



Office Careers

School Catalog
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officecareers.org



Owners, Personnel, and Licensure

Owners: Office Careers is a non-profit 501(c)3

Administrators: David Jordan

Governing Board: David Jordan, Jim Jones

Name and Address of School's Administrative Office:

Office Careers

500 SW 7th, Suite 202

Renton, WA98057

206-713-6255

www.officereers.org

Licensure

This school is licensed under Chapter 28C.10 RCW. Inquiries or complaints regarding this private vocational school may be made to:

Workforce Board, 128 - 10th Ave. SW, Box 43105, Olympia, Washington 98504

Web: wtb.wa.gov

Phone: 360-709-4600

E-Mail Address: wtecb@wtb.wa.gov

Instructors and Summary of Qualifications:

Jim Jones, Program Director MA, University of Kansas, 1987

Jim Jones has over 30 years of experience teaching in adult education. He taught English at the University of Kansas from 1984 -1987. From 1987 to 1991 he taught GED courses at the Dearborn Seattle Goodwill Adult Education Center. He also worked as an instructor in general clerical and computer skills at Northwest Center's Adult Education program from 1989-1991. In 1991 he incorporated Office Careers with David Jordan and has been training adults with disabilities in general clerical, accounting, medical clerical and customer service training programs since then. In 2004 he taught a night course in medical billing and coding at Bryman College.

John Lyon, Program Manager AA, Bellevue College, 1990

John's background is in private business. He ran ABC Mortgage company from 2000 – 2007 and supervised 25 employees. In 2008 he began as an instructor at Office Careers applying his business experience towards teaching general clerical, MS Office and Accounting courses. He is currently the lead instructor at the school and supervises all instructors.

Alicia Adams, Instructor M.Ed., Ashford University, Elementary Education, 2015
M.Ed., Ashford University, Teaching with Technology, 2012
B.A. Social Sciences, WSU, 2010

Alicia has experience in many teaching environments and is up to date on the best practices for providing remote instruction to a variety of learners. She had two Masters Degrees and contributes to Office Careers' curriculum design and implementation.

Carol Ramirez, Instructor MS, University of Maastricht, Maastricht, the Netherlands, 2010

Carol's background is in business. She completed a BA in business in Ecuador and an MA in business in The Netherlands. After this she worked for Bank of America as a sales and service specialist from 2011-2012. She began working at Office Careers in 2014 as a bilingual teacher (Spanish) of Accounting and MS Office.

Robyn Achevarra, Instructor M.Ed., Instructional Design, WGU, 2019

Robyn has experience working in a medical office as a medical biller. She has also worked two years for the IRS and has excellent customer service skills. She has additional experience and training in accounting from Western Washington University.

Kim Hightower, Instructor BS, Evergreen State College, Olympia, 1991

Kim was a Program Manager at Microsoft and has designed integration features and managed testing and compliance for accessibility. She trained in corporate settings before coming to Office Careers.

Carrie Scott, Instructor M.Ed., NC State University, Raleigh, NC, 2015

Carrie has a Master's in Education and a background in Human Resources. She is Certified by the Society for Human Resource Management and has worked four years as an HR associate. She also has experience as a tutor for five years.

Amelia Warga, Instructor BA, Social Sciences, WSU, Pullman, WA, 2007
Amelia's background is in accounting. She worked for two years as an accounting manager. She integrates her real-world office accounting experience in a classroom setting.

Kristina Szilak, Instructor M.Ed., Instructional Design, WGU, 2016
Kristi has recently earned a Master's Degree to match her 23 years of experience as an educator. She does all she can to keep learning fun and positive and never rushed. We look forward to her contributions to improve the design of our coursework.

Joseph Lesser MA, Psychology, City University, Seattle, 1988
Joseph is a Microsoft Certified Office Specialist with 30 years of experience teaching private, corporate and government students in a classroom and online. Working with government and business sponsored students have made him aware of the goals and expectations of employers.

Jan Robbins MA, Communication, WSU, Pullman, 2000
Jan has experience with corporate training and marketing. She has experienced many parts of a business operation, especially those tied to adult education.

Melissa Padavich M.Ed., Pacific Lutheran University, 2018
Melissa has a Washington State Teaching Certificate. She has developed curriculum and taught at several school districts in Western Washington.

School Calendar, Class Schedules, and Program Starting Dates

The following holidays will be observed and classes will not be held:

Birthday of Martin Luther King, Jr.
Presidents' Day
Memorial Day
Independence Day
Labor Day
Veterans Day
Thursday and Friday, Thanksgiving
December 23, 24, 25, and 31, 2020
January 1st, 2021

An in-service training day may occur in any month without a federal holiday. If a training plan is less than 12-months, an additional week will be added to the end date to cover for Winter Break.

The total hours of each program vary and are dependent upon the curriculum. Business hours are from 8:00 a.m. until 4:00 p.m. Monday through Friday. Classes are scheduled Monday through Friday 7:00 a.m. until 4:30 p.m. Office Careers start dates and times are dependent upon instructor availability.

Facilities

Office Careers is located in an accessible facility with handicapped ramps and has male, female and gender-neutral lavatories. There is parking available in a well-lit parking lot. The maximum class size is four and

the student/teacher ratio is no more than 4 to 1. The majority of our students attend classes online from their homes where they talk to their instructors one-on-one. The facility is ADA compliant.

Entrance/Admission Requirements

All students must be approved by a manager or director before attending classes. Approval will include which program and its duration a student has been approved to attend. To begin, students, representatives, or vocational counselors may call or fill out the registration form available at officecareers.org.

ESL students and those without a high school diploma or GED may attend Office Careers. For these students, vocational testing must be supplied to support that a student will benefit from their training and lead to employment. Free vocational testing for our admissions is available at Office Careers.

Not all tests are excepted. There must be evidence the tests is being administered as intended by the publisher. There must be information about the test security procedures employed, evidencing that students have no advance information about the exact questions or tasks and that answers cannot be supplied by a third party while completing the test(s). There must be information about test scoring procedures employed, evidencing that if tests are scored by school officials the tests are being evaluated as intended by the publisher. There must be information that the tests are free from information that is offensive with regard to gender, age, native language, ethnic origin, or handicapping conditions.

Students are required to score a minimum of 220 on the reading and math sections of the CASAS.

Notice of Non-Discrimination

Office Careers does not discriminate on the basis of race, color, religion, national origin, age, ancestry, sex, veteran or military status, sexual orientation, or the presence of any sensory, mental, or physical disability or the use of a trained guide dog or service animal by a person with a disability in its programs and activities. The Executive Director is the person designated to handle inquiries regarding the nondiscrimination policies.

If a student has a disability and feels they may need an accommodation, they should contact the Executive Director.

Office Careers
c/o David Jordan, Executive Director
500 SW 7th, Suite 202
Renton, WA 98057
davidjordan@officecareers.org
206-713-6255

Attendance Requirements

Office Careers records the daily attendance of each student. Records are available for student review. Absenteeism for more than 20 percent of the total program constitutes cause for dismissal. A student who has greater than 20 percent absences will have his or her case reviewed by the school director with the likelihood of being dropped from the program.

Make-up Work

Lessons and/or assignments missed due to absences must be made-up within ten business days of returning to school. Students should meet with their instructors to get missed assignments.

Tardiness

Developing good work habits is an important part of the training at Office Careers. Students arriving late for class are interrupting the instructor and other students. The following recording system will be used for tardiness.

- 1 to 15 minutes late will be counted as 15 minutes late
- 16 to 30 minutes late will be counted as 30 minutes late
- 31 to 60 minutes late will be counted as 1 hour late

Code of Conduct

The following is unacceptable conduct:

1. All forms of bias including race, ethnicity, gender, disability, national origin, and creed as demonstrated through verbal and/or written communication and/or physical acts.
2. Sexual harassment including creating a hostile environment and coercing an individual to perform sexual favors in return for something.
3. All types of proven dishonesty, including cheating, plagiarism, knowingly furnishing false information to the institution, forgery, and alteration or use of institution documents with intent to defraud.
4. Intentional disruption or obstruction of teaching, administration, disciplinary proceedings, public meetings and programs, or other school activities.
5. Theft or damage to the school premises or damage to the property of a member of the school community.
6. Student acts of criminal behavior that place any person in imminent danger are prohibited on all school grounds.
7. Violation of the law on school premises. This includes, but is not limited to, the use of alcoholic beverages or controlled dangerous substances.
8. No student may carry, possess, or use any firearm, explosive (including fireworks), dangerous chemical, or any dangerous weapon on the school's premises. Airsoft guns and other items that shoot projectiles are not permitted.

Conditions for Dismissal

Students may be dismissed from Office Careers for the following reasons:

1. Not adhering to the school's rules, regulations, policies, and code of conduct
2. Missing more than 20 percent of instruction time
3. Not maintaining the minimum grade point average
4. Not meeting financial responsibilities to the school
5. Office Careers has the right to suspend or to withdraw any students whose conduct is detrimental to the educational environment within the classrooms or to the well-being of fellow students or faculty and staff members; who cause damage to the appearance or structure of the school facility or its equipment, or who otherwise display conduct detrimental to their own academic progress or ultimate success in the field for which they are being educated. Office Careers' considers the topic of guns as not appropriate for discussion or subject matter.

The school director will notify the student in writing should it become necessary to dismiss the student. The dismissal letter will contain the date and the reason for dismissal. It is the responsibility of the dismissed student to notify the appropriate lending institution if the student has a student loan or is receiving financial aid. Prepaid tuition will be refunded according to the school's refund policy.

Re-entry Policy

Students dismissed from Office Careers who request re-entry must put the request in writing to the school director. In cases where the student was dismissed for excessive absences (greater than 20 percent) or financial concerns, it may be possible to re-enter within the same school term. In cases where the student was dismissed due to failure to maintain the minimum grade point average, it may be possible for the student to receive private tutoring and then reenter the school. In cases where the student was dismissed due to unacceptable conduct, the student may have to meet with the director before re-entering the school. The decision of the director is final and the student will receive a letter within five business days stating the decision.

Credit for Previous Training

Office Careers is committed to helping students reach their educational goals as quickly as possible. However, technology changes rapidly and what was learned in an earlier program may no longer be applicable. To ensure that our students graduate with the skills necessary to achieve success in the workplace we will give recognition for previous training only after the student has taken and passed a program proficiency test. Students wishing to receive recognition for previous training must show proof of previous training.

Student Complaint/Appeal Process

Students who have a complaint or who would like to appeal a dismissal must request in writing an appointment for an interview with the school's director. The written request should include the following information:

1. Student's full name and current address

2. A statement of the concern including dates, times, instructors, and if applicable, other students involved
3. Date of complaint letter and signature of the student
4. Three dates in which the student would be available for a meeting with the school's director. These dates should be within 10 business days of the complaint.

The school's director will notify the student in writing of the appointment date in which the concerns or appeal will be addressed. Every effort will be made to bring an amicable closure to the concern. Should it be necessary, a panel of instructors will hear the concerns and will be asked to assist in bringing a resolution to concerns and/or appeals. The student will be notified in writing within five business days of the outcome of the meetings. Should the contract be canceled by either the student or the school the last date of attendance will be used as the date to calculate any refund in accordance with the school's refund policy. Nothing in this policy prevents the student from contacting the Workforce Board (the state licensing agency) at 360-709-4600 at any time with a concern or a complaint.

Grading System/Standards of Progress

Office Careers uses a pass/fail grading system that matches the progress of a student to their training plan. Training plans have weekly benchmarks for skills to be obtained. Records of the student's progress are kept with sample work.

Incomplete Lessons

Incomplete grades are given when a student is unable to complete portions of their training plan because of illness or other serious problems.

An incomplete grade may also be given when students don't turn in work or don't take tests. If a student does not make arrangements to take missed tests, a failing grade will be given. A student who misses a final test must contact the instructor within twenty-four hours of the test to arrange for a make-up examination.

Probation for Below Average Progress

Students who fail to maintain the minimum progress and place their training plan at risk of completing will have to have their plan reevaluated to see if adjustments need to be made in reducing the amount of training material being covered, or increasing the amount of time to cover the material, or both.

Student Evaluation Techniques

Students are evaluated by their ability to perform skills developed from their training plan at an employable level. Tests may be administered after each lesson to determine the amount of learning that has taken place.

Students not able to progress in accordance with their training plan may be asked to perform additional practice, independent study, or attend tutoring sessions. Other methods of evaluation may include oral quizzes, skill development tests, hands-on skill evaluation, and individual projects.

Withdrawing from School

A written notice to withdraw must be submitted a Director or the Program Manager. This document must contain the student's name, address, be dated, and include the last date of attendance. All financial obligations on the part of the school and the student will be calculated using the last recorded date of attendance. Without such notice, the school will record the last date of attendance as 30 days from when the student last attended.

Student Records

Student records will be maintained by the school for 50 years or until the school closes. Copies of a student's record are available upon request to any Manager or Director. If the school closes, records may be forwarded to the Workforce Training and Education Coordinating Board.

Student records are a transcript indicating:

- (a) School name, address and telephone number;
- (b) Student name, address, telephone number, and Social Security number;
- (c) Dates of attendance;
- (d) Course of instruction or subjects attempted;
- (e) Amount of credit, if any, awarded for each subject;
- (f) Grade for each subject completed;
- (g) Date of completion or termination along with notation of the document issued signifying satisfactory completion, if achieved (degree, diploma, certificate);
- (h) If terminated, the reason(s) for termination;
- (i) Signature and title of the certifying officer; and
- (j) Date that transcript is prepared.

Additional documentation about a student's participation may be made available that include any progress reports, staff notations, sample work, screen shots, access to on-line accounts created by Office Careers (e.g., TYPING.COM), test scores, written notices to the student and messaging. Upon written request, this documentation will be made available to the student, vocational counselor of record and sponsoring agency representatives.

Tuition and Additional Costs

Office Careers is an all-inclusive program that charges by the month for its training time. In order to deliver training to remote students, they will be provided a laptop computer, keyboard, mouse and secondary monitor to display assignments. This equipment is the property of Office Careers and must be returned upon the completion of the training plan or withdrawal.

Tuition, Quarters 1 through 5:	\$3,700.00
Medical Office Books:	\$150.00
Medical Coding Books:	300.00
Accounting Books/Software:	\$150.00

All financial responsibilities must be met before a Certificate of Completion will be issued.

Financial Aid Assistance

Office Careers does not currently offer financial aid.

CANCELLATION AND REFUND POLICY:

Should the student's enrollment be terminated or should the student withdraw for any reason, all refunds will be made according to the following refund schedule:

1. Office Careers will use the following applicable refund and cancellation policies; however, the Workforce Training and Education Coordinating Board may approve refund policies whose terms are more favorable to students than the following established minimums.
2. The official date of termination or withdrawal of a student shall be determined in the following manner:
 - (a) The date on which the school recorded the student's last day of attendance;
 - (b) The date on which the student is terminated for a violation of a published school policy which provides for termination;
 - (c) No student shall be continued on an inactive status in violation of school policy without written consent of the student. Inactive students must be terminated within thirty days of the next available start date and refunded appropriate prepaid tuition and fees at that time.
3. Refunds must be calculated using the official date of termination or withdrawal and the date designated on the current enrollment agreement executed with the student. Refunds must be paid within thirty calendar days of the student's official date of withdrawal or termination.
4. Application/registration fees may be collected in advance of a student signing an enrollment agreement; however, all monies paid by the student shall be refunded if the student does not sign an enrollment agreement and does not commence participation in the program.
5. For resident programs:
 - (a) Office Careers will refund all money paid if the applicant is not accepted. This includes instances where a starting class is canceled by the school;
 - (b) Office Careers will refund all money paid if the applicant cancels within five business days (excluding Sundays and holidays) after the day the contract is signed or an initial payment is made, as long as the applicant has not begun training; the applicant may request cancellation in any manner, in the event of a dispute over timely notice. The burden of proof rests on the applicant;
 - (c) Office Careers may retain an established registration fee equal to ten percent of the total tuition cost, or one hundred dollars, whichever is less, if the applicant cancels after the fifth business day after signing the contract or making an initial payment. A "registration fee" is any fee charged by a school to process student applications and establish a student records system;
 - (d) If training is terminated after the student enters classes, the Office Careers may retain the registration fee established under (c) of this subsection, plus a percentage of the total tuition as described in the following table:

If the student completes this amount of training:	The school may keep this percentage of the tuition cost:
One week or up to 10%, whichever is less	10%
More than one week or 10% whichever is less but less than 25%	25%
25% through 50%	50%
More than 50%	100%

6. For discontinued programs:

- (a) If instruction in any program is discontinued after training has begun or if the Office Careers moves from one location to another, it must either:
 - i. Provide students pro rata refunds of all tuition and fees paid; or
 - ii. Arrange for comparable training at another public or private vocational school. Students must have the opportunity to accept or reject comparable training in writing.
- (b) If the school plans to discontinue a program it must notify the agency and affected students in advance. The notification must be in writing and must include at a minimum, the data required under WAC [490-105-210\(3\)](#);
- (c) Students affected by a discontinuation must request a refund within ninety days.

7. For distance education programs:

- (a) A student may request cancellation in any manner and upon such request for cancellation being received and recorded by the school demonstrating the last date of attendance and/or completion of a lesson.
- (b) The following is a minimum refund policy for distance education courses without mandatory resident training:
 - i. An applicant may cancel up to five business days after signing the enrollment agreement. In the event of a dispute over timely notice, the burden to prove service rests on the student.
 - ii. If a student cancels after the fifth calendar day (excluding Sundays and holidays) but before the school receives the first completed lesson, the school may keep only a registration fee of either fifty dollars or an amount equal to fifteen percent of the tuition, but no greater than a registration fee of one hundred fifty dollars.
 - iii. After the school receives the student's first completed lesson and until the student completes half the total number of lessons in the program, the school is entitled to keep the registration fee and a percentage of the total tuition as described in the following table:

If the student completes this percentage of lessons:	The school may keep this percentage of the tuition cost:
0% through 10%	10%
11% through 25%	25%
26% through 50%	50%
More than 50%	100%

- iv. Calculate the amount of the course completed by dividing the number of lesson assignments contained in the program by the number of completed lessons received from the student.
- 8. Combination distance education/resident training programs:
 - (a) The following is a minimum refund policy for a distance education program that includes mandatory resident training courses.
 - i. Tuition for the distance education and resident portions of the program must be stated separately on the enrollment agreement. The total of the two is the price of the program.
 - ii. For settlement of the distance education portion of the combination program, the provisions of the table in subsection (2)(b)(iii) of this section apply.
 - iii. For the resident portion of the program, beginning with the first resident class session if the student requests a cancellation, the provisions of the table in subsection (1)(d) of this section apply.
 - iv. Calculate the amount of resident training completed by dividing the total number of training days provided in the resident training program by the number of instructional days the student attends resident training.
 - (b) A distance education student who cancels after paying full tuition is entitled to receive all course materials, including kits and equipment.

Placement Assistance

Job Placement Assistance is a part of all Office Careers' training plans. Instructors begin the process as soon as its activities do not interfere with other parts of the training plan.

It is expected that at the completion of any training plan, that a student will have the skills and resources to research and apply for appropriate work. Graduates of Office Careers will have job placement assistance until they find appropriate work or choose to not participate. Students must be proactive in submitting their resumes for jobs for which they are interested and qualified; we will assist as needed.

Office Careers does not guarantee job placement.

Clock hours of instruction

Classes are two hours per day plus an additional hour for keyboarding/tutorial practice. There are 240 class days (875 hours) in a 12-month program. Class hours are a combination of one-on-one instruction and monitoring. Hours per day may be increased to secure a successful training plan.

Method of instruction

Office Careers teaches with one-on-one instruction delivered at the school or online from a student's home with equipment provided by the school as a part of their tuition. Instruction is hands-on with demonstrations and exchanges between instructor and student.

Students will have a scheduled class time that will begin between 7:00 and 2:00. They are not allowed to log on at any time and ask for help from an instructor without previous approval unless it is during their scheduled class time. If they log on late, they are marked tardy.

Distance learning is talking directly with an instructor who guides the lessons based on the training program that shows week-by-week activities to be covered. The instructors have many assignments to choose from to best demonstrate new skills that they determine will best move the student along. All work the student creates is stored in a cloud drive that can be retrieved by the instructor or student for review.

Educational Credential

Students who successfully complete their training program will have earned a *Certificate of Completion* that will list their skills and accomplishments.

Program Lengths

Programs are offered with different available lengths of training time based on an assessment of the student's ability to retain and apply the subject matter.

To determine the best program length, student assessment includes:

- Is the training goal to review or prepare for classes at another training program?
- Does the student have some experience demonstrating ability to learn at a faster pace?
- Any exposure to formal training or office work?
- Will classes be taken in combination with GED or ESL and what level of ESL?

Programs Offered at Office Careers:

General Office
Transportation Clerk (Dispatch)
Medical Office
Medical Office, Coder/Biller
Accounting Technician and Bookkeeping

Supplemental Training Services

Programs may be taken in combination with GED attainment, ABE or ESL course work. Program course work will then use training materials that will cover identified skills gaps as well as test preparation, if needed.

These services integrate GED, and ESL subject matter with coursework for the offered programs. Office Careers is not certified for ESL instruction. We aid with students who are enrolled in ESL classes at a certified training program.

Religious Accommodation

Office Careers will make good faith efforts to provide reasonable religious accommodations to students who have sincerely held religious practices or beliefs that conflict with a scheduled course/program requirement. Students requesting a religious accommodation should make the request, in writing, directly to their instructor with as much advance notice as possible. Being absent from class or other educational responsibilities does not excuse students from keeping up with any information shared or expectations set during the missed class. Students are responsible for obtaining materials and information provided during any class missed. The student shall work with the instructor to determine a schedule for making up missed work.

Examples of religious accommodations may include: rescheduling of an exam or giving a make-up exam for the student in question; altering the time of a student's presentation; allowing extra-credit assignments to substitute for missed class work or arranging for an increased flexibility in assignment due dates; and releasing a graduate assistant from teaching or research responsibilities on a given day.

GED Attainment and Adult Basic Education:

We use a combination of training materials and resources, GED coursework and practice tests that are integrated into the other subjects offered by Office Careers. Training plans are arranged with the intention that students will earn their GED by its completion. If a student falls behind in a training plan's weekly goals, it is expected that a student will make themselves available for additional training time.

Pretests results are included in the first progress report. They are used to verify a student's Ability to Benefit and the appropriateness of the chosen training plan.

Office Careers will arrange and pay for all GED Ready® Practice Tests, GED tests and retests. These tests are proctored near the student's home. Students will take a GED subject test once results from a GED Ready® Practice Test are supportive.

Sequence of courses:

- Pretests: Language Arts, Social Studies, Science, Mathematics
- English: Capitalization, spelling rules
- English: Punctuation, grammar, spelling rules
- Basic Math: Addition, subtraction, multiplication, division
- Math: Ratios, measurements, and percentages
- Math: Graphs
- English: Reading comprehension, reading for retention
- Test Preparation: Practice Exams
- Test Preparation: Practice Exams, including essay portion
- Test Preparation: Practice Exams and complete testing

Adult Basic Education:

Adult Basic Education is included in plans that are 12, 15, or 18 months in length.

Covers material from our GED Attainment coursework, but excludes test preparation. Office Careers supports the growth of good business English/Math skills in all our coursework by identifying areas students need to develop and applying those skills to simulated office activities.

ABE Sequence of courses:

- English: Capitalization, spelling rules
- English: Punctuation, grammar, spelling rules
- Basic Math: addition, subtraction, multiplication, division
- Math: Ratios, measurements, and percentages
- Math: Graphs and basic algebra
- English: Reading comprehension, reading for retention

English as a Second Language:

Supplemental training for the Washington State ESL Competencies. This is a co-educational service that increases the success of completing ESL classes while enrolled in Office Careers. Our program allows for students to attend ESL classes regardless of schedule changes during a training plan.

Reading aloud: Reading comprehension (answering questions based on reading assignments), vocabulary, spelling, and using a dictionary and a computer to translate.

Writing in English: Basic essay writing assignments, clauses, colons, commas, conjunctions, introduction to punctuation, end marks, nouns and articles, prepositions and prepositional phrases, pronouns, review of punctuation, sentences, superlatives, verb tenses, verbs, word order, semi-colons.

General Office

Prepares students to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills. CIP: 52.0408

Sequence of courses:

MS Office:

MS Word: Opening documents, editing, saving
 MS Word: Creating business letters, creating reports
 MS Outlook: Creating contact lists, using email, attaching files, and scheduling
 MS Excel: Opening documents, editing, saving
 Computer: MS Windows basics, security
 Data entry into multiple tables
 Filing: Alphabetic Rules.
 Filing: Complete alphabetic filing, numeric filing, chronological and subject filing.
 Filing: Final exam
 MS Word: Tabs, Margins, Indents
 MS Excel: Formulas, Formatting
 MS Access: Forms and Reports
 MS Access: Queries, entering and correcting data in tables
 MS PowerPoint: Basic presentations
 Internet: Perform searches, sending materials via Internet, downloading files
 Using Word, Excel and Access together
 Review of MS Office including testing over programs

Customer Service:

Phone etiquette, answering calls, dealing with customers
 Phone etiquette continued, hands on telephone practice

Job Search:

Resume and Cover letter development
 Job Search activities using the Internet

General Office Subject

Months	3	6	9	12	15	18
Keyboarding/10-Key	24	48	71	95	119	143
MS Office						
MS Word	45	90	135	180	225	270
MS Outlook	15	30	45	60	75	90
MS Excel	32	64	97	129	161	193
MS Access	35	70	105	140	175	210
MS PowerPoint	5	11	16	21	27	32
Other	28	55	83	110	138	165
Total MS Office	160	320	480	640	800	960
Customer Service	23	45	68	90	113	135
Job Search	13	25	38	50	63	75
Total Hours	219	438	656	875	1,094	1,313

Transportation Clerk (Dispatch)

Prepares individuals to perform duties associated with managing revenue-based transportation services, such as toll roads and waterways, and to assist in the dispatch and control of fleet-based traffic for businesses and public services. Includes instruction in record-keeping; operation of communications equipment; basic transportation operations management; and applicable laws, policies, and procedures. CIP: 52.0410

Sequence of courses:

MS Office:

MS Word: Opening documents, editing, saving
 MS Word: Creating business letters, creating reports
 MS Outlook: Creating contact lists, using email, attaching files
 MS Excel: Opening documents, editing, saving
 Computer: MS Windows basics, security
 MS Access: Data entry into multiple tables
 MS Access: Filing: Alphabetic Rules.
 MS Access: Filing: Complete alphabetic filing rules, numeric filing rules, chronological and subject filing.
 MS Access: Filing: Final exam
 MS Word: Tabs, Margins, Indents
 MS Excel: Formulas, Formatting
 MS Access: Forms and Reports
 MS Access: Queries, entering and correcting data in tables
 MS PowerPoint: Basic presentations
 Internet: Using the Internet to perform searches, sending materials via Internet, downloading files
 Using Word, Excel and Access together
 Review of MS Office including testing over programs

Customer Service:

Phone etiquette, answering calls, dealing with customers
 Phone etiquette continued, hands on telephone practice

Transportation Clerk:

Recording data from customer calls (Access)
 Scheduling for an office (Outlook)
 Setting up contact lists, shippers and receivers
 State, Federal and company regulations, Ethics
 Calculating Load Arrival Times
 Finish creating a record keeping system, reading your paycheck

Job Search:

Resume and Cover letter development
 Job Search activities using the Internet

Months	6	9	12	15	18
Subjects in Hours					
Keyboarding/10-Key	48	71	95	119	143
MS Office					
MS Word	66	98	131	164	197
MS Outlook	30	45	60	75	90
MS Excel	48	73	97	121	145
MS Access	44	65	87	109	131
MS PowerPoint	8	12	16	19	23
Other	51	77	103	128	154
Total MS Office	247	370	493	617	740
Customer Service	33	49	66	82	99
Job Search	25	38	50	63	75
Transportation Clerk	86	128	171	214	257
Total Hours	438	656	875	1,094	1,313

Medical Office

Prepares students to work under the supervision of office managers and other professionals, to perform routine administrative duties in a medical, clinical, or health care facility/system office environment. Includes instruction in general office skills, data processing, office equipment operation, principles of medical record-keeping and business regulations, medical/clinical office procedures, and communications skills. CIP: 51.0710

Sequence of courses:

MS Office:

- MS Word: Opening documents, editing, saving
- MS Word: Creating business letters, creating reports
- MS Outlook: Creating contact lists, using email, attaching files
- MS Excel: Opening documents, editing, saving
- Computer: MS Windows basics, security
- MS Access: Data entry into multiple tables
- MS Access: Filing: Alphabetic Rules.
- MS Access: Filing: Complete alphabetic filing rules, numeric filing rules, chronological and subject filing.
- MS Access: Filing: Final exam
- MS Word: Tabs, Margins, Indents
- MS Excel: Formulas, Formatting
- MS Access: Forms and Reports
- MS Access: Queries, entering and correcting data in tables
- MS PowerPoint: Basic presentations
- Internet: Using the Internet to perform searches, sending materials via Internet, downloading files
- Using Word, Excel and Access together
- Review of MS Office including testing over programs

Customer Service:

- Phone etiquette, answering calls, dealing with customers
- Phone etiquette continued, hands on telephone practice

Medical Office:

- Terminology: Introduction to Roots: Students take daily quizzes over 9 medical roots, maintaining 75% on each
- Terminology: Roots Final: Students take final over all root words, must score 75% over above to move on
- Terminology: Introduction to Suffixes: Students take daily quizzes over 9 medical suffixes, maintaining 75% on each
- Terminology: Suffixes Final: Students take final over all medical suffixes studied, must score 75% over above to move on
- Terminology: Introduction to Prefixes: Students take daily quizzes over 9 medical prefixes, maintaining 75% on each
- Terminology: Prefixes Final: Students take final over all medical prefixes studied, must score 75% over above to move on
- Terminology: Combining Terms: Students learn to combine prefixes, roots, and suffixes to decipher and create medical terms, daily quizzes, must maintain 75% accuracy
- Terminology: Abbreviations: Students learn most common medical abbreviations and take daily quizzes over 10 abbreviations, must maintain 75% on all quizzes
- Filing: Students learn rules of alphabetical, chronological, subject, numeric, and medical filing systems. Students complete daily exercises to apply rules, must maintain 75% average on work.
- Documents: Maintain 90% accuracy on daily work
- Reports: Maintain 90% accuracy on daily work
- Office Simulations using MS Office Products

Job Search:

- Resume and Cover letter development
- Job Search activities using the Internet

Keyboarding/Ten Key:

30 minutes of daily practice of keyboarding and occasional practice of 10-key using *Mavis Beacon Teaches Typing* or similar program. Typing goal: 35 wpm and 130 spm. Final speeds vary from student to student and cannot be guaranteed.

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Months	12	15	18
Subjects by Hours			
Keyboarding/10-Key	95	119	143
MS Office			
MS Word	111	139	167
MS Outlook	28	34	41
MS Excel	70	88	105
MS Access	91	114	137
MS PowerPoint	21	27	32
Other	95	119	143
Total MS Office	416	520	624
Customer Service	89	111	133
Job Search	50	63	75
Medical Office	226	282	338
Total Hours	875	1,094	1,313

Medical Coder/Biller

Prepares individuals to perform specialized data entry, classification, and record-keeping procedures related to medical diagnostic, treatment, billing, and insurance documentation. Includes instruction in medical records and insurance software applications, basic anatomy and physiology, medical terminology, fundamentals of medical science and treatment procedures, data classification and coding, data entry skills, and regulations relating to Medicare and insurance documentation. CIP: 51.0713.

Sequence of courses:

MS Office:

- MS Word: Opening documents, editing, saving
- MS Word: Creating business letters, creating reports
- MS Outlook: Creating contact lists, using email, attaching files
- MS Excel: Opening documents, editing, saving
- Computer: MS Windows basics, security
- MS Access: Data entry into multiple tables
- MS Access: Filing: Alphabetic Rules.
- MS Access: Filing: Complete alphabetic filing rules, numeric filing rules, chronological and subject filing.
- MS Access: Filing: Final exam
- MS Word: Tabs, Margins, Indents
- MS Excel: Formulas, Formatting
- MS Access: Forms and Reports
- MS Access: Queries, entering and correcting data in tables
- MS PowerPoint: Basic presentations
- Internet: Using the Internet to perform searches, sending materials via Internet, downloading files
- Using Word, Excel and Access together
- Review of MS Office including testing over programs

Medical Office:

- Terminology: Introduction to Roots: Students take daily quizzes over 9 medical roots, maintaining 75% on each
- Terminology: Roots Final: Students take final over all root words, must score 75% over above to move on
- Terminology: Introduction to Suffixes: Students take daily quizzes over 9 medical suffixes, maintaining 75% on each
- Terminology: Suffixes Final: Students take final over all medical suffixes studied, must score 75% over above to move on
- Terminology: Introduction to Prefixes: Students take daily quizzes over 9 medical prefixes, maintaining 75% on each
- Terminology: Prefixes Final: Students take final over all medical prefixes studied, must score 75% over above to move on
- Terminology: Combining Terms: Students learn to combine prefixes, roots, and suffixes to decipher and create medical terms, daily quizzes, must maintain 75% accuracy
- Terminology: Abbreviations: Students learn most common medical abbreviations and take daily quizzes over 10 abbreviations, must maintain 75% on all quizzes
- Filing: Students learn rules of alphabetical, chronological, subject, numeric, and medical filing systems. Students complete daily exercises to apply rules, must maintain 75% average on work.
- Documents: Maintain 90% accuracy on daily work
- Reports: Maintain 90% accuracy on daily work
- Office Simulations using MS Office Products

Medical Billing and Coding:

- Introduction to Medical Coding: Students learn the basic coding outline for CPT codes by reviewing with instructor and completing six basic coding worksheets
- Using CPT Coding book complete coding sheets over anesthesia and surgical procedures with 75% accuracy
- Using CPT Coding book complete coding sheets over male and female genital systems, nervous system, and eye and ear systems, with 75% accuracy
- CPT Coding: 70000 – Evaluation and Management codes: Using CPT Coding book complete coding sheets with 75% accuracy
- ICD-10 Coding: Using ICD-10 coding book, complete coding sheets with 75% accuracy
- ICD-10 Coding: Using ICD-10 coding book, complete coding sheets with 75% accuracy
- ICD-10 E and V codes: Using ICD-10 coding book, complete codes sheets with 75% accuracy
- HCVA-1500 coding book, complete exercises sheets over billing codes for other services, with 75% accuracy
- HCVA-1500 coding book, complete exercises sheets over billing codes for other services, with 75% accuracy
- HCVA-1500 coding book, complete exercises sheets over billing codes for other services, with 75% accuracy

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HCVA-1500 coding book, complete exercises sheets over billing codes for other services, with 75% accuracy
 HIPAA Compliance: chapter questions
 Government Medical Plans: chapter questions
 Office Simulations using MS Office Products
 HCVA-1500 billing and exercises: Using HCVA-1500 coding book, complete exercises sheets with 75% accuracy
 Successful reimbursement and Critical thinking skills in billing: chapter questions
 Complete any make up work, finish all projects
 Practice testing for national medical billing and coding exam
 NCCT Online Test Review

Customer Service:

Phone etiquette, answering calls, dealing with customers
 Phone etiquette continued, hands on telephone practice

Job Search:

Resume and Cover letter development
 Job Search activities using the Internet

Months	12	15	18
Subjects by Hours			
Keyboarding/10-Key	95	119	143
MS Office			
MS Word	99	123	148
MS Outlook	28	34	41
MS Excel	52	65	78
MS Access	53	66	79
MS PowerPoint	14	18	21
Other	64	80	96
Total MS Office	310	387	464
Customer Service	54	67	80
Job Search	35	44	53
Medical Office, Billing and Coding	382	477	573
Total Hours	875	1,094	1,313

Accounting Technician and Bookkeeping

Prepares individuals to provide technical administrative support to professional accountants and other financial management personnel. Includes instruction in posting transactions to accounts, record-keeping systems, accounting software operation, and general accounting principles and practices. CIP: 52.0302

Sequence of courses:

MS Office:

- MS Word: Opening documents, editing, saving
- MS Word: Creating business letters, creating reports
- MS Outlook: Creating contact lists, using email, attaching files
- MS Excel: Opening documents, editing, saving
- Computer: MS Windows basics, security
- MS Access: Data entry into multiple tables
- MS Access: Filing: Alphabetic Rules.
- MS Access: Filing: Complete alphabetic filing rules, numeric filing rules, chronological and subject filing.
- MS Access: Filing: Final exam
- MS Word: Tabs, Margins, Indents
- MS Excel: Formulas, Formatting
- MS Access: Forms and Reports
- MS Access: Queries, entering and correcting data in tables
- MS PowerPoint: Basic presentations
- Internet: Using the Internet to perform searches, sending materials via Internet, downloading files
- Using Word, Excel and Access together
- Review of MS Office including testing over programs

Accounting:

- Intro to Accounting: trial balances
- Income statements, balance sheets
- Debit and credits, general journals and ledgers
- Adjustments, closing entries
- Mid-term project: journals, ledgers, adjustments, trial balances, balance sheets.
- Payroll, taxes, bank reconciliation
- QuickBooks, Setting up accounts and inventory
- QuickBooks, Payroll, adding employees, banking
- QuickBooks, Simulations
- QuickBooks, Final projects
- Accounting office work experience

Customer Service:

- Phone etiquette, answering calls, dealing with customers
- Phone etiquette continued, hands on telephone practice

Job Search:

- Resume and Cover letter development
- Job Search activities using the Internet

Keyboarding/Ten Key:

30 minutes of daily practice of keyboarding and occasional practice of 10-key using *Mavis Beacon Teaches Typing*. Typing goal: 35 wpm and 130 spm. Final speeds vary from student to student and cannot be guaranteed.

Experience with Program Content	Obtaining a GED, review of Business English/Math, or current level of ESL	Recommended Program Length	Tuition
No exposure to formal training or office work	ABE, GED, ESL 3-5	12 Months	\$14,400
No experience, additional practice	ABE, GED, ESL 3-5	15 Months	\$18,250
No experience, additional practice	ABE, GED, ESL 3-5	18 Months	\$18,250

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Accounting Technician and Bookkeeping				
Months	12	15	18	
Subjects by Hours				
Keyboarding/10-Key	95	119	143	
MS Office				
MS Word	135	169	203	
MS Outlook	43	53	64	
MS Excel	72	90	108	
MS Access	79	98	118	
MS PowerPoint	16	19	23	
Other	70	88	105	
Total MS Office	414	517	620	
Accounting	269	337	404	
Customer Service	62	78	93	
Job Search	35	44	53	
Total Hours	875	1,094	1,313	
Tuition + Text Book (\$150)	\$14,550	\$18,400	\$18,400	

GED Attainment:

The students will prepare for the GED test by working through a computerized GED testing program guided by their instructor. This will be supplemented by coursework over Basic English, math and reading skills. By the end of the program students should be familiar with GED testing, and know the basics of English grammar, spelling and math. Students needing ABE Skills follow the same coursework, excluding test-taking preparation.

Sequence of courses:

Pretests: Language Arts, Social Studies, Science, Mathematics
 English: Capitalization, spelling rules
 English: Punctuation, grammar, spelling rules
 Basic Math: Addition, subtraction, multiplication, division
 Math: Ratios, measurements, and percentages
 Math: Graphs and basic algebra
 English: Reading comprehension, reading for retention
 Test Preparation: Practice Exams
 Test Preparation: Practice Exams, including essay portion
 Test Preparation: Practice Exams and complete testing

Experience with Program Content	Obtaining a GED, review of Business English/Math, or current level of ESL	Recommended Program Length	Tuition
Some experience	ABE, ESL 5	6 Months	\$7,300
No exposure to formal training or office work	ABE, ESL 4-5	9 Months	\$10,950
No exposure to formal training or office work	ABE, GED, ESL 3-5	12 Months	\$14,400
No experience, additional practice	ABE, GED, ESL 3-5	15 Months	\$18,250
No experience, additional practice	ABE, GED, ESL 3-5	18 Months	\$18,250

Program Hours with GED Attainment:

General Office, GED Attainment			
Months	12	15	18
Subjects by Hours			
Keyboarding/10-Key	95	119	143
MS Office			
MS Word	106	133	159
MS Outlook	33	41	49
MS Excel	68	84	101
MS Access	75	94	113
MS PowerPoint	15	19	23
Other	71	89	107
Total MS Office	367	459	551
Customer Service	61	76	91
GED Attainment	307	384	461
Job Search	45	56	68
Total Hours	875	1,094	1,313

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Transportation Clerk (Dispatch), GED Attainment			
Months	12	15	18
Subjects by Hours			
Keyboarding/10-Key	95	119	143
MS Office			
MS Word	90	113	135
MS Outlook	33	41	49
MS Excel	56	70	83
MS Access	56	70	84
MS PowerPoint	12	15	18
Other	67	84	101
Total MS Office	313	392	470
Customer Service	48	60	72
GED Attainment	255	319	382
Job Search	45	56	68
Transportation Clerk	119	148	178
Total Hours	875	1,094	1,313

Courses Hours with ESL Assistance:

General Office, ESL				
Months	9	12	15	18
Subjects by Hours				
Keyboarding/10-Key	71	95	119	143
MS Office				
MS Word	56	74	93	111
MS Outlook	15	21	26	31
MS Excel	33	45	56	67
MS Access	39	52	65	78
MS PowerPoint	9	11	14	17
Other	56	74	93	111
Total MS Office	208	277	346	415
ESL	303	404	505	606
Customer Service	37	49	61	74
Job Search	38	50	63	75
Total Hours	656	875	1,094	1,313