



Avivo Institute of Career & Technical Education Catalog 2020-2021

Mission – Provide quality educational and employment services that challenge and inspire individuals to develop strong work skills and positive attitudes.

Vision – Educate and prepare individuals for the demands of a global workplace.

Avivo Institute of Career & Technical Education
2438 27th Avenue South, Suite 100
Minneapolis, MN 55406
612-752-8100
FAX 612-752-8101

Avivo Institute of Career & Technical Education St Cloud
110 2nd Street South, Suite 124
Waite Park, MN 56387
320-227-1305

Website: bit.ly/AvivoMN

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Avivo Institute of Career & Technical Education Catalog

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Welcome!

It is our pleasure to welcome you to Avivo Institute of Career & Technical Education. We are pleased that you have selected our career skills training program to start your career pathway. We offer skills training in the following industries: accounting, core manufacturing, IT support, maintenance, medical office, office support and warehouse operations.

Our staff is here to answer any questions you have.

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GENERAL INFORMATION

State Approval to Operate

The Avivo Institute of Career & Technical Education is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, 136A.821 to 136A.832. Licensure is not an endorsement of the institution. Certificates earned at the institution may not transfer to all other institutions.

www.ohe.state.mn.us

Accreditation and Approvals

The Avivo Institute of Career & Technical Education is:

- a certified training provider under the Workforce Innovation and Opportunity Act
- an accredited skills training program through the Commission on Accreditation of Rehabilitation Facilities

Avivo Institute of Career & Technical Education

Mission

Provide quality educational and employment services that challenge and inspire individuals to develop strong work skills and positive attitudes.

Avivo Institute of Career & Technical Education

Vision

Educate and prepare individuals for the demands of a global workplace.

History

Avivo has been assisting individuals with barriers since 1960 and has been financially solvent since that time.

Avivo career skills' training was established in 1985 in Minneapolis and since then has expanded its services to include locations in St. Paul, and St. Cloud; as well as offering mobile training and education services throughout the upper Midwest. Avivo utilizes the expertise of its 70+ business partners throughout Minnesota to design new and revise existing training curriculum to meet the needs of Minnesota businesses.

Staff and Campuses

The faculty and staff have the education, work experience, dedication, enthusiasm and ability needed to motivate students to their highest level of achievement. A listing of all faculty and staff (current at the time of this printing) is located in Appendix A and is available upon request.

Avivo Institute of Career & Technical Education is located in Minneapolis at 2438 27th Avenue South, Suite 100, Minneapolis, MN, 55406. The main campus offers training programs in IT Support, Maintenance Custodial, Manufacturing, Medical Office Support, Accounting Support, Office Support Specialist, and Warehousing. The main campus also offers First Step Training Courses for individuals looking for entry-level employment.

Avivo Institute of Career & Technical Education St. Cloud is located at 110 2nd Street South, Suite 124, Waite Park, Minnesota, 56387. The St. Cloud branch offers training programs in Manufacturing, Medical Office Support, and Office Support. The branch campus also offers First Step Training Courses for individuals looking for entry-level employment.

The Avivo Institute of Career & Technical Education Main Campus and the Avivo Institute of Career & Technical Education St. Cloud Campus have administrative offices, classrooms and lab areas where students can practice skills based on individual program requirements.

Business hours are Monday through Friday from 7:45 AM to 4:45 PM.

Books and Supplies

Each campus is equipped with all the necessary supplies and equipment to fully prepare students to meet the requirements of their training program. All supplies and equipment meet the appropriate safety standards required by state and federal laws.

The Avivo Institute of Career & Technical Education Main Campus has five training labs plus one Certification Testing Center with a total of 80 computers, four LCD monitors/screens, and seven printers.

The Avivo Institute of Career & Technical Education St. Cloud Campus has three training labs with a total of 21 computers, one LCD monitor/screen, and three printers.

The following equipment is used in the training programs that are noted:

Core Manufacturing Skills Training Program

Industrial Microscopes
Micrometers
Calipers
Steel Rules

IT Support Training Program

Laptops, desktops and hardware components for practice and lab assignments
Tool Kits
Anti-static Wristbands

Maintenance Custodial Skills Training Program

High Speed Floor Buffer
Low Speed Floor Buffer
Hot Water Carpet Extractor
Power Tools- Drills, Jig Saws, Circular Saws, Hand Sanders
Hand Tools- Screw Drivers, Pliers, Socket Sets, Wrenches
Dry Wall Trowels and Knives
Paint Brushes, Rollers, and Pad Applicators
Electrical Meters, Circuit Testers, Wire Strippers
Plumbing Basin Wrenches, Pipe Cutters

Accommodations are made on an individual basis with the following equipment and software: ergonomic keyboards, condensed keyboards, trackballs, FM system, JAWS Magic, Dragon Naturally Speaking, audio recordings of training materials, and large monitors.

The Avivo Institute of Career & Technical Education also utilizes Typing Quick and Easy, Mavis Beacon Typing, and LCD monitors/screens and LCD projectors.

All books and supplies for each course are provided by the Avivo Institute of Career & Technical Education.

Class Size

Class sizes, normally between 8 – 16 students, provide quality, instructor led, individualized instruction. Each student has access to one-to-one supports needed to successfully complete their course work.

2020-2021 School Calendar

Students receive a calendar which includes their specific training dates prior to the start date of the class.

The Avivo Institute of Career & Technical Education observes the following holidays:

January 20, 2020	Martin Luther King Jr. Day
February 17, 2020	President's Day
May 25, 2020	Memorial Day
July 4, 2020	Fourth of July
September 7, 2020	Labor Day
November 11, 2020	Veterans Day
November 26 & November 27, 2020	Thanksgiving

December 25, 2020
January 1, 2021
January 18, 2021
February 15, 2021

Christmas Day
New Years Day
Martin Luther King Jr. Day
President's Day

Inclement Weather

In the case of inclement weather, or other extenuating circumstances, Avivo Institute of Career & Technical Education classes will not be held. Information is available on the following TV stations and their websites (listed as Avivo Institute of Career & Technical Education) as well as the attendance line.

WCCO – Channel 4
KSTP – Channel 5
KARE11 – Channel 11

www.minnesotacbslocal.com
www.kstp.com
www.kare11.com

Admission and Course Completion

Interested students may request a tour that includes an overview of the application and the process, enrollment, training options, training programs and completion requirements for the training program they are planning on attending. Contact The Avivo Institute of Career & Technical Education at 612-752-8100 to request a tour.

Students must complete an entrance application/referral form. Once staff receives the completed application/referral form an intake and enrollment meeting is scheduled. Applicants must bring a photo id and a Social Security card, or documentation that they have the right to work in the United States, to their intake. A \$95 Intake/Enrollment Fee, or authorization for payment from the referral source, is due at the time of the Intake/enrollment.

Avivo Institute of Career & Technical Education courses are scheduled on a rotating basis year round. The current Twin Cities and St. Cloud Training Schedules are available on the Avivo Institute of Career & Technical Education page on the Avivo website. Here is the link to the page: bit.ly/AvivoMN.

Although High School Diplomas and GEDs are not required students are encouraged to have one as they enhance the ability of all students to attain employment.

Staff reviews the Training Program and course completion requirements with students at the enrollment/Intake meeting. Staff also notifies students of the Entrance Assessment for their selected Training Program and what tests/screens are used during the Entrance Assessment. It is explained to the student that the Entrance Assessments measure the student's skills related specifically to their selected training program. For the Main Campus the Entrance Assessments are scheduled during the student's first training or as requested. The Branch Campus Entrance Assessments are scheduled with each student based on their schedule.

There are no exceptions to the entrance requirements for the Training Programs: Office Support Specialist, Accounting Support, Medical Office Support, IT Support, Maintenance Custodial Skills, Core Manufacturing and Warehouse Operations. All students must pass the Entrance Assessment for their selected training program.

Transfer Policies

Avivo Institute of Career & Technical Education Training Programs does not accept transfers of credits from other schools due to the customized nature of the trainings. Work/life experiences do not replace classroom hours for Avivo Institute of Career & Technical Education courses.

Students wanting to transfer to a different training program than their initial plan are to speak to the Career Education Manager/Director about the options. Students can be transferred to another training program, with authorization from the payment/referral source, with the student retaining the Certificate(s) of Completion of previously completed courses. The completed course work that is required for the new training program will transfer with the student to the new training program. If it has been over two years since the required training has been completed it is at the discretion of the Career Education Manager/Director to determine if the course certificate is still valid based on curriculum or course content changes.

The Avivo Institute of Career & Technical Education has articulation agreements with MnSCU programs for program graduates of the following training programs:

Articulation agreements are offered with the following MnSCU schools.

College	College Program	Avivo Institute of Career & Technical Education Training Program
Anoka-Ramsey Community College	Networking, Programming, Software & Technology Program	IT Support Training Program
Dakota County Technical College	Business and Information Systems Program	Accounting Support Training Program
Dakota County Technical College	Office Careers Program	Office Support Specialist Training Program
Century College	Office Technology Program	Office Support Specialist Training Program

Students must receive a certificate of completion for the Training Programs listed above for the transfer of completed course hours to the MnSCU programs. The completed course hours may be converted to college credits at the selected MnSCU College for the specific program that is offered by the college. Students receive a transcript upon completion of the training program that demonstrates and documents course completion. For additional details please contact Eric Hughbanks at 612-752-8169 or Eric.Hughbanks@avivomn.org.

Classroom Language

All classes are taught in English and Visa Services are not offered to international students.

Continuing Education Units

Continuing Education Units (CEU's) are given upon successful completion of each course. Five to ten hours of classroom time count as one continuing education unit. The CEU's for each course are listed below.

Workplace Essentials Training - 60 Hours – 6 CEUs

Workplace Success Strategies Training – 60 Hours – 6 CEUs

Business & Computer Applications Specialist Training – 96 Hours – 10 CEUs

Accounting Support 101 Training – 80 Hours – 8 CEUs

Healthcare Technician Training – 112 Hours – 11 CEUs

Computer Technician Training – 480 Hours – 48 CEUs

Maintenance Custodial Fundamentals Training – 315 Hours – 32 CEUs

Manufacturing and Warehouse Fundamentals Training – 128 Hours – 13 CEUs

Manufacturing Skills 102 Training – 100 Hours – 10 CEUs

First Step Cleaning Pro Training – 52 Hours – 5 CEUs

First Step Restaurant to Retail Training – 52 Hours – 5 CEUs

First Step Warehouse Pro Training – 52 Hours – 5 CEUs

Coursework and Industry Exam Prep

Coursework and exam preparation, as well as exam administration, are included in the following programs:

Core Manufacturing Skills Training Program

Forklift Operator Safety Certification

OSHA General Industry Safety and Health Certification

IPC-A-610 IPC Certification

J-STD-001 IPC Certification

IT Support Training Program

CompTIA A+ 220-901 Certification

CompTIA A+ 220-902 Certification

Maintenance Custodial Skills Training Program

State of Minnesota Department of Labor Special Class Engineers License – Boilers License

Certified Pool/Spa Operator Certification – CPO

ServSafe Food Protection Manager Certification

Warehouse Operations Training Program
Forklift Operator Safety Certification
OSHA General Industry Safety and Health Certification

First Step Cleaning Pro Training
OSHA Certification

First Step Restaurant to Retail Training
Benchmark Customer Service Certification
ServSafe Food Certification

First Step Warehouse Pro Training
Forklift Safety Operator Certification

For detailed labor market and industry specific career pathways, advancement opportunities, typical pay ranges and typical benefits please contact the Career Education Manager/Director: Twin Cities Main Campus – Eric Hughbanks, 612-752-8169, or St. Cloud Branch Campus – Carrie Stang, 320-227-1305.

Policy and Program Modifications

The Avivo Institute of Career & Technical Education reserves the right to make changes to program content, program offerings, entrance requirements, policies, procedures and tuition subsequent to publication. Students will be notified of changes to their specific program prior to the publication of changes.

Students should contact the program manager to discuss potential changes to their enrollment if there is a change in the program content.

Financial Assistance

The Avivo Institute of Career & Technical Education does not participate in federal or state financial aid programs.

Student Orientation and Policies

On the first day of class students participate in an orientation. Graduation requirements are covered during every Avivo Institute of Career & Technical Education course. Students receive a syllabus during orientation with detailed information on the course, attendance policy and absences, course completion requirements including attendance, completion of daily exercises and scoring 70% or higher overall on the course exams. Students receive an enrollment letter prior to the class with start and end dates, hours, and holidays, a detailed course schedule and the number of absences allowed before a portion of their grade points are forfeited.

Students not adhering to the following policies and procedures will be dismissed from class:

Equipment, Computer and Internet use – Students review and agree on policies covering Avivo Institute of Career & Technical Education general policies regarding computer use, internet security and software and appropriate workplace habits. Work areas must be maintained by the student. Not adhering to the policies will result in termination from the program.

Conduct – Appropriate behavior is expected on school property or when representing the Avivo Institute of Career & Technical Education. Inappropriate behaviors listed in the Career Education Policy Manual will not be allowed.

Grievance – If a student feels as though they have been treated unfairly they should contact the Career Education Director or Manager.

Discrimination – Avivo does not discriminate on the basis of race, color, creed, religion, national origin, ancestry, sex, age, sexual orientation or disability in the administration of any of its educational programs or activities, or with respect to admissions or employment.

Drug and Alcohol use – Possession, distribution, sale or use of alcoholic beverages and controlled substances are not allowed. Students violating this policy will be immediately terminated.

Crime and Safety awareness – The Avivo Institute of Career & Technical Education has a safety plan which is covered during orientation.

Grading – Course Completion requirements are broken down into categories with a corresponding percentage earned for the Course Completion requirements. Students must receive 70% of the possible points for each training, which includes attendance, daily exercises, and scoring 70% or higher overall on their exams. Some courses have additional requirements including Typing 20 WPM with 90% accuracy, daily hands-on exercises or securing a volunteer experience. See the training program descriptions beginning on the next page for specific requirements.

Attendance –Because Avivo Institute of Career & Technical Education simulates the workplace daily attendance is required. To successfully complete the program students must not exceed allowed absences for that program. All of the courses in the training programs must be completed in order to graduate.

Students missing five days of class consecutively without notification will be terminated.

Students may work in the Resource Lab outside of class times to catch up on assignments, practice typing, work on resumes and job search.

Due to the structure of the training program no leave of absence is allowed but students may choose to wait for the next offering of any course or program if they exceed the absences allowed. An additional training fee is required to start the training, unless an exception has been approved by the Career Education Manager/Director.

Grievance Procedure

If a student feels as though they have been treated unfairly they should contact the Career Education Director or Manager.

Accommodations, Tutoring and Student Assistance

Reasonable accommodations will be made for students with disabilities. Students should notify staff at enrollment of needed accommodations. If a student experiences difficulty once they are in class they are encouraged to speak to the trainer and accommodation options will be explored. Depending on the accommodations requested students may be referred to another provider for assistance. Students may be asked to provide additional information from their physician or medical provider upon request of accommodations.

The Trainer will be available to work with students during class time. Tutoring can be arranged. The Resource Lab is available for extra assistance. It is essential that students let staff know immediately if there are problems.

Student Records and Data Privacy

Records for students who have participated in one of the Avivo Institute of Career & Technical Education training classes are maintained in cabinets in the main office of the school.

Graduates may request a copy of their records by contacting the Avivo Institute of Career & Technical Education Intake Coordinator, Beth Bidinger, or the St. Cloud Branch Career Education Director, Carrie Stang. The student must complete and sign a Request for Records form outlining the items needed and current student contact information.

Student data is not released without a student's permission, except where required by law.

Avivo Institute of Career & Technical Education

Accounting Support Training Program

The Accounting Support Training Program is designed to train students in the skills needed to become employed in accounting support positions including Accounts Payable/Receivable, Billing and Payroll and to become QuickBooks User 2010 Certified.

Program Description

Technical skills training to build advanced skills in accounting, QuickBooks and business math for accounting and billing related positions. Skills training in Microsoft Office 2010 Word, Excel, Access, Outlook and PowerPoint.

Course Learning Objectives

1. Demonstrate basic/intermediate comprehension of QuickBooks.
2. Demonstrate comprehension of accounting basics and business math.
3. Demonstrate intermediate comprehension of MS Word, Excel, Access, PowerPoint and Outlook 2010.
4. Attain Certiport QuickBooks Certification

Length of Program

15 Weeks - 236 Hours

Program Cost

\$2,845

Training Program Entrance Requirements

Students must complete an Intake and Enrollment meeting and score the following on the Accounting Support Entrance Assessment to be accepted for the Accounting Support Training Program: Minimum of 6th grade Reading Level and minimum of 8th grade Math level on the TABE Survey Level 9-D Reading and Mathematics; WQP level of 85% or higher and 3 errors or less on the VALPAR 6 Independent Problem Solving; score 70% or higher on the Accounting Work Sample.

Course and Training Program Completion

Students must successfully complete the Workplace Essentials Training, type 20 WPM with a minimum of 90% accuracy; successfully complete the Business Computer Applications Specialist Training, and the Accounting Support 101 Training to receive a Certificate of Completion for the Accounting Support Training Program. Students must receive 70% of the possible points for each training, which includes attendance, daily exercises, and scoring 70% or higher overall on their exams.

Curriculum Content

<p>Workplace Essentials Training</p> <p>Workplace expectations; core computer skills; typing skills; professional communications; health, safety and wellness; applied math; core skills in MS Word, MS PowerPoint, MS Excel and MS Outlook; Internet problem solving and Google Docs; financial literacy; relationship building; social media; goal setting; prioritizing & time management.</p>	<p>Course breakdown:</p> <p>Health, Safety & Wellness ----- 2 Hours</p> <p>Accountability/Understanding Directions ----- 2 Hours</p> <p>Financial Literacy ----- 2 Hours</p> <p>Goal Setting, Prioritizing & Time Management ----- 2 Hours</p> <p>Professional Communication ----- 2 Hours</p> <p>Relationship Building ----- 2 Hours</p> <p>Using the Computer ----- 4 Hours</p> <p>Typing Quick and Easy ----- 8 Hours</p> <p>MS Word 2010 ----- 8 Hours</p> <p>MS PowerPoint 2010 ----- 8 Hours</p> <p>MS Excel 2010 ----- 8 Hours</p> <p>MS Outlook ----- 4 Hours</p> <p>Internet/Google Docs ----- 4 Hours</p> <p>Applied Math ----- 4 Hours</p>	<p>60 Hours</p>
<p>Business & Computer Applications Specialist Training</p>	<p>Course breakdown:</p>	<p>96 Hours</p>

<p>Intermediate level training in Microsoft Office 2010 Word, Access, Excel, Outlook, and PowerPoint, advanced customer service, effective communication, Job Seeking Skills and individualized job search, building business relationships, cover letter and résumés, interaction with and input from Avivo Business Partners.</p> <p><i>Prerequisites: Complete Workplace Essentials Training and Touch Type 20 WPM with a minimum of 90% accuracy.</i></p>	<p>MS Word 2010 – Intermediate ----- 28 Hours MS Access 2010 – Intermediate ----- 22 Hours MS Excel 2010 – Intermediate ----- 18 Hours MS PowerPoint 2010 ----- 10 Hours Customer Service & Effective Communication ----- 6 Hours Job Seeking Skills ----- 8 Hours Building Business Relationships ----- 4 Hours</p>	
<p>Accounting Support 101 Training</p> <p>Accounting principles, MS Excel, QuickBooks and business math. Prep for and administration of the QuickBooks Certified User certification.</p> <p style="text-align: center;"><u>Industry Credential</u> QuickBooks Certified User certification</p> <p><i>Prerequisites: Complete the Business & Computer Applications Specialist Training, and pass the Accounting Support Training Program Entrance Assessment.</i></p>	<p>Course breakdown:</p> <p>Accounting Support Basics ----- 12 Hours Advanced MS Excel ----- 8 Hours Intro to QuickBooks ----- 20 Hours Business Math ----- 8 Hours QuickBooks Certified User Prep & Exam ----- 32 Hours</p>	<p>80 Hours</p>

Avivo Institute of Career & Technical Education

Core Manufacturing Skills Training Program

The Core Manufacturing Skills Training Program is designed to train students in the skills needed to become employed in an entry level position in the areas of manufacturing and warehousing, including electronic assembly, soldering, and shipping/receiving positions.

Program Description

Technical skills training in blueprint reading, manufacturing and warehouse jobs, equipment and terminology, following directions, shipping and receiving, inventory, LEAN production and manufacturing, materials handling, quality assurance, union vs. non-union shops, customer service, math overview and metric conversion, clean rooms, forklift safety training, ISO standards and OSHA 10 Training. Hands on technical skills training in soldering. Preparation for and administration of exams for IPC Soldering Certifications in A-610 and J-STD-001.

Course Learning Objectives

1. Demonstrate comprehension of LEAN and ISO Standards.
2. Demonstrate comprehension of Manufacturing and Warehousing Overview.
3. Demonstrate comprehension of Blueprint Reading.
4. Demonstrate comprehension of Forklift Safety.
5. Demonstrate comprehension of Applied Math and Microsoft Office 2010 Word, Excel and PowerPoint.
6. Successfully attain credentials: OSHA General Industry Safety and Health Training, Forklift Safety Operator Certification, IPC-A-610 and J-STD-001.

Length of Program

11 Weeks – 288 Hours

Program Cost

\$3,875

Training Program Entrance Requirements

Students must complete an Intake and Enrollment meeting and score the following on the Entrance Assessment to be accepted for the Core Manufacturing Skills Training Program: Minimum of 6th grade Reading Level and minimum of 8th grade Math level on the TABE Survey Level 9-D Reading and Mathematics; accuracy rating higher than 70% on Industrial Math Work Sample; and Score 40%ile or higher on the Bennett Mechanical Comprehension Test.

Course and Training Program Completion

Students must successfully complete the Workplace Essentials Training, Manufacturing and Warehouse Fundamentals, and the Manufacturing Skills 102 Training to receive a Certificate of Completion for the Core Manufacturing Skills Training Program. Students must receive 70% of the possible points for each training, which includes attendance, daily exercises, and scoring 70% or higher overall on their exams.

Curriculum Content

Workplace Essentials Training	Course breakdown:	60 Hours
Workplace expectations; core computer skills; typing skills; professional communications; health, safety and wellness; applied math; core skills in MS Word, MS PowerPoint, MS Excel and MS Outlook; Internet problem solving and Google Docs; financial literacy; relationship building; social media; goal setting; prioritizing & time management.	Health, Safety & Wellness -----	2 Hours
	Accountability/Understanding Directions -----	2 Hours
	Financial Literacy -----	2 Hours
	Goal Setting, Prioritizing & Time Management -----	2 Hours
	Professional Communication -----	2 Hours
	Relationship Building -----	2 Hours
	Using the Computer -----	4 Hours
	Typing Quick and Easy-----	8 Hours
	MS Word 2010 -----	8 Hours
	MS PowerPoint 2010 -----	8 Hours
	MS Excel 2010 -----	8 Hours
	MS Outlook -----	4 Hours
	Internet/Google Docs -----	4 Hours
	Applied Math -----	4 Hours

<p>Manufacturing and Warehouse Fundamentals Training</p> <p>Manufacturing and warehouse operations, workplace safety, shop math, hands on training in micrometers, calipers and microscopes, blueprint reading, quality assurance processes including LEAN, OSHA industry health and safety standards, forklift operator safety, workplace customer service and business relationships.</p> <p style="text-align: center;"><u>Industry Credentials</u></p> <ul style="list-style-type: none"> • OSHA General Industry Safety and Health Training and Certification Prep and Exam • Forklift Operator Safety Certification Prep and Exam <p><i>Pre-requisites: Complete Workplace Essentials Training and pass the Core Manufacturing Skills Training Program Entrance Assessment.</i></p>	<p>Course breakdown:</p> <p>Manufacturing Processes, Terminology, Equipment and Overviews ----- 30 Hours</p> <p>Shop Math/Metric Conversions ----- 24 Hours</p> <p>Measurement Tools – Micrometers, Calipers and Microscopes ----- 10 Hours</p> <p>OSHA Industry Health and Safety Standards ----- 10 Hours</p> <p>Union and Non Union Environments ----- 3 Hours</p> <p>Clean Rooms ----- 4 Hours</p> <p>Warehousing, Shipping and Receiving ----- 10 Hours</p> <p>Forklift Operator Safety ----- 4 Hours</p> <p>Internal Customer Service ----- 4 Hours</p> <p>Communications ----- 4 Hours</p> <p>Blueprint Reading ----- 19 Hours</p> <p>Quality Assurance, Lean Production and ISO Standards ----- 10 Hours</p>	<p>128 Hours</p>
<p>Manufacturing Skills 102 Training</p> <p>Hands-on soldering lab including electrical and electronic assembly, assessing acceptability of electronics assemblies with hands-on experience.</p> <p style="text-align: center;"><u>Industry Credentials</u></p> <ul style="list-style-type: none"> • IPC-A-610 • IPC J-STD-001 <p><i>Pre-requisites: Complete Manufacturing and Warehouse Fundamentals Training.</i></p>	<p>Course breakdown:</p> <p>Hands on Soldering ----- 20 Hours</p> <p>IPC-A-610 Prep and Exam ----- 40 Hours</p> <p>J-STD-001 Prep and Exam ----- 40 Hours</p>	<p>100 Hours</p>

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IT Support Training Program

The IT Support Training Program is designed to train students in the skills needed to become employed in computer support and technical support positions.

Program Description

A technical skill training that includes computer repair and troubleshooting, and skills training in Microsoft Office 2010 Word, Excel, Access, PowerPoint and Outlook.

Windows operating and software systems, hardware systems, tech support for social media, portable computing devices, and web-based video conferencing. Includes customer service, communications, team building skills, and job seeking skills for Help Desk and PC Technician positions. Preparation for and administration of the CompTIA A+ 1001 and the CompTIA A+ 1002 Examinations.

Course Learning Objectives

1. Demonstrate comprehension of computer repair and troubleshooting.
2. Demonstrate comprehension of Windows operating and software systems.
3. Demonstrate comprehension of hardware systems.
4. Demonstrate comprehension of tech support for social media, portable computing devices, and web-based video conferencing.
5. Demonstrate comprehension of customer service skills as it relates to Help Desk and PC Technician positions.
6. Attain A+ 1001 and A+ 1002 Certification credentials.
7. Demonstrate comprehension of Microsoft Office 2010 Word, Excel, Access, PowerPoint and Outlook.

Length of Program

26 Weeks – 636 Hours

Program Cost

\$7,795

Training Program Entrance Requirements

Students must complete an Intake and Enrollment meeting and score the following on the Entrance Assessment to be accepted for the IT Support Training Program: Minimum of 8th grade Reading Level and minimum of 6th grade Math level on the TABE Survey Level 9-D Reading and Mathematics; Accuracy rating of 40%ile or higher on the Revised MN Paper Form Board Test; and Score 40%ile or higher on the Bennett Mechanical Comprehension Test.

Course and Training Program Completion

Students must successfully complete the Workplace Essentials Training, type 20 WPM with a minimum of 90% accuracy, successfully complete the Business & Computer Applications Specialist Training and successfully complete the Computer Technician Training to receive a Certificate of Completion for the IT Support Training Program. Students must receive 70% of the possible points for each training, which includes attendance, daily exercises, and scoring 70% or higher overall on their exams.

Curriculum Content

Workplace Essentials Training	Course breakdown:	60 Hours
Workplace expectations; core computer skills; typing skills; professional communications; health, safety and wellness; applied math; core skills in MS Word, MS PowerPoint, MS Excel and MS Outlook; Internet problem solving and Google Docs; financial literacy; relationship building; social media; goal setting; prioritizing & time management.	Health, Safety & Wellness -----	2 Hours
	Accountability/Understanding Directions -----	2 Hours
	Financial Literacy -----	2 Hours
	Goal Setting, Prioritizing & Time Management -----	2 Hours
	Professional Communication -----	2 Hours
	Relationship Building -----	2 Hours
	Using the Computer -----	4 Hours
	Typing Quick and Easy-----	8 Hours
	MS Word 2010 -----	8 Hours

	MS PowerPoint 2010 ----- MS Excel 2010 ----- MS Outlook ----- Internet/Google Docs ----- Applied Math -----	8 Hours 8 Hours 4 Hours 4 Hours 4 Hours
Business & Computer Applications Specialist Training Intermediate level training in Microsoft Office 2010 Word, Access, Excel, Outlook, and PowerPoint, advanced customer service, effective communication, Job Seeking Skills and individualized job search, building business relationships, cover letter and résumés, interaction with and input from Avivo Business Partners. <i>Prerequisites: Complete Workplace Essentials Training and Touch Type 20 WPM with a minimum of 90% accuracy.</i>	Course breakdown: MS Word 2010 – Intermediate ----- MS Access 2010 – Intermediate ----- MS Excel 2010 – Intermediate ----- MS PowerPoint 2010 ----- Customer Service & Effective Communication ----- Job Seeking Skills ----- Building Business Relationships -----	96 Hours 28 Hours 22 Hours 18 Hours 10 Hours 6 Hours 8 Hours 4 Hours
Computer Technician Training Computer repair and troubleshooting, Windows software and hardware systems, tech support for social media, portable computing devices, and web-based video conferencing, advanced customer service, communications, team building skills and job seeking skills. Prep for and administration of the CompTIA A+ 1001 and A+ 1002 Certifications. <u>Industry Credentials</u> <ul style="list-style-type: none"> • CompTIA A+ 1001 Certification • CompTIA A+ 1002 Certification <i>Prerequisites: Complete Business & Computer Application Specialist Training and pass the IT Support Training Program Entrance Assessment</i>	Course breakdown: Intro to Computer hardware, DOS & Networking ----- Customer Service, Communications, and Team Building Skills for the PC Technician ----- Tech Support for Internet Based Social Media Sites, Portable Computing Devices, Web-based Video Conferencing ----- Computer Hardware Systems ----- Windows Operating Systems ----- A+ Certification Preparation ----- Job Seeking Skills for Help Desk and PC Technician -----	480 Hours 50 Hours 17 Hours 15 Hours 150 Hours 170 Hours 58 Hours 20 Hours

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Maintenance Custodial Skills Training Program

The Maintenance Custodial Skills Training Program is designed to train students in the skills needed to become employed in the areas of general maintenance, janitorial, and custodial positions.

Program Description

Technical and hands-on skills training that includes tool use, safety, plumbing, restroom and office cleaning, carpentry, painting, drywall, floor care, electricity, heating and air conditioning. Preparation for the Boilers License Exam (Minnesota Department of Labor Special Class Engineer License). Preparation for and administration of the Certified Pool Operator (CPO). CPO examination is administered at Avivo and Special Class Engineers License examination at Department of Labor in St. Paul. Course includes paid On-the-Job training experience.

Course Learning Objectives

1. Demonstrate comprehension of safety procedures.
2. Demonstrate comprehension of plumbing.
3. Demonstrate comprehension of electricity.
4. Demonstrate comprehension of heating and air conditioning.
5. Demonstrate comprehension of restroom and office cleaning.
6. Demonstrate comprehension of painting and carpentry.
7. Demonstrate comprehension of carpet and hard floor care techniques.
8. Demonstrate comprehension of Microsoft Office 2010 Word, Excel, and PowerPoint.
9. Attain the following credentials: Special Class Engineers License and Certified Pool Operator.
10. Complete On-the-Job Training.

Length of Program

13 Weeks – 375 Hours

Program Cost

\$4,700

Training Program Entrance Requirements

Students must complete an Intake and Enrollment meeting and score the following on the Entrance Assessment to be accepted for the Maintenance Custodial Skills Training Program: Minimum of 6th grade Reading Level and minimum of 6th grade Math level on the TABE Survey Level 9-D Reading and Mathematics; minimum WQP level of 85% and three errors or less on the VALPAR 6 Independent Problem Solving; and an accuracy rating of 80% or above on the Avivo Inventory Work Sample.

Course and Training Program Completion

Students must successfully complete the Workplace Essentials Training and Maintenance Custodial Fundamentals to receive a Certificate of Completion for the Maintenance Custodial Skills Training Program. Students must receive 70% of the possible points for each training, which includes attendance, daily exercises, and scoring 70% or higher overall on their exams.

Curriculum Content

Workplace Essentials Training	Course breakdown:	60 Hours
Workplace expectations; core computer skills; typing skills; professional communications; health, safety and wellness; applied math; core skills in MS Word, MS PowerPoint, MS Excel and MS Outlook; Internet problem solving and Google Docs; financial literacy; relationship building; social media; goal setting; prioritizing & time management.	Health, Safety & Wellness -----	2 Hours
	Accountability/Understanding Directions -----	2 Hours
	Financial Literacy -----	2 Hours
	Goal Setting, Prioritizing & Time Management -----	2 Hours
	Professional Communication -----	2 Hours
	Relationship Building -----	2 Hours
	Using the Computer -----	4 Hours
	Typing Quick and Easy-----	8 Hours
	MS Word 2010 -----	8 Hours
	MS PowerPoint 2010 -----	8 Hours
	MS Excel 2010 -----	8 Hours
	MS Outlook -----	4 Hours

	Internet/Google Docs ----- Applied Math -----	4 Hours 4 Hours
Maintenance Custodial Fundamentals Training Restroom and office cleaning, carpentry, painting, drywall, tool use, safety, plumbing, floor care, electricity, heating and air conditioning, and paid Hands-On training. <p style="text-align: center;"><u>Industry Credentials</u></p> <ul style="list-style-type: none"> • Special Class Engineers License (1st Level of Boilers) Prep and Exam • Certified Pool Operator Certification Prep and Exam • ServSafe Food Protection Manager Certification <p><i>Pre-requisites: Complete Workplace Essentials Training and pass the Maintenance Custodial Skills Training Program Entrance Assessment.</i></p>	Course breakdown: Core Technical Skills----- <ul style="list-style-type: none"> • Plumbing • Restroom & Office Cleaning • Carpentry, drywall and painting • Floor care • Electrical • Heating & Air Conditioning Job Seeking Skills----- Customer Service----- Paid Hands-On Training----- Special Class Engineers License (1 st Level of Boilers) Prep and Exam----- Certified Pool Operator Certification Prep and Exam ----- ServSafe Food Protection Safety -----	315 Hours 159 Hours 15 Hours 5 Hours 50 Hours 36 Hours 30 Hours 20 Hours

Avivo Institute of Career & Technical Education

Medical Office Support Specialist Training Program

The Medical Office Support Training Program is designed to train students in the skills needed to become employed in medical reception, patient registration, and billing and scheduling medical office support positions.

Program Description

Technical and skills training that includes medical terminology, human anatomy, intro to billing/coding, culture of healthcare, electronic health records, release of information, ethics, medical software, and Microsoft Office 2010 Word, Excel, Access, PowerPoint and Outlook.

Course Learning Objectives

1. Demonstrate comprehension of the culture of healthcare.
2. Demonstrate comprehension electronic health records.
3. Demonstrate comprehension of ethics, confidentiality and HIPPA.
4. Demonstrate comprehension of release of information.
5. Demonstrate comprehension of Medical Terminology.
6. Demonstrate comprehension of billing and scheduling.
7. Demonstrate comprehension of Microsoft Office 2010 Word, Excel, Access, PowerPoint and Outlook.

Length of Program

17 Weeks – 268 Hours

Program Cost

\$3,195

Training Program Entrance Requirements

Students must complete an Intake and Enrollment meeting and score the following on the Entrance Assessment to be accepted for the Medical Office Support Training Program: Minimum of 8th grade Reading Level and minimum of 6th grade Math level on the TABE Survey Level 9-D Reading and Mathematics; WQP level of 85% or higher and 3 errors or less on the VALPAR 6 Independent Problem Solving; and an accuracy level of 70% or above on the Medical Terminology Work Sample.

Course and Training Program Completion

Students must successfully complete the Workplace Essentials Training, type 20 WPM with a minimum of 90% accuracy, successfully complete the Business & Computer Applications Specialist Training and successfully complete the Healthcare Technician Training to receive a Certificate of Completion for the Medical Office Support Training Program. Students must receive 70% of the possible points for each training, which includes attendance, daily exercises, and scoring 70% or higher overall on their exams.

Curriculum Content

Workplace Essentials Training	Course breakdown:	60 Hours
Workplace expectations; core computer skills; typing skills; professional communications; health, safety and wellness; applied math; core skills in MS Word, MS PowerPoint, MS Excel and MS Outlook; Internet problem solving and Google Docs; financial literacy; relationship building; social media; goal setting; prioritizing & time management.	Health, Safety & Wellness -----	2 Hours
	Accountability/Understanding Directions -----	2 Hours
	Financial Literacy -----	2 Hours
	Goal Setting, Prioritizing & Time Management -----	2 Hours
	Professional Communication -----	2 Hours
	Relationship Building -----	2 Hours
	Using the Computer -----	4 Hours
	Typing Quick and Easy -----	8 Hours
	MS Word 2010 -----	8 Hours
	MS PowerPoint 2010 -----	8 Hours
	MS Excel 2010 -----	8 Hours
	MS Outlook -----	4 Hours
	Internet/Google Docs -----	4 Hours
Applied Math -----	4 Hours	

<p>Business & Computer Applications Specialist Training</p> <p>Intermediate level training in Microsoft Office 2010 Word, Access, Excel, Outlook, and PowerPoint, advanced customer service, effective communication, Job Seeking Skills and individualized job search, building business relationships, cover letter and résumés, interaction with and input from Avivo Business Partners.</p> <p><i>Prerequisites: Complete Workplace Essentials Training and Touch Type 20 WPM with a minimum of 90% accuracy.</i></p>	<p>Course breakdown:</p> <p>MS Word 2010 – Intermediate ----- 28 Hours MS Access 2010 – Intermediate ----- 22 Hours MS Excel 2010 – Intermediate ----- 18 Hours MS PowerPoint 2010 ----- 10 Hours Customer Service & Effective Communication ----- 6 Hours Job Seeking Skills ----- 8 Hours Building Business Relationships ----- 4 Hours</p>	<p>96 Hours</p>
<p>Healthcare Technician Training</p> <p>Healthcare principles and culture, medical terminology, anatomy, medical records, patient ethics, confidentiality, scheduling and billing software, billing and coding.</p> <p><i>Prerequisites: Complete Business & Computer Applications Specialist Training and pass the Medical Office Support Training Program Entrance Assessment.</i></p>	<p>Course breakdown:</p> <p>Medical Terminology and Human Anatomy ----- 52 Hours Medisoft Software: <ul style="list-style-type: none"> • Intro to Billing and Coding ----- 8 Hours • Patient Ethics, Confidentiality & Release of Information ----- 8 Hours • Electronic Health Records ----- 16 Hours • Billing & Scheduling ----- 24 Hours Culture of Healthcare ----- 4 Hours</p>	<p>112 Hours</p>

Avivo Institute of Career & Technical Education

Office Support Specialist Training Program

The Office Support Specialist Training Program is designed to train students in the skills needed to become employed in office support positions including administrative assistant, clerical, office assistant and receptionist.

Program Description

Technical and workplace skills training including Microsoft Office 2010 Word, Excel, Access, Outlook and PowerPoint, training in customer service, effective communication, Job Seeking Skills, building business relationships, creating cover letters, and resumes, and participating in an individualized job search.

Course Learning Objectives

1. Demonstrate comprehension of MS Word 2010.
2. Demonstrate comprehension of MS Excel 2010.
3. Demonstrate comprehension of MS Access 2010.
4. Demonstrate comprehension of MS PowerPoint 2010.
5. Demonstrate comprehension of MS Outlook 2010
6. Demonstrate comprehension of customer service skills in the office environment.
7. Complete draft of cover letter and resume.

Length of Program

10 Weeks – 156 Hours

Program Cost

\$1,720

Training Program Entrance Requirements

Students must complete an Intake and Enrollment meeting to be accepted to the Office Support Specialist Training Program.

Course and Training Program Completion

Students must successfully complete the Workplace Essentials Training, type 20 wpm with a minimum of 90% accuracy, and successfully complete the Business & Computer Applications Specialist Training to receive a Certificate of Completion for the Office Support Specialist Training Program. Students must receive 70% of the possible points for each training, which includes attendance, daily exercises, and scoring 70% or higher overall on their exams.

Curriculum Content

<p>Workplace Essentials Training</p> <p>Workplace expectations; core computer skills; typing skills; professional communications; health, safety and wellness; applied math; core skills in MS Word, MS PowerPoint, MS Excel and MS Outlook; Internet problem solving and Google Docs; financial literacy; relationship building; social media; goal setting; prioritizing & time management.</p>	<p>Course breakdown:</p> <p>Health, Safety & Wellness ----- 2 Hours</p> <p>Accountability/Understanding Directions ----- 2 Hours</p> <p>Financial Literacy ----- 2 Hours</p> <p>Goal Setting, Prioritizing & Time Management ----- 2 Hours</p> <p>Professional Communication ----- 2 Hours</p> <p>Relationship Building ----- 2 Hours</p> <p>Using the Computer ----- 4 Hours</p> <p>Typing Quick and Easy ----- 8 Hours</p> <p>MS Word 2010 ----- 8 Hours</p> <p>MS PowerPoint 2010 ----- 8 Hours</p> <p>MS Excel 2010 ----- 8 Hours</p> <p>MS Outlook ----- 4 Hours</p> <p>Internet/Google Docs ----- 4 Hours</p> <p>Applied Math ----- 4 Hours</p>	<p>60 Hours</p>
<p>Business & Computer Applications Specialist Training</p> <p>Intermediate level training in Microsoft Office 2010</p>	<p>Course breakdown:</p> <p>MS Word 2010 – Intermediate ----- 28 Hours</p> <p>MS Access 2010 – Intermediate ----- 22 Hours</p>	<p>96 Hours</p>

<p>Word, Access, Excel, Outlook, and PowerPoint, advanced customer service, effective communication, Job Seeking Skills and individualized job search, building business relationships, cover letter and résumés, interaction with and input from Avivo Business Partners.</p> <p><i>Prerequisites: Complete Workplace Essentials Training and Touch Type 20 WPM with a minimum of 90% accuracy.</i></p>	<p>MS Excel 2010 – Intermediate -----</p> <p>MS PowerPoint 2010 -----</p> <p>Customer Service & Effective Communication -----</p> <p>Job Seeking Skills -----</p> <p>Building Business Relationships -----</p>	<p>18 Hours</p> <p>10 Hours</p> <p>6 Hours</p> <p>8 Hours</p> <p>4 Hours</p>
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Avivo Institute of Career & Technical Education

Warehouse Operations Training Program

The Warehouse Operations Training Program is designed to train students in the skills needed to become employed in positions in the area of manufacturing and warehousing including material handler, shop floor/general labor, shipping/receiving, Forklift Operator, order/picker, etc.

Program Description

content includes skill building training in: Blueprint reading, manufacturing and warehouse jobs, equipment and terminology, following directions, shipping and receiving, inventory, LEAN production and manufacturing, materials handling, quality assurance, union vs. non-union shops, customer service, math overview and metric conversion, clean rooms, forklift training, ISO standards and OSHA General Industry Health and Safety Training.

Course Learning Objectives

1. Demonstrate comprehension of LEAN and ISO Standards.
2. Demonstrate comprehension of Manufacturing and Warehousing Overview.
3. Demonstrate comprehension of Blueprint Reading.
4. Demonstrate comprehension of Forklift Operation.
5. Demonstrate comprehension of Math.
6. Demonstrate comprehension of Microsoft Office 2010 Word, Excel, and PowerPoint.
7. Attain credentials: OSHA General Industry Health and Safety Training Exam and Forklift Safety Operator Certification.

Length of Program

8 Weeks - 188 Hours

Program Cost

\$2,100

Training Program Entrance Requirements

Students must complete an Intake and Enrollment meeting and score the following on the Warehouse Operations Entrance Assessment to be accepted for the Warehouse Operations Training Program: Minimum of 6th grade Reading Level and minimum of 8th grade Math level on the TABE Survey Level 9-D Reading and Mathematics; WQP level of 85% or higher and 3 errors or less on the VALPAR 6 Independent Problem Solving; score 70% or higher on the Industrial Math Work Sample.

Course and Training Program Completion

Students must successfully complete the Workplace Essentials Training and the Manufacturing and Warehouse Fundamentals Training to receive a Certificate of Completion for the Warehouse Operations Training Program. Students must receive 70% of the possible points for each training, which includes attendance, daily exercises, and scoring 70% or higher overall on their exams.

Curriculum Content

Workplace Essentials Training	Course breakdown:	60 Hours
Workplace expectations; core computer skills; typing skills; professional communications; today's "green" workplace; applied math; core skills in MS Word, MS PowerPoint, MS Excel and MS Outlook; Internet problem solving; financial literacy; relationship building; social media; goal setting; prioritizing & time management.	Health, Safety & Wellness _____	2 Hours
	Accountability/Understanding Directions _____	2 Hours
	Financial Literacy _____	2 Hours
	Goal Setting, Prioritizing & Time Management _____	2 Hours
	Professional Communication _____	2 Hours
	Relationship Building _____	2 Hours
	Using the Computer _____	4 Hours
	Typing Quick and Easy _____	8 Hours
	MS Word 2010 _____	8 Hours
	MS PowerPoint 2010 _____	8 Hours
	MS Excel 2010 _____	8 Hours

	MS Outlook ----- Internet/Google Docs ----- Applied Math -----	4 Hours 4 Hours 4 Hours
<p>Manufacturing and Warehouse Fundamentals Training</p> <p>Manufacturing and warehouse operations, workplace safety, shop math, hands on training in micrometers, calipers and microscopes, blueprint reading, quality assurance processes including LEAN, OSHA industry health and safety standards, forklift operator safety, workplace customer service and business relationships.</p> <p style="text-align: center;"><u>Industry Credentials</u></p> <ul style="list-style-type: none"> • OSHA General Industry Safety and Health Certification • Forklift Operator Safety Certification <p><i>Pre-requisites: Complete Workplace Essentials Training and pass the Warehouse Operations Training Program Entrance Assessment.</i></p>	<p>Course breakdown:</p> <p>Manufacturing Processes, Terminology, Equipment and Overviews ----- 30 Hours Shop Math/Metric Conversions ----- 24 Hours Measurement Tools – Micrometers, Calipers and Microscopes ----- 10 Hours OSHA Industry Safety and Health Standards ----- 10 Hours Union and Non Union Environments ----- 3 Hours Clean Rooms ----- 4 Hours Warehousing, Shipping and Receiving ----- 10 Hours Forklift Operator Safety ----- 4 Hours Internal Customer Service ----- 4 Hours Communications ----- 4 Hours Blueprint Reading ----- 19 Hours Quality Assurance, Lean Production and ISO Standards ----- 10 Hours</p>	<p>128 Hours</p>

Avivo Institute of Career & Technical Education

First Step Cleaning Pro Training

Designed specifically for first-time job seekers or individuals looking for or needing entry-level employment.

Course Description

This training course includes an industry-recognized credential and curriculum designed to prepare individuals for successful employment in the custodial industry.

Course Learning Objectives

1. Demonstrate basic comprehension of Customer Service.
2. Demonstrate basic comprehension of Safety and Blood Borne Pathogens.
3. Demonstrate basic comprehension of General Office and Restroom Cleaning.
4. Demonstrate basic comprehension of OSHA 10
5. Demonstrate basic comprehension of Basic Floor Care.
6. Demonstrate basic comprehension of Workplace Expectations.
7. Demonstrate basic comprehension of Financial Literacy.

Length of Course

3 Weeks - 52 Hours

Course Cost

\$725

Course Entrance Requirements

Students must complete an Intake and Enrollment meeting.

Course Completion

Students must receive 70% of the possible points for the course, which includes attendance, daily exercises, and scoring 70% or higher overall on their exams.

Curriculum Content

<p>Cleaning Pro Training</p> <p>This training course includes an industry-recognized credential and curriculum designed to prepare individuals for successful employment in the custodial industry.</p> <p style="text-align: center;"><u>Industry Credentials</u></p> <ul style="list-style-type: none"> • OSHA General Industry Safety and Health Certification 	<p>Course breakdown:</p> <p>Work Readiness, Workplace Ethics and Safety ----- 8 Hours</p> <p>Financial Literacy ----- 2 Hours</p> <p>Customer Service ----- 6 Hours</p> <p>General Office & Restroom Cleaning and Floor Care --- 24 Hours</p> <p>OSHA Industry Health & Safety Standards ----- 10 Hours</p> <p>Safety & Blood Borne Pathogens ----- 2 Hours</p>	<p>52 Hours</p>
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Avivo Institute of Career & Technical Education

First Step Restaurant to Retail Training

Designed specifically for first-time job seekers or individuals looking for or needing entry-level employment.

Course Description

This training course includes an industry-recognized credential and curriculum designed to prepare individuals for successful employment in the food industry or the retail environment.

Course Learning Objectives

1. Demonstrate basic comprehension of Customer Service.
2. Demonstrate basic comprehension of ServSafe.
3. Demonstrate basic comprehension of POS System.
4. Demonstrate basic comprehension of Workplace Expectations.
5. Demonstrate basic comprehension of Financial Literacy.

Length of Course

3 Weeks – 52 Hours

Course Cost

\$725

Course Entrance Requirements

Students must complete an Intake and Enrollment meeting.

Course Completion

Students must receive 70% of the possible points for the course, which includes attendance, daily exercises, and scoring 70% or higher overall on their exams.

Curriculum Content

Restaurant to Retail Training	Course breakdown:	52 Hours
<p>This training course includes two industry-recognized credentials and curriculum designed to prepare individuals for successful employment in either the food industry or the retail environment.</p> <p style="text-align: center;"><u>Industry Credentials</u></p> <ul style="list-style-type: none"> • Benchmark Agent Soft Skills Certification • ServSafe Food Protection Manager Certification 	<p>Work Readiness, Workplace Ethics and Safety ----- 8 Hours</p> <p>Financial Literacy ----- 2 Hours</p> <p>Customer Service ----- 6 Hours</p> <p>Point of Sale System (POS)/Cash Register ----- 12 Hours</p> <p>Benchmark Agent Soft Skills ----- 4 Hours</p> <p>ServSafe Food Safety ----- 20 Hours</p>	

Avivo Institute of Career & Technical Education

First Step Warehouse Pro Training

Designed specifically for first-time job seekers or individuals looking for or needing entry-level employment.

Course Description

This training course includes an industry-recognized credential and curriculum designed to prepare individuals for successful employment in the warehouse industry.

Course Learning Objectives

1. Demonstrate basic comprehension of Communications and Internal Customer Service Skills.
2. Demonstrate basic comprehension of Workplace Expectations.
3. Demonstrate basic comprehension of Warehousing Concepts and Standards.
4. Demonstrate basic comprehension of Industrial Math.
5. Demonstrate basic comprehension of Forklift Operation.
6. Demonstrate basic comprehension of OSHA Safety Regulations and Workplace Safety.
7. Demonstrate basic comprehension of Financial Literacy.

Length of Course

3 Weeks – 52 Hours

Course Cost

\$725

Course Entrance Requirements

Students must complete an Intake and Enrollment meeting.

Course Completion

Students must receive 70% of the possible points for the course, which includes attendance, daily exercises, and scoring 70% or higher overall on their exams.

Curriculum Content

Warehouse Pro Training	Course breakdown:	52 Hours
<p>This training course includes an industry-recognized credential and curriculum designed to prepare individuals for successful employment in the warehouse industry.</p> <p style="text-align: center;"><u>Industry Credentials</u></p> <ul style="list-style-type: none"> • Forklift Operator Safety Certification 	<p>Work Readiness, Workplace Ethics and Safety -----</p> <p>Internal Customer Service -----</p> <p>Financial Literacy -----</p> <p>Warehouse Operations and Terminology -----</p> <p>Material Handling -----</p> <p>Shipping and Receiving -----</p> <p>Safety/OSHA -----</p> <p>Forklift Operator Safety -----</p>	<p>6 Hours</p> <p>2 Hours</p> <p>2 Hours</p> <p>10 Hours</p> <p>6 Hours</p> <p>8 Hours</p> <p>10 Hours</p> <p>8 Hours</p>

Avivo Institute of Career & Technical Education

Workplace Success Strategies Training

Entry-level course to prepare individuals newly entering the workforce or returning to the workforce. Students assess their current skill levels and make goals for the future, including self-sufficiency.

Course Description

This training course includes Northstar Digital Literacy Certification, workplace strategies, health and safety, communication, financial literacy, planning for the future and time management.

Course Learning Objectives

1. Demonstrate basic comprehension of computer literacy and keyboarding, including Microsoft Word, Excel & Outlook.
2. Demonstrate basic comprehension of communication and employer expectations.
3. Demonstrate basic comprehension of financial literacy
4. Demonstrate basic comprehension of workplace skills including resilience, time management and organizational skills.
5. Demonstrate basic comprehension of job search including interviewing
6. Demonstrate basic comprehension of problem solving and working with personal strengths.

Length of Course

4 Weeks - 60 Hours

Course Cost

\$1,020

Course Entrance Requirements

Students must complete an Intake and Enrollment meeting.

Course Completion

Students must receive 70% of the possible points for the course, which includes attendance, assignments and modules, participation and evaluations.

<u>Workplace Success Strategies</u>	<u>Course breakdown:</u>	<u>60 Hours</u>
Workplace expectations, core computer and typing skills; professional communication, health and safety; goal setting and self assessments; financial literacy and the Bridge to Self Sufficiency; time management; communication standards; and preparing for job search and job interviews.	Policies & Procedures	2 Hours
	Northstar Digital Literacy	6 Hours
	Microsoft Word 2010	8 Hours
	Microsoft Excel 2010	6 Hours
	Workplace & Employer Expectations	3 Hours
	VIA Strengths Finder	2 Hours
	Executive functioning	9 Hours
	Communicating in the Workplace	3 Hours
	Health & Safety in the Workplace	3 Hours
	Workplace Skills	5 Hours
	Financial Literacy	6 Hours
	Mock Interviews	2 Hours
	Tough Typing	5 Hours

Avivo Institute of Career & Technical Education Refund Policy

The Avivo Institute of Career & Technical Education Buyers Right to Cancel Policy (Refund Policy) is based on the State of Minnesota's Refund Policy/Buyers Right to Cancel MN Statute 136A.828 Subd. 1. See page 33 for detailed information.

Avivo Institute of Career & Technical Education Locations and Staff

Avivo Institute of Career & Technical Education

2438 27th Avenue South, Suite 100, Minneapolis, MN 55406
612-752-8100

Career Education Director: Jim Verhoye 612-752-8138
Career Education Manager: Eric Hughbanks 612-752-8169

Avivo Institute of Career & Technical Education St Cloud

110 2nd Street South, Suite 124, Waite Park, MN 56387
320-227-1305

Career Education Director: Carrie Stang 320-227-1305

Avivo Institute of Career & Technical Education is

Licensed by the Office of Higher Education, Minnesota: Office of Higher Education, Private Career School Licensure,
1450 Energy Park Dr, Suite 350, St. Paul, MN 55108-5274 – www.oh.e.state.mn.us

Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF): CARF International, 4891 E. Grant
Road, Tucson, AZ 85712 USA - www.carf.org

Certified by the Workforce Innovation and Opportunity Act (WIOA): DEED, Workforce Development Division, 332
Minnesota St Suite E-200, St. Paul, MN 55101

Avivo Institute of Career & Technical Education is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota statutes 136A.821 to 136A.832. Licensure is not an endorsement of the institution. Certificates earned at the institution may not transfer to all other institutions.



Avivo Institute of Career & Technical Education

Tuition and Buyers Right to Cancel (Refund Policy)

NOTE: The Avivo Institute of Career & Technical Education Buyers Right to Cancel Policy (Refund Policy) is based on the State of Minnesota's Refund Policy/Buyers Right to Cancel statute noted below.

If your** application is rejected, you will receive a full refund of all tuition, fees, and other charges.

You will be entitled to a full refund of all tuition, fees and other charges if you give notice that you are cancelling your contract within five business days after the contract or enrollment agreement is considered effective. A contract or enrollment agreement with Avivo Institute of Career & Technical Education will be presumed to be effective on the date that Avivo Institute of Career & Technical Education notifies you that you have been accepted into the institution and you have signed the contract or enrollment agreement. If the notification of acceptance into the institution is sent by mail, then the effective day of being accepted is the postmark on the acceptance letter.

This five-day refund policy applies regardless of when the program starts. If you give notice more than five days after you signed the contract, but before the start of the program, you will receive a refund of all tuition, fees and other charges minus \$50.

You will be provided a prorated tuition, fees, and other charges refund minus a \$100 administrative fee if you give notice of your withdrawal after the program has begun, but before 75% of the program has been completed.

If you withdraw from your program after 75% of the program has been completed, you are not entitled to a refund of tuition, fees, and other charges.

You will receive written notice acknowledging your withdraw request within 10 business days after receipt of the notice and you will receive a refund of any tuition, fees, and other charges within 30 business days of receipt of your withdrawal. Written notice is effective on the date of the postmark if sent by mail or the day it has been hand-delivered to Avivo Institute of Career & Technical Education. If you do not withdraw in writing or contact Avivo about your absence, and you have not attended the program for 21 consecutive days, you will be considered to have withdrawn from the school as of your last date of attendance.

**** "You/Your" may mean the student or their referral/payment source and all monies refunded shall be returned to the party or parties who made the initial payment.**

The Avivo Institute of Career & Technical Education contract is considered to be the completion of your Intake & Enrollment meeting for your first course. For subsequent courses the contract is the date of the Welcome Letter you receive for the specified course.

Avivo Institute of Career & Technical Education Tuition

A one-time Intake and Enrollment Fee of \$95 is charged for each student before enrollment into a Training Course.

Training Programs	Tuition
Accounting Support Training Program	
Workplace Essentials Training Course	\$650.00
Business & Computer Applications Specialist Training Course	\$995.00
Accounting Support 101 Training Course	\$1,095.00
Core Manufacturing Skills Training Program	
Workplace Essentials Training Course	\$650.00
Manufacturing and Warehouse Fundamentals Training Course	\$1,500.00
Manufacturing Skills 102 Training Course	\$1,775.00
IT Support Training Program	
Workplace Essentials Training Course	\$650.00
Business & Computer Applications Specialist Training Course	\$995.00
Computer Technician Training	\$5,900.00
Maintenance Custodial Skills Training Program	
Workplace Essentials Training Course	\$650.00
Maintenance Custodial Fundamentals Training Course	\$3,800.00
Medical Office Support Training Program	
Workplace Essentials Training Course	\$650.00
Business & Computer Applications Specialist Training Course	\$995.00
Healthcare Technician Training Course	\$1,300.00
Office Support Specialist Training Program	
Workplace Essentials Training Course	\$650.00
Business & Computer Applications Specialist Training Course	\$995.00
Warehouse Operations Training Program	
Workplace Essentials Training Course	\$650.00
Manufacturing and Warehouse Fundamentals Training Course	\$1,500.00
First Step Courses	Tuition
Cleaning Pro Training Course	\$725.00
Restaurant to Retail Training Course	\$725.00
Warehouse Pro Training Course	\$725.00
Course	Tuition
Workplace Success Strategies Training Course	\$1,020.00

Note: The refund policy is in effect until a notice of cancellation has been received.

Note: Notice of cancellation may be made by contacting:

Twin Cities - Gina Peterson – gina.peterson@avivomn.org
 Avivo Institute of Career & Technical Education
 2438 27th Ave South, Suite 100
 Minneapolis, MN 55406
 612-752-8170

St. Cloud - Carrie Stang – carrie.stang@avivomn.org
 Avivo Institute of Career & Technical Education
 110 2nd Street South, Suite 124
 Waite Park, MN 56387
 320-227-1305