



## **Avivo Institute of Career & Technical Education Catalog 2021 – 2022**

Mission – Avivo increases well-being through recovery and career advancement while working to end homelessness.

Vision – Our communities are free of economic and health inequities.

Avivo Institute of Career & Technical Education is committed to educating and preparing individuals for the demands of a global workplace.

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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](http://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

## Mission

Avivo increases well-being through recovery and career advancement while working to end homelessness.

## Vision

Our communities are free of economic and health inequities.

Avivo Institute of Career & Technical Education is committed to educating and preparing individuals for the demands of the 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 27<sup>th</sup> 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 2<sup>nd</sup> 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, 60 laptops, five LCD monitors/screens, and seven printers.

The Avivo Institute of Career & Technical Education St. Cloud Campus has three training labs with a total of 19 computers, 18 laptops, three flat screen multi-media TVs, 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*

Mike Meyers' CompTIA A+ Guide to Managing and Troubleshooting PCs, Sixth Edition

Mike Meyers' CompTIA A+ Guide to Managing and Troubleshooting PCs lab Manual

Laptops, desktops and hardware components for practice and lab assignments

Tool Kits

Anti-static Mat & 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 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.

### **2021-2022 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:

November 11, 2021	Veterans Day
November 25 & November 26, 2021	Thanksgiving
December 24, 2021	Christmas Day - Observed
December 25, 2021	Christmas Day
December 31, 2021	New Year's Day - Observed
January 1, 2022	New Year's Day

January 17, 2022	Martin Luther King Jr. Day
February 21, 2022	President's Day
May 30, 2022	Memorial Day
July 4, 2022	Fourth of July
September 5, 2022	Labor Day
November 11, 2022	Veterans Day
November 24 & November 25, 2022	Thanksgiving
December 25, 2022	Christmas Day
December 26, 2022	Christmas Day - Observed
January 1, 2023	New Year's Day
January 2, 2023	New Year's Day - Observed

### **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	<a href="http://www.minnesotacbslocal.com">www.minnesotacbslocal.com</a>
KSTP – Channel 5	<a href="http://www.kstp.com">www.kstp.com</a>
KARE11 – Channel 11	<a href="http://www.kare11.com">www.kare11.com</a>

### **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 \$125 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](http://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 Intake/Enrollment meeting. After the Intake/Enrollment meeting the student will be scheduled for the Avivo Institute of Career & Technical Education Training Program Entrance Assessments in Reading and Math. Students must score at the 7<sup>th</sup> grade level equivalency, or higher, on the Reading and the Math Assessments to move into their training program.

Students may Test-Out of the Workplace Success Strategies Training. Successful completion of the Workplace Success Strategies Test-Out allows the student exemption from the completion of Workplace Success Strategies Training for the Training Program requirements. The cost of the Workplace Success Strategies Test-Out is \$250. There are no other exceptions to the entrance requirements for the Training Programs. See Page 31 for details on the Test-Out.

### **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 Director/Manager 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 Director/Manager 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:

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 Gina Peterson, 612-752-8170 or Gina.Peterson@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 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:

*Accounting Support Training Program*

BenchmarkPortal Customer Service Certification

Certiport QuickBooks Certification

*Core Manufacturing Skills Training Program*

BenchmarkPortal Customer Service Certification

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*

BenchmarkPortal Customer Service Certification  
CompTIA A+ Core 1 Certification  
CompTIA A+ Core 2 Certification

*Maintenance Custodial Skills Training Program*

BenchmarkPortal Customer Service Certification  
State of Minnesota Department of Labor Special Class Engineers License – Boilers License  
Certified Pool/Spa Operator Certification – CPO  
ServSafe Food Protection Manager Certification

*Medical Office Support Training Program*

BenchmarkPortal Customer Service Certification

*Office Support Training Program*

BenchmarkPortal Customer Service Certification

*Warehouse Operations Training Program*

BenchmarkPortal Customer Service Certification  
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 following Avivo Staff: Twin Cities Main Campus – Beth Bidinger, 612-752-8131, 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 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, sexual identity, 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 94% 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 courses students must not exceed allowed absences for each course of the Training 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 dropped from the training. Students will be withdrawn from the program after 21 days of no communication. A notice will be sent to students informing them of the decision.

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

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 Director/Manager.

#### **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 is experiencing 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 student's campus.

Graduates may request a copy of their records by contacting the Career Advancement Services 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 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 Google applications and Microsoft Office Word, Excel, 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, PowerPoint and Google applications.
4. Attain BenchmarkPortal Customer Service Certification
5. Attain Certiport QuickBooks Certification

### Length of Program

15 Weeks – 236 Hours

### Program Cost

\$3,747.00

### Training Program Entrance Requirements

Students must complete an Intake/Enrollment meeting. Students must score at the 7th grade level equivalency, or higher, on Reading and Math on the Avivo Training Program Entrance Assessments in Reading and Math prior to being accepted for the Accounting Support Training Program.

### Course and Training Program Completion

Students must successfully complete the Workplace Success Strategies Training, type 20 WPM with a minimum of 94% accuracy or successfully complete the Workplace Success Strategies Test-Out; 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

<u>Workplace Success Strategies</u>	<u>Course breakdown:</u>	<b>60 Hours</b>
<p>This training course includes core computer skills, touch typing, MS Office Word, Excel &amp; PowerPoint, workplace expectations and skills, life and career planning skills, resume preparation, financial literacy and applied math, Internet, Gmail, Google Calendar, Google Docs, Google Drive and completion of Northstar Digital Literacy. BenchmarkPortal Customer Service Certification Prep &amp; Exam.</p> <p style="text-align: center;"><b><u>Industry Credential</u></b></p> <ul style="list-style-type: none"> <li>• BenchmarkPortal Customer Service Certification</li> </ul>	<ul style="list-style-type: none"> <li>Policies &amp; Procedures</li> <li>MS Word 2019</li> <li>MS Excel 2019</li> <li>MS PowerPoint 2019</li> <li>Touch Typing</li> <li>Northstar Digital Literacy</li> <li>Health, Safety &amp; Wellness</li> <li>Goal Setting, Prioritizing &amp; Time Management</li> <li>Accountability &amp; Understanding Directions</li> <li>VIA Strengths Finder</li> <li>Workplace &amp; Employer Expectations</li> <li>Resume Preparation</li> <li>Financial Literacy &amp; Applied Math</li> <li>Internet, Gmail, Google Calendar, Google Docs, and Google Drive</li> <li>BenchmarkPortal Customer Service Certification Prep &amp; Exam</li> </ul>	<ul style="list-style-type: none"> <li>1 Hours</li> <li>10 Hours</li> <li>10 Hours</li> <li>2 Hours</li> <li>8 Hours</li> <li>5 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>4 Hours</li> <li>3 Hours</li> <li>5 Hours</li> </ul>

<p><b>Business &amp; Computer Applications Specialist Training</b></p> <p>Intermediate level training in Microsoft Office 2019 Word and Excel, advanced customer service, effective communication, Job Seeking Skills, and individualized job search, building business relationships, cover letter and résumés, prep for the National Retail Federation Customer Service Certification exam. Interaction with and input from Avivo Business Partners.</p> <p><i>Prerequisites: Successfully complete Workplace Success Strategies Training and Touch Type 20 WPM with a minimum of 94% accuracy.</i></p>	<p><b>Course breakdown:</b></p> <p>MS Word 2019 – Intermediate -----</p> <p>MS Excel 2019 – Intermediate -----</p> <p>Effective Communication -----</p> <p>Customer Service Skills -----</p> <p>Job Seeking Skills -----</p> <p>Building Business Relationships -----</p>	<p><b>96 Hours</b></p> <p>38 Hours</p> <p>36 Hours</p> <p>2 Hours</p> <p>10 Hours</p> <p>8 Hours</p> <p>2 Hours</p>
<p><b>Accounting Support 101 Training</b></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;"><b><u>Industry Credential</u></b></p> <p style="text-align: center;">QuickBooks Certified User certification</p> <p><i>Prerequisites: Successfully complete the Business &amp; Computer Applications Specialist Training and pass the Avivo Training Program Entrance Assessments for Reading and Math.</i></p>	<p><b>Course breakdown:</b></p> <p>Accounting Support Basics -----</p> <p>Advanced MS Excel -----</p> <p>Intro to QuickBooks -----</p> <p>Business Math -----</p> <p>QuickBooks Certified User Prep &amp; Exam -----</p>	<p><b>80 Hours</b></p> <p>12 Hours</p> <p>8 Hours</p> <p>20 Hours</p> <p>8 Hours</p> <p>32 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 2019 Word, Excel, and PowerPoint and Google applications.
6. Attain BenchmarkPortal Customer Service Certification
7. 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

\$4,295.00

### Training Program Entrance Requirements

Students must complete an Intake/Enrollment meeting. Students must score at the 7th grade level equivalency, or higher, on Reading and Math on the Avivo Training Program Entrance Assessments in Reading and Math prior to being accepted for the Core Manufacturing Skills Training Program.

### Course and Training Program Completion

Students must successfully complete the Workplace Success Strategies Training or successfully complete the Workplace Success Strategies Test-Out; 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

<u>Workplace Success Strategies</u>	<u>Course breakdown:</u>	<b>60 Hours</b>
<p>This training course includes core computer skills, touch typing, MS Office Word, Excel &amp; PowerPoint, workplace expectations and skills, life and career planning skills, resume preparation, financial literacy and applied math, Internet, Gmail, Google Calendar, Google Docs, Google Drive and completion of Northstar Digital Literacy. BenchmarkPortal Customer Service Certification Prep &amp; Exam.</p> <p style="text-align: center;"><b><u>Industry Credential</u></b></p> <ul style="list-style-type: none"> <li>• BenchmarkPortal Customer Service Certification</li> </ul>	<ul style="list-style-type: none"> <li>Policies &amp; Procedures</li> <li>MS Word 2019</li> <li>MS Excel 2019</li> <li>MS PowerPoint 2019</li> <li>Touch Typing</li> <li>Northstar Digital Literacy</li> <li>Health, Safety &amp; Wellness</li> <li>Goal Setting, Prioritizing &amp; Time Management</li> <li>Accountability &amp; Understanding Directions</li> <li>VIA Strengths Finder</li> <li>Workplace &amp; Employer Expectations</li> <li>Resume Preparation</li> <li>Financial Literacy &amp; Applied Math</li> </ul>	<ul style="list-style-type: none"> <li>1 Hours</li> <li>10 Hours</li> <li>10 Hours</li> <li>2 Hours</li> <li>8 Hours</li> <li>5 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>4 Hours</li> </ul>

	Internet, Gmail, Google Calendar, Google Docs, and Google Drive	3 Hours
	BenchmarkPortal Customer Service Certification Prep & Exam	5 Hours
<p><b>Manufacturing and Warehouse Fundamentals Training</b></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;"><b><u>Industry Credentials</u></b></p> <ul style="list-style-type: none"> <li>• OSHA General Industry Safety and Health Training and Certification Prep and Exam</li> <li>• Forklift Operator Safety Certification Prep and Exam</li> </ul> <p><i>Prerequisites: Successfully complete Workplace Success Strategies Training and pass the Avivo Training Program Entrance Assessments for Reading and Math.</i></p>	<p><b>Course breakdown:</b></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><b>128 Hours</b></p>
<p><b>Manufacturing Skills 102 Training</b></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;"><b><u>Industry Credentials</u></b></p> <ul style="list-style-type: none"> <li>• IPC-A-610</li> <li>• IPC J-STD-001</li> </ul> <p><i>Pre-requisites: Complete Manufacturing and Warehouse Fundamentals Training.</i></p>	<p><b>Course breakdown:</b></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><b>100 Hours</b></p>



# Avivo Institute of Career & Technical Education

## 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 2019 Word, Excel, PowerPoint and Google applications.

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+ Core 1 and the CompTIA A+ Core 2 Examinations.

### Course Learning Objectives

1. Demonstrate intermediate comprehension of MS Word, Excel, PowerPoint and Google applications.
2. Demonstrate comprehension of computer repair and troubleshooting.
3. Demonstrate comprehension of Windows operating and software systems.
4. Demonstrate comprehension of hardware systems.
5. Demonstrate comprehension of tech support for social media, portable computing devices, and web-based video conferencing.
6. Demonstrate comprehension of customer service skills as it relates to Help Desk and PC Technician positions.
7. Attain BenchmarkPortal Customer Service Certification
8. Attain A+ Core 1 and A+ Core 2 Certification credentials.

### Length of Program

26 Weeks – 636 Hours

### Program Cost

\$10,812.00

### Training Program Entrance Requirements

Students must complete an Intake/Enrollment meeting. Students must score at the 7th grade level equivalency, or higher, on Reading and Math on the Avivo Training Program Entrance Assessments in Reading and Math prior to being accepted for the IT Support Training Program.

### Course and Training Program Completion

Students must successfully complete the Workplace Success Strategies Training, type 20 WPM with a minimum of 94% accuracy or successfully complete the Workplace Success Strategies Test-Out; 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

<u>Workplace Success Strategies</u>	<u>Course breakdown:</u>	<b>60 Hours</b>
<p>This training course includes core computer skills, touch typing, MS Office Word, Excel &amp; PowerPoint, workplace expectations and skills, life and career planning skills, resume preparation, financial literacy and applied math, Internet, Gmail, Google Calendar, Google Docs, Google Drive and completion of Northstar Digital Literacy. BenchmarkPortal Customer Service Certification Prep &amp; Exam.</p> <p style="text-align: center;"><b>Industry Credential</b></p> <ul style="list-style-type: none"> <li>• BenchmarkPortal Customer Service</li> </ul>	<p>Policies &amp; Procedures</p> <p>MS Word 2019</p> <p>MS Excel 2019</p> <p>MS PowerPoint 2019</p> <p>Touch Typing</p> <p>Northstar Digital Literacy</p> <p>Health, Safety &amp; Wellness</p> <p>Goal Setting, Prioritizing &amp; Time Management</p> <p>Accountability &amp; Understanding Directions</p> <p>VIA Strengths Finder</p> <p>Workplace &amp; Employer Expectations</p>	<p>1 Hours</p> <p>10 Hours</p> <p>10 Hours</p> <p>2 Hours</p> <p>8 Hours</p> <p>5 Hours</p> <p>2 Hours</p> <p>2 Hours</p> <p>2 Hours</p> <p>2 Hours</p> <p>2 Hours</p> <p>2 Hours</p>

<p>Certification</p>	<p>Resume Preparation  Financial Literacy &amp; Applied Math  Internet, Gmail, Google Calendar, Google Docs,  and Google Drive  BenchmarkPortal Customer Service  Certification Prep &amp; Exam</p>	<p>2 Hours  4 Hours  3 Hours  5 Hours</p>
<p><b>Business &amp; Computer Applications Specialist Training</b></p> <p>Intermediate level training in Microsoft Office 2019 Word and Excel, advanced customer service, effective communication, Job Seeking Skills, and individualized job search, building business relationships, cover letter and résumés, prep for the National Retail Federation Customer Service Certification exam. Interaction with and input from Avivo Business Partners.</p> <p><i>Prerequisites: Successfully complete Workplace Success Strategies Training and Touch Type 20 WPM with a minimum of 94% accuracy.</i></p>	<p><b>Course breakdown:</b></p> <p>MS Word 2019 - Intermediate ----- 38 Hours  MS Excel 2019 - Intermediate ----- 36 Hours  Effective Communication ----- 2 Hours  Customer Service Skills ----- 10 Hours  Job Seeking Skills ----- 8 Hours  Building Business Relationships ----- 2 Hours</p>	<p><b>96 Hours</b></p>
<p><b>Computer Technician Training</b></p> <p>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+ Core 1 and A+ Core 2 Certifications.</p> <p style="text-align: center;"><b><u>Industry Credentials</u></b></p> <ul style="list-style-type: none"> <li>• CompTIA A+ Core 1 Certification</li> <li>• CompTIA A+ Core 2 Certification</li> </ul> <p><i>Prerequisites: Successfully complete Business &amp; Computer Application Specialist Training and pass the Avivo Training Program Entrance Assessments for Reading and Math.</i></p>	<p><b>Course breakdown:</b></p> <p>Intro to Computer hardware, DOS &amp; Networking ----- 50 Hours  Customer Service, Communications, and Team Building Skills for the PC Technician----- 17 Hours  Tech Support for Internet Based Social Media Sites, Portable Computing Devices, Web-based Video Conferencing----- 15 Hours  Computer Hardware Systems----- 150 Hours  Windows Operating Systems ----- 170 Hours  A+ Core Series Certification Preparation----- 58 Hours  Job Seeking Skills for Help Desk and PC Technician ----- 20 Hours</p>	<p><b>480 Hours</b></p>

# Avivo Institute of Career & Technical Education

## 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). Preparation and examination for ServSafe Food Protection Manager Certification. The CPO and ServSafe examinations are administered at Avivo. The Special Class Engineers License examination at Department of Labor in St. Paul. Course includes paid Hands-On 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 2019 Word, Excel, and PowerPoint and Google applications.
9. Attain BenchmarkPortal Customer Service Certification
10. Attain the following credentials: Special Class Engineers License, ServSafe Food Protection Manager, and Certified Pool Operator.
11. Complete Hands-On Training.

### Length of Program

13 Weeks – 375 Hours

### Program Cost

\$6,375.00

### Training Program Entrance Requirements

Students must complete an Intake/Enrollment meeting. Students must score at the 7th grade level equivalency, or higher, on Reading and Math on the Avivo Training Program Entrance Assessments in Reading and Math prior to being accepted for the Maintenance Custodial Skills Training Program.

### Course and Training Program Completion

Students must successfully complete the Workplace Success Strategies Training or successfully complete the Workplace Success Strategies Test-Out; and the Maintenance Custodial Fundamentals Training 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

<u>Workplace Success Strategies</u>	<u>Course breakdown:</u>	<u>60 Hours</u>
This training course includes core computer skills, touch typing, MS Office Word, Excel & PowerPoint, workplace expectations and skills, life and career planning skills, resume preparation, financial literacy and applied math, Internet, Gmail, Google Calendar, Google Docs, Google Drive and completion of Northstar Digital Literacy. BenchmarkPortal Customer Service Certification Prep & Exam.	Policies & Procedures	1 Hours
	MS Word 2019	10 Hours
	MS Excel 2019	10 Hours
	MS PowerPoint 2019	2 Hours
	Touch Typing	8 Hours
	Northstar Digital Literacy	5 Hours
	Health, Safety & Wellness	2 Hours
	Goal Setting, Prioritizing & Time Management	2 Hours
	Accountability & Understanding Directions	2 Hours

<p style="text-align: center;"><b><u>Industry Credential</u></b></p> <ul style="list-style-type: none"> <li>BenchmarkPortal Customer Service Certification</li> </ul>	<p>VIA Strengths Finder  Workplace &amp; Employer Expectations  Resume Preparation  Financial Literacy &amp; Applied Math  Internet, Gmail, Google Calendar, Google Docs, and Google Drive  BenchmarkPortal Customer Service Certification Prep &amp; Exam</p>	<p>2 Hours  2 Hours  2 Hours  4 Hours  3 Hours  5 Hours</p>
<p><b>Maintenance Custodial Fundamentals Training</b></p> <p>Restroom and office cleaning, carpentry, painting, drywall, tool use, safety, plumbing, floor care, electricity, heating and air conditioning, and paid Hands-On training.</p> <p style="text-align: center;"><b><u>Industry Credentials</u></b></p> <ul style="list-style-type: none"> <li>Special Class Engineers License (1st Level of Boilers) Prep and Exam</li> <li>Certified Pool Operator Certification Prep and Exam</li> <li>ServSafe Food Protection Manager Certification</li> </ul> <p><i>Prerequisites: Successfully complete Workplace Success Strategies Training pass the Avivo Training Program Entrance Assessments for Reading and Math.</i></p>	<p><b>Course breakdown:</b></p> <p>Core Technical Skills-----</p> <ul style="list-style-type: none"> <li>Plumbing</li> <li>Restroom &amp; Office Cleaning</li> <li>Carpentry, drywall and painting</li> <li>Floor care</li> <li>Electrical</li> <li>Heating &amp; Air Conditioning</li> </ul> <p>Job Seeking Skills-----</p> <p>Customer Service-----</p> <p>Paid Hands-On Training-----</p> <p>Special Class Engineers License (1st Level of Boilers) Prep and Exam-----</p> <p>Certified Pool Operator Certification Prep and Exam -----</p> <p>ServSafe Food Protection Safety Prep and Exam -----</p>	<p><b>315 Hours</b></p> <p>159 Hours</p> <p>15 Hours</p> <p>5 Hours</p> <p>50 Hours</p> <p>36 Hours</p> <p>30 Hours</p> <p>20 Hours</p>

# 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 billing and scheduling software, customer service skills, and Microsoft Office Word, PowerPoint, and Google applications. Prep for National Retail Federation Customer Service Certification exam.

### 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 customer service skills needed in a medical office environment.
8. Demonstrate comprehension of Microsoft Office 2019 Word, Excel, and PowerPoint and Google applications.
9. Attain BenchmarkPortal Customer Service Certification

### Length of Program

17 Weeks – 268 Hours

### Program Cost

\$4,556.00

### Training Program Entrance Requirements

Students must complete an Intake/Enrollment meeting. Students must score at the 7th grade level equivalency, or higher, on Reading and Math on the Avivo Training Program Entrance Assessments in Reading and Math prior to being accepted for the Medical Office Support Specialist Training Program.

### Course and Training Program Completion

Students must successfully complete the Workplace Success Strategies Training, type 20 WPM with a minimum of 94% accuracy or successfully complete the Workplace Success Strategies Test-Out; 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

<u>Workplace Success Strategies</u>	<u>Course breakdown:</u>	<b>60 Hours</b>
<p>This training course includes core computer skills, touch typing, MS Office Word, Excel &amp; PowerPoint, workplace expectations and skills, life and career planning skills, resume preparation, financial literacy and applied math, Internet, Gmail, Google Calendar, Google Docs, Google Drive and completion of Northstar Digital Literacy. BenchmarkPortal Customer Service Certification Prep &amp; Exam.</p> <p style="text-align: center;"><b><u>Industry Credential</u></b></p> <ul style="list-style-type: none"> <li>• BenchmarkPortal Customer Service Certification</li> </ul>	<p>Policies &amp; Procedures 1 Hours</p> <p>MS Word 2019 10 Hours</p> <p>MS Excel 2019 10 Hours</p> <p>MS PowerPoint 2019 2 Hours</p> <p>Touch Typing 8 Hours</p> <p>Northstar Digital Literacy 5 Hours</p> <p>Health, Safety &amp; Wellness 2 Hours</p> <p>Goal Setting, Prioritizing &amp; Time Management 2 Hours</p> <p>Accountability &amp; Understanding Directions 2 Hours</p> <p>VIA Strengths Finder 2 Hours</p> <p>Workplace &amp; Employer Expectations 2 Hours</p> <p>Resume Preparation 2 Hours</p> <p>Financial Literacy &amp; Applied Math 4 Hours</p>	

	Internet, Gmail, Google Calendar, Google Docs, and Google Drive	3 Hours
	BenchmarkPortal Customer Service Certification Prep & Exam	5 Hours
<p><b>Business &amp; Computer Applications Specialist Training</b></p> <p>Intermediate level training in Microsoft Office 2019 Word and Excel, 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: Successfully complete Workplace Success Strategies Training and Touch Type 20 WPM with a minimum of 94% accuracy.</i></p>	<p><b>Course breakdown:</b></p> <p>MS Word 2019 – Intermediate ----- 38 Hours  MS Excel 2019 – Intermediate ----- 36 Hours  Effective Communication ----- 2 Hours  Customer Service Skills ----- 10 Hours  Job Seeking Skills ----- 8 Hours  Building Business Relationships ----- 2 Hours</p>	<p><b>96 Hours</b></p>
<p><b>Healthcare Technician Training</b></p> <p>Healthcare principles and culture, medical terminology, anatomy, medical records, patient ethics, customer service skills in the medical office, confidentiality, medical billing and scheduling software, billing and coding.</p> <p><i>Prerequisites: Successfully complete Business &amp; Computer Applications Specialist Training and pass the Avivo Training Program Entrance Assessments for Reading and Math.</i></p>	<p><b>Course breakdown:</b></p> <p>Medical Terminology and Human Anatomy ----- 47 Hours  Medisoft Software:  <ul style="list-style-type: none"> <li>• Intro to Billing and Coding ----- 8 Hours</li> <li>• Patient Ethics, Confidentiality &amp; Release of Information ----- 8 Hours</li> <li>• Electronic Health Records ----- 19 Hours</li> <li>• Billing &amp; Scheduling ----- 26 Hours</li> <li>• Culture of Healthcare ----- 4 Hours</li> </ul> </p>	<p><b>112 Hours</b></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 2019 Word, Excel, PowerPoint, Google applications 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 2019.
2. Demonstrate comprehension of MS Excel 2019.
3. Demonstrate comprehension of MS PowerPoint 2019.
4. Demonstrate comprehension of Google applications.
5. Attain BenchmarkPortal Customer Service Certification
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

\$2,652.00

### Training Program Entrance Requirements

Students must complete an Intake/Enrollment meeting. Students must score at the 7th grade level equivalency, or higher, on Reading and Math on the Avivo Training Program Entrance Assessments in Reading and Math prior to being accepted for the Office Support Training Program.

### Course and Training Program Completion

Students must successfully complete the Workplace Success Strategies Training, type 20 wpm with a minimum of 94% accuracy or successfully complete the Workplace Success Strategies Test-Out; 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

<u>Workplace Success Strategies</u>	<u>Course breakdown:</u>	<u>60 Hours</u>
<p>This training course includes core computer skills, touch typing, MS Office Word, Excel &amp; PowerPoint, workplace expectations and skills, life and career planning skills, resume preparation, financial literacy and applied math, Internet, Gmail, Google Calendar, Google Docs, Google Drive and completion of Northstar Digital Literacy. BenchmarkPortal Customer Service Certification Prep &amp; Exam.</p> <p style="text-align: center;"><b><u>Industry Credential</u></b></p> <ul style="list-style-type: none"> <li>• BenchmarkPortal Customer Service Certification</li> </ul>	<ul style="list-style-type: none"> <li>Policies &amp; Procedures</li> <li>MS Word 2019</li> <li>MS Excel 2019</li> <li>MS PowerPoint 2019</li> <li>Touch Typing</li> <li>Northstar Digital Literacy</li> <li>Health, Safety &amp; Wellness</li> <li>Goal Setting, Prioritizing &amp; Time Management</li> <li>Accountability &amp; Understanding Directions</li> <li>VIA Strengths Finder</li> <li>Workplace &amp; Employer Expectations</li> <li>Resume Preparation</li> <li>Financial Literacy &amp; Applied Math</li> <li>Internet, Gmail, Google Calendar, Google Docs, and Google Drive</li> </ul>	<ul style="list-style-type: none"> <li>1 Hours</li> <li>10 Hours</li> <li>10 Hours</li> <li>2 Hours</li> <li>8 Hours</li> <li>5 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>4 Hours</li> <li>3 Hours</li> </ul>

	BenchmarkPortal Customer Service Certification Prep & Exam	5 Hours
<p><b>Business &amp; Computer Applications Specialist Training</b></p> <p>Intermediate level training in Microsoft Office 2019 Word and Excel, advanced customer service, effective communication, Job Seeking Skills, and individualized job search, building business relationships, cover letter and résumés, prep for the National Retail Federation Customer Service Certification exam. Interaction with and input from Avivo Business Partners.</p> <p><i>Prerequisites: Successfully complete Workplace Success Strategies Training and Touch Type 20 WPM with a minimum of 94% accuracy.</i></p>	<p><b>Course breakdown:</b></p> <p>MS Word 2019 – Intermediate ----- 38 Hours  MS Excel 2019 – Intermediate ----- 36 Hours  Effective Communication ----- 2 Hours  Customer Service Skills ----- 10 Hours  Job Seeking Skills ----- 8 Hours  Building Business Relationships ----- 2 Hours</p>	<p><b>96 Hours</b></p>



# 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 2019 Word, Excel, and PowerPoint and Google applications.
7. Attain BenchmarkPortal Customer Service Certification
8. Attain credentials: OSHA General Industry Health and Safety Training Exam and Forklift Safety Operator Certification.

### Length of Program

8 Weeks – 188 Hours

### Program Cost

\$2,520.00

### Training Program Entrance Requirements

Students must complete an Intake/Enrollment meeting. Students must score at the 7th grade level equivalency, or higher, on Reading and Math on the Avivo Training Program Entrance Assessments in Reading and Math prior to being accepted for the Warehouse Operations Training Program.

### Course and Training Program Completion

Students must successfully complete the Workplace Success Strategies Training or successfully complete the Workplace Success Strategies Test-Out; 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

<u>Workplace Success Strategies</u>	<u>Course breakdown:</u>	<b>60 Hours</b>
<p>This training course includes core computer skills, touch typing, MS Office Word, Excel &amp; PowerPoint, workplace expectations and skills, life and career planning skills, resume preparation, financial literacy and applied math, Internet, Gmail, Google Calendar, Google Docs, Google Drive and completion of Northstar Digital Literacy. BenchmarkPortal Customer Service Certification Prep &amp; Exam.</p> <p style="text-align: center;"><b><u>Industry Credential</u></b></p> <ul style="list-style-type: none"> <li>• BenchmarkPortal Customer Service Certification</li> </ul>	<p>Policies &amp; Procedures MS Word 2019 MS Excel 2019 MS PowerPoint 2019 Touch Typing Northstar Digital Literacy Health, Safety &amp; Wellness Goal Setting, Prioritizing &amp; Time Management Accountability &amp; Understanding Directions VIA Strengths Finder Workplace &amp; Employer Expectations Resume Preparation Financial Literacy &amp; Applied Math</p>	<p>1 Hours 10 Hours 10 Hours 2 Hours 8 Hours 5 Hours 2 Hours 2 Hours 2 Hours 2 Hours 2 Hours 2 Hours 2 Hours 2 Hours 4 Hours</p>

	Internet, Gmail, Google Calendar, Google Docs, and Google Drive	3 Hours
	BenchmarkPortal Customer Service Certification Prep & Exam	5 Hours
<p><b>Manufacturing and Warehouse Fundamentals Training</b></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;"><b><u>Industry Credentials</u></b></p> <ul style="list-style-type: none"> <li>• OSHA General Industry Safety and Health Certification</li> <li>• Forklift Operator Safety Certification</li> </ul> <p><i>Prerequisites: Successfully complete Workplace Success Strategies Training and pass the Avivo Training Program Entrance Assessments for Reading and Math.</i></p>	<p><b>Course breakdown:</b></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 Safety and Health 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><b>128 Hours</b></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

\$884.00

### Course Entrance Requirements

Students must complete an Intake/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><b>Cleaning Pro Training</b></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;"><b><u>Industry Credentials</u></b></p> <ul style="list-style-type: none"> <li>• OSHA General Industry Safety and Health Certification</li> </ul>	<p><b>Course breakdown:</b></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 &amp; Restroom Cleaning and Floor Care --- 24 Hours</p> <p>OSHA Industry Health &amp; Safety Standards ----- 10 Hours</p> <p>Safety &amp; Blood Borne Pathogens ----- 2 Hours</p>	<p><b>52 Hours</b></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.
6. Attain BenchmarkPortal Customer Service Certification
7. Attain ServSafe Food Protection Manager Certification

### Length of Course

3 Weeks - 52 Hours

### Course Cost

\$884.00

### Course Entrance Requirements

Students must complete an Intake/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><b>Restaurant to Retail Training</b></p> <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;"><b><u>Industry Credentials</u></b></p> <ul style="list-style-type: none"> <li>• Benchmark Agent Soft Skills Certification</li> <li>• ServSafe Food Protection Manager Certification</li> </ul>	<p><b>Course breakdown:</b></p> <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 Prep and Exam ----- 20 Hours</p>	<b>52 Hours</b>
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# 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

\$884.00

### Course Entrance Requirements

Students must complete an Intake/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

<b>Warehouse Pro Training</b>	<b>Course breakdown:</b>	<b>52 Hours</b>
<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;"><b><u>Industry Credentials</u></b></p> <ul style="list-style-type: none"> <li>• Forklift Operator Safety Certification</li> </ul>	<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. Pre-requisite for all Avivo training programs.

### Course Description

This training course includes core computer skills, touch typing, MS Office Word, Excel & PowerPoint, workplace expectations and skills, life and career planning skills, resume preparation, financial literacy and applied math, Internet, Gmail, Google Calendar, Google Docs, Google Drive, completion of Northstar Digital Literacy and BenchmarkPortal Customer Service Certification.

### Course Learning Objectives

1. Demonstrate basic comprehension of computer literacy and keyboarding, including Microsoft Word, Excel & PowerPoint.
2. Demonstrate basic comprehension of communication and employer expectations.
3. Demonstrate basic comprehension of financial literacy and applied math.
4. Demonstrate basic comprehension of workplace skills including time management and organizational skills.
5. Demonstrate basic comprehension of job search including resume preparation.
6. Demonstrate basic comprehension of digital literacy.
7. Demonstrate basic comprehension of Internet, Gmail, Google Calendar, Google Docs and Google Drive.
8. Attain BenchmarkPortal Customer Service Certification

### Length of Course

4 Weeks – 60 Hours

### Course Cost

\$1,020.00

### Course Entrance Requirements

Students must complete an Intake/Enrollment meeting.

### Course Completion

Students must receive 70% of the possible points for the course, which includes attendance, daily exercises and participation, exams, and typing 20 wpm with a minimum of 94% accuracy.

<b><u>Workplace Success Strategies</u></b>	<b><u>Course breakdown:</u></b>	<b><u>60 Hours</u></b>
<p>This training course includes core computer skills, touch typing, MS Office Word, Excel &amp; PowerPoint, workplace expectations and skills, life and career planning skills, resume preparation, financial literacy and applied math, Internet, Gmail, Google Calendar, Google Docs, Google Drive and completion of Northstar Digital Literacy. BenchmarkPortal Customer Service Certification Prep &amp; Exam.</p> <p style="text-align: center;"><b><u>Industry Credential</u></b></p> <ul style="list-style-type: none"> <li>• BenchmarkPortal Customer Service Certification</li> </ul>	<ul style="list-style-type: none"> <li>Policies &amp; Procedures</li> <li>MS Word 2019</li> <li>MS Excel 2019</li> <li>MS PowerPoint 2019</li> <li>Touch Typing</li> <li>Northstar Digital Literacy</li> <li>Health, Safety &amp; Wellness</li> <li>Goal Setting, Prioritizing &amp; Time Management</li> <li>Accountability &amp; Understanding Directions</li> <li>VIA Strengths Finder</li> <li>Workplace &amp; Employer Expectations</li> <li>Resume Preparation</li> <li>Financial Literacy &amp; Applied Math</li> <li>Internet, Gmail, Google Calendar, Google Docs, and Google Drive</li> <li>BenchmarkPortal Customer Service Certification Prep &amp; Exam</li> </ul>	<ul style="list-style-type: none"> <li>1 Hours</li> <li>10 Hours</li> <li>10 Hours</li> <li>2 Hours</li> <li>8 Hours</li> <li>5 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>2 Hours</li> <li>4 Hours</li> <li>3 Hours</li> <li>5 Hours</li> </ul>

## Workplace Success Strategies Test-Out

The Workplace Success Strategies Test-Out is a 2-1/2 Hour assessment of computer and job readiness skills. It is \$250.00. It includes:

- Microsoft Word 2019 – Written and Practical Exams
- Microsoft Excel 2019 – Written and Practical Exams
- Internet Literacy - Practical Exam
- Touch Typing Test
- Mock Interview

Participant must complete all segments and score 70% or higher on the Word, Excel and Internet Literacy Exams and touch type at 20 WPM or higher with 94% Accuracy.

Successfully completing the Test-Out allows the participant to waive the Workplace Success Strategies requirement for Avivo Institute of Career & Technical Education Training Programs.

## 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 27<sup>th</sup> Avenue South, Suite 100, Minneapolis, MN 55406  
612-752-8100

*Career Education Director: Jim Verhoye 612-752-8138*  
*Career Advancement Services Coordinator: 612-752-8131*

**Avivo Institute of Career & Technical Education St Cloud**  
110 2<sup>nd</sup> 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.ohe.state.mn.us](http://www.ohe.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](http://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. Credits 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, verbally or in writing, 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. The notice of cancellation is effective on the date of the postmark if sent by mail, the date of the email, or the day it has been received, verbally or in writing, by Avivo Institute of Career & Technical Education staff. If you do not withdraw in writing or verbally, 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/Enrollment Fee of \$125 is charged for each student before enrollment into a Training Course. Each student entering an Avivo Institute of Career & Technical Education Training Program is given a Reading and Math Assessment. Students must score at a 7<sup>th</sup> Grade Level or higher on each one. Successful completion of the Assessment is required before acceptance into a Training Program.*

Training Programs	Tuition
<b>Accounting Support Training Program</b>	
Workplace Success Strategies Training Course	\$1,020.00
Business & Computer Applications Specialist Training Course	\$1,632.00
Accounting Support 101 Training Course	\$1,095.00
<b>Core Manufacturing Skills Training Program</b>	
Workplace Success Strategies Training Course	\$1,020.00
Manufacturing and Warehouse Fundamentals Training Course	\$1,500.00
Manufacturing Skills 102 Training Course	\$1,775.00
<b>IT Support Training Program</b>	
Workplace Success Strategies Training Course	\$1,020.00
Business & Computer Applications Specialist Training Course	\$1,632.00
Computer Technician Training	\$8,160.00
<b>Maintenance Custodial Skills Training Program</b>	
Workplace Success Strategies Training Course	\$1,020.00
Maintenance Custodial Fundamentals Training Course	\$5,355.00
<b>Medical Office Support Training Program</b>	
Workplace Success Strategies Training Course	\$1,020.00
Business & Computer Applications Specialist Training Course	\$1,632.00
Healthcare Technician Training Course	\$1,904.00
<b>Office Support Specialist Training Program</b>	
Workplace Success Strategies Training Course	\$1,020.00
Business & Computer Applications Specialist Training Course	\$1,632.00
<b>Warehouse Operations Training Program</b>	
Workplace Success Strategies Training Course	\$1,020.00
Manufacturing and Warehouse Fundamentals Training Course	\$1,500.00
<b>First Step Courses</b>	<b>Tuition</b>
Cleaning Pro Training Course	\$884.00
Restaurant to Retail Training Course	\$884.00
Warehouse Pro Training Course	\$884.00
<b>Training Course</b>	<b>Tuition</b>
Workplace Success Strategies Training Course	\$1,020.00
Workplace Success Strategies Test-Out Assessment	\$250.00
<b>Certification Prep and Exams</b>	<b>Tuition</b>
A+ Core Series Certification Prep & Exams	\$1,000.00
Special Engineer (Boilers License) Prep & Exam	\$550.00
Certified Pool/Spa Operator (CPO) Prep & Exam	\$500.00
Network+ Orientation, Prep Kit & Exam	\$850.00
OSHA Training & Exam	\$335.00
Forklift Operator Safety Training	\$175.00
ServSafe Prep & Exam	\$375.00
Certiport Exams – QuickBooks, MOS Word, MOS Excel, MOS PowerPoint	\$175.00 per Exam
A+ Exam	\$175.00 per Exam
Network+ Exam	\$175.00 per Exam
ServSafe Exam	\$175.00 per Exam
One-to-One Training	\$60.00 per Hour

**Note:** The refund policy is in effect until a notice of cancellation, verbally or in writing, has been received.

**Note:** Notice of cancellation may be made by contacting:

**Twin Cities -** Gina Peterson – [gina.peterson@avivomn.org](mailto:gina.peterson@avivomn.org)  
Avivo Institute of Career & Technical Education  
2438 27<sup>th</sup> Ave South, Suite 100  
Minneapolis, MN 55406  
612-752-8170

**St. Cloud -** Carrie Stang – [carrie.stang@avivomn.org](mailto:carrie.stang@avivomn.org)  
Avivo Institute of Career & Technical Education  
110 2<sup>nd</sup> Street South, Suite 124  
Waite Park, MN 56387  
320-227-1305