



SKILLS TRAINING CATALOG

...AT A GLANCE

Revised: February 2011

MERS Goodwill Skills Training

Policies and Procedures

MERS Goodwill is approved to operate by Missouri Department of Higher Education

Admission

To gain admission to one of MERS Goodwill's training programs, please call or visit the campus (see locations and phone numbers on page 6-8) in which you would like to enroll. After reviewing information to verify minimum program requirements have been met, a MERS Goodwill staff person will provide necessary paperwork to be completed. Once paperwork has been signed, the student will then be admitted into programming.

Attendance

Attendance and punctuality are a crucial part of work and are equally important in a vocational training setting. For this reason students should attend and be on time to every class. More than one unexplained absence per month is considered to be a potential job problem and will result in counseling from the instructor, director and/or referral agency (if applicable). An absence rate in excess of 10 percent of the classes scheduled may result in dismissal from school unless the student provides information acceptable to the Campus Director of a condition meeting the criteria for extenuating circumstances. A student who accumulates ten consecutive days of absence is considered to have withdrawn from school. Whenever possible prior notification should be given to the instructor or counselor, of medical appointments or other necessary absence.

Criteria for Extenuating Circumstance

The Campus Director may permit a student to continue in training regardless of attendance policy violation if a student is absent for any of the following reasons: death of an immediate household member, jury or witness duty, military leave, communicable disease, or an emergency situation such as an automobile or medical accident that happened proximate to the missed class time. Supporting documentation may be required to support requests for extenuating circumstances.

Conduct

MERS expects that trainees will conduct themselves in a businesslike manner appropriate to a professional work environment. This includes (but is not limited to) no bad language, horseplay, destructive behavior, and no use of drugs or alcohol. It is expected that trainees will work in a cooperative manor with instructors and coworkers and that they actively pursue their training goals. Expulsion, suspension, or some lesser sanction may be imposed for any of the following offenses: destruction or purposeful damage to school equipment, theft of school or private property, use or possession of alcohol, controlled substances, or weapons, academic cheating or plagiarism, interruption or interference with the normal operation of the school, or other action that, in the opinion of the administration, is contrary to the best interests of the school community.

Sanctions that may be imposed are warning, suspension, or expulsion. The school will, in general, issue a warning prior to more serious sanction but may dismiss or suspend a student without warning if the offense is of a more serious nature. Offenses directed at and/or harmful to others are considered to be of a more serious nature. The Director of Services will make the decision as to the seriousness of any offense. Any appeal to this decision should be made to the agency President.

MERS is a smoke free building. Smoking is permitted in designated outside areas at breaks and lunch.

Credit for Prior Experience or Education

MERS courses are designed to meet individual learning needs, styles, and speeds. The instructor will evaluate your skills and strengths using a variety of standardized tests or product specific tests. For example, a trainee with previous experience in computer hardware repair may be administered a test to measure his/her level of expertise in this subject matter. If it is found that a trainee has mastered a concept or a course objective that trainee may choose to move on to other material. In this way a trainee with prior experience or education may complete training ahead of schedule. Course completion will be based on command of the subject matter.

Cancellation, Withdrawal and Refund Policy

Students may cancel this enrollment agreement within three days (excluding Saturdays, Sundays and holidays) of signing the enrollment agreement and will receive a full refund. Students may withdraw at anytime prior to starting courses and will receive a full refund. Cancellations or Withdrawals must be made in writing to the particular location that student was enrolled. These campus addresses are located on pages 6 and of this catalog. To determine the amount of refund, terms will be prorated on a weekly basis and students who withdrawal after attending courses will be refunded the prorated per week amount for any unattended weeks remaining in a term. Attending classes for one day of a given week will constitute enrollment and no refund will be given for that week. This refund policy also applies for students who have been terminated by the school. All refunds will be made within 30 days. While in some instances a third party provides funding, in those instances all refunds will be made directly to that third party.

Dress Code

Each student will dress in a manner that is appropriate for his or her vocational goal. For example, overalls are permitted in the building maintenance class because building maintenance employees can wear overalls. However overalls are not acceptable in the computer technician classroom because employees in the computer technician field do not wear overalls. The classroom instructor will determine professional attire for each class and provide assistance to students that cannot obtain clothing on their own. A verbal warning will be issued to students who dress inappropriately for their training program. If a student continues to violate the dress code, then consequences will include a staffing with the referring counselor and potential suspension and/or termination from the course.

Enrollment

MERS/ Missouri Goodwill Industries accepts new students on a weekly basis. The entrance requirements for training are specific to each program and can be found in the program's individual section.

Environment

MERS/Missouri Goodwill Industries programs are designed to present material addressing all three major learning styles (Visual, Auditory and Kinesthetic). As such, Students will, with guidance from the instructor, complete chapter readings, lab assignments and participate in lecture. Lectures are available for students currently on a particular topic, as well as students who have struggled with this particular section and wish to review this material. Lectures will range in duration depending on the complexity of the topic.

Governing Body and Instructors

MERS/Goodwill is a private, nonprofit organization governed by a Board of Directors. The Board members. CEO and instructors are listed below.

Board Officers:

Chairperson

Paul Kravitz

Vice Chairpersons

Kraig Kreikemeier

Joan M. Newman

Secretary

Barry Pessin

Assistant Secretary

Chris Tabourne

Treasurer

Jay Summerville

Instructor Data Entry

Bertha Vinson

Instructors Office Computer and Administrative Skills Training

Janel Barber

Liz Drennan

Julie Casey

Ronnie McCracken

James Simmons

Bertha Vinson

Chief Executive Officer:

Lewis Chartock

Instructor

PC Technician Skills Training (A+)

Ronnie McCracken

Instructor Building Maintenance

Donald Ousley

Instructor

PC Technician Skills Training (Network+)

Ronnie McCracken

Instructor Culinary Arts Skills Training

Charlie Donner

Holidays

MERS/Missouri Goodwill Industries will be closed on the following days during the calendar year 2011.

Jan. 17 Martin Luther King Day

Feb. 21 President's Day

May 30 Memorial Day

July 4 Independence Day

Sept. 5 Labor Day

Nov. 24 Thanksgiving Day

Nov. 25 Thanksgiving Day After

Dec. 26 Christmas Day

Policy for Filing a Grievance

The MERS/Goodwill staff is committed to providing you with the best possible service at all times. If, however, you at any time feel that you have been treated unfairly or have a complaint, you have the right to register a grievance with no fear of retaliation. You should meet with your Case Manager as soon as possible, preferably within five working days following the incident about which you have a complaint. If you are not satisfied with the decision with of your Case Manager, you may meet with the Program Director. The Program Director will provide a written response to your complaint within five working days. If you are still not satisfied, you may meet with the Vice President or Designee, the Assistant CEO, the President of MERS/Goodwill, and then the Board of Directors, if necessary. At each of these levels, a written response will be prepared within five working days of the meeting. At any of these meetings, you may bring your parent, family member, guardian, or advocate.

You may also contact your referral/funding source, the Missouri Protection and Advocacy Service or Equip for Equality (Illinois) for help at any time to register a complaint or obtain assistance in filing a grievance.

You may also request a complete copy of the Grievance Procedure from you Case Manager.

Progress

A copy of your progress reports will be given to you and the referring agency responsible for financial arrangements (If applicable). In all training programs, the criteria for successful completion (a certificate indicating program completion) is 70% or better on tests of textbook materials and 70% or better on performance for each phase of the training. If the 70% criteria is not reached in any phase, you may be requested to repeat that same phase. Attendance, punctuality, work habits, style of dress, and behavior must also be at acceptable levels.

A student's overall academic progress will be assessed at four points: completion of 25%, 50%, 75%, and 100% of the course. Should a student's progress be below 70% at any of these points he/she will be placed on academic probation. The student will have one quarter to bring his/her performance to at least 70% before being terminated from training services. Should a student's performance be below 50% at any of these benchmarks he/she may be terminated from training services immediately and without academic probation.

Schedule

All Skills training programs are offered Monday – Friday from 8:00am – 3:30pm.

Due to the individualized nature of MERS Goodwill's Skills Training Programs, all efforts will be made to accommodate individuals requiring a modified schedule so as long as program requirements are satisfied.

Transcripts and Certificate of Completion

A student will be awarded a certificate of completion after the requirements for a program completion have been satisfied. Transcripts may be requested in writing to the address listed for the school or campus.

FACILITIES

MERS/Missouri Goodwill Industries
Downtown (Aftergut) Center
1727 Locust st.
St. Louis, Missouri 63103
314-241-3464

Our downtown MERS/Missouri Goodwill location is located in Downtown St. Louis on the Corner of 18th and Locust. This location is accessible by bus and is approximately 4 blocks from the metro-link stop located at Union Station.

The downtown location houses a daycare center on the first floor (additional fees apply for daycare services) as well as a cafeteria that serves breakfast and lunch with meals ranging between \$3-5. Skills training programs are located throughout the floors located in the building. Accessible restrooms and water fountains are located on each floor of the building and each floor can be accessed by one of two passenger elevators.

There is a Parking lot for this location located across the street and accessible parking can be found on the side of the building. Metered parking spaces are also available on both Locust and 18th Street. A smoking area is available on the West side of the building.

MERS/Missouri Goodwill Industries
Mid-County (Lippman) Center
2545 S. Hanley Rd
Brentwood, MO 63144
314-647-7453

Our Lippman Center location is located approximately 2 miles south of Highway 40. Parking is available onsite and this location is near a Metro Link station and is on the bus line with a bus stop located within 2 blocks. This is a two-story facility with food available for purchase on the premises and space provided in the break room for storage of lunches brought onto the premises. Accessible restrooms and water fountains are located on each floor of the building and each floor can be accessed by one of two passenger elevators.

MERS/Missouri Goodwill Industries
St. Charles Center
#1 Westbury Drive, suite 220
St. Charles, MO 63301
636-946-7559

Our St. Charles location is located on the north outer road to I-70. The building is approximately 4000 square feet and is a single story building with two accessible restrooms. There are vending machines on the premises. The parking lot is located in front of the building and public transportation is currently not available to this location.

MERS/Missouri Goodwill Industries
South County Center
7321 S. Lindbergh, Suite 50
St. Louis, MO 63125
314-845-1922

Our South county location is located across from South County Mall on Lindbergh near Lemay Ferry Rd. This location is accessible including an accessible restroom and training area. There are several restaurants nearby.

MERS/Missouri Goodwill Industries
North County Center
1760 New Florissant Rd
Florissant, MO 63033
314-831-9171

Our North County location is located in the Flo-Lin Plaza on the corner of Lindbergh and New Florissant Rd. This location is accessible and has two restrooms, one of which is accessible. There are vending machines at this location and several restaurants nearby. This location is on the bus line with a bus stop at the plaza.

MERS/Missouri Goodwill Industries
Springfield Center
308 Park Central East
Springfield, MO 65806
417-862-5005

Our Springfield located on Park Central Square with free parking in the garage. There is a small Snack area with vending machines and refrigerator for students to bring their lunch. The classroom is located on the main floor with two accessible restrooms. This location is located two blocks from the bus terminal. The SMSU shuttle also makes a stop at this location multiple times per day.

MERS/Missouri Goodwill Industries
Cape Girardeau Center
340 South Silver Springs Rd
Cape Girardeau, MO 63701-6312
573-339-0071

Our Cape Girardeau location is located next to West Park Mall. This location is accessible and has a private restroom, which is also accessible. There are several restaurants nearby. This location is a quarter mile from I-55.

**MERS/Missouri Goodwill Industries
Poplar Bluff Center
2511B North Westwood Blvd
Poplar Bluff, MO 63901-2338
573-686-6004**

This location is located across from Three Rivers Hospital. This location is accessible with one accessible restroom. There is a refrigerator for students to use. There is currently no bus service available to this location.

**MERS/Missouri Goodwill Industries
Franklin County Center
1600 A West Main
Washington, MO 63090
636-239-2225**

Our Franklin County location is 1.4 miles from Highway 100 West . There is ample parking in front of the building with accessible parking. This location has one accessible restroom, and lunchroom with a refrigerator and microwave for student use.

**MERS/Missouri Goodwill Industries
Farmington Center
400 N. Washington Street, Suite 202
Farmington, MO 63640
573-756-1773**

Our Farmington center is located in Liberty Hall, approximately 2 miles East of Highway 67 South and 2 blocks South of Highway 32 East (Karsh Blvd.). Parking is available on the West and South ends of the building. This facility is located on the second floor of a two-story building which has an accessible front entry with 5 alternate entry and exit points. There is a centrally located elevator, snack room and handicap accessible restrooms on the first and second floor of the building.

For more information regarding MERS/Goodwill services and the results they produce, please visit our website at <http://www.mersgoodwill.org> or call one of our office locations.

BUILDING MAINTENANCE SKILLS TRAINING

Name: MERS/Missouri Goodwill Industries
Downtown (Aftergut) Center
Address 1727 Locust Street
City: St. Louis
State: MO
Zip: 63103

Program Length: 30 weeks/900 hours

Instructors: Donald Ousley

Donald Ousley has been with MERS/Missouri Goodwill as the Building Maintenance instructor since 2000. Prior to coming to MERS/Missouri Goodwill, Donald earned his certificate as a Stationary Engineer from Rankin Technical Institute and then went on to earn his Stationary Engineers license.

He then worked for multiple companies in the St. Louis Area concentrating on Boilers, heating and cooling systems and pumps. Donald then expanded his skills to include carpentry, electrical wiring, plumbing and framing. Donald brings extensive experience and certifications to the classroom.

Description: This course is an entry-level study of the basic principles of carpentry, electricity, plumbing and air conditioning. This program prepares students for basic building maintenance, including EPA approved certification for HVAC Recovery. It includes extensive time in a shop completing actual work projects.

This program also offers Adult Basic Education/GED, Support Counseling, Job Readiness Training, and Placement Services. During placement services, individuals are assigned to a job developer who will determine with the student what specific placement services will be provided. Specific placement services may include; providing job leads, transportation assistance, mock interviewing, resume and cover letter preparation, career counseling, and retention follow along services for the first 90 days of employment.

Equipment: This program is located in the Basement of the Downtown building and has a classroom area within the overall lab. The classroom area has been designed into the lab so instructor led lectures can focus on tools and systems that students can then apply in labs. Equipment available includes carpentry tools such as compound miter power saw, band saw, grinders and a variety of hand tools. For HVAC portions of the class the lab has available recycling machines, pumps, vacuums and gauges. The lab also has complete water heaters, air-conditioning systems, and both gas and electric furnaces for

students to work on.

Requirements: At least 16 years of age, reading and math at an 8th grade level or above, good physical condition, ability to lift 70 pounds, and the ability to work from a ladder and overhead.

Tuition: See Addendum 1 (pg.55)

Books/Supplies: See Addendum 1 (pg. 55)

Comments: Rolling admission with start date every Monday
A Certificate of Completion is awarded at the completion of this program

CULINARY ARTS SKILLS TRAINING

Name: MERS/Missouri Goodwill Industries
Downtown (Aftergut) Center
Address 1727 Locust Street
City: St. Louis
State: MO
Zip: 63103

Program Length: 20 weeks/600 hours

Instructor: Charlie Donner

Charlie began working at MERS/Goodwill in 2007 and has over 20 years experience in the food service industry. Prior to working at MERS/Goodwill Charlie owned a restaurant. As the owner, he was responsible for creating menus, meeting health/safety standards, hiring staff, ordering food, preparing meals, and completing all necessary paperwork. Charlie has earned his Sanitization Certification and attended the UM-St. Louis and the University of Dayton.

Description: Designed for students who have little or no experience in food service and are interested in pursuing a career as a professional cook, short order cook, dishwasher, baker, bus person, server, salad preparer, dessert server, host/hostess, or beverage handler with a long-term goal of becoming a chef. Emphasis is placed on building a solid understanding of principles of professional cooking, extensive hands-on training in the major stations of the kitchen, and on developing socially competent behaviors. This course offers the same curriculum as the Line Cook training, with additional areas of menu costing, baking skills, banquet layout and planning.

This program also offers Adult Basic Education/GED, Support Counseling, Job Readiness Training, and Placement Services. During placement services, individuals are assigned to a job developer who will determine with the student what specific placement services will be provided. Specific placement services may include; providing job leads, transportation assistance, mock interviewing, resume and cover letter preparation, career counseling, and retention follow along services for the first 90 days of employment.

Equipment: Students learn in the kitchen located on the first floor of our downtown building. The kitchen has an array of cooking utensils, ovens, grills and microwaves. The kitchen includes a food prep area, desert station, a commercial grade dishwashing system, and a buffet style serving line. There is a storage room for supplies and a walk-in refrigerator and freezer. The

kitchen is located adjacent to a cafeteria with seating for 50 persons.

Requirements: At least 16 years of age, reading and math at the 8th grade level or above, ability to lift 50 pounds, ability to stand for long periods of time, and good personal hygiene.

Tuition: See Addendum 1 (pg. 55)

Books/Supplies: See Addendum 1 (pg. 55)

Comments: Rolling admission with start date every Monday

DATA ENTRY SKILLS TRAINING

Name: MERS/Missouri Goodwill Industries
Downtown (Aftergut) Center
Address 1727 Locust Street
City: St. Louis
State: MO
Zip: 63103

Program Length: 26 weeks/780 hours

Instructor: Bertha Vinson

Bertha Vinson has been with MERS/Missouri Goodwill industries for more than 25 years. She began her career with MERS/Missouri Goodwill as the instructor for clerk typing and data entry. As the clerical industry has continued to become more technologically oriented, Bertha has continued to implement the core office values throughout this changing industry. Prior to coming to MERS/Missouri Goodwill, Bertha was the Assistant Director for Professional Business School. While completing her associate's degree, Bertha has excelled in the Microsoft Office suite and has integrated this software into the curriculum.

Description: This course includes Business Math, Spelling, English, Filing and General Office Procedures. Students will learn Information Processing and Software applications including Database, Spreadsheets and Word Processing.

This program also offers Adult Basic Education/GED, Support Counseling, Job Readiness Training, and Placement Services. During placement services, individuals are assigned to a job developer who will determine with the student what specific placement services will be provided. Specific placement services may include; providing job leads, transportation assistance, mock interviewing, resume and cover letter preparation, career counseling, and retention follow along services for the first 90 days of employment.

Equipment: This course is located on the sixth floor of our downtown building. The student lab provides computers to complete tutorials, typing exercises and timed typing exams. Student computers are on a Windows network and students log into the network, and share network resources such as folders and printers, simulating an office environment. A classroom located adjacent to the student lab provides a quiet environment for students to receive lectures from the instructor

Requirements: Reading, spelling, grammar and math at the 8th grade level or above and good

manual dexterity.

Tuition: See Addendum 1 (pg. 55)

Books/Supplies: See Addendum 1 (pg. 55)

Comments: Rolling admission with start date every Monday

OFFICE COMPUTER AND ADMINISTRATIVE SKILLS TRAINING

Name:	MERS/Missouri Goodwill Industries Mid-County (Lippman) Center	MERS/Missouri Goodwill Industries Downtown (Aftergut) Center
Address	2545 S. Hanley Rd.	1727 Locust St.
City:	St. Louis	St. Louis
State:	MO	MO
Zip:	63144	63103

Name:	MERS/Missouri Goodwill Industries St. Charles Center	MERS/Missouri Goodwill Industries South County Center
Address:	#1 Westbury Drive, Suite 220	3865 Lemay Ferry Rd.
City:	St. Charles	St. Louis
State:	MO	MO
Zip:	63301	63125

Name:	MERS/Missouri Goodwill Industries Cape Girardeau Center	MERS/Missouri Goodwill Industries Poplar Bluff Center
Address:	340 South Silversprings Rd	2511B North Westwood Blvd
City:	Springfield	Poplar Bluff
State:	MO	MO
Zip:	63701	63901

Name:	MERS/Missouri Goodwill Industries Springfield Center	MERS/Missouri Goodwill Industries Franklin County Center
Address:	113 Park Central Square	1600 A West Main
City:	Springfield	Poplar Bluff
State:	MO	MO
Zip:	65806	63090

Name:	MERS/Missouri Goodwill Industries	MERS/Missouri Goodwill Industries
Address:	1760 New Florissant Rd N.	400 N. Washington Street, Suite 202
City:	Florissant	Farmington
State:	MO	MO
Zip:	63033	63640

Program Length: 26 weeks/780 hours

Instructors: Janel Barber, Liz Drennan, Julie Casey, Ronnie McCracken, James Simmons, and Bertha Vinson

Janel Barber joined MERS Goodwill in 2005 as the Director and Instructor of the Poplar Bluff Location. Janel has her Bachelors Degree in Business Management from William Woods University and has served as the Director

of a nursing home and has also worked for the Daily American Republic newspaper.

Liz Drennan is the instructor and director at the Springfield location. She has her Masters Degree in Rehab Counseling and has many years of experience in using office products. Liz brings a vast experience in business to the classroom.

Julie Casey is the director and instructor at the Cape Girardeau MERS Goodwill. She has a master's degree in Public Administration. Julie is proficient with a variety of office software and procedures, and has ten years of office related work experience.

Ronnie McCracken is the Skills Training Instructor (Office CAST, PC Tech) at the Lippman location. He earned his M.B.A from Lindenwood University in 2008. Ronnie has 12 plus years management experience in Government, Municipal and Non-Profit settings; including three years incorporating Information Technology aspects into his daily duties. Ronnie began his career with MERS at the North office as a Job Developer prior to coming to Lippman. Ronnie uses his knowledge of office practices, and customer service, as well as his former job developing skills to assist the clients in preparing for today's work force.

Bertha Vinson has been with MERS/Missouri Goodwill industries for 25 years. She began her career with MERS/Missouri Goodwill as the instructor for clerk typing and data entry. As the clerical industry has continued to become more technologically oriented, Bertha has continued to implement the core office values throughout this changing industry. Prior to coming to MERS/Missouri Goodwill, Bertha was the Assistant Director for Professional Business School. While completing her associate's degree, Bertha has excelled in the Microsoft Office suite and has implemented this software into the curriculum.

Description:

The Office Computer and Administrative Skills training course is designed to prepare students for clerical/administrative support positions in the business community allowing for maximum professional growth and employer satisfaction. Office Computer and Administrative Skills training will provide students with individualized experience in Microsoft Office including Excel, PowerPoint, Word, and Access. Students will also learn typing correspondence, creating forms, transcribing from tapes, filing and record keeping, operating copiers and other office machines, performing math calculations, and practicing effective customer service techniques. Students' skills will be enhanced in the areas of English grammar, sentence structure and spelling.

This program also offers Adult Basic Education/GED, Support Counseling,

Job Readiness Training, and Placement Services. During placement services, individuals are assigned to a job developer who will determine with the student what specific placement services will be provided. Specific placement services may include; providing job leads, transportation assistance, mock interviewing, resume and cover letter preparation, career counseling, and retention follow along services for the first 90 days of employment.

Equipment:	The student lab provides computers to complete lessons and tutorials using Microsoft Office suite. Student computers are on a Windows network and students log into the network, share network resources such as folders and printers, simulating an office environment. A classroom located adjacent to the student lab provides a quiet environment for students to receive lectures from the instructor
Requirements:	Reading, spelling and grammar of 8 th grade level or above, and good dexterity.
Tuition:	See Addendum 1 (pg. 23)
Books/Supplies:	See Addendum 1 (pg. 23)
Comments:	Rolling admission with start date every Monday

PC TECHNICIAN SKILLS TRAINING (A+)

Name: MERS/Missouri Goodwill Industries
Address Mid-County (Lippman) Center
City: 2545 S. Hanley Rd.
State: St. Louis
Zip: MO
63144

Program Length: 20 weeks/600 hours

Instructors: Ronnie McCracken

Ronnie McCracken is the Skills Training Instructor (Office CAST, PC Tech) at the Lippman location. He earned his M.B.A from Lindenwood University in 2008. Ronnie has 12 plus years management experience in Government, Municipal and Non-Profit settings; including three years incorporating Information Technology aspects into his daily duties. Ronnie began his career with MERS at the North office as a Job Developer prior to coming to Lippman. Ronnie uses his knowledge of office practices, and customer service, as well as his former job developing skills to assist the clients in preparing for today's work force.

Description: Student will be prepared to take the A+ certification test and obtain an entry-level position in a field such as computer technician or help desk specialist. This course also serves as a foundation for an individual seeking advanced certification. In order to accommodate students with differing learning styles, a mixture of lecture, book, and hands-on lab experience will be used to cover course-work in computer hardware and operating systems.

This program also offers Adult Basic Education/GED, Support Counseling, Job Readiness Training, and Placement Services. During placement services, individuals are assigned to a job developer who will determine with the student what specific placement services will be provided. Specific placement services may include; providing job leads, transportation assistance, mock interviewing, resume and cover letter preparation, career counseling, and retention follow along services for the first 90 days of employment.

Equipment: This course has a variety of computers available for student software labs and testing stations designed to give students with exposure to all possible systems. The lab includes printers, hubs, routers, switches and modems. Software library includes the array of Windows operating systems. A resource library provides students with a variety of perspectives from different technicians and authors. Electronic software provides simulated lab exercises, exams and video demonstrations of common PC Technician tasks.

Requirements: Math, reading, and grammar of 8th grade level or above with good dexterity and problem solving ability. GED completed or concurrent.

Tuition: See Addendum 1 (pg. 23)

A+ Books/Supplies: See Addendum 1 (pg. 23)

Comments: Rolling admission with start date every Monday

PC TECHNICIAN SKILLS TRAINING (Network+)

Name: MERS/Missouri Goodwill Industries
Address Mid-County (Lippman) Center
City: 2545 S. Hanley Rd.
State: St. Louis
Zip: MO
63144

Program Length: 10 weeks/300 hours

Instructors: Ronnie McCracken

Ronnie McCracken is the Skills Training Instructor (Office CAST, PC Tech) at the Lippman location. He earned his M.B.A from Lindenwood University in 2008. Ronnie has 12 plus years management experience in Government, Municipal and Non-Profit settings; including three years incorporating Information Technology aspects into his daily duties. Ronnie began his career with MERS at the North office as a Job Developer prior to coming to Lippman. Ronnie uses his knowledge of office practices, and customer service, as well as his former job developing skills to assist the clients in preparing for today's work force.

Description: This course will cover concepts of networking computers, network installation and maintenance, and configuration of hardware drivers and is intended to build upon skills gained in A+ certification. Upon completion of this course a student will be prepared to take the Network+ certification exam and obtain positions such as help desk specialist, or network installer. Network+ serves as a solid foundation for advanced certifications such as MCP, MCSE, Novell Certification, and CISCO Certification.

This program also offers Adult Basic Education/GED, Support Counseling, Job Readiness Training, and Placement Services. During placement services, individuals are assigned to a job developer who will determine with the student what specific placement services will be provided. Specific placement services may include; providing job leads, transportation assistance, mock interviewing, resume and cover letter preparation, career counseling, and retention follow along services for the first 90 days of employment.

Equipment: This course has a variety of computers available for student software labs and testing stations designed to give students with exposure to all possible systems. The lab includes printers, hubs, routers, switches and modems. Software library includes the array of Windows operating systems as well as DOS, Linux and Novell. A resource library provides students with a variety

of perspectives from different technicians and authors. Electronic software provides simulated lab exercises, exams and video demonstrations of common PC Technician tasks.

Requirements: Math, reading, and grammar of 8th grade level or above with good dexterity and problem solving ability. GED completed or concurrent.

Tuition: See Addendum 1 (pg. 23)

N+ Books/Supplies: See Addendum 1 (pg. 23)

Comments: Rolling admission with start date every Monday.

ADDENDUM 1

Costs of Tuition and Books/Supplies

BUILDING MAINTENANCE SKILLS TRAINING

Tuition	Program costs are covered by terms. Students are projected to complete the course in 2 terms of 15 weeks each.	
	One Term (15 weeks):	\$3,942.00
	Two Terms (30 weeks):	\$7,884.00
Books/Supplies	\$661.06	
Exam & Other Fees	\$300.63	

CULINARY ARTS SKILLS TRAINING

Tuition	Program costs are covered by terms. Students are projected to complete the course in 2 terms of 10 weeks each.	
	One Term (10 weeks):	\$2,631.00
	Two Terms (20 weeks):	\$5,262.00
Books/Supplies	\$370.72	
Exam & Other Fees	\$177.50	

DATA ENTRY SKILLS TRAINING

Tuition	Program costs are covered by terms. Students are projected to complete the course in 2 terms of 13 weeks each.	
	One Term (13 weeks):	\$3,417.00
	Two Terms (26 weeks):	\$6,834.00
Books/Supplies	\$399.25	
Lab & Other Fees	\$49.00	

OFFICE COMPUTER AND ADMINISTRATIVE SKILLS TRAINING

Tuition Program costs are covered by terms. Students are projected to complete the course in 2 terms of 13 weeks each.

One Term (13 weeks): \$3,417.00

Two Terms (26 weeks): \$6,834.00

Books/Supplies \$450.67

Lab & Other Fees \$49.00

PC TECHNICIAN SKILLS TRAINING (A+)

Tuition Program costs are covered by terms. Many students are projected to complete the program in a 20-week period of time. Additional terms of 5 weeks per term may be authorized up to a maximum of three additional terms for students who may need that level of support.

1st Term of 20 Weeks: \$5,449.00

Additional 5-Week Terms: \$1,363.00

Books/Supplies \$521.29

Exam & Other Fees \$395.00

PC TECHNICIAN SKILLS TRAINING (Network+)

Tuition Program costs are covered by terms. Many students are projected to complete the program in a 10-week period of time. Additional terms of 5 weeks per term may be authorized up to a maximum of two additional terms for students who may need that level of support.

1st Term of 10 Weeks: \$2,725.00

Additional 5-Week Terms: \$1,363.00

Books/Supplies \$272.27

Exam & Other Fees \$295.00
