



Office Careers

School Catalog
Volume 3.1
April, 2017

officecareers.org

Volume 3.1, April, 2017



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.officecareers.org

Licensure

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

Workforce Training and Education Coordinating Board

128 – 10th Avenue Southwest

PO Box 43105

Olympia, Washington 98504

Web: wtb.wa.gov Phone: 360-709-4600 email: wtecb@wtb.wa.gov

Instructors and Summary of Qualifications:

David Jordan, Executive Director BA, Seattle University, 1988

David Jordan has over 25-years of experience working as an educator. From 1987 to 1989 he worked at Seattle's Pacific Science Center as an educational guide. In 1989 he began working as an instructor at Northwest Center's Adult Education program. In 1991 he co-incorporated Office Careers with Jim Jones and has been training adults with disabilities in computer programs and supervising and implementing all of the technical aspects of the training.

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 three instructors.

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.

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.

Stacy Sigal, Instructor BA, Judsen College, Marion, Alabama, 2012

Stacy has worked with adult and young adult learners for eight years. She has also been a small business owner, running her own tutoring agency from 2008 – 2016. She has extensive office work experience as an office manager, an executive assistant, and has been in charge of an account receivables department.

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 Achevalla, Instructor AAS, Olympic College, Bremerton, WA, 2001

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.

Octavia Craig, Instructor BA, Psychology, UW, Tacoma, WA, 2016

Octavia has a background in worker retraining, job research, grant implementation, compiling financial documents, and creating testing materials as a Program Coordinator at Olympic College. She has also worked as an office assistant using all the skills she currently teaches at Office Careers.

Arieh Stolar, Instructor BS, Westwood College, Denver, 2008
BA, University of Texas, El Paso, 2005

Arieh's background is in customer service with Xerox. There he assisted over 100 new employees gain customer service skills and learn business software. Arieh is bilingual (Spanish) and has been with Office Careers since 2012.

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 did training in the corporate setting before coming to Office Careers.

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 class room setting.

School Calendar, Class Schedules, and Program Starting Dates

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

- New Year's Day
- Birthday of Martin Luther King, Jr.
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thursday and Friday, Thanksgiving
- Monday through Friday, December 25-29, 2017, Christmas
- Monday through Friday, December 24-28, 2018, Christmas

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 above the Renton WorkSource. There is parking available in a well-lit parking lot. This is an accessible facility with handicapped ramps and has male and female and gender neutral lavatories. The maximum class size is four and the student/teacher ratio is 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

ESL students and those without a high school diploma or GED may attend Office Careers. A Letter of Acceptance must be issued by a Director or Manager of the school before the student can begin attending classes. The letter will state which program and length of training the student will be accepted for.

To get a Letter of Acceptance, supportive test scores must be submitted and appraised to show an ability to benefit for both academic and language proficiency. The test must validate that applicants' academic skills,

competencies, and knowledge are at a level equivalent to that of a person completing a high school education.

Office Careers has staff members certified to provide CASAS testing and appraise test scores. Submitted test and/or test administered by Office Careers are a part of a student's record and contain the following information:

1. Evidence the tests are being administered as intended by the publisher;
2. 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);
3. 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;
4. Information that the tests are free from information that is offensive with regard to gender, age, native language, ethnic origin, or handicapping conditions.

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 feel 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 ethics 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.

Nothing in this policy prevents the student from contacting the Workforce Board at 360-709-4600 at any time with a concern or complaint.

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.

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 Grades

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 arrangement to take missed tests, a failure 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 Grades

Students who fail to maintain the minimum progress and place their training plan at risk of failing 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 will be asked to perform additional practice, independent study, or tutoring. 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 to the school's director. 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.

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:	\$3,450.00	per quarter
Medical Office Books:	\$150.00	
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. The school must refund all money paid if the applicant is not accepted. This includes instances where a starting class is canceled by the school.
2. The school must 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.
3. The school may retain an established registration fee equal to 10 percent of the total tuition cost, or \$100, 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 record system.
4. If training is terminated after the student enters classes, the school may retain the registration fee established under #3 above, 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% but less than 50%	50%
More than 50%	100%

5. When calculating refunds, the official date of a student’s termination is the last day of recorded attendance:
 - a. When the school receives notice of the student’s intention to discontinue the training program;
 - b. When the student is terminated for a violation of a published school policy which provides for termination; or,
 - c. When a student, without notice, fails to attend classes for 30 calendar days.
6. All refunds will be paid within 30 calendar days of the student’s official termination date.

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. Staff will maintain communication with former students through instant messaging and email. Instructors will track their job search activities.

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 Preparation, 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, ABE, and ESL subject matter with coursework for the offered programs. Office Careers is not certified for ESL instruction. We provide assistance for students who are enrolled in ESL classes at a certified training program.

GED Attainment and Adult Basic Education:

Using a combination of training materials and resources, GED coursework and practice test are integrated into the other subjects offered by Office Careers. Training plans are arranged with the intention that a student will earn their GED by its completion. If a training plan encounters slippage in its weekly training goals, it is expected that a student's availability for additional training time will increase.

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 Test, GED tests and retest. 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 Prep: Practice Exams
- Test Prep: Practice Exams, including essay portion
- Test Prep: Practice Exams and complete testing

Adult Basic Education:

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.

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 ABE, GED or ESL and what level of ESL?

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
- 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, numeric filing, 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: 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

Use the following table to determine the best program length based on current similar skills and the need for obtaining a GED, review of business English and Math, level of ESL, if applicable.

Experience with Program Content	Obtaining a GED, review of Business English/Math, or current level of ESL							Recommended Program Length	Tuition
Review or preparation for further classes	ESL 5							3 Months	\$3,450
Some experience	ABE, ESL 5							6 Months	\$6,900
No exposure to formal training or office work	ABE, ESL 4-5							9 Months	\$10,350
No exposure to formal training or office work	ABE, GED, ESL 3-5							12 Months	\$13,800
No experience, additional practice	ABE, GED, ESL 3-5							15 Months	\$17,250
No experience, additional practice	ABE, GED, ESL 3-5							18 Months	\$17,250
General Office Subject Hours									
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

Office Careers, School Catalog, Volume 3.1, April, 2017

- 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

Use the following table to determine the best program length based on current similar skills and the need for obtaining a GED, review of business English and Math, level of ESL, if applicable.

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	\$6,900
No exposure to formal training or office work	ABE, ESL 4-5	9 Months	\$10,350
No exposure to formal training or office work	ABE, GED, ESL 3-5	12 Months	\$13,800
No experience, additional practice	ABE, GED, ESL 3-5	15 Months	\$17,250
No experience, additional practice	ABE, GED, ESL 3-5	18 Months	\$17,250

	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, Computer Assistant, 12, 15 and 18 Months

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

Office Careers, School Catalog, Volume 3.1, April, 2017

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.

Use the following table to determine the best program length based on current similar skills and the need for obtaining a GED, review of business English and Math, level of ESL, if applicable.

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	\$13,800
No experience, additional practice	ABE, GED, ESL 3-5			15 Months	\$17,250
No experience, additional practice	ABE, GED, ESL 3-5			18 Months	\$17,250
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, 12, 15 and 18 Months

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:

Office Careers, School Catalog, Volume 3.1, April, 2017

Introduction to Medical Coding: Students learn the basic coding outline for CPT codes by reviewing with instructor and completing six basic coding worksheets

CPT workbook sections 10000-53000: Using CPT Coding book complete coding sheets over anesthesia and surgical procedures with 75% accuracy

Medical Office, Billing and Coding CPT Coding Workbook: 54000 – 70000: 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 100-389: Using ICD-10 coding book, complete coding sheets with 75% accuracy

ICD-10 Coding 390-999: 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 billing and exercises 1-5: Using HCVA-1500 coding book, complete exercises sheets over Medicare billing codes for other services, with 75% accuracy

HCVA-1500 billing and exercises 1-6: Using HCVA-1500 coding book, complete exercises sheets over Medicare billing codes for other services, with 75% accuracy

HCVA-1500 billing and exercises 1-7: Using HCVA-1500 coding book, complete exercises sheets over Medicare billing codes for other services, with 75% accuracy

HCVA-1500 billing and exercises 1-8: Using HCVA-1500 coding book, complete exercises sheets over Medicare billing codes for other services, with 75% accuracy

HIPAA Compliance: Read Medical Insurance Made Easy (Brown), Chap. 14 and answer chapter questions in book

Government Medical Plans: Read Medical Insurance Made Easy (Brown), Chap. 11 and answer chapter questions in book

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: Read Medical Insurance Made Easy (Brown), Chap. 13 and answer chapter questions in book

Complete any make up work, finish all projects

Practice testing for national medical billing and coding exam

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

Use the following table to determine the best program length based on current similar skills and the need for obtaining a GED, review of business English and Math, level of ESL, if applicable.

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	\$13,800
No experience, additional practice	ABE, GED, ESL 3-5			15 Months	\$17,250
No experience, additional practice	ABE, GED, ESL 3-5			18 Months	\$17,250
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, 12, 15 and 18 Months

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	\$13,800
No experience, additional practice	ABE, GED, ESL 3-5	15 Months	\$17,250
No experience, additional practice	ABE, GED, ESL 3-5	18 Months	\$17,250

Office Careers, School Catalog, Volume 3.1, April, 2017

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)	\$13,950	\$17,400	\$17,400

GED Preparation and Adult Basic Education:

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 Prep: Practice Exams
- Test Prep: Practice Exams, including essay portion
- Test Prep: 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	\$6,900
No exposure to formal training or office work	ABE, ESL 4-5	9 Months	\$10,350
No exposure to formal training or office work	ABE, GED, ESL 3-5	12 Months	\$13,800
No experience, additional practice	ABE, GED, ESL 3-5	15 Months	\$17,250
No experience, additional practice	ABE, GED, ESL 3-5	18 Months	\$17,250

Program Hours with GED Preparation:

General Office, GED Preparation				
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

Office Careers, School Catalog, Volume 3.1, April, 2017

Total MS Office	367	459	551
Customer Service	61	76	91
GED Preparation	307	384	461
Job Search	45	56	68
Total Hours	875	1,094	1,313

Transportation Clerk (Dispatch), GED Preparation			
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 Preparation	255	319	382
Job Search	45	56	68
Transportation Clerk	119	148	178
Total Hours	875	1,094	1,313

Courses Hours with ABE:

General Office, ABE				
Months	9	12	15	18
Subjects by Hours				
Keyboarding/10-Key	71	95	119	143
MS Office				
MS Word	85	114	142	171
MS Outlook	23	31	39	47
MS Excel	53	71	89	107
MS Access	64	85	106	128
MS PowerPoint	16	21	27	32
Other	73	98	122	146
Total MS Office	315	420	525	630
Business English & Math Review	167	223	278	334
Customer Service	66	88	109	131
Job Search	38	50	63	75
Total Hours	656	875	1,094	1,313

Transportation Clerk, ABE				
Months	9	12	15	18
Subjects by Hours				
Keyboarding/10-Key	71	95	119	143
MS Office				
MS Word	73	97	122	146
MS Outlook	23	31	39	47
MS Excel	44	59	73	88
MS Access	47	62	78	93
MS PowerPoint	12	16	19	23
Other	68	90	113	135
Total MS Office	266	355	443	532
Business English & Math Review	136	181	226	271
Customer Service	49	65	81	98
Job Search	38	50	63	75

Office Careers, School Catalog, Volume 3.1, April, 2017

Transportation Clerk	97	130	162	195
Total Hours	656	875	1,094	1,313
Medical Office, ABE				
Months	9	12	15	18
Subjects by Hours				
Keyboarding/10-Key	71	95	119	143
MS Office				
MS Word	68	90	113	135
MS Outlook	14	19	24	29
MS Excel	38	51	63	76
MS Access	51	68	84	101
MS PowerPoint	16	21	27	32
Other	68	91	114	137
Total MS Office	255	340	425	510
Business English & Math Review	111	148	185	222
Customer Service	65	86	108	129
Job Search	38	50	63	75
Medical Office	117	157	196	235
Total Hours	656	875	1,094	1,313
Medical Office, Billing and Coding, ABE				
Months	12	15	18	
Subjects by Hours				
Keyboarding/10-Key	95	119	143	
MS Office				
MS Word	83	104	125	
MS Outlook	19	24	29	
MS Excel	40	50	60	
MS Access	43	54	65	
MS PowerPoint	14	18	21	
Other	60	75	89	
Total MS Office	260	325	390	
Business English & Math Review	120	150	181	
Customer Service	54	68	81	
Job Search	35	44	53	
Medical Office, Billing and Coding	311	388	466	
Total Hours	875	1,094	1,313	
Accounting, ABE				
Months	12	15	18	
Subjects by Hours				
Keyboarding/10-Key	95	119	143	
MS Office				
MS Word	26	32	38	
MS Outlook	50	63	75	
MS Excel	59	73	88	
MS Access	16	19	23	
MS PowerPoint	65	81	98	
Other	314	393	471	
Total MS Office	207	258	310	
Accounting	163	204	245	
Business English & Math Review	61	76	92	
Customer Service	35	44	53	
Job Search				
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

Transportation Clerk, ESL

Months	9	12	15	18
Subjects by Hours				
Keyboarding/10-Key	71	95	119	143
MS Office				
MS Word	49	65	81	98
MS Outlook	15	21	26	31
MS Excel	29	39	49	59
MS Access	32	42	53	63
MS PowerPoint	7	10	12	14
Other	54	72	90	108
Total MS Office	186	249	311	373
ESL	262	349	436	523
Customer Service	31	41	52	62
Job Search	38	50	63	75
Transportation Clerk	68	91	114	137
Total Hours	656	875	1,094	1,313

Medical Office, ESL

Months	12	15	18
Subjects by Hours			
Keyboarding/10-Key	95	119	143
MS Office			
MS Word	60	74	89
MS Outlook	15	18	22
MS Excel	35	44	53
MS Access	44	55	66
MS PowerPoint	11	14	17
Other	71	89	107
Total MS Office	236	295	354
ESL	327	409	490
Customer Service	48	60	72
Job Search	50	63	75
Medical Office	119	149	179
Total Hours	875	1,094	1,313

Office Careers, School Catalog, Volume 3.1, April, 2017

Medical Office, Billing and Coding, ESL.			
Months	12	15	18
Subjects by Hours			
Keyboarding/10-Key	95	119	143
MS Office			
MS Word	55	69	83
MS Outlook	15	18	22
MS Excel	30	37	45
MS Access	33	41	49
MS PowerPoint	9	11	14
Other	49	62	74
Total MS Office	191	239	287
ESL	274	342	411
Customer Service	36	45	54
Job Search	35	44	53
Medical Office, Billing and Coding	244	305	366
Total Hours	875	1,094	1,313
Accounting, ESL			
Months	12	15	18
Subjects by Hours			
Keyboarding/10-Key	95	119	143
MS Office			
MS Word	66	83	99
MS Outlook	18	23	27
MS Excel	35	44	53
MS Access	41	51	61
MS PowerPoint	10	12	14
Other	52	65	78
Total MS Office	222	278	333
ESL	330	412	495
Accounting	154	192	231
Customer Service	39	49	59
Job Search	35	44	53
Total Hours	875	1,094	1,313

Clock hours of instruction:

Classes are three hours per day plus an additional half-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 have scheduled class times to begin between 8:00 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 receive a certificate of completion that will list their skills and accomplishments.