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Training and Education Services CATALOG

**For more information or to access a training
schedule please go to our website at
www.mrc-mn.org**

MRC Training and Education Services

Course and Seminar Descriptions

MRC Training and Education Services began in 1985 in Minneapolis and since then, has expanded its services to include training centers in Minneapolis, St. Paul, Burnsville and St. Cloud; as well as offering mobile training and education services throughout the upper Midwest. MRC utilizes the expertise of its 70+ business partners throughout Minnesota to design new and revise existing training curriculum for state-of-the-art training developed by actual businesses in Minnesota.

Current MRC Training Programs – Each program includes multiple training courses as noted below:

- IT Support Training Program – 636 Hours - \$7545
 - Entrance Criteria Assessment
 - Workplace Essentials Training – 60 Hours
 - Business and Computer Applications Specialist Training – 96 Hours
 - Computer Technician Training* – 480 Hours
 - * Includes CompTIA A+ 220-801 and CompTIA A+ 220-802 Certifications
- Medical Office Support Training Program – 268 Hours - \$2945
 - Entrance Criteria Assessment
 - Workplace Essentials Training – 60 Hours
 - Business and Computer Applications Specialist Training – 96 Hours
 - Healthcare Technician Training – 112 Hours
- Core Manufacturing Skills Training Program – 288 Hours - \$3625
 - Entrance Criteria Assessment
 - Workplace Essentials Training – 60 Hours
 - Core Manufacturing Skills 101 Training – 128 Hours
 - Core Manufacturing Skills 102 Training* – 100 Hours
 - *Includes IPC-A-610 and J-STD-001 IPC Certifications
- Building Facilities Training Program – 465 Hours - \$5825
 - Entrance Criteria Assessment
 - Workplace Essentials Training – 60 Hours
 - Maintenance/Custodial Skills Training* – 315 Hours
 - *Includes Special Engineer License, Certified Pool/Spa Operator Certification
 - Building Operations Manager Training* – 90 Hours
 - *Includes OSHA General Industry Safety and Health Certification
- Office and Business Support Training Program – 291 Hours - \$3730
 - Workplace Essentials Training – 60 Hours
 - Business and Computer Applications Specialist Training – 96 Hours
 - Microsoft Office Specialist 2010 (MOS) Certification* – 135 Hours
 - *Includes Microsoft Office Specialist 2010 in Word, Excel and PowerPoint
- Accounting Support Training Program – 236 Hours - \$2595
 - Entrance Criteria Assessment
 - Workplace Essentials Training – 60 Hours
 - Business and Computer Applications Specialist Training – 96 Hours
 - Accounting Support Training* – 80 Hours
 - *Includes QuickBooks Certified User Certification
- Warehouse Operations Training Program – 180 Hours - \$2150
 - Entrance Criteria Assessment
 - Workplace Essentials Training – 60 Hours
 - Warehouse Operations Training* – 120 Hours
 - *Includes OSHA General Industry Safety and Health Certification and Forklift Operator Safety Certification
- Contact Center Training Program – 140 Hours - \$1745
 - Entrance Criteria Assessment
 - Workplace Essentials Training – 60 Hours
 - Contact Center Training* – 80 Hours
 - *Includes Benchmark Portal Contact Center Agent Certification

MRC Training and Education Services offers four types of training courses:

1. **Tier Training Courses** develop skills through a step-by-step learning process including technical, workplace and interpersonal skills. Classes are instructor led with class sizes between 8 – 16 students.
2. **Industry Certification Preparation Courses** are short term topic specific training and preparation for specific credential or certification examinations. One exam fee is included in the cost of the course.
3. **Training Seminars** are from 4 – 16 hour pre-designed or customized trainings that develop technical, interpersonal or combined skills. Class size is between 2 – 16 students.
4. **Customized Training Courses** are from 20 – 500 hours for a group or specific population in chosen topics and skills. Class size is between 2 – 22 students and is instructor led.

*Training curriculum is also offered on an individual basis.

MRC Training and Education Services Course Descriptions

<p>Workplace Essentials Training – Tier One \$650</p> <p>Workplace expectations, core computer skills, typing skills, professional communications, environmentally friendly workplace, applied math, core skills in MS Office 2010 Word, PowerPoint and Excel, Internet, problem solving, financial literacy, relationship building, social media, goal setting, prioritizing and time management.</p>	<p>Course breakdown:</p> <p>Environmentally Friendly Workplace ----- 4 Hours Understanding Directions ----- 2 Hours Financial Literacy ----- 2 Hours Goal Setting, Prioritizing and Time Management ----- 2 Hours Professional Communication ----- 2 Hours Relationship Building ----- 2 Hours Using the Computer ----- 4 Hours Typing Quick and Easy ----- 4 Hours MS Word 2010 ----- 8 Hours MS PowerPoint 2010 ----- 8 Hours MS Excel 2010 ----- 8 Hours Internet ----- 4 Hours Applied Math ----- 4 Hours</p>	<p>60 Hours</p>
<p>Job Seeking Skills Training – Tier One \$375</p> <p>Résumé and cover letter writing, collecting personal work history, job search goals, how to interview, thank you notes, attaching documents, Internet job search and on-line job applications</p>	<p>Course breakdown:</p> <p>Resumes ----- 8 Hours Cover Letters ----- 4 Hours Interviewing Skills ----- 6 Hours Phone and Email Etiquette ----- 6 Hours On-Line Job Application ----- 8 Hours</p>	<p>32 Hours</p>
<p>Dialect Modification Training – Tier One \$375 per person for classroom training \$50/hour One-to-One</p> <p>Language skills training for individuals with Limited English Proficiency to decrease their accents, improve, pronunciation, enunciation, and forming words with instructor-led practice. This training curriculum can be done on a One-to-One basis or in a group setting.</p>	<p>Course breakdown:</p> <p>Accent Reduction ----- 12 Hours - Jump Up and Step Down Patterns, Muscular placement & Techniques, Tongue positioning Intentional Dialogue ----- 8 Hours - Pronunciation, Techniques for better enunciation, Audio tape and video tape demonstrations & practice Vocabulary and Introduction to Basic Grammar ----- 12 Hours - What is Vocabulary, Grammar Basics</p>	<p>32 Hours</p>

Introduction to the American Workplace – Tier One \$995	Course breakdown:	96 Hours
<p>For refugees/immigrants who are acclimating to the American workplace, English Language skills, understanding directions and comprehension, financial literacy, problem solving, employer expectations, building business relationships, manners and customs, introduction to the computer, touch-typing, Microsoft Office 2010 Word and Access, basic cashiering and job search skills.</p>	Orientation ----- 2 Hours English Language Skill Building – 36 Hours Understanding Directions and Comprehension ----- 3 Hours Financial Literacy ----- 3 Hours Problem Solving ----- 3 Hours Employer Expectations ----- 3 Hours Introduction to Relationship Building ----- 2 Hours Manners & Customs ----- 6 Hours Introduction to the computer, Windows & Touch-typing ----- 10 Hours Introduction to MS Word and Access ----- 16 Hours Cashiering ----- 4 Hours American Job Search Skill Building 8 Hours	

NOTE: Successful completion of Workplace Essentials Training and a pre-entrance screen (\$175), have no chemical sensitivities, ability to lift 50 pounds, completed Hepatitis B and Tetanus vaccinations, and a TB Mantoux Screen are required for registration into the Maintenance/Custodial Skills Training.

NOTE: Successful completion of the Maintenance/Custodial Skills Training is required for registration into the Building Operations Manager Training.

NOTE: Successful completion of Workplace Essentials Training and a pre-entrance screen (\$175) is required for registration into the Core Manufacturing Skills 101 Training.

NOTE: Successful completion of Core Manufacturing Skills 101 Training is required for registration into the Core Manufacturing Skills 102 Training.

NOTE: Successful completion of Workplace Essentials Training and a pre-entrance screen (\$175) and ability to lift 50 pounds is required for registration into the Warehouse Operations Training.

NOTE: Successful completion of Workplace Essentials Training and typing 20 wpm is required for registration into Business and Computer Applications Specialist Training.

NOTE: Successful completion of Workplace Essentials Training and typing 20 wpm and a pre-entrance screen (\$175) is required for registration into the Contact Center Training.

Business and Computer Applications Specialist Training – Tier Two \$995	Course breakdown:	96 Hours
<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 letters and résumés, interaction with and input from MRC Business Partners.</p>	MS Word 2010 – Intermediate---- 28 Hours MS Access 2010 – Intermediate -- 18 Hours MS Excel 2010 – Intermediate ---- 18 Hours MS PowerPoint 2010 ----- 10 Hours MS Outlook 2010 ----- 4 Hours Customer Service & Effective Communication----- 6 Hours Job Seeking Skills----- 8 Hours Building Business Relationships --- 4 Hours	

NOTE: Successful completion of Business and Computer Applications Specialist Training and a pre-entrance screen (\$175) is required for registration into the Accounting Support, Healthcare Technician, or Computer Technician Training.

NOTE: Successful completion of Business and Computer Applications Specialist Training with 90% or higher test scores is required for students moving into Microsoft Office Specialist 2010 Certification (MOS) Word, Excel or PowerPoint Training.

<p>Accounting Support Training – Tier Three \$950</p> <p>Accounting principles, MS Excel, QuickBooks and business math. Prep for and administration of the QuickBooks Certified User certification.</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 and Exam ----- 32 Hours</p>	<p>80 Hours</p>
<p>Healthcare Technician Training – Tier Three - \$1,300</p> <p>Healthcare principles, medical terminology, medical records, patient ethics, confidentiality, scheduling and billing software, billing and coding.</p>	<p>Course breakdown:</p> <p>Medical Terminology and Human Anatomy----- 52 Hours Medisoft Software: • Intro to Billing and Coding---- 8 Hours • Patient Ethics, Confidentiality and Release of Information--- 8 Hours • Electronic Health Records --- 16 Hours • Billing and Scheduling----- 24 Hours Culture of Healthcare----- 4 Hours</p>	<p>112 Hours</p>
<p>Computer Technician Training – Tier Three - \$5,900</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+ 220-801 Certification and the CompTIA A+ 220-802 Certification Examinations.</p>	<p>Course breakdown:</p> <p>Intro to Computer hardware, DOS & 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+ Certification Preparation----- 58 Hours Job Seeking Skills for Help Desk and PC Technician ----- 20 Hours</p>	<p>480 Hours</p>
<p>Maintenance Custodial Skills Training – Tier Three - \$3,800</p> <p>Restroom and office cleaning, carpentry, painting, drywall, tool use, safety, plumbing, floor care, basic electricity, heating and air conditioning, and paid On-the-Job training. Prep for the Boilers License Exam (Minnesota Department of Labor Special Engineer License). Prep for and administration of the Certified Pool/Spa Operator (CPO) certification. Must be able to lift 50 lbs and have no chemical sensitivities.</p>	<p>Course breakdown:</p> <p>Core Technical Skills----- 175 Hours <input type="checkbox"/> Restroom and Office Cleaning <input type="checkbox"/> Carpentry, drywall and painting <input type="checkbox"/> Floor care <input type="checkbox"/> Basic Electrical <input type="checkbox"/> Plumbing <input type="checkbox"/> Heating and Air Conditioning Job Seeking Skills----- 20 Hours Customer Service----- 5 Hours Paid On-the-Job Training----- 50 Hours Special Engineer License (1st Level of Boilers) Prep and Exam 40 Hours Certified Pool/Spa Operator Certification Prep and Exam----- 25 Hours</p>	<p>315 Hours</p>
<p>Building Operations Manager Training – Tier Three - \$1,375</p> <p>Facilities management, weatherization, energy</p>	<p>Course breakdown:</p> <p>OSHA Certification Prep and Exam ---- 10 Hours Weatherization ----- 10 Hours</p>	<p>90 hours</p>

<p>efficiency standards, retrofitting, LEED standards overview and implementation of cleaning products and processes. Prep for and administration of the OSHA General Industry Safety and Health Training and Certification exam.</p>	<p>Retrofitting ----- Energy Efficiency Standards ----- LEED Building Overview ----- Facilities Management ----- Cleaning Products and Processes-----</p>	<p>10 Hours 30 Hours 6 Hours 18 Hours 6 Hours</p>
<p>Core Manufacturing Skills 101 Training – 128 Hours - \$1,200</p> <p>Manufacturing and warehouse operations, workplace safety, math, hands on training in micrometers, calipers and microscopes, blueprint reading, quality assurance processes including LEAN, OSHA standards, workplace customer service and business relationships.</p>	<p>Course breakdown:</p> <p>Manufacturing Processes, Terminology, Equipment and Overviews ----- Shop Math/Metric Conversions ----- Measurement Tools – Micrometers, Calipers and Microscopes ----- OSHA Basics and Safety in the Workplace ----- Union and Non Union Environments -- Clean Rooms ----- Warehousing, Shipping and Receiving Internal Customer Service ----- Communications ----- Blueprint Reading ----- Quality Assurance, Lean Production and ISO Standards -----</p>	<p>128 Hours</p> <p>30 Hours 24 Hours 10 Hours 6 Hours 3 Hours 4 Hours 10 Hours 4 Hours 4 Hours 21 Hours 12 Hours</p>
<p>Core Manufacturing Skills 102 Training – 100 Hours - \$1,775</p> <p>Hands-on soldering lab including electrical and electronic assembly, assessing acceptability of electronics assemblies with hands-on experience. Prep and exams for the IPC Specialist certifications IPC-A-610 and J-STD-001, administered on site by Dakota County Technical College.</p>	<p>Course breakdown:</p> <p>Hands on Soldering ----- IPC-A-610 Prep and Exam ----- J-STD-001 Prep and Exam -----</p>	<p>100 Hours</p> <p>20 Hours 40 Hours 40 Hours</p>
<p>Microsoft Office Specialist 2010 Training and Certification – Advanced Microsoft Word – Tier Three - \$695</p> <p>Includes preparation for the Microsoft Office Specialist 2010 Certification exam in Word.</p>	<p>Course breakdown:</p> <p>Creating and Customizing Documents Working with Visual Content ----- Organizing Content ----- Inserting References and Merging Documents ----- Reviewing and Securing Content and Documents ----- MOS Word 2010 Certification Practice Exercises and Exam -----</p>	<p>45 Hours</p> <p>7 Hours 6 Hours 8 Hours 7 Hours 7 Hours 10 Hours</p>
<p>Microsoft Office Specialist 2010 Training and Certification – Advanced Microsoft Excel – Tier Three - \$695</p> <p>Includes preparation for the Microsoft Office Specialist 2010 Certification exam in Excel.</p>	<p>Course breakdown:</p> <p>Creating and Manipulating Data ----- Formatting Data and Content ----- Creating and Modifying Formulas ----- Protecting and Sharing Data ----- MOS Excel 2010 Certification Practice Exercises and Exam -----</p>	<p>45 Hours</p> <p>9 Hours 9 Hours 9 Hours 8 Hours 10 Hours</p>

<p>Microsoft Office Specialist 2010 Training and Certification – Advanced Microsoft PowerPoint – Tier Three - \$695</p> <p>Includes preparation for the Microsoft Office Specialist 2010 Certification exam in PowerPoint.</p>	<p>Course breakdown</p> <p>Creating a Presentation ----- 9 Hours Working with Slide Animation ----- 9 Hours Hyperlinks to the Presentation ----- 8 Hours Collaborating on and Delivering Presentations ----- 9 Hours MS PowerPoint 2010 Certification Practice Exercises and Exam ----- 10 Hours</p>	<p>45 Hours</p>
<p>Warehouse Operations Training – Tier Three – \$1,500</p> <p>Warehouse processes, terminology and equipment, shipping/receiving, workplace safety, math, material handling, quality assurance processes including LEAN, OSHA standards and workplace customer service and business relationships. Prep and exams for the OSHA General Industry Safety and Health Training Certification and the Forklift Operator Safety Certification.</p>	<p>Course breakdown:</p> <p>Warehousing Processes, Terminology, Equipment and Overviews ----- 28 Hours Shop Math/Metric Conversions ----- 15 Hours Material Handling ----- 9 Hours Union & Non Union Environments ---- 2 Hours MS Excel----- 12 Hours Shipping and Receiving ----- 6 Hours Internal Customer Service ----- 4 Hours Communications ----- 4 Hours Manufacturing Processes, Terminology and Overview ---- 12 Hours Quality Assurance, Lean Production and ISO Standards ----- 12 Hours OSHA Certification Prep and Exam ---- 10 Hours Forklift Operator Safety Certification Prep and Exam----- 6 Hours</p>	<p>120 Hours</p>
<p>Contact Center Training – Tier Three - \$1,095.</p> <p>Terminology, processes, metrics, job types, quality assurance and the ideal agent, and hands-on training in Salesforce, the industry-recognized database system. Prep for and administration of Benchmark Portal Contact Center Agent Certification.</p>	<p>Course breakdown:</p> <p>Contact Center Overview----- 6 Hours Customer Service Soft Skills ----- 4 Hours Realistic Job Preview----- 4 Hours Salesforce----- 26 Hours Generations and Cultures----- 4 Hours Contact Center Solutions----- 6 Hours Communication----- 8 Hours Corporate Visit----- 4 Hours Simulation----- 8 Hours The Home Agent----- 2 Hours Contact Center Agent Certification Prep and Exam----- 16 Hours</p>	<p>80 Hours</p>

**MRC Training and Education Services
Industry Certification Preparation Courses**

<p>A+ Certification Prep and Exams - \$1000</p> <p>CompTIA A+ 220-801 Certification and the CompTIA A+ 220-802 Examinations prep course, computer hardware and software technical reviews, A+ testing objectives, practice testing and two exams.</p>	<p>90 Hours</p> <p>15 sessions</p>
<p>Special Class Engineers (Boilers) License Prep and Exam - \$525</p> <p>Minnesota Department of Labor Special Class Engineers License exam prep and exam.</p>	<p>36 hours</p> <p>6 sessions</p>
<p>Certified Pool/Spa Operator (CPO) Prep and Exam - \$500</p> <p>Basic knowledge, techniques and skills of pool and spa operations, maintenance, basic math and calculations, exam prep and exam.</p>	<p>25 hours</p> <p>4 sessions</p>

Network+ Orientation, Prep Kit and Exam - \$850 Network+ Certification prep and overview with a staff orientation to the 20-hour online course, Network+ workbook, Practice Test and Network+ exam.	30 Hours
Microsoft Office Specialist 2010 Certification – Advanced Microsoft Access One-to-One Training and Exam - \$50 per Hour plus \$150 exam fee One-to-One training and preparation with MRC staff for the certification exam, including practice exercises and exam.	Varies
OSHA General Industry Safety and Health Training Certification Prep and Exam - \$375 Basics of OSHA standards and compliance regulations, practice testing and exam.	10 Hours 2 sessions

MRC Training and Education Services Seminar Descriptions

ADAAA, Disability Disclosure and Basics of Ergonomic Training - \$75 ADAAA terminology and basics, making decisions on disclosure, accommodation solutions and other related laws regarding disabilities and the workplace. Demonstrations will be given of proper ergonomic set up.	4 Hours
ADAAA – Understanding and Managing Employees with Disabilities in the Workplace - \$750 (10 – 40 people) Overview of the ADAAA, effective communication and disability terms, defining chronic and changing disabilities and examples, steps to an effective accommodations process, ways to handle co-worker questions, and accommodation solutions to real life scenarios.	4 Hours
Change in the Workplace – Attitude is Everything - \$75	4 Hours
Dress for Success - \$75 Includes information on community resources available that provide interview and workplace clothing for both men and women.	4 Hours
Diversity in the Workplace - \$75	4 Hours
Financial Literacy - \$75 Debt management and retirement planning.	4 Hours
Go Green - \$75 Training in basic green terms and definitions, how to Reduce, Reuse, and Recycle, what you need to know and best practices.	4 Hours
Knowledge Skills & Aptitudes – Applying for a Federal Job - \$75 Unlocking the secrets to applying for federal positions.	4 Hours
On-Line Applications - \$75 Navigate a job search on the Internet, search for positions on-line and how to balance the Internet search with traditional methods.	4 Hours
Introduction to the Computer, Windows - \$110	6 Hours
Introduction to Word 2010 - \$110	6 Hours
Introduction to Excel 2010 - \$110	6 Hours
Introduction to Access 2010 - \$110	6 Hours
Introduction to PowerPoint 2010 - \$110	6 Hours
Introduction to Outlook 2010 - \$110	6 Hours
Intermediate Word 2020 - \$110	6 Hours
Intermediate Excel 2010 - \$110	6 Hours
Intermediate Access 2010 - \$110	6 Hours
Publisher 2010 - \$110	6 Hours
QuickBooks 2011 - \$110	6 Hours
Basic Grammar, Business Writing & Email Etiquette - \$225 Seminar covers basic grammar, including sentence construction, nouns/pronouns, subject/verb agreement, and punctuation, spelling, organizing, creating and proofing written business communications, including emails.	12 Hours 3 Sessions
Basic Math - \$225 Seminar covers basic addition, subtraction, multiplication, division, fractions, decimals, work	12 Hours

problems and metric conversions.	3 Sessions
Dragon Naturally Speaking - \$225 Basics of Dragon commands, how to create a voice file and how to utilize the software in other programs.	12 hours 3 sessions

TRAINING POLICIES

- ❑ **Information Systems** – An extensive policy is covered on the first day of class that includes general policies, downloading and inappropriate use of the Internet, security, privacy, software use, and workstation modifications.
- ❑ **Attendance** – The training courses offered through MRC Training and Education Services are job readiness training courses, meaning the classroom is structured as though the students are in a work situation. Students are expected to be at class daily, arrive on time and are expected to participate in group and individual assignments.
Because of this simulated work setting structure, only a limited number of absences are allowed during the training process. If a student exceeds the maximum number of allowed misses they do not earn the percentage of the grade as outlined for each course. If the student exceeds the two late arrivals or two leave early criteria, subsequent late arrivals or early leaves count as absences. Students are notified how many absences are allowed for each training when they are registered, in their welcome letter and on the first day of the class.
- ❑ **Conduct** – Any student not adhering to the MRC Training and Education Services Policies may be dismissed from class by the Training Services Manager.
- ❑ **Complaint Procedure** – The MRC Grievance Procedure is covered in the Intake.

ENTRANCE REQUIREMENTS

- ❑ All students must complete a \$75 Intake prior to registration for a course,
- ❑ *Workplace Essentials, Job Seeking Skills, Dialect Modification and Introduction to the American Workplace Training* – No Entrance Criteria
- ❑ *Business and Computer Applications Specialist Training* – Complete Workplace Essentials Training and type 20 wpm.
- ❑ *Accounting Support, Healthcare Technician and Computer Technician Trainings* – Complete Business and Computer Applications Specialist Training and a pre-entrance screen (\$175).
- ❑ *Maintenance/Custodial Skills Training* – Complete Workplace Essentials Training, a pre-entrance screen (\$175), have no chemical sensitivities, be able to lift 50 pounds, complete Hepatitis B and Tetanus vaccinations, and a TB Mantoux Screen.
- ❑ *Microsoft Office Specialist 2010 Certification (MOS) in Word, Excel or PowerPoint* – Complete Business and Computer Applications Specialist Training with 90% or higher test scores.
- ❑ *Building Operations Manager Training* – Successful completion of Maintenance/Custodial Skills Training.
- ❑ *Special Engineer (Boilers) License Prep, Certified Pool/Spa Operator (CPO) Prep, OSHA General Industry Safety and Health Training Certification Prep, and A+ Certification Prep* – Complete a pre-entrance screen (\$175).
- ❑ *Core Manufacturing Skills 101 Training* - Complete Workplace Essentials Training and a pre-entrance screen (\$175).
- ❑ *Core Manufacturing Skills 102 Training* – Complete Core Manufacturing Skills 101 Training.
- ❑ *Warehouse Operations Training* – Complete Workplace Essentials Training and a pre-entrance screen (\$175).
- ❑ *Contact Center Training* – Complete Workplace Essentials Training and a pre-entrance screen (\$175).
- ❑ *Seminars* – No Entrance Criteria

GRADING

- ❑ Successful course completion requires each student to achieve an overall grade average of 70% or higher that is based on the primary components of the training. Students receive a syllabus the first day of class that outlines the grading requirements for that training. A Certificate of Completion and CEU's are awarded to students who achieve a score of 70% or higher.
- ❑ No credits are given for transfers or work/life experience.

MRC TRAINING & EDUCATION SERVICES BUYERS RIGHT TO CANCEL POLICY (REFUND POLICY)

1. From the point of acceptance into a specific MRC training class (immediately following the completion of the intake) and for 4 business days following the date of intake, or following the point in time when the referring counselor has enrolled a active participant into a class, a participant or referring counselor may cancel and receive a full refund of their tuition by submitting a **written letter of cancellation** to the school.
2. On the 5th business day following the completion of the intake, or the 5th business day following the point in time the referring counselor enrolls an active participant into a class, up to the day prior to the start date of the class, a full refund of the training course tuition, minus \$50, will be given as long as the participant or referring counselor submits a **written letter of cancellation** to the school.
3. Effective the first day of the class, the following cancellation fees apply with a **written letter of cancellation** being received by the school from either the participant or the referring counselor.

MRC Training & Education Services Courses	Daily fees are assessed beginning with the first day of class, up to the point where 75% of the training has been completed - including weekend days falling within the class time period – at which point there would be no refund.
<p style="text-align: center;">Tuition rates include: tuition, training materials, and certification test fees.</p> <p><u>TIER I</u> Workplace Essentials Training Tuition: \$650 Length: 60 Hours</p>	\$26.00 daily + \$100.00/one time charge
<p><u>TIER I</u> *Job Seeking Skills Training *Dialect Modification Training - Classroom Tuition: \$375 Length: 32 Hours</p>	\$34.00 daily + \$100.00/one time charge
<p><u>TIER I</u> Introduction to the American Workplace Tuition: \$995 Length: 96 Hours</p> <p><u>TIER III</u> Building Operations Manager Training Tuition: \$1,375 Length: 90 Hours</p>	\$23.00 daily + \$100.00/one time charge
<p><u>TIER II</u> Business and Computer Applications Specialist Training Tuition: \$995 Length: 96 Hours</p>	\$25.00 daily + \$100.00/one time charge
<p><u>TIER III</u> Accounting Support Training Tuition: \$950 Length: 80 Hours</p> <p>Contact Center Training Tuition: \$1,095 Length: 80 Hours</p>	\$34.00 daily + \$100.00/one time charge
<p>Healthcare Technician Training Tuition: \$1,300 Length 112 Hours</p>	\$29.00 daily + \$100.00/one time charge
<p>Maintenance/Custodial Skills Training Tuition: \$3,800 Length: 315 Hours</p> <p>Computer Technician Training Tuition: \$5,900 Length: 480 Hours</p>	\$63.00 daily + \$100.00/one time charge

Microsoft Office Specialist 2010 Training and Certification - Advanced Microsoft Word Training Tuition: \$695 Length: 45 Hours Microsoft Office Specialist 2010 Training and Certification Advanced Microsoft Excel Training Tuition: \$695 Length: 45 Hours Microsoft Office Specialist 2010 Training and Certification Advanced Microsoft PowerPoint Tuition: \$695 Length: 45 Hours	\$37.00 daily + \$100.00/one time charge
Core Manufacturing Skills 101 Training Tuition: \$1,200 Length: 128 Hours	\$46.00 + \$100.00/one time charge
Core Manufacturing Skills 102 Training Tuition: \$1,775 Length: 100 Hours	\$93.00 + \$100.00/one time charge
Warehouse Operations Training Tuition: \$1,500 Length: 120 Hours	\$58.00 + \$100.00/one time charge
INDUSTRY CERTIFICATION PREPARATION COURSES	
A+ Certification Prep & Exam Tuition: \$1,000 Length: 90 Hours	\$59.00 + \$100.00/one time charge
Special Engineer (Boilers) License Prep and Exam Tuition: \$500 Length: 36 Hours	\$63.00 + \$100.00/one time charge
Certified Pool/Spa Operator (CPO) Prep and Exam Tuition: \$500 Length: 25 Hours	\$100.00 + \$100.00/one time charge
Network+ Orientation Prep, Kit and Exam Tuition: \$850 Length: 30 Hours	\$71.00 daily + \$100.00/one time charge
OSHA General Industry Safety and Health Training Certification Prep and Exam Tuition: \$375 Length: 10 Hours	\$188.00 daily + \$100.00/one time charge
Microsoft Office Specialist 2010 Certification – Advanced Microsoft Access One-to-One Training \$50 per hour	2 hours will be billed at the hourly rate of the service scheduled for consumers who “no show” or cancel on the date of their scheduled appointment or service.
SEMINARS	\$50.00 will be assessed for individual students who are registered and intaked for a seminar who cancel within 72 hours of the start date. \$150 will be assessed for group seminars that are cancelled within 72 hours of the start date.
OTHER TRAINING	
One-to-One Training \$50 per hour	2 hours will be billed at the hourly rate of the service scheduled for consumers who “no show” or cancel on the date of their scheduled appointment or service.

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

Note: Written letters of cancellation may be e-mailed or mailed to:

Twin Cities - Gina Peterson - gpeterson@resource-mn.org
MRC Training & Education Center
2438 27th Ave South, Suite 100
Minneapolis, MN 55406

St. Cloud - Carrie Stang - cstang@resource-mn.org
MRC St. Cloud Training & Education Center
3400 First St North, Suite 404
St. Cloud, MN 56303

NOTE: The MRC Training and Education Services Buyers Right to Cancel Policy (Refund Policy) is based on the State of Minnesota's Refund Policy/Buyers Right to Cancel statute noted below.

Each student will be notified of acceptance/rejection in writing. In the event a student is rejected, all tuition, fees and other charges will be refunded.

Notwithstanding anything to the contrary, if a student gives written notice of cancellation within five business days of the execution of the contract or day on which the student is accepted, then a complete refund is given regardless of whether the program has started.

If a student gives a written notice of cancellation after 5 business days of the execution of the contract or day on which the student is accepted, but before the start of the program by the school, then all tuition, fees and other charges, except 15% of the total cost of the program (not to exceed \$50.00) shall be refunded to the student.

If a student gives written notice of cancellation after the start of the period of instruction for which the student has been charged, but before completion of 75% of the period of instruction, then student is assessed a pro rate portion of tuition, fees and all other charges based on the number of days in the term plus 25% of the total program cost (25% not to exceed \$100.00)

Any notice of cancellation shall be acknowledged in writing within 10 days of receipt of such notice and all refunds shall be forwarded to the student within 30 business days of receipt of such notice.

This refund policy is not linked to any student conduct policy and any promissory instrument shall not be negotiated prior to the completion of 50% of the course.

Written notice of cancellation shall take place on the date the letter of cancellation is postmarked or, in the case where the notice is hand carried, it shall occur on the date the notice is delivered to the school. The date of execution of the enrollment agreement shall be presumed to be the date of delivery of the notice of acceptance: and if delivered by mail, the postmark date of the letter of acceptance.

NOTE: "Student" may mean individual completing training or their referral/payment resource and all monies refunded shall be returned to the party or parties who made the initial payment.

MRC Training and Education Services 2013-2014 School Calendar

MRC courses run throughout the calendar year with start and end dates that vary throughout that time period. Course syllabus with dates are given at the beginning of each class with the start and end dates and holidays.

MRC Holidays for 2013-2014 School Year:

November 11, 2013 – Veterans Day
December 25, 2013 – Christmas Day
January 20, 2014 – Martin Luther King Jr. Day
May 26, 2014 – Memorial Day
September 1, 2014 – Labor Day
November 27 and 26, 2014 – Thanksgiving

November 28 and 29, 2013 – Thanksgiving
January 1, 2014 – New Years Day
February 17, 2014 – President's Day
July 4, 2014 – Independence Day
November 11, 2014 – Veterans Day
December 25, 2014 – Christmas Day

TRAINING AND EDUCATION CENTER LOCATIONS AND STAFF

MRC Minneapolis Training & Education Center

2438 27th Ave S, Ste 100, Minneapolis, MN 55406
Main 612-752-8100

*Lena Balk 612-752-8138 – Helen Kilian 612-752-8106
MRC Director – Kim Feller 612-752-8102*

MRC St. Paul Training & Education Center

1450 Energy Park Dr, Ste 127B, St. Paul, MN 55108
Main 612-752-8001

*Lena Balk 612-752-8138 – Helen Kilian 612-752-8106
MRC Director – Kim Feller 612-752-8102*

MRC Burnsville Training & Education Center

3201 W County Road 42, Ste 116, Burnsville, MN 55306
Main 612-752-8001

*Lena Balk 612-752-8138 – Helen Kilian 612-752-8106
MRC Director – Kim Feller 612-752-8102*

MRC St. Cloud Training & Education Center

3400 First St North, Suite 404, St. Cloud, MN 56303
Main 320-259-5717

*Carrie Stang 320-259-5717
MRC Director – Kim Feller 612-752-8102*

MRC TRAINING & EDUCATION CENTERS EQUIPMENT

MRC Minneapolis: 5 Labs plus one Certification Testing Lab with a total of 80 Computers and 5 Printers

MRC St. Paul: 1 Lab with a total of 10 Computers and 1 Printer

MRC Burnsville: 1 lab with a total of 10 Computers and 1 Printer

MRC St. Cloud: 3 Labs with a total of 21 Computers and 3 Printers

The following equipment and software is available as needed: ergonomic keyboard, one-handed keyboard, trackball, iCommunicator, amplifiers, JAWS, Dragon Naturally Speaking, audio recordings of training materials, CPT Coding Manuals, QuickBooks, Typing Quick & Easy, LCD projectors, and large monitors.

MRC TRAINING & EDUCATION SERVICES RECOGNIZED BY THE FOLLOWING

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

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

Accredited as a post-secondary school through the North Central Association Commission on Accreditation and School Improvement (NCA CASI): NCA Commission on Accreditation and School Improvement, Arizona State University, PO Box 871008, Tempe, AZ 85287-1008 – www.ncacasi.org

Certified by the Workforce Investment Act (WIA): DEED, Workforce Development Division, 332 Minnesota St Suite E-200, St. Paul, MN 55101 – www.iseek.org

MRC Training & Education Services are licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota statutes 141.21 to 141.32. Licensure is not an endorsement of the institution. Continuing education units earned at the institution may not transfer to all other institutions.