



Minnesota Resource Center Career Education Catalog 2015

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

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

RESOURCE Minnesota Resource Center Main
2438 27th Avenue South, Suite 100
Minneapolis, MN 55406
612-752-8100
FAX 612-752-8101
Email mrc@resource-mn.org
Website www.mrc-mn.org

Branch - RESOURCE Minnesota Resource Center St. Cloud
3400 1st Street North, Suite 404
St. Cloud, MN 56303
320-227-1305

Extension - RESOURCE Minnesota Resource Center St. Paul
1450 Energy Park Drive, Suite 127B
St. Paul, MN 55108
612-752-8100

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RESOURCE Minnesota Resource Center Career Education Catalog

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Welcome!

It is our pleasure to welcome you to RESOURCE Minnesota Resource Center Career 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: IT support, maintenance, building facilities, manufacturing, warehouse operations, medical office, accounting, office support and contact center.

Our staff is here to answer any questions you have.

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GENERAL INFORMATION

State Approval to Operate

RESOURCE Minnesota Resource Center is licensed to operate as a private school through the Minnesota Office of Higher Education.

www.ohe.state.mn.us

Accreditation and Approvals

RESOURCE Minnesota Resource Center is:

- a candidate for accreditation through the Council on Occupational Education
- a certified training provider under the Workforce Innovation and Opportunity Act
- an accredited skills training program through the Commission on Accreditation of Rehabilitation Facilities

RESOURCE Minnesota Resource Center Mission

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

RESOURCE Minnesota Resource Center Vision

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

History

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

RESOURCE 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. RESOURCE utilizes the expertise of its 90+ 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 at the back of this catalog.

The RESOURCE Minnesota Resource Center Main campus is located in Minneapolis at 2438 27th Avenue South, Suite 100, Minneapolis, MN, 55406. The main campus offers training programs in IT Support, Building Facilities, Maintenance Custodial, Manufacturing, Medical Office Support, Accounting Support, Office Support Specialist, Warehousing and Contact Center.

The RESOURCE Minnesota Resource Center St. Cloud branch campus is located at 3400 1st Street North, Suite 404, St. Cloud, Minnesota, 56303. The Minnesota Resource Center St. Cloud branch offers training programs in Manufacturing, Medical Office Support, and Office Support.

RESOURCE Minnesota Resource Center also offers courses at its St Paul extension: RESOURCE Minnesota Resource Center St Paul, 1450 Energy Park Drive, Suite 127B, St. Paul, MN, 55108.

RESOURCE Minnesota Resource Center Main and RESOURCE Minnesota Resource Center St. Cloud 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.

RESOURCE Minnesota Resource Center Main has five training labs plus one Certification Testing Center with a total of 80 computers, four LCD monitors/screens, and seven printers.

RESOURCE Minnesota Resource Center St. Cloud has three training labs with a total of 21 computers, one LCD monitor/screen, and three printers.

RESOURCE Minnesota Resource Center St. Paul has one training lab with a total of 10 computers, one LCD monitor/screen, and one printer.

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

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

Core Manufacturing Skills Training Program

Industrial Microscopes
Micrometers
Calipers
Steel Rules

IT Support Training Program

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

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.

RESOURCE Minnesota Resource Center Career Education also utilizes Typing Quick and Easy, and LCD monitors/screens and LCD projectors.

All books and supplies for each course are provided by RESOURCE Minnesota Resource Center Career 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 his/her course work.

2015 School Calendar

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

RESOURCE Minnesota Resource Center observes the following holidays:

| | |
|------------------------|----------------------------|
| January 1, 2015 | New Years Day |
| January 19, 2015 | Martin Luther King Jr. Day |
| February 16, 2015 | Presidents Day |
| May 25, 2014 | Memorial Day |
| July 3 - July 4, 2015 | Fourth of July |
| September 7, 2015 | Labor Day |
| November 11, 2015 | Veterans Day |
| November 26 & 27, 2015 | Thanksgiving |
| December 25, 2015 | Christmas Day |

Inclement Weather

In the case of inclement weather, or other extenuating circumstances, RESOURCE Minnesota Resource Center Career Education classes will not be held. Information is available on the following TV stations and their websites (listed as MRC – Minnesota Resource Center) as well as the attendance line.

| | |
|---------------------|--|
| WCCO – Channel 4 | www.minnesotacbslocal.com |
| KSTP – Channel 5 | www.kstp.com |
| KARE11 – Channel 11 | www.kare11.com |

Admission and Course Completion

Interested students may request a tour that includes an overview of the application, enrollment, training options, training programs and completion requirements. Contact RESOURCE Minnesota Resource Center at 612-752-8100 to request a tour.

Students must complete an entrance application. Once staff receive the completed application 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. Although High School Diplomas and GEDs are not required, students are encouraged to have one as it enhances the ability of all students to attain employment.

Transfers from other schools or work/life experience do not replace classroom hours in RESOURCE Career Education Training Programs.

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

Continuing Education Units (CEU's) are given upon successful completion of each course in the designated training program.

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

IT Support Training Program

CompTIA A+ 220-801 Certification
 CompTIA A+ 220-802 Certification

Building Facilities Training Program

State of Minnesota Department of Labor Special Class Engineers License – Boilers License
 Certified Pool/Spa Operator Certification - CPO
 OSHA General Industry Safety and Health Certification

Maintenance Custodial Skills Training Program

State of Minnesota Department of Labor Special Class Engineers License – Boilers License
 Certified Pool/Spa Operator Certification - CPO

Warehouse Operations Training Program

Forklift Operator Safety Certification
 OSHA General Industry Safety and Health Certification

Core Manufacturing Skills Training Program

Forklift Operator Safety Certification
 OSHA General Industry Safety and Health Certification
 IPC-A-610 IPC Certification
 J-STD-001 IPC Certification

Contact Center Training Program

Benchmark Portal Contact Center Agent Certification

For detailed labor market and industry specific career pathways, advancement opportunities, typical pay ranges and typical benefits please contact the Career Education Manager: Twin Cities Main – Lena Balk, 612-752-8138, or St. Cloud Branch – Carrie Stang, 320-227-1305.

Policy and Program Modifications

RESOURCE Minnesota Resource Center 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.

Articulation agreements are offered with the following MnSCU schools.

| College | College Program | Minnesota Resource Center Training Program |
|---------------------------------|--|--|
| Anoka-Ramsey Community College | Networking, Programming, Software & Technology Program | IT Support Training Program |
| Century College | Facility Systems Technology Program | Building Facilities Training Program |
| Dakota County Technical College | Business and Information Systems Program | Accounting Support Training Program |
| Century College | Office Technology Program | Office Support Specialist Training Program |

Financial Assistance

RESOURCE Minnesota Resource Center 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. Graduate requirements are covered during every RESOURCE Minnesota Resource Center Career Education course. Students receive a syllabus during orientation with detailed information on the course, attendance policy and absences. Students receive an enrollment letter prior to the class with start and end dates, hours, and holidays.

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

Equipment, Computer and Internet use – Students learn information covering RESOURCE Minnesota Resource Center general policies regarding computer use, internet security and software and appropriate workplace habits. Work areas must be maintained by the student. Not adhering to the policies will result in termination from the program.

Conduct -Appropriate behavior is expected on school property or when representing RESOURCE Minnesota Resource Center. 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 Manager.

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

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

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 – RESOURCE Minnesota Resource Center has a safety plan which is covered during orientation.

Attendance – Prior to beginning any of the following programs students must complete an entrance assessment. Because RESOURCE Minnesota Resource Center simulates the workplace daily attendance is required. To successfully complete the program students must not exceed allowed absences for that program. All of the courses in the training programs must be completed in order to graduate.

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

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

Due to the structure of the training program no leave of absence is allowed but students may choose to wait for the next offering of any course or program.

Accommodations, Tutoring and Student Assistance

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 RESOURCE Minnesota Resource Center training classes are maintained in cabinets in the main office of the school.

Graduates may request a copy of their records by contacting the RESOURCE Minnesota Resource Center Office Support Coordinator, Gina Peterson or the St. Cloud Branch manager, 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.

Grievance Procedure

Most problems should be dealt with as soon as possible with the person(s) involved. Students should discuss problems with the Career Education Manager as appropriate.

RESOURCE Minnesota Resource Center Career 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

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

Windows operating and software systems, hardware systems, tech support for social media, portable computing devices, and web-based video conferencing. Includes customer service, communications, team building skills, and job seeking skills for Help Desk and PC Technician positions. Preparation for and administration of the CompTIA A+ 801 and the CompTIA A+ 802 Examinations.

Course Learning Objectives

1. Demonstrate comprehension of computer repair and troubleshooting.
2. Demonstrate comprehension of Windows operating and software systems.
3. Demonstrate comprehension of hardware systems.
4. Demonstrate comprehension of tech support for social media, portable computing devices, and web-based video conferencing.
5. Demonstrate comprehension of customer service skills as it relates to Help Desk and PC Technician positions.
6. Attain A+ 801 and A+ 802 Certification credentials.
7. Demonstrate comprehension of Microsoft Office 2010 Word, Excel, Access, PowerPoint and Outlook.

Length of Program

26 Weeks – 636 Hours

Program Cost

\$7,795

A student must achieve an average score of 70 percent or higher on program course exams and complete daily work assignments.

Curriculum Content

| Workplace Essentials Training | Course breakdown: | 60 Hours |
|---|--|-----------------|
| Workplace expectations; core computer skills; typing skills; professional communications; today's "green" workplace; applied math; core skills in MS Word, MS PowerPoint, MS Excel and MS Outlook; Internet problem solving; financial literacy; relationship building; social media; goal setting; prioritizing & time management. | Environmentally Friendly Workplace ----- | 2 Hours |
| | Understanding Directions ----- | 2 Hours |
| | Financial Literacy ----- | 2 Hours |
| | Goal Setting, Prioritizing & Time Management --- | 2 Hours |
| | Professional Communication ----- | 2 Hours |
| | Relationship Building ----- | 2 Hours |
| | Using the Computer ----- | 4 Hours |
| | Typing Quick and Easy----- | 8 Hours |
| | MS Word 2010 ----- | 8 Hours |
| | MS PowerPoint 2010 ----- | 8 Hours |
| | MS Excel 2010 ----- | 8 Hours |
| | MS Outlook ----- | 4 Hours |
| | Internet ----- | 4 Hours |
| Applied Math ----- | 4 Hours | |
| Business and Computer Applications Specialist | Course breakdown: | 96 Hours |

| | | |
|--|---|---|
| <p>Training</p> <p>Intermediate level training in Microsoft Office 2010 Word, Access, Excel, Outlook, and PowerPoint, advanced customer service, effective communication, Job Seeking Skills and individualized job search, building business relationships, cover letter and résumés, interaction with and input from RESOURCE Business Partners.</p> <p><i>Prerequisites: Complete Workplace Essentials Training and Touch Type 20 WPM.</i></p> | <p>MS Word 2010 - Intermediate----- MS Access 2010 – Intermediate----- MS Excel 2010 – Intermediate----- MS PowerPoint 2010----- Customer Service & Effective Communication --- Job Seeking Skills----- Building Business Relationships-----</p> | <p>28 Hours 22 Hours 18 Hours 10 Hours 46 Hours 8 Hours 4 Hours</p> |
| <p>Computer Technician Training</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+ 801 and A+ 802 Certifications.</p> <p style="text-align: center;"><u>Industry Credentials</u></p> <ul style="list-style-type: none"> • CompTIA A+ 801 Certification • CompTIA A+ 802 Certification <p><i>Prerequisites: Complete Business and Computer Application Specialist Training and IT Support Training Program Entrance Assessment</i></p> | <p>Course breakdown:</p> <p>Intro to Computer hardware, DOS & Networking Customer Service, Communications, and Team Building Skills for the PC Technician----- Tech Support for Internet Based Social Media Sites, Portable Computing Devices, Web-based Video Conferencing----- Computer Hardware Systems----- Windows Operating Systems ----- A+ Certification Preparation----- Job Seeking Skills for Help Desk and PC Technician -----</p> | <p>480 Hours</p> <p>50 Hours 17 Hours 15 Hours 150 Hours 170 Hours 58 Hours 20 Hours</p> |

RESOURCE Minnesota Resource Center Career Education Medical Office Support Training Program

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

Program Description

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

Course Learning Objectives

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

Length of Program

17 Weeks – 268 Hours

Program Cost

\$3,195

A student must achieve an average score of 70 percent or higher on program course exams and complete daily work assignments.

Curriculum Content

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

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

RESOURCE Minnesota Resource Center Career Education Core Manufacturing Skills Training Program

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

Program Description

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

Course Learning Objectives

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

Length of Program

11 Weeks – 288 Hours

Program Cost

\$3,875

A student must achieve an average score of 70 percent or higher on program course exams and complete daily work assignments.

Curriculum Content

| | | |
|---|--|------------------|
| Workplace Essentials Training Workplace expectations; core computer skills; typing skills; professional communications; today's "green" workplace; applied math; core skills in MS Word, MS PowerPoint, MS Excel and MS Outlook; Internet problem solving; financial literacy; relationship building; social media; goal setting; prioritizing & time management. | Course breakdown: Environmentally Friendly Workplace ----- 2 Hours Understanding Directions ----- 2 Hours Financial Literacy ----- 2 Hours Goal Setting, Prioritizing & Time Management --- 2 Hours Professional Communication ----- 2 Hours Relationship Building ----- 2 Hours Using the Computer ----- 4 Hours Typing Quick and Easy----- 8 Hours MS Word 2010 ----- 8 Hours MS PowerPoint 2010 ----- 8 Hours MS Excel 2010 ----- 8 Hours MS Outlook ----- 4 Hours Internet ----- 4 Hours Applied Math ----- 4 Hours | 60 Hours |
| Manufacturing and Warehouse Fundamentals | Course breakdown: | 128 Hours |

| | | |
|--|---|-------------------------|
| <p>Training</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 industry health and safety standards, forklift operator safety, workplace customer service and business relationships.</p> <p style="text-align: center;"><u>Industry Credentials</u></p> <ul style="list-style-type: none"> • OSHA General Industry Safety and Health Training and Certification Prep and Exam • Forklift Operator Safety Certification Prep and Exam <p><i>Pre-requisites: Complete Workplace Essentials Training and Core Manufacturing Skills Training Program Entrance Assessment.</i></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>Manufacturing Skills 102 Training</p> <p>Hands-on soldering lab including electrical and electronic assembly, assessing acceptability of electronics assemblies with hands-on experience.</p> <p style="text-align: center;"><u>Industry Credentials</u></p> <ul style="list-style-type: none"> • IPC-A-610 • IPC J-STD-001. <p><i>Pre-requisites: Complete Manufacturing and Warehouse Fundamentals Training.</i></p> | <p>Course breakdown:</p> <p>Hands on Soldering ----- 20 Hours</p> <p>IPC-A-610 Prep and Exam ----- 40 Hours</p> <p>J-STD-001 Prep and Exam ----- 40 Hours</p> | <p>100 Hours</p> |

RESOURCE Minnesota Resource Center Career Education Building Facilities Training Program

The Building Facilities Training Program is designed to train students in the skills needed to become employed in the area of facilities management, including supervisory maintenance positions.

Program Description

Technical and workplace skills training that includes tool use, safety, plumbing, restroom and office cleaning, carpentry, painting, drywall, floor care, electricity, heating and air conditioning, building operations with a “green” focus, energy usage and efficiency improvements, and best practices concerning building management. Course includes paid On-the-Job training experience.

Preparation for and administration of the Minnesota Department of Labor Special Class Engineer License (Boilers License). Preparation for and administration of the Certified Pool Operator (CPO) Exam. Preparation for and administration of OSHA General Industry Safety and Health Training. CPO and OSHA exams are administered at Minnesota Resource Center. The Special Class Engineers License examination is administered at the Minnesota Department of Labor in St. Paul.

Course Learning Objectives

1. Demonstrate comprehension of energy usage, energy efficiency, energy improvements, and building operations.
2. Demonstrate comprehension of safety procedures.
3. Demonstrate comprehension of plumbing.
4. Demonstrate comprehension of electricity.
5. Demonstrate comprehension of heating and air conditioning.
6. Demonstrate comprehension of restroom and office cleaning.
7. Demonstrate comprehension of painting and carpentry.
8. Demonstrate comprehension of carpet and hard floor care techniques.
9. Demonstrate comprehension of Microsoft Office 2010 Word, Excel, and PowerPoint.
10. Attain the following credentials: Special Class Engineers License, Certified Pool Operator (CPO) and OSHA General Industry Safety and Health Training.
11. Complete On-the-Job training.

Length of Program

16 Weeks – 465 Hours

Program Cost

\$6,075

A student must achieve an average score of 70 percent or higher on all program course exams. Students must complete daily assignments and On-the-Job training.

Curriculum Content

| Workplace Essentials Training | Course breakdown: | 60 Hours |
|--|--|-----------------|
| Workplace expectations; core computer skills; typing skills; professional communications; today’s “green” workplace; applied math; core skills in MS Word, MS PowerPoint, MS Excel and MS Outlook; Internet problem solving; financial literacy; relationship building; social media; goal setting; prioritizing & | Environmentally Friendly Workplace ----- | 2 Hours |
| | Understanding Directions ----- | 2 Hours |
| | Financial Literacy ----- | 2 Hours |
| | Goal Setting, Prioritizing & Time Management --- | 2 Hours |
| | Professional Communication ----- | 2 Hours |
| | Relationship Building ----- | 2 Hours |

| | | |
|--|--|--|
| <p>time management.</p> | <p>Using the Computer ----- Typing Quick and Easy----- MS Word 2010 ----- MS PowerPoint 2010 ----- MS Excel 2010 ----- MS Outlook ----- Internet ----- Applied Math -----</p> | <p>4 Hours 8 Hours 8 Hours 8 Hours 8 Hours 4 Hours 4 Hours 4 Hours</p> |
| <p>Maintenance Custodial Fundamentals Training</p> <p>Restroom and office cleaning, carpentry, painting, drywall, tool use, safety, plumbing, floor care, electricity, heating and air conditioning, and paid On-the-Job training.</p> <p style="text-align: center;"><u>Industry Credentials</u></p> <ul style="list-style-type: none"> • Special Class Engineers License (1st Level of Boilers) Prep and Exam • Certified Pool Operator Certification Prep and Exam <p><i>Pre-requisites: Complete Workplace Essentials Training and Building Facilities Training Program Entrance Assessment.</i></p> | <p>Course breakdown:</p> <p>Core Technical Skills----- • Plumbing • Restroom & Office Cleaning • Carpentry, drywall and painting • Floor care • Electrical • Heating & Air Conditioning</p> <p>Job Seeking Skills----- Customer Service----- Paid On-the-Job Training----- Special Class Engineers License (1st Level of Boilers) Prep and Exam----- Certified Pool Operator Certification Prep and Exam -----</p> | <p>315 Hours</p> <p>174 Hours</p> <p>20 Hours 5 Hours 50 Hours 36 Hours 30 Hours</p> |
| <p>Building Operations Manager Training</p> <p>Facilities management, weatherization, energy efficiency standards, retrofitting, OSHA industry safety and health training, LEED standards overview and implementation of cleaning products and processes.</p> <p style="text-align: center;"><u>Industry Credentials</u></p> <ul style="list-style-type: none"> • OSHA General Industry Safety and Health Training and Certification exam. <p><i>Pre-requisites: Complete Maintenance Custodial Skills Training.</i></p> | <p>Course breakdown:</p> <p>OSHA Industry Safety and Health ----- Weatherization ----- Retrofitting ----- Energy Efficiency Standards ----- LEED Building Overview ----- Facilities Management ----- Cleaning Products and Processes-----</p> | <p>90 hours</p> <p>10 Hours 10 Hours 10 Hours 30 Hours 6 Hours 18 Hours 6 Hours</p> |

RESOURCE Minnesota Resource Center Career 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). CPO examination is administered at Minnesota Resource Center and Special Class Engineers License examination at Department of Labor in St. Paul. Course includes paid On-the-Job training experience.

Course Learning Objectives

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

Length of Program

13 Weeks – 375 Hours

Program Cost

\$4,700

A student must achieve an average score of 70 percent or higher on all program course exams. Students must complete daily assignments and On-the-Job training.

Curriculum Content

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

| | | |
|---|---|------------------|
| | Internet ----- | 4 Hours |
| | Applied Math ----- | 4 Hours |
| Maintenance Custodial Fundamentals Training | Course breakdown: | 315 Hours |
| Restroom and office cleaning, carpentry, painting, drywall, tool use, safety, plumbing, floor care, electricity, heating and air conditioning, and paid On-the-Job training. | Core Technical Skills----- | 174 Hours |
| | <ul style="list-style-type: none"> • Plumbing • Restroom & Office Cleaning • Carpentry, drywall and painting • Floor care • Electrical • Heating & Air Conditioning | |
| | Job Seeking Skills----- | 20 Hours |
| | Customer Service----- | 5 Hours |
| | Paid On-the-Job Training----- | 50 Hours |
| | Special Class Engineers License (1 st Level of Boilers) Prep and Exam----- | 36 Hours |
| | Certified Pool Operator Certification Prep and Exam ----- | 30 Hours |
| <p style="text-align: center;"><u>Industry Credentials</u></p> <ul style="list-style-type: none"> • Special Class Engineers License (1st Level of Boilers) Prep and Exam • Certified Pool Operator Certification Prep and Exam <p><i>Pre-requisites: Complete Workplace Essentials Training and Maintenance Custodial Skills Training Program Entrance Assessment.</i></p> | | |

RESOURCE Minnesota Resource Center Career Education Office Support Specialist Training Program

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

Program Description

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

Course Learning Objectives

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

Length of Program

10 Weeks – 156 Hours

Program Cost

\$1,720

A student must achieve an average score of 70 percent or higher on program course exams and complete daily work assignments.

Curriculum Content

| | | |
|--|--|------------------------|
| <p>Workplace Essentials Training</p> <p>Workplace expectations; core computer skills; typing skills; professional communications; today’s “green” workplace; applied math; core skills in MS Word, MS PowerPoint, MS Excel and MS Outlook; Internet problem solving; financial literacy; relationship building; social media; goal setting; prioritizing & time management.</p> | <p>Course breakdown:</p> <p>Environmentally Friendly Workplace ----- 2 Hours</p> <p>Understanding Directions ----- 2 Hours</p> <p>Financial Literacy ----- 2 Hours</p> <p>Goal Setting, Prioritizing & Time Management -- 2 Hours</p> <p>Professional Communication ----- 2 Hours</p> <p>Relationship Building ----- 2 Hours</p> <p>Using the Computer ----- 4 Hours</p> <p>Typing Quick and Easy----- 8 Hours</p> <p>MS Word 2010 ----- 8 Hours</p> <p>MS PowerPoint 2010 ----- 8 Hours</p> <p>MS Excel 2010 ----- 8 Hours</p> <p>MS Outlook ----- 4 Hours</p> <p>Internet ----- 4 Hours</p> <p>Applied Math ----- 4 Hours</p> | <p>60 Hours</p> |
| <p>Business and Computer Applications Specialist Training</p> <p>Intermediate level training in Microsoft Office 2010 Word, Access, Excel, Outlook, and PowerPoint,</p> | <p>Course breakdown:</p> <p>MS Word 2010 - Intermediate----- 28 Hours</p> <p>MS Access 2010 – Intermediate----- 22 Hours</p> <p>MS Excel 2010 – Intermediate----- 18 Hours</p> | <p>96 Hours</p> |

| | | |
|--|--|--|
| <p>advanced customer service, effective communication, Job Seeking Skills and individualized job search, building business relationships, cover letter and résumés, interaction with and input from RESOURCE Business Partners.</p> <p><i>Prerequisites: Complete Workplace Essentials Training and Touch Type 20 WPM.</i></p> | <p>MS PowerPoint 2010-----</p> <p>Customer Service & Effective Communication ----</p> <p>Job Seeking Skills-----</p> <p>Building Business Relationships-----</p> | <p>10 Hours</p> <p>6 Hours</p> <p>8 Hours</p> <p>4 Hours</p> |
|--|--|--|

RESOURCE Minnesota Resource Center Career Education Accounting Support Training Program

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

Program Description

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

Course Learning Objectives

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

Length of Program

15 Weeks – 236 Hours

Program Cost

\$2,845

A student must achieve an average score of 70 percent or higher on program course exams and complete daily work assignments.

Curriculum Content

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|--|---|------------------------|
| <p>Workplace Essentials Training</p> <p>Workplace expectations; core computer skills; typing skills; professional communications; today’s “green” workplace; applied math; core skills in MS Word, MS PowerPoint, MS Excel and MS Outlook; Internet problem solving; financial literacy; relationship building; social media; goal setting; prioritizing & time management.</p> | <p>Course breakdown:</p> <p>Environmentally Friendly Workplace ----- 4 Hours Understanding Directions ----- 2 Hours Financial Literacy ----- 2 Hours Goal Setting, Prioritizing & Time Management --- 2 Hours Professional Communication ----- 2 Hours Relationship Building ----- 2 Hours Using the Computer ----- 2 Hours Typing Quick and Easy----- 4 Hours MS Word 2010 ----- 8 Hours MS PowerPoint 2010 ----- 8 Hours MS Excel 2010 ----- 8 Hours MS Outlook ----- 8 Hours Internet ----- 4 Hours Applied Math ----- 4 Hours</p> | <p>60 Hours</p> |
| <p>Business and Computer Applications Specialist Training</p> <p>Intermediate level training in Microsoft Office 2010 Word, Access, Excel, Outlook, and PowerPoint, advanced customer service, effective</p> | <p>Course breakdown:</p> <p>MS Word 2010 - Intermediate----- 28 Hours MS Access 2010 – Intermediate----- 22 Hours MS Excel 2010 – Intermediate----- 18 Hours MS PowerPoint 2010----- 10 Hours</p> | <p>96 Hours</p> |

| | | |
|---|--|--|
| <p>communication, Job Seeking Skills and individualized job search, building business relationships, cover letter and résumés, interaction with and input from RESOURCE Business Partners.</p> <p><i>Prerequisites: Complete Workplace Essentials Training and Touch Type 20 WPM.</i></p> | <p>Customer Service & Effective Communication --- Job Seeking Skills----- Building Business Relationships-----</p> | <p>6 Hours 8 Hours 4 Hours</p> |
| <p>Accounting Support 101 Training</p> <p>Accounting principles, MS Excel, QuickBooks and business math. Prep for and administration of the QuickBooks Certified User certification.</p> <p style="text-align: center;"><u>Industry Credential</u> QuickBooks Certified User certification</p> <p><i>Prerequisites: Complete Business and Computer Applications Specialist Training and Accounting Support Training Program Entrance Assessment.</i></p> | <p>Course breakdown:</p> <p>Accounting Support Basics ----- Advanced MS Excel ----- Intro to QuickBooks ----- Business Math ----- QuickBooks Certified User Prep & Exam -----</p> | <p>80 Hours</p> <p>12 Hours 8 Hours 20 Hours 8 Hours 32 Hours</p> |

RESOURCE Minnesota Resource Center Career Education Warehouse Operations Training Program

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

Program Description

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

Course Learning Objectives

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

Length of Program

8 Weeks – 188 Hours

Program Cost

\$2,100

A student must achieve an average score of 70 percent or higher on program course exams and complete daily work assignments.

Curriculum Content

| Workplace Essentials Training | Course breakdown: | 60 Hours |
|---|--|-----------------|
| Workplace expectations; core computer skills; typing skills; professional communications; today's "green" workplace; applied math; core skills in MS Word, MS PowerPoint, MS Excel and MS Outlook; Internet problem solving; financial literacy; relationship building; social media; goal setting; prioritizing & time management. | Safety, Health and Green Awareness----- | 2 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----- | 8 Hours |
| | MS Word 2010 ----- | 8 Hours |
| | MS PowerPoint 2010 ----- | 8 Hours |
| | MS Excel 2010 ----- | 8 Hours |
| | MS Outlook ----- | 4 Hours |
| | Internet ----- | 4 Hours |
| | Applied Math ----- | 4 Hours |

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|--|---|-------------------------|
| <p>Manufacturing and Warehouse Fundamentals Training</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 industry health and safety standards, forklift operator safety, workplace customer service and business relationships.</p> <p style="text-align: center;"><u>Industry Credentials</u></p> <ul style="list-style-type: none"> • OSHA General Industry Safety and Health Training and Certification Prep and Exam • Forklift Operator Safety Certification Prep and Exam <p><i>Pre-requisites: Complete Workplace Essentials Training and Warehouse Operations Training Program Entrance Assessment.</i></p> | <p>Course breakdown:</p> <p>Manufacturing Processes, Terminology, Equipment and Overviews ----- 30 Hours</p> <p>Shop Math/Metric Conversions ----- 24 Hours</p> <p>Measurement Tools – Micrometers, Calipers and Microscopes ----- 10 Hours</p> <p>OSHA Industry 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>128 Hours</p> |
|--|---|-------------------------|

RESOURCE Minnesota Resource Center Career Education Contact Center Training Program

The Contact Center Training Program is designed to train students in the skills needed to become employed in contact center positions including Member Services Representative, sales, customer service, phone banking and operations.

Program Description

Technical skills training in Salesforce, the database utilized by contact center employers today. Prep for and attain the industry recognized credential, Contact Center Agent Certification, from Benchmark Portal. On-site tour and job shadow at a local contact center.

Course Learning Objectives

1. Demonstrate comprehension of MS Word 2010.
2. Demonstrate comprehension of MS Excel 2010.
3. Demonstrate comprehension of MS PowerPoint 2010.
4. Demonstrate comprehension of customer service skills as it relates to the Contact Center industry.
5. Complete contact center visit.
6. Attain Benchmark Portal - Contact Center Agent Certification.

Length of Program

9 Weeks – 140 Hours

Program Cost

\$1,995

A student must achieve an average score of 70 percent or higher on program course exams and complete daily work assignments.

Curriculum Content

| | | |
|--|--|------------------------|
| <p>Workplace Essentials Training</p> <p>Workplace expectations; core computer skills; typing skills; professional communications; today’s “green” workplace; applied math; core skills in MS Word, MS PowerPoint, MS Excel and MS Outlook; Internet problem solving; financial literacy; relationship building; social media; goal setting; prioritizing & time management.</p> | <p>Course breakdown:</p> <p>Environmentally Friendly Workplace ----- 2 Hours</p> <p>Understanding Directions ----- 2 Hours</p> <p>Financial Literacy ----- 2 Hours</p> <p>Goal Setting, Prioritizing & Time Management ---- 2 Hours</p> <p>Professional Communication ----- 2 Hours</p> <p>Relationship Building ----- 2 Hours</p> <p>Using the Computer ----- 4 Hours</p> <p>Typing Quick and Easy----- 8 Hours</p> <p>MS Word 2010 ----- 8 Hours</p> <p>MS PowerPoint 2010 ----- 8 Hours</p> <p>MS Excel 2010 ----- 8 Hours</p> <p>MS Outlook ----- 4 Hours</p> <p>Internet ----- 4 Hours</p> <p>Applied Math ----- 4 Hours</p> | <p>60 Hours</p> |
| <p>Contact Center 101 Training</p> <p>Salesforce terminology, processes, and metrics, job types, quality assurance and the ideal agent. Prep for and administration of Benchmark Portal</p> | <p>Course breakdown:</p> <p>Contact Center Overview----- 6 Hours</p> <p>Customer Service Soft Skills ----- 4 Hours</p> <p>Realistic Job Preview----- 4 Hours</p> | <p>80 Hours</p> |

| | | |
|--|--|----------|
| Contact Center Agent Certification | Salesforce----- | 26 Hours |
| Industry Credential | Generations and Cultures----- | 4 Hours |
| • Benchmark Portal – Contact Center Agent Certification | Contact Center Solutions----- | 6 Hours |
| | Communication----- | 8 Hours |
| | Corporate Visit----- | 4 Hours |
| Prerequisites: | Simulation----- | 8 Hours |
| <i>Complete Workplace Essentials Training and Contact Center Training Program Entrance Assessment.</i> | The Home Agent----- | 2 Hours |
| | Contact Center Agent Certification Prep and Exam-- | 16 Hours |

RESOURCE Minnesota Resource Center Career Education Refund Policy

The RESOURCE Minnesota Resource Center Career Education Buyers Right to Cancel Policy (Refund Policy) is based on the State of Minnesota’s Refund Policy/Buyers Right to Cancel statute 141.271. See Appendix B for detailed information.

RESOURCE Minnesota Resource Center Career Education Locations and Staff

RESOURCE Minnesota Resource Center Main
2438 27th Avenue South, Suite 100, Minneapolis, MN 55406
612-752-8100
*Lena Balk 612-752-8138 - Marjie Blevins 612-752-8154
Kim Feller 612-752-8102*

RESOURCE Minnesota Resource Center Branch - St. Cloud
3400 First Street North, Suite 404, St. Cloud, MN 56303
320-227-1305
*Carrie Stang 320-227-1305
Director - Kim Feller 612-752-8102*

RESOURCE Minnesota Resource Center Extension - St. Paul
1450 Energy Park Drive, Suite 127B, St. Paul, MN 55108
612-752-8100
*Lena Balk 612-752-8138 - Marjie Blevins 612-752-8154
Director - Kim Feller 612-752-8102*

RESOURCE Minnesota Resource Center Career 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
Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF): CARF International, 4891 E. Grant Road, Tucson, AZ 85712 USA - www.carf.org
Certified by the Workforce Innovation and Opportunity Act (WIOA): DEED, Workforce Development Division, 332 Minnesota St Suite E-200, St. Paul, MN 55101 – www.iseek.org
In candidacy for accreditation from the Council on Occupational Education, 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350 – www.council.org

RESOURCE Minnesota Resource Center is 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.



Minnesota Resource Center

Career Education

Training Program Tuition and Buyers Right to Cancel (Refund Policy)

1. From the point of acceptance into a specific RESOURCE Minnesota Resource Center Career Education Training Program (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 referral source has enrolled a active student into a class, a student or referral source 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 referral source enrolls an active student 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 student or referral source submits a **written letter of cancellation** to the school.
3. If a student cancels or no-shows, beginning with the first day of class, a fee of \$100 will be assessed.
4. Daily fees, noted below by training program, are added to the \$100 fee beginning on the first day of class, and continue until the school receives a **written letter of cancellation** from the student or referral source.
5. Fees are assessed up to the point where 75% of the class has been completed, including weekend days falling within the class time period.
6. There is no refund once 75% of the class has completed.

| Training Program | Tuition | Daily cancellation fees: |
|--|------------|--------------------------|
| IT Support Training Program | | |
| Workplace Essentials Training | \$650.00 | \$26.00 |
| Business and Computer Applications Specialist Training | \$995.00 | \$25.00 |
| Computer Technician Training | \$5,900.00 | \$63.00 |
| Medical Office Support Training Program | | |
| Workplace Essentials Training | \$650.00 | \$26.00 |
| Business and Computer Applications Specialist Training | \$995.00 | \$25.00 |
| Healthcare Technician Training | \$1,300.00 | \$29.00 |
| Core Manufacturing Skills Training Program | | |
| Workplace Essentials Training | \$650.00 | \$26.00 |
| Manufacturing and Warehouse Fundamentals Training | \$1,200.00 | \$46.00 |
| Manufacturing Skills 102 Training | \$1,775.00 | \$93.00 |
| Building Facilities Training Program | | |
| Workplace Essentials Training | \$650.00 | \$26.00 |
| Maintenance Custodial Fundamentals Training | \$3,800.00 | \$63.00 |
| Building Operations Manager Training | \$1,375.00 | \$23.00 |
| Maintenance Custodial Skills Training Program | | |
| Workplace Essentials Training | \$650.00 | \$26.00 |
| Maintenance Custodial Fundamentals Training | \$3,800.00 | \$63.00 |
| Accounting Support Training Program | | |
| Workplace Essentials Training | \$650.00 | \$26.00 |
| Business and Computer Applications Specialist Training | \$995.00 | \$25.00 |
| Accounting Support 101 Training | \$950.00 | \$34.00 |
| Office Support Specialist Training Program | | |
| Workplace Essentials Training | \$650.00 | \$26.00 |
| Business and Computer Applications Specialist Training | \$995.00 | \$25.00 |
| Warehouse Operations Training Program | | |
| Workplace Essentials Training | \$650.00 | \$26.00 |
| Manufacturing and Warehouse Fundamentals Training | \$1,200.00 | \$46.00 |

| | | |
|--|------------|---------|
| Contact Center Training Program | | |
| Workplace Essentials Training | \$650.00 | \$26.00 |
| Contact Center 101 Training | \$1,095.00 | \$34.00 |

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
 RESOURCE Minnesota Resource Center
 2438 27th Ave South, Suite 100
 Minneapolis, MN 55406

St. Cloud - Carrie Stang - cstang@resource-mn.org
 RESOURCE Minnesota Resource Center
 3400 First St North, Suite 404
 St. Cloud, MN 56303

NOTE: The RESOURCE Minnesota Resource Center Career 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.

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, than 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.