE: Mental Health First Aid Action Plan: In this module, you will learn the five (5) steps of the MHFA Action Pan (ALGEE): **A**ssess for risk of suicide or harm, **L**isten nonjudgmentally, **G**ive reassurance and information, **E**ncourage appropriate professional help, **E**ncourage self-help and other support strategies.

HLTH2603 **1/1/0/2**

MHFA for Early Signs and Symptoms: In this module, you will learn to apply the appropriate steps of the MHFA Action Plan (ALGEE) when a person shows early signs of a mental health challenge.

HLTH2604 **1/1/0/2**

MHFA for Worsening Signs and Symptoms: In this module, you will learn to apply the appropriate steps of the MHFA Action Plan (ALGEE) when a person shows worsening signs of a mental health challenge.

HLTH2605 **1/0/0/1**

MHFA for Crisis Situations: In this module, you will learn to apply the appropriate steps of the MHFA Action Plan (ALGEE) in crisis situations.

HLTH2606 **1/0/0/1**

Self-care for the Mental Health First Aider: In this module, you will learn how to choose appropriate methods for self-care following the application of Mental Health First Aid in a crisis or non-crisis situation.

MENTAL HEALTH PARAPROFESSIONAL

Program Description
16 Hours

The Mental Health Paraprofessional (MHPP) Certification provides general knowledge about mental health to equip individuals without a mental health license to serve this specific population at the most basic level.

Program Objective

The Mental Health Paraprofessional Certification course explores various mental health topics, providing general knowledge about common disorders, communication techniques, and rules of confidentiality in order to equip individuals with the skills necessary to enter into the workforce as a MHPP to provide basic mental health care.

Admission Requirements:

- Candidates must have at least a high school diploma or equivalent.
- Candidates must be able to physically sit or stand for long periods of time.
- Candidates must be able to document accurately and professionally.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
HLTH2701	Confidentiality/HIPAA/SSI	2/0/0/2
HLTH2702	Role Modeling/ADLs/Behavior	2/0/0/2
HLTH2703	Mental Disorders & Medications	4/0/0/4
HLTH2704	DSM5 Overview	2/0/0/2
HLTH2705	Learned Behaviors/Communication	2/0/0/2
HLTH2706	Self-Care/Case Management	2/0/0/2
HLTH2707	Cultural Competency	1/0/0/1
HLTH2708	Screeners	1/0/0/1
	TOTAL HOURS	**16/0/0/16**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

HLTH2701 **2/0/0/2**

Confidentiality/HIPAA/SSI: This module details confidentiality rules in healthcare settings such as mental health agencies, hospitals, etc. It also teaches students about the HIPAA law and describes the various Social Security Insurance programs available to individuals with disabilities.

HLTH2702 **2/0/0/2**

Role Modeling/ADLs/Behavior: This module discusses the importance of role modeling as an MHPP. It also describes what daily living skills are, why they're important, and the various types of daily living skills. Lastly, this section teaches positive behavior techniques.

HLTH2703 **4/0/0/4**

Mental Disorders & Medications: This module goes into detail regarding several common mental disorders and medications used to treat them. It also discusses the side effects, both major and minor, of those medications.

HLTH2704 **2/0/0/2**

DSM5 Overview: This module gives a brief overview of the DSM5 (The Diagnostic and Statistical Manual of Mental Disorders).

HLTH2705 **2/0/0/2**

Learned Behaviors/Communication: This module teaches what learned behaviors are, why they are important in this field, and how to uncover them as needed. It also discusses communication and how to effectively communicate with clients.

HLTH2706 **2/0/0/2**

Self-Care/Case Management: This section defines self-care and discusses the importance of it. It also discusses burnout and how to avoid it with self-care. Lastly, this module goes over case management, effective strategies for documentation, team building, having a cultural perspective, and helping clients with outside issues and referrals.

HLTH2707 **1/0/0/1**

Cultural Competency: This section describes cultural competency and the importance of it in this field of work. It discusses diversity, cultural sensitivity, and ways to address differences.

HLTH2708 **1/0/0/1**

Screeners: This section goes over a depression screener and risk assessment designed by Goodwill Industries of Arkansas. It teaches participants how and when to use them.

OSHA 10 – HEALTHCARE

Program Description
10 Hours

The OSHA 10 course provides training for entry-level workers and employers on the recognition, avoidance, abatement, and prevention of safety and health hazards in workplaces in healthcare. The program also provides information regarding workers' rights, employer responsibilities, and how to file a complaint.

Program Objective

Through this training, OSHA helps to ensure that workers are more knowledgeable about workplace hazards and their rights. Students who successfully complete the OSHA 10 course receive an OSHA 10 wallet card from the OSHA Training Institute (OTI).

Admission Requirements:

- The candidate must have proficient computer literacy to navigate the coursework.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
HLTH2801	Introduction to OSHA	1/0/0/1
HLTH2802	Walking Working Surfaces	1/0/0/1
HLTH2803	Emergency Action Plans & Fire Protection	1/0/0/1
HLTH2804	Avoiding Electrocution Hazards	1/0/0/1
HLTH2805	Personal Protective Equipment	1/0/0/1
HLTH2806	Hazard Communication	1/0/0/1
HLTH2807	Bloodborne Pathogens	1/0/0/1
HLTH2808	Ergonomics	.5/0/0/.5
HLTH2809	Ergonomics: Safe Patient Handling	.5/0/0/.5
HLTH2810	Safe Driving Practices	.5/0/0/.5
HLTH2811	Preventing Workplace Violence	.5/0/0/.5
HLTH2812	Biological Agents and Infection Control	.5/0/0/.5
TOTAL HOURS		**10/0/0/10**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

HLTH2801 **1/0/0/1**

Introduction to OSHA: Given OSHA historical events and current information, the student will be able to explain the importance of OSHA in providing a safe and healthful workplace to workers covered by OSHA.

HLTH2802 **1/0/0/1**

Walking Working Surfaces: Given the various walking/working surface types, the student will be able to protect themselves from walking/ working hazards including fall hazards.

HLTH2803 **1/0/0/1**

Emergency Action Plans & Fire Protection: Given current OSHA and industry information regarding worksite illnesses, injuries, and/or fatalities, the student will be able to recognize hazards and best practices associated with emergency action plans, fire prevention plans, fire protection, and exit routes.

HLTH2804 **1/0/0/1**

Avoiding Electrocution Hazards: The student will be able to recognize electrocution hazards in general industry.

HLTH2805 **1/0/0/1**

Personal Protective Equipment: The student will be able to select appropriate Personal Protective Equipment for common industry hazards.

HLTH2806 **1/0/0/1**

Hazard Communication: The student will be able to recognize responsibilities related to hazard communications, including Global Harmonizing System (GHS) requirements.

HLTH2807 **1/0/0/1**

Bloodborne Pathogens: The student will be able to recognize hazards associated when working with bloodborne pathogens in the workplace.

HLTH2808 **.5/0/0/.5**

Ergonomics: The student will be able to recognize ergonomic hazards and select solutions which prevent injuries from occurring.

HLTH2809 **.5/0/0/.5**

Ergonomics: Safe Patient Handling: The student will be able to recognize hazards associated with patient handling.

HLTH2810 **.5/0/0/.5**

Safe Driving Practices: The student will be able to recognize hazards associated with driving.

HLTH2811 **.5/0/0/.5**

Preventing Workplace Violence: The student will be able to recognize hazards associated with violence in the workplace.

HLTH2812 **.5/0/0/.5**

Biological Agents and Infection Control: The student will be able to recognize hazards associated with healthcare-associated infections, how they are spread, and how to control their spread.

INFORMATION TECHNOLOGY

CERTIFIED NETWORK DEFENDER

Program Description
100 Hours

To mitigate cyber breaches, many organizations rely on network engineers who protect, detect, and respond to the threats on their networks. This course will prepare you for the Certified Network Defender (CND) exam, a credential that validates your ability to provide continuity of operations during attacks.

Program Objective

The curriculum covers skills to help individuals mitigate cyber breaches. Individuals will work through skills-based, lab-intensive modules based on a job-task analysis and cybersecurity education framework presented by the National Initiative of Cybersecurity Education (NICE).

Admission Requirements:

- Candidates must have at least a high school education or equivalent or within 60 days of obtaining a high school diploma.
- Candidates should have an understanding of basic networking fundamentals and terminology.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
INTC1401	Computer Network and Defense Fundamentals	7/0/0/7
INTC1402	Network Security Threats, Vulnerabilities, and Attack	7/0/0/7
INTC1403	Network Security Controls, Protocols, and Device	7/0/0/7
INTC1404	Network Security Policy Design and Implementation	7/0/0/7
INTC1405	Physical Security	7/0/0/7
INTC1406	Host Security	7/0/0/7
INTC1407	Secure Firewall Configuration and Management	7/0/0/7
INTC1408	Secure IDS Configuration and Management	7/0/0/7
INTC1409	Secure VPN Configuration and Management	7/0/0/7

INTC1410	Wireless Network Defense	7/0/0/7
INTC1411	Network Traffic Monitoring and Analysis	7/0/0/7
INTC1412	Network Risk and Vulnerability Management	7/0/0/7
INTC1413	Data Backup and Recovery	7/0/0/7
INTC1414	Network Incident Response Management	9/0/0/9
TOTAL HOURS		**100/0/0/100**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

INTC1401 **7/0/0/7**

Computer Network and Defense Fundamentals: Students will learn computer network basics and the defense fundamentals.

INTC1402 **7/0/0/7**

Network Security Threats, Vulnerabilities, and Attack: Students will learn about network security threats, vulnerabilities, and cyber-attacks.

INTC1403 **7/0/0/7**

Network Security Controls, Protocols, and Device: Students will learn about network security controls, protocols, and various devices.

INTC1404 **7/0/0/7**

Network Security Policy Design and Implementation: Students will learn about network security policy designs and implementation.

INTC1405 **7/0/0/7**

Physical Security: Students will learn about physical security.

INTC1406 **7/0/0/7**

Host Security: Students will learn about host security.

INTC1407 **7/0/0/7**

Secure Firewall Configuration and Management: Students will learn about secure firewall configuration and management.

INTC1408 **7/0/0/7**

Secure IDS Configuration and Management: Students will learn about secure IDS configuration and management.

INTC1409	**7/0/0/7**

Secure VPN Configuration and Management: Students will learn about secure VPN configuration and management.

INTC1410	**7/0/0/7**

Wireless Network Defense: Students will learn about wireless network defense.

INTC1411	**7/0/0/7**

Network Traffic Monitoring and Analysis: Students will learn about network traffic monitoring and analysis.

INTC1412	**7/0/0/7**

Network Risk and Vulnerability Management: Students will learn about network risks and vulnerability management.

INTC1413	**7/0/0/7**

Data Backup and Recovery: Students will learn about data backup and recovery.

INTC1414	**9/0/0/9**

Network Incident Response Management: Students will learn about network incident response management.

GOODWILL DIGITAL CAREER ACCELERATOR

Program Description
20 Hours

Goodwill Digital Career Accelerator equips individuals with the basic digital literacy skills that are necessary for today's workforce.

Program Objective

A combination of online assessments, lessons, and practice questions are used in tandem with in-person or virtual instruction, as needed. Certification's cover typing, mouse control, basic digital skills, using the internet, using email, Windows 10, Microsoft Suite, Google Docs, and career search skills.

Admission Requirements:

- Candidates must be 18 years of age or older.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
INTC1101	Introduction to Digital Skills	2/0/0/2
INTC1102	Basic Computer Skills	2/0/0/2
INTC1103	Internet Basics	2/0/0/2
INTC1104	Using Email	2/0/0/2
INTC1105	Windows 10	2/0/0/2
INTC1106	Microsoft Word	2/0/0/2
INTC1106	Microsoft Excel	2/0/0/2
INTC1108	Microsoft PowerPoint	2/0/0/2
INTC1109	Google Docs	2/0/0/2
INTC1110	Career Search Skills	2/0/0/2
TOTAL HOURS		**20/0/0/20**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

INTC1101 **2/0/0/2**

Intro to Digital Skills: This course will introduce you to the various digital skills available.

INTC1102 **2/0/0/2**

Basic Computer Skills: This course covers the basics of the computer, keyboard and mouse. Also covered is troubleshooting basic computer challenges, understanding, and articulating preferences for basic computer use.

INTC1103 **2/0/0/2**

Internet Basics: This course covers navigating an internet browser to complete a personal goal such as applying for a job or shopping online. Identifying specific search terms to produce a successful internet search. Knowing when and how to use browser tools and settings to protect personal internet privacy. Differentiating between safe websites and those with possible malware or viruses.

INTC1104 **2/0/0/2**

Using Email: This course covers making a professional email account for work or school using professional email etiquette in order to send a message to meet a task, such as applying for a job. Understanding when to utilize common email functions. Managing an email account to delete unwanted messages, retrieve deleted messages, and search for emails recognizing common characteristics of spam or phishing emails in order to protect personal information.

INTC1105 **2/0/0/2**

Windows 10: This course covers navigating Windows operating system tools in order to find programs to help perform specific tasks. Recognizing common features of the Windows interface in order to manage their computer workspace and identifying the operating system being used by a computer. Identifying the function of Microsoft Office programs in order to match a program to a task.

INTC1106 **2/0/0/2**

Microsoft Word: This course covers navigating Microsoft Word to open a new or existing document in order to create a document for a specific purpose. Editing text and page formatting in Microsoft Word in order to produce a professional looking document. Identifying the purpose of various parts of the Microsoft Word Window in order to complete a specific word processing task.

INTC1107 **2/0/0/2**

Microsoft Excel: This course covers navigating Microsoft Excel to open, name, and save workbooks in order to organize files. Using the Microsoft Excel ribbon tools to format text in a spreadsheet and organize data. Identifying the active cells in a Microsoft Excel spreadsheet in order to apply formatting. Analyzing and displaying data using Microsoft Excel features such as AutoSum, sort,

Auto Fill, formulas, and charts. Printing readable Microsoft Excel workbooks by choosing page orientation.

INTC1108 **2/0/0/2**

Microsoft PowerPoint: This course covers navigating Microsoft PowerPoint to start a new presentation, select a theme, and insert new slides. Using the Microsoft PowerPoint ribbon tools to format text in slides. Designing slideshows with pictures, text boxes, animations, and transitions. Organizing slideshows by moving, deleting, or duplicating slides and by editing text. Printing readable handouts with multiple slides per page.

INTC1109 **2/0/0/2**

Google Docs: This course covers navigating Google Docs to open a new or existing document in order to create or continue work on a document for a specific purpose. Editing text, formatting, and page setup in Google Docs in order to produce a professional looking document. Identifying the purpose of various parts of the Google Docs interface in order to complete a specific word processing task. Sharing and collaborating in Google Docs in order to edit a document with others. Printing and downloading Google documents in order to share them and/or return to them later.

INTC1110 **2/0/0/2**

Career Search Skills: This course covers the steps in a job search plan and explaining the benefits of creating a plan. Explaining the value of self-assessment as a primary step in a job search plan in order to identify career pathways. Using tools to research and find careers they may be interested in. Preparing for job fairs and understanding do’s and don'ts when using social media for networking. Defining the value of volunteering for job seekers. Identifying traits of strong resumes and cover letters. Applying language frames practiced in the unit to answer common interview questions, follow-up on job leads, navigate illegal interview questions, and negotiate terms of job offers. Utilizing tips to be successful at a new job.

GOOGLE DATA ANALYTICS

Program Description
175 Hours

In this certificate course, students will be introduced to the world of data analytics through hands-on curriculum developed by Google. Students will develop in-demand data analytics skills using spreadsheets, SQL, Tableau, R, and more.

Program Objective

This certificate course prepares individuals with little to no data analytics-related experience or skills for an entry-level data analyst position. It covers data types and structures, using data to solve problems, how to analyze data, data storytelling and visualizations, and using R program to supercharge analysis.

Admission Requirements:

- Candidates must have at least a high school education or equivalent or within 60 days of obtaining a high school diploma.
- Candidates should have an understanding of basic networking fundamentals and terminology.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
INTC1501	Foundations: Data, Data Everywhere	21/0/0/21
INTC1502	Ask Questions to Make Data-Driven Decisions	22/0/0/22
INTC1503	Prepare Data for Exploration	22/0/0/22
INTC1504	Process Data from Dirty to Clean	22/0/0/22
INTC1505	Analyze Data to Answer Questions	22/0/0/22
INTC1506	Share Data Through the Art of Visualization	22/0/0/22
INTC1507	Data Analysis with R Programming	22/0/0/22
INTC1508	Google Data Analytics Capstone: Complete a Case Study	22/0/0/22
TOTAL HOURS		**175/0/0/175**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

INTC1501	21/0/0/21

Foundations: Data, Data Everywhere: This course will help students gain an understanding of the practices and processes used by a junior or associate data analyst in their day-to-day job.

- Learn about key analytical skills (data cleaning, data analysis, data visualization) and tools (spreadsheets, SQL, R programming, Tableau) that you can add to your professional toolbox.
- Discover a wide variety of terms and concepts relevant to the role of a junior data analyst, such as the data life cycle and the data analysis process.
- Evaluate the role of analytics in the data ecosystem.
- Conduct an analytical thinking self-assessment.
- Explore job opportunities available to you upon program completion and learn about best practices in the job search.

INTC1502	22/0/0/22

Ask Questions to Make Data-Driven Decisions: This course will help students learn about effective questioning techniques that can help guide analysis.

- Gain an understanding of data-driven decision-making and how data analysts present findings.
- Explore a variety of real-world business scenarios to support an understanding of questioning and decision-making.
- Discover how and why spreadsheets are an important tool for data analysts.
- Examine the key ideas associated with structured thinking and how they can help analysts better understand problems and develop solutions.
- Learn strategies for managing the expectations of stakeholders while establishing clear communication with a data analytics team to achieve business objectives.

INTC1503	22/0/0/22

Prepare Data for Exploration: This course will help students find out how analysts decide which data to collect for analysis.

- Learn about structured and unstructured data, data types, and data formats.
- Discover how to identify different types of bias in data to help ensure data credibility.
- Explore how analysts use spreadsheets and SQL with databases and data sets.
- Examine open data and the relationship between and importance of data ethics and data privacy.
- Gain an understanding of how to access databases and extract, filter, and sort the data they contain.
- Learn the best practices for organizing data and keeping it secure.

INTC1504	22/0/0/22

Process Data from Dirty to Clean: This course will help students learn how to check for data integrity.

- Discover data cleaning techniques using spreadsheets.

- Develop basic SQL queries for use on databases.
- Apply basic SQL functions for cleaning and transforming data.
- Gain an understanding of how to verify the results of cleaning data.
- Explore the elements and importance of data cleaning reports.

INTC1505 **22/0/0/22**

Analyze Data to Answer Questions: This course will help students learn how to organize data for analysis.

- Discover the processes for formatting and adjusting data.
- Gain an understanding of how to aggregate data in spreadsheets and by using SQL.
- Use formulas and functions in spreadsheets for data calculations.
- Learn how to complete calculations using SQL queries.

INTC1506 **22/0/0/22**

Share Data Through the Art of Visualization: This course will help students examine the importance of data visualization.

- Learn how to form a compelling narrative through data stories.
- Gain an understanding of how to use Tableau to create dashboards and dashboard filters.
- Discover how to use Tableau to create effective visualizations.
- Explore the principles and practices involved with effective presentations.
- Learn how to consider potential limitations associated with the data in your presentations.
- Understand how to apply best practices to a Q&A with your audience.

INTC1507 **22/0/0/22**

Data Analysis with R Programming: This course will help students examine the benefits of using the R programming language.

- Discover how to use RStudio to apply R to your analysis.
- Explore the fundamental concepts associated with programming in R.
- Explore the contents and components of R packages including the Tidyverse package.
- Gain an understanding of dataframes and their use in R.
- Discover the options for generating visualizations in R.
- Learn about R Markdown for documenting R programming.

INTC1508 **22/0/0/22**

Google Data Analytics Capstone: Complete a Case Study: This course will help students learn the benefits and uses of case studies and portfolios in the job search.

- Explore real world job interview scenarios and common interview questions.
- Discover how case studies can be a part of the job interview process.
- Examine and consider different case study scenarios.
- Have the chance to complete your own case study for your portfolio.

GOOGLE IT SUPPORT PROFESSIONAL

Program Description
154 Hours

In this certificate course, students will learn about different areas of IT such as computer hardware, the internet, computer software, troubleshooting, and customer service.

Program Objective

This certificate course prepares individuals with little to no IT-related experience or skills for an entry-level IT position. It covers troubleshooting and customer care, networking, operating systems, system administration, and security.

Admission Requirements:

- Candidates must have at least a high school education or equivalent or be within sixty (60) days of obtaining a high school diploma.
- Candidates should have an understanding of basic networking fundamentals and terminology.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
INTC1201	Technical Support Fundamentals	30/0/0/30
INTC1202	The Bits and Bytes of Computer Networking	30/0/0/30
INTC1203	Operating Systems and You: Becoming a Power User	30/0/0/30
INTC1204	System Administration and IT Infrastructure Services	30/0/0/30
INTC1205	IT Security: Defense Against the Digital Dark Arts	34/0/0/34
TOTAL HOURS		**154/0/0154**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

INTC1201 **30/0/0/30**

Technical Support Fundamentals: This course will help students understand how the binary system works

- Assemble a computer from scratch.

- Choose and install an operating system on a computer.
- Understand what the internet is, how it works, and the impact it has in the modern world.
- Learn how applications are created and how they work under the hood of a computer.
- Utilize common problem-solving methodologies and soft skills in an Information Technology setting.

INTC1202 **30/0/0/30**

The Bits and Bytes of Computer Networking: This course will help students describe computer networks in terms of a five-layer model.

- Understand all of the standard protocols involved with TCP/IP communications.
- Grasp powerful network troubleshooting tools and techniques.
- Learn network services like DNS and DHCP that help make computer networks run.
- Understand cloud computing, everything as a service, and cloud storage.

INTC1203 **30/0/0/30**

Operating Systems and You: Becoming a Power User: This course will help students navigate the Windows and Linux filesystems using a graphical user interface and command line interpreter.

- Set up users, groups, and permissions for account access.
- Install, configure, and remove software on the Windows and Linux operating systems.
- Configure disk partitions and filesystems.
- Understand how system processes work and how to manage them.
- Work with system logs and remote connection tools.
- Utilize operating system knowledge to troubleshoot common issues in an IT Support Specialist role.

INTC1204 **30/0/0/30**

System Administration and IT Infrastructure Services: This course will help students utilize best practices for choosing hardware, vendors, and services for your organization.

- Understand how the most common infrastructure services that keep an organization running work, and how to manage infrastructure servers.
- Understand how to make the most of the cloud for your organization.
- Manage an organization's computers and users using the directory services, Active Directory, and OpenLDAP.
- Choose and manage the tools that your organization will use.
- Backup your organization's data and know how to recover your IT infrastructure in the case of a disaster.
- Utilize systems administration knowledge to plan and improve processes for IT environments.

INTC1205	34/0/0/34

IT Security: Defense Against the Digital Dark Arts: This course will help students understand how various encryption algorithms and techniques work as well as their benefits and limitations.

- Various authentication systems and types.
- The difference between authentication and authorization.
- How to evaluate potential risks and recommend ways to reduce risk.
- Best practices for securing a network.
- How to help others grasp security concepts and protect themselves.

TRANSPORTATION, DISTRIBUTION AND LOGISTICS

CERTIFIED LOGISTICS TECHNICIAN

Program Description
70 Hours

The purpose of the Certified Logistics Technician (CLT)® certification program is to recognize through certification, individuals who demonstrate mastery of the core competencies of material handling at the front-line (entry-level to front-line supervisor) through successful completion of the certification assessments.

Program Objective

The goal of the CLT certification program is to raise the level of performance of logistics technicians both to assist individuals in finding higher-wage jobs and to help employers ensure their workforce increases the company's productivity and competitiveness.

Admission Requirements:

- Candidates must have at least a high school education or equivalent or be within sixty (60) days of obtaining a high school diploma.
- Candidates must have proficient computer literacy to navigate the coursework.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
TRDL5201	Foundational-Level Certified Logistics Associate	35/0/0/35
TRDL5201	Mid-Level Technical CLT Certification	35/0/0/35
	TOTAL HOURS	70/0/0/70

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

TRDL5201 **35/0/0/35**

Foundational-Level Certified Logistics Associate: Students are provided with the foundational broad knowledge needed to understand the world of supply chain and related core competencies. The course includes modules on the global supply chain, the logistics environment, safety, safe equipment operation, material handling equipment, quality control, workplace communication, teamwork and problem solving, and using computers.

TRDL5202	**35/0/0/35**

Mid-Level Technical CLT Certification: Students are provided with the mid-level technical knowledge needed to understand the world of supply chain logistics and related core competencies. This course includes product receiving, product storage, order processing, packaging and shipment, inventory control, safe handling of hazardous materials, evaluation of transportation modes, customs, and dispatch and tracking operations.

INDUSTRIAL TRUCK OPERATOR

Program Description
10 Hours

The Industrial Truck Operator (ITO) class provides a solid foundation of knowledge and hands-on practice to equip students in safely and appropriately operating Class 1, 3, 4, & 5 industrial trucks. The program combines virtual and in-person instruction so that students have the most time possible to practice their driving skills. The instruction, exams, and skill practice meet OSHA standards for training and evaluating industrial truck operators.

Program Objective

Students will be able to distinguish the seven (7) classifications of forklifts, understand how to charge/refuel lift trucks, and understand and apply the basic concepts of center of gravity and momentum to the operation of Class 1, 3, 4, & 5 trucks.

Admission Requirements:

- Candidate should have strong digital literacy skills in order to complete the virtual components of the class.

Clock Hours

Code/Subject	Program Name	Lec/Lab/Ext/Total
TRDL5101	Industrial Truck Operator Google Classroom	2/0/0/2
TRDL5102	Driving Skills for Class 1, 3, 4, & 5 Trucks	2/6/0/8
	TOTAL HOURS	**3/7/0/10**

Synopsis/Summary of Programs and Hours

Hours are expressed in W/X/Y/Z format. W = contact lecture hours, X = contact lab hours, Y = externship hours and Z = total hours.

TRDL5101 **2/0/0/2**

ITO Google Classroom: Students will receive an Academy email address to access the ITO Google Classroom. The ITO Google Classroom gives students access to five, 10–20-minute assignments that each include a video and short quiz to complete. These assignments include Lift Truck Basics,

Pre-Operation Inspection, Forklift Handling Procedures, Balance and Stability, and Fueling and Charging Forklifts.

TRDL5102 **2/6/0/8**

Driving Skills for Class 1, 3, 4, & 5 Trucks: Students must pass a written exam to begin the driving skills. Driving skill instruction takes place in an open warehouse to prepare students for real-life situations they may encounter. Students will complete a pre-operation inspection, learn the basics of fork and mast operations, understand how rear-steering impacts safety and operator awareness, and how to use the various safety features on a lift truck to ensure operator and pedestrian safety. Students learn driving skills including driving backwards, driving forward with a spotter, pivot points, and load stacking.

CERTIFICATIONS

ADVANCED MANUFACTURING

Manufacturing Skills Standard Council	Certified Technician in Supply Chain Automation

BUSINESS AND ADMINISTRATION

International Business Training Association	Certified Business Professional
Microsoft	Microsoft Office Specialist
Google	Google Project Manager

CONSTRUCTION

American Welding Society	Welding
CareerSafe	OSHA 10
360 Training	OSHA 30

HEALTHCARE

Association for the HealthCare Environment	Certified Health Environmental Services Technician
National Healthcareer Association	Certified Clinical Medical Assistant
National Healthcareer Association	Certified Pharmacy Technician
National Healthcareer Association	Certified Phlebotomy Technician
American Red Cross	CPR, First Aid/AED
National Council for Behavioral Health	Mental Health First Aid
Goodwill Industries of Arkansas	Mental Health Paraprofessional
CareerSafe	OSHA 10

INFORMATION TECHNOLOGY

Northstar Digital Literacy	Goodwill Digital Career Accelerator
Google	Google IT Support Professional
International Council of E-Commerce Consultants	Certified Network Defender
Google	Google Data Analytics

TRANSPORTATION, DISTRIBUTION & LOGISTICS

Goodwill Industries of Arkansas	Industrial Truck Operator
Manufacturing Skills Standard Council	Certified Logistics Technician

SCHOOL CALENDAR

All training courses within the Academy have an open enrollment and registration. Those courses over 40 program hours with a blended delivery model will have a set start date depending on the length of the training course.

**Academic Calendar Disclaimer—specialized programs may run on a different calendar, please see your Program Advisor for more information.*

SPRING 2022 ACADEMIC CALENDAR

12+ Week Courses
Welding

Classes Begin	March 28, 2022
Payment Deadline	April 1, 2022
Fourth of July Holiday	July 4, 2022
Last Day of Instruction	August 26, 2022
Final Grades Posted	September 2, 2022

8 - 11 Week Courses (Cohort 1)
Certified Clinical Medical Assistant

Classes Begin	March 28, 2022
Payment Deadline	April 1, 2022
Last Day of Instruction	June 17, 2022
Final Grades Posted	June 24, 2022

8 - 11 Week Courses (Cohort 1)
Certified Pharmacy Technician

Classes Begin	April 4, 2022
Payment Deadline	April 11, 2022
Last Day of Instruction	June 4, 2022
Final Grades Posted	June 10, 2022

SUMMER 2022 ACADEMIC CALENDAR

8 Week Courses (Cohort 2)
Certified Pharmacy Technician

Classes Begin	June 20, 2022
Payment Deadline	June 27, 2022
Independence Day Observed	July 4, 2022
Last Day of Instruction	August 12, 2022
Final Grades Posted	August 15, 2022

8 - 11 Week Courses (Cohort 2)
Certified Clinical Medical Assistant

Classes Begin	June 27, 2022
Payment Deadline	July 1, 2022
Last Day of Instruction	September 23, 2022
Final Grades Posted	September 28, 2022

FALL 2022 ACADEMIC CALENDAR

12+ Week Courses
Welding

Classes Begin	August 22, 2022
Payment Deadline	August 26, 2022
Labor Day Holiday	September 5, 2022
Thanksgiving Holiday	November 23 - 25, 2022
Christmas Holiday	December 26, 2022
Last Day of Instruction	January 20, 2023
Final Grades Posted	January 25, 2023

8 - 11 Week Courses (Cohort 3)
Certified Pharmacy Technician

Classes Begin	August 29, 2022
Labor Day Holiday	September 5, 2022
Payment Deadline	September 5, 2022
Thanksgiving Holiday	November 23 - 25, 2022
Christmas Holiday	December 26, 2022
Last Day of Instruction	January 6, 2023
Final Grades Posted	January 13, 2023

8 - 11 Week Courses (Cohort 3)
Certified Pharmacy Technician

Classes Begin	August 29, 2022
Labor Day Holiday	September 5, 2022
Payment Deadline	September 5, 2022
Thanksgiving Holiday	November 23 - 25, 2022
Christmas Holiday	December 26, 2022
Last Day of Instruction	January 6, 2023
Final Grades Posted	January 13, 2023

Any changes to the Academic Calendar will be noted in the online catalog and on the Goodwill Industries of Arkansas website at www.Goodwillar.org/Academy

STAFF AND FACULTY

The Academy at Goodwill Industries of Arkansas' greatest strength is the quality of staff and instructors that support the curriculum with their knowledge, skill, and experience. The Academy focuses on hiring experienced individuals from various walks of life. This uniqueness allows students not only to benefit from the curriculum but also provides the benefit of the instructors' experiences and abilities to empathize with each and every student's life challenges.

Brian Marsh	*President/CEO*
Markous Jewett	*Senior Vice President, Chief Mission Officer* *MJewett@GoodwillAR.org*
Tammy Wheaton	*Director of The Academy* *TWheaton@GoodwillAR.org*
Kris LaBonne	*Program Development Manager* *KLaBonne@GoodwillAR.org*
Eric Edwards	*Program Development Manager* *EEdwards@GoodwillAR.org*
Porsha Sparks	*Program Specialist, Recruitment and Enrollment* *PSparks@GoodwillAR.org*
Michellie "JoAnn" Brockman	*Administrative Assistant* *MBrockman@GoodwillAR.org*
Sha'Ray Morris	*Instructor, Certified Health Environmental Services Technician, Mental Health First Aid* *SMorris@GoodwillAR.org*
Shanise Jackson	*Instructor, Certified Pharmacy Technician* *SJackson@GoodwillAR.org*
Tyler Roberts	*Instructor, Information Technology Programs* *TRoberts@GoodwillAR.org*
Orel Ruano	*Instructor, CPR, First Aid/AED, Information Technology, Industrial Truck Operator (NWA), Mental Health First Aid* *ORuano@GoodwillAR.org*
Walter Williams	*Instructor, Welding, OSHA 10* *WWilliams@GoodwillAR.org*
Lisa Pollnow	*Instructor, Certified Clinical Medical Assistant, Certified Phlebotomy Technician* *LPollnow@GoodwillAR.org*
Kenneth Isbell	*Instructor, Certified Logistics Technician, OSHA 10, OSHA 30, Industrial Truck Operator* *KIsbell@GoodwillAR.org*

2021 TUITION AND FEES

ADVANCED MANUFACTURING

Certified Technician in Supply Chain Automation

Registration Fee	$ 100.00
Tuition	$ 2,899.00
Total	$ 2,999.00

BUSINESS AND ADMINISTRATION

Certified Business Professional

Registration Fee	$ 25.00
Tuition	$ 125.00
Total	$ 150.00

Microsoft Office Specialist

Registration Fee	$ 100.00
Tuition	$340.00
Total	$350.00

Google Project Management

Registration Fee	No Charge
Tuition	No Charge
Total	No Charge

CONSTRUCTION

Welding

Registration Fee	$ 100.00
Tuition	$ 3,675.00
Total	$ 3,775.00

OSHA 10

Registration Fee	$ 00
Tuition	$ 35.00
Total	$ 35.00

OSHA 30

Registration Fee	$ 15.00
Tuition	$ 130.00
Total	$ 145.00

HEALTHCARE

Certified Clinical Medical Assistant

Registration Fee	$ 100.00
Tuition	$2,000.00
Total	$2,100.00

Certified Health Environmental Service Technician

Registration Fee	$ 100.00
Tuition	$ 500.00
Total	$ 600.00

Certified Pharmacy Technician

Registration Fee	$ 100.00
Tuition	$1,830.00
Total	$1,930.00

Certified Phlebotomy Technician

Registration Fee	$ 100.00
Tuition	$1,400.00
Total	$1,500.00

CPR / First Aid / AED

Registration Fee	$ 25.00
Tuition	$ 25.00
Total	$ 50.00

Mental Health First Aid

Registration Fee	$ 25.00
Tuition	$ 50.00
Total	$ 75.00

INFORMATION TECHNOLOGY

Certified Network Defender

Registration Fee	$ 100.00
Tuition	$2,795.00
Total	$2,895.00

Goodwill Digital Career Accelerator

Registration Fee	No Charge
Tuition	No Charge
Total	No Charge

Google Data Analytics

Registration Fee	No Charge
Tuition	No Charge
Total	No Charge

Google IT Support Professional

Registration Fee	No Charge
Tuition	No Charge
Total	No Charge

TRANSPORTATION, DISTRIBUTION AND LOGISTICS

Certified Logistics Technician

Registration Fee	$ 100.00
Tuition	$ 450.00
Total	$ 550.00

Industrial Truck Operator

Registration Fee	$ 25.00
Tuition	$50.00
Total	$75.00

COVID -19

The Academy will continue to follow guidance from state and federal public health agencies, including the Arkansas Department of Health. At any time, all academic and student services units could be moved to a remote environment to ensure safety of all students and employees. If this occurs, communication will be sent to all student via email, Google classroom, and social media outlets.

Students are personally responsible for their own safety and actions while visiting and using services at The Academy locations. Students must comply with all Academy policies and rules, including but not limited to all policies, guidelines, signage, and instructions regarding COVID-19 safety measures. Certain program and institutional events may require an additional waiver of liability.

Respect & Discipline

The Academy expects all students and employees to conduct themselves respectfully. The increased need for safety precautions is not at the expense of consideration, respect, and kindness. Social and physical distancing guidelines and adjusted greeting etiquette should be respectfully observed.

Each student is responsible for his or her conduct from the time of application for admission through the actual awarding of a certification/credential. Misconduct or prohibited behavior includes action that endangers the health, safety or well-being of another person or group. Any student found to have committed misconduct is subject to disciplinary sanction(s), condition(s) and/or restriction(s). At no time should face coverings be used to conceal a person's identity.