

# SCHOOL CATALOG

January 1, 2017 – December 31, 2017

## 2017



### **MISSION LANGUAGE AND VOCATIONAL SCHOOL, INC. (MLVS)**

2929 – 19<sup>th</sup> Street, 2<sup>nd</sup> Floor.

San Francisco, CA 94110

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**Email:** [info@mlvs.org](mailto:info@mlvs.org)

**Website:** [www.mlvs.org](http://www.mlvs.org)

MLVS is an equal opportunity employer/program

Auxiliary aids/services are available upon request to individual with disability

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## A letter from the Director

Thank you for your interest in MLVS!

In its 48<sup>th</sup> year of operation, MLVS continues onward and upward in the spirit and legacy of its longtime Director, the late Rosario Anaya, and its founders, the Centro Social Obrero. San Francisco has changed tremendously over the last few years, with its shifting demographics and new economies; never has the need for MLVS' programs been stronger. MLVS is rising to the employment challenges of the 21<sup>st</sup> century, while still holding true to its mission to improve the lives and socioeconomic condition of our community, many of whom have had to overcome barriers to achieve success in school and the workforce.

If you are interested in gaining new skills, achieving your employment goals, and improving the quality of life for you and your family, Mission Language and Vocational School is an incredible place to start. MLVS is a private, non-profit, community based educational center located in San Francisco. Our community-based education programs have changed the lives of over 36,000 adults and their families by providing training in high-growth career fields and placing them in permanent jobs with growth opportunity. Throughout its history, the school has formed a link between the City's Latino and other underserved workers and the business community by offering quality training programs in Healthcare, Hospitality, and Clerical/Office Technology. English, computer literacy, mathematics, and job readiness classes form the core educational components of all MLVS' training programs, to prepare graduates with a well-rounded education, ready to enter the workforce and excel in their respective fields. MLVS makes learning accessible, and helps break the cycle of generational poverty for our community.

This catalog serves as an introduction and guide to MLVS and its programs. We invite you to also visit the school, take a tour, and chat with our team! Our intake specialists are available daily to discuss your interest in our programs and your employment needs.

Onward and upward; ¡Unidos venceremos!

Sincerely,

A handwritten signature in black ink that reads "Natalie Hopner". The signature is written in a cursive style with a large, stylized initial "N".

Natalie Hopner  
Interim Executive Director

## **MISSION**

Mission Language and Vocational School, Inc. (MLVS) is a private, non-profit, community education center, whose mission is to improve the socio-economic condition of limited or non-English speaking, low and moderate income Latinos and other underserved families in San Francisco and the Bay Area through job-specific language and vocational training programs and the creation of economic development initiatives. Support services such as career counseling, job placement assistance, and referral services are an integral part of MLVS' programs. MLVS strives to empower underserved populations and improve the community through social, economic and educational advancements.

## **HISTORY**

In 1962, a group of construction workers gave a different meaning to the concept of building a community-based organization. Realizing the need for education and job-training, they established the "Centro Social Obrero", which later became the Mission Language and Vocational School, Inc. After incorporation in 1971, the school was able to purchase the facility at 2929 – 19<sup>th</sup> Street and expand its instructional programs. Today, MLVS is a recognized leader and innovator in the field of Vocational English as a Second Language and an expert in job-skills training.

MLVS is a non-profit organization funded by various government agencies and private sources to provide employment training and placement services to Latino and other underserved communities in San Francisco.

## **PHILOSOPHY**

Mission Language and Vocational School believes in achievement through education. Students can best achieve the optimum outcomes for their lives: well-paying jobs, and stable and productive relationships in their communities, through education and training that makes them capable and confident. The Board of Directors also emphasizes the importance of instructing students in their rights and responsibilities as citizens, and instilling a sense of community. The staff and faculty of MLVS are committed to providing quality programs leading to the betterment of our students' lives and futures.

## **STATEMENT OF NON-DISCRIMINATION**

Mission Language and Vocational School, does not discriminate on the basis of race, gender, age, physical challenge, national origin, ethnic background, creed, sexual orientation or religion in employing school personnel, or in granting admission to the school, or in offering its students counseling, training, or placement opportunities, or in any other of its programs or activities.

## **APPROVAL DISCLOSURE STATEMENT**

Mission Language and Vocational School, Inc. (MLVS), is a private institution and is granted institutional approval to operate by the Bureau for Private Postsecondary Education pursuant to the California Education Code, Sections 94909(a)(2) and 94897(1). The Bureau's approval means that the institution and its operation comply with the standards established under the law for occupational instruction by private postsecondary educational institutions. Institutional approval must be obtained every five years and is subject to continuing review. In accordance with Education Code §94802(c), this institution was previously

approved to operate its courses and programs by the former Bureau for Private Postsecondary and Vocational Education prior to 2006, and was granted an approval to operate until 2012. In April 2016, the Bureau for Private Postsecondary Education granted a re-approval to operate until April 2021.

Such approval authorizes MLVS to offer the following certificate courses and programs:

• Clerical Job Skills Training	630 Hours
• General Business Vocational Preparation*	840 Hours
• Vocational English as a Second Language and Clerical Training I*	1,260 Hours
• Vocational English as a Second Language and Clerical Training II*	1,050 Hours
• Vocational English as a Second Language and Clerical Training III*	840 Hours
• Computer Skills and Office Training*	630 Hours
• Cashier/Customer Service Program*	300 Hours
• Computer Networking Training Program*	1,260 Hours
• Medical Assisting Program:	760 Hours
Medical Assisting – Administrative	
Medical Assisting – Clinical	
Medical Assisting – Billing and Coding	
• Latino Culinary Academy:	
Professional Cooking Program*	1,750 Hours
Professional Cooking Program – Intensive Course	810 Hours
Basic Culinary Skills Program*	480 Hours
Professional Baking Program	540 Hours
Restaurant Management Program*	1,155 Hours
Personal Computer Repair Technician*	520 Hours

\*Inactive in the current academic year

## FACILITIES DESCRIPTION

Instruction takes place in the 36,000 square-foot facility owned and operated by MLVS at 2929 – 19<sup>th</sup> Street in the Mission District of San Francisco. The building accommodates 500 students and contains twenty classrooms: typing, computer and medical labs, a language laboratory/media center, testing rooms, administrative offices, kitchens, and a cafeteria/multi-purpose room.

## GENERAL STATEMENT

Prospective students are invited to visit the school, receive a tour of its facilities, and discuss their educational and occupational objectives with MLVS' advisors prior to enrolling or signing enrollment agreements.

California statutes require that a student who successfully completes a course of study be awarded an appropriate diploma or certificate verifying the fact. MLVS offer certificates of completion to all students who successfully complete the program. To acknowledge our students' accomplishments, we also celebrate their achievement with a graduation ceremony. MLVS is not an accredited institution, and does not offer degree programs, which means students are not eligible for federal financial aid.

Although placement in a job upon graduation cannot be guaranteed, the school makes every effort to assist students find employment.

MLVS does not admit students who are visiting from outside the United States, and therefore does not offer any visa services. While welcoming students with limited English proficiency, MLVS offers all of its educational programs in English, requiring an English language proficiency of overall TOEFL level 65. At enrollment, students are tested for their English language level, and if they don't have the required proficiency, they are given the opportunity to attend an English as a Second Language course. The fees are included in the overall program fees. Please see course syllabi for additional information.

MLVS is sponsored by a number of public and private organizations. Prospective students who either meet the eligibility criteria for government-assisted educational programs, and/or those that have their own financial resources, are welcome to apply to any of our programs. Child-care assistance is provided to students who qualify, and free transportation to and from the school is available to students in good standing, as funds allow.

MLVS does not participate in federal or state financial aid because it is not an accredited institution. If a student receives a personal loan to pay for their education program, the student is responsible to pay for the full amount of the loan plus interest minus any refunds if applicable.

In addition, if the student has received federal student financial aid funds, the student is entitled to a refund of monies not paid from federal student financial aid program funds.

Should a student default on a federal or state loan, both of the following may occur:

1. The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan; and
2. The student may not be eligible for any other federal student financial aid at another institution or other government financial assistance until the loan is repaid.

MLVS, the facilities it occupies, and the equipment it utilizes, fully comply with all federal, state, and local ordinances and regulations including those relating to health and safety.

MLVS does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, nor has had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 111 of the United States Bankruptcy Code.

As a prospective student you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Persons seeking to resolve problems or complaints should first contact their advisor or program manager. Requests for further action may be made to the General Manager or Executive Director, and beyond that to the Board of Directors. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888)370-7589 or by completing a complaint form, which can be obtained on the bureau's internet website [www.bppe.ca.gov](http://www.bppe.ca.gov).

All of the information in this catalog is current and correct and is certified to be true by:

Natalie Hopner  
Interim Executive Director



## **ADMINISTRATIVE GUIDELINES**

### **ADMISSIONS**

#### **Requirements and Procedures**

Students need to apply for admission in order to be officially accepted for a program and determine a starting date. In order to register, students will complete the school's application form, call for an appointment to visit the school, and receive a tour of its facilities, take entrance examinations, and schedule a personal interview with an admissions representative. The tour of the MLVS facility gives applicants the opportunity to see the schools' equipment and facilities, meet the staff and faculty, and ask questions relating to the school curriculum and career objectives. Personal interviews enable school administrators to determine an applicant's interest and eligibility for enrollment in a program. There are no minimum educational requirements for admission to any of MLVS' programs, but entrance exams are given to determine placement. Students must be over 16 years of age, and there is no maximum age. Ability-to-benefit (ATB) students who do not have their GED, high school diploma, or California proficiency exam, are welcome to participate in MLVS' programs. ATB students are required to pass an independently administered examination, the Wonderlic exam, to demonstrate that the student can be successful in the program, and to determine class placement, which varies from program to program. A passing score is 200 verbal, 210 quantitative. An Admissions representative will help students explore options for taking the GED or High School Proficiency Exam as part of their Educational Plan, if applicable.

Once an applicant has completed the admission procedures, the school reviews the application and informs the applicant of its decision.

The school has an open enrollment system. Individuals may apply at any time and enroll in a four or six week program cycle. The following items must be completed at the time of application:

- An MLVS application
- An entrance examination
- An Enrollment Agreement;
- Submission of personal documents, if applicable; and
- Payment of tuition, if applicable

The school reserves the right to decline admission to applicants who do not successfully complete the above admission procedures.

#### **Transferring Into or Out from MLVS/Challenging Exams**

### **NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION**

The transferability of credits you earn at Mission Language and Vocational School is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in an educational program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational

goals. This may include contacting an institution to which you may seek to transfer after attending Mission Language and Vocational School to determine if your certificate will transfer.

If you are a student transferring into MLVS from another institution, MLVS Student Services representatives will review your coursework and determine how to best integrate the previous coursework you have completed into your academic profile and adjust your academic program as needed. Students who have comprehensive work/hands-on experience may receive credit for prior experiential learning by requesting to test out of certain basic skills components in order to expedite program completion. This will be determined by the school on an individual basis, and is subject to the same appeals process as the grievance procedures. Students will not be charged additional fees, as all testing fees are included in the registration fee of \$100.

Please note, MLVS does not have any specific transfer agreements with other institutions.

## Hours of Operation

MLVS is open Monday through Thursday from 8:00 am to 6:00 pm and 8:00 am to 5:00 pm on Friday. Classes are in session between the hours of 8:00 am and 4:00 pm. Other classes and activities benefiting the community are held in MLVS' classrooms in the morning and evening.

The school is closed for the following holidays:

New Year's Day	Veterans Day
Martin Luther King Day	Thanksgiving Day
Presidents' Day	Friday after Thanksgiving
Cesar Chavez Day	Christmas Eve
Memorial Day	Christmas Day
Independence Day	New Year's Eve
Labor Day	

## Attendance Policy

At Mission Language and Vocational School, Inc. (MLVS), we consider good attendance and punctuality extremely important criteria in developing work habits essential to our students' success. Most companies mail out requests for verification of attendance when considering students for employment. A poor attendance record may reduce the possibility of gaining employment.

Students are required to sign in and out of school just as they would on a job. This encourages business-like attendance habits and enables the school to keep a record of the hours that students spend in school.

Students who have been tardy or absent must obtain and show their instructors "excused" or "unexcused" absence or tardy slips to be admitted to class. Unexcused tardiness for a total of one hour will be considered a whole day of unexcused absence. Absence for no valid reason results in a verbal warning. Two verbal warnings and a further written warning may lead to probation or dismissal from the school.

Students are encouraged to schedule medical or dental appointments after school hours and should notify the school if they plan to be absent.

If students have valid, personal emergencies that require a leave-of-absence, the school will do its best to accommodate them upon their return, provided that the program they were in is still available.

## **Leave of Absence Policy**

MLVS permits students to request a leave of absence (LOA) for up to 180 days during any 12-month period if there are legitimate extenuating circumstances that require the students to interrupt their education.

In order for a student to be granted an LOA, the student must provide the School's Executive Director or the Student Services Manager with a written request, prior to the leave of absence, outlining the reasons for the LOA request and the date the student expects to return to school.

If the LOA request is approved by MLVS, a copy of the request dated and signed by both parties, along with other necessary supporting documentation will be placed in the student's file.

## **Re-admission Following a Leave of Absence**

Upon the student's return from an LOA, the student will be permitted to complete the coursework begun prior to the leave of absence.

The institution will make every attempt to insure that students can re-enter at the point at which their education was interrupted and will enable them to complete the coursework begun prior to the leave of absence request. However, if the institution recognizes that it will be unable to assure that a student can re-enter and complete the assignments begun prior to the leave of absence; the student's request for an LOA will have to be denied.

## **Failure to Return from a Leave of Absence**

A student who fails to return from an LOA on or before the date indicated in the written request will be terminated from the program, and the institution will invoke the Cancellation/Refund Policy.

As required by federal statute and regulations, the student's last date of attendance prior to the approved leave of absence will be used in order to determine the amount of funds the institution earned and make any refunds which may be required under federal, state, or school policy (see Cancellation/Refund Policy).

## **Effects of Leave of Absence on Satisfactory Academic Progress**

Students who are contemplating a leave of absence should be cautioned that one or more of the following factors may affect their eligibility to graduate within the maximum program completion time:

- Students returning from a leave of absence are not guaranteed that the module required to maintain the normal progression in their training program will be available at the time of re-entry.
- They may have to wait for the appropriate module to be offered.
- They may be required to repeat the entire module from which they elected to withdraw prior to receiving a final grade.

## Academic Achievement

### Grading System

The progress and quality of students work is measured by a system of letter grades and grade percentages. Tests are administered before students enter and after they complete the program to determine entry level and measure final progress. The meaning of each grade and its equivalent percentages is as follows:

Grade	Meaning	Percentage
A	Excellent	90-100
B	Very Good	80-89
C	Good	70-79
D	Below Average	60-69
F	Failing	0-59

### Graduation Requirements

To be eligible for graduation, student must:

- Complete all required classroom modules with a grade of at least 70 percent, or “C”;
- Meet the grade requirements for the module components, as applicable;
- Successfully complete required clock hours in an approved externship, if applicable;
- Receive satisfactory evaluation from the externship facility; and
- Complete all program requirements

### Examinations

In order to receive a certificate of completion for any MLVS program, students must pass the coursework and final exam for each course in the program syllabus, and complete an internship/ externship, if required. Students in programs that prepare them for licensing exams are not required to take the exams to complete the MLVS program. Culinary students take the ServSafe exam during their program, although this certificate is not required to pass MLVS’ program. Culinary students are also given a cumulative practical and written final exam prior to being placed on an internship or externship. There is no cumulative final exam for other programs. Students take entrance and exit exams in English and math to determine placement upon enrollment, and progress upon completion.

### Certificate of Completion

The goal of each student participating in our training program is to obtain a Certificate of Completion applicable to each of the programs offered. This certificate shows that a student has successfully completed the requirements of his or her program, and has the marketable skills necessary to compete in the job market. In order to achieve at the highest level possible, students must cooperate at all levels of the program. General requirements outside of daily attendance include maintaining a degree of professionalism in both manner and dress, fully cooperating with staff and fellow students, and showing a high degree of integrity in all endeavors relating to and involving the program.

## **Record/Diploma Retention Policy**

All student academic current records are maintained retained, and secured for a period of five years after the date of the student's graduation, withdrawal, or termination, and disposed of in accordance with local, state, and federal regulations. MLVS permanently maintains student transcripts. All student records are immediately available during normal business hours for inspection and copying. Records are maintained on the school site at 2929 19<sup>th</sup> Street, San Francisco, CA 94110. Records are kept in the school computer system and in paper form; MLVS maintains complete records for each student that includes curricula, grades, attendance, completion dates, prior education and training, certificates and awards received.

Current records (three years following a student's completion or withdrawal) may be immediately reproduced from MLVS computers by direct program staff during regular hours of operation, and within two (2) business days for a record that is no longer current. The institution has personnel scheduled to be present at all times during normal business hours who know how to operate the devices and can explain the operation of the devices to any person authorized by California Private Postsecondary Education Act of 2009 (the Act) to inspect and copy records; and any person authorized by the Act or this chapter to inspect and copy records shall be given immediate access to the document reproduction devices for the purpose of inspecting and copying stored records and shall, upon request, reimburse the institution for the reasonable cost of using the institution's equipment and material to make copies at a rate of ten cents (\$0.10) per page. MLVS maintains a second set of all academic and financial records required by the Act in fire resistant cabinets in the building.

Student academic transcripts, which include grades, are available upon written request by the student. Student records may only be released to the student or his/her designee as directed by the Family Educational Rights and Privacy Act of 1974.

Transcript and certificate requests must be made in writing to the Student Services Department. Official transcripts will be released to students who are current with their financial obligation (i.e. tuition and fees due to the school are paid current per the student's financial agreement). Certificates will be released to students who are current with their financial obligation upon completion of their school program.

Students are provided an official transcript free of charge upon completing graduation requirements as stated in the previous paragraph. There is a fee of \$15 for each additional official transcript requested. Normal processing time for transcript preparation is approximately three to five days.

## **Externship Training**

Upon successful completion of all classroom requirements, if applicable, students are expected to begin the externship portion of their program. The required number of externship clock and credit hours/units must be successfully completed within eight weeks from the date students begin their externship. Students must complete at least 20 clock hours, but no more than 40 clock hours per week at an approved externship site. The school recommends that students complete at least 25 clock hours per week. Students must make up absences that occur during the externship to ensure that the required extern hours are completed prior to graduation.

Students who interrupt their externship training for more than 3 consecutive days without permission from the school may be terminated from the program by the school. Students who do not complete their externship training within the required 8 weeks may appeal for an extension based upon extenuating circumstances, if any. Extenuating circumstances include prolonged illness or accident, death in the family,

or other events that make it impractical to complete the externship within the required completion time. Students' appeals must include written documentation of the extenuating circumstances and should be submitted to the general manager and approved by the school's Executive Director.

## **Required Study Time**

In order to complete the required class assignments, students are expected to spend outside time studying. The amount of time will vary according to the ability of the individual student. Students are responsible for reading all study materials given them by their instructors and must turn in assignments at the designated time.

## **Textbook Policy**

All textbooks are included in the cost of tuition. One uniform is also provided. Incidental supplies, such as paper and pencils, are to be furnished by students.

## **General Conduct Standards**

The time spent at MLVS is not just a time for learning business skills. It is also a time of transition during which students are encouraged and expected to develop a professional manner. The standards of conduct to be maintained at MLVS are those found in business and industry. Regard for courtesy, proper workplace manners, and etiquette in both situational and interpersonal communication is fundamental within the MLVS environment and its training of individuals. We expect students to always conduct themselves in a manner that is a credit to other students, the community, the school, and, of course, themselves. Upon admission to the school, students receive copies of the "Student Handbook" which explains the rules of conduct. Students are responsible for adhering to these rules.

1. Students are required to sign in and out during the course of each day.
2. All students will help maintain a healthy learning environment by refraining from activities that are harmful or offensive to others. These include: physical or verbal harassment or threat of harassment; permitting unsafe working conditions; disregard for established health and safety practices; and interfering with another student's learning.
3. As adult learners, students are expected to arrive physically and mentally prepared to learn. Optimum learning cannot take place if a student is under the influence of non-prescription drugs or alcohol. If this happens, students will be promptly referred to counseling. Students may risk being expelled or suspended from participating in their MLVS programs if it is determined that they are not entirely in control of their ability to learn and participate in the programs.
4. Students are not allowed to bring food or drinks into the classrooms.
5. Each student is responsible for participating in the development of an individual plan for his or her own training and subsequent job placement. Each student is expected to follow the terms of his or her plan.
6. Students are required to remain in the classroom or training areas unless they are on a scheduled break or have permission from the instructor.
7. Students who are enrolled in a course are required to be present each day of their program, to complete all the required instructional clock hours, and class and homework assignments.
8. All students must adhere to the school's dress code policy, which is discussed at the student orientation and throughout the student's program.
9. No cell phones, charging cell phones or I-pods are allowed during class session.

## **Probation and Dismissal Policy**

The following, in or around school may be cause for probation and/or immediate dismissal: dishonesty; unprofessional conduct; insubordination; non-compliance with safety rules; being under the influence of drugs or alcohol; being vulgar or abusive; harassing fellow students, teachers or staff members, or individuals in the community; fighting; gambling and vandalism of school property or equipment.

The school may terminate students for any action or behavior it deems to be in violation of school policy, including, but not limited to:

- Violation of the school's attendance policy
- Violation of general conduct standards

Notices of all terminations are made in writing; terminations may be appealed to the Executive Director.

## **Student Rights**

1. Students have the right to work and study in a place that is safe, accessible and comfortable.
2. Students have the right to consult with their counselors or advocates at reasonable times throughout their course of study.
3. Students have the right and responsibility to participate in planning sessions that affect their course of study and job search. Students are considered equal members of the vocational planning team.
4. Students have the right to request extensions of their course of study if they miss scheduled course hours due to circumstances beyond their control. Legitimate reasons might include illness, disability, or the death or serious illness of a member of their immediate family.
5. Students have the right to be treated by their instructors, trainers, all personnel and peers in a respectful manner, and as adult learners.
6. Students have the right to study at a rate that is consistent with their learning ability, provided they continue to meet the minimum academic standards outlined in the course curricula.
7. Students have the right to discuss or appeal any decisions made about their course of study to the Executive Director of MLVS. This may be done only after first attempting to resolve their concerns with the course instructor, Student Services Manager and/or the General Manager.
8. Once accepted into a course of study, students have the right to reasonable accommodation for any disability that might affect their studies while on MLVS' premises.
9. Students have the right to have information about their enrollment and progress in class kept confidential.

## **Dress Code**

A professional appearance is important to success in the business world. Students at MLVS are expected to dress in a businesslike manner. Wearing clothing with holes, jeans and tennis shoes is not permitted at the school. Students enrolled in the Medical and Culinary programs are required to wear, daily, the standard uniform and shoes with a closed toe. One uniform is included in the tuition price. MLVS students should dress for success and feel confident in having a professional appearance.

## **Clothing and Personal Property**

All personal property is the sole responsibility of the student. The school does not assume liability for any loss or damage. Clothing and other small items should be marked clearly with the student's name and address. Vehicles should always be locked to avoid theft.

## **Student Activities**

Throughout the school year, activities that encourage school spirit and develop student leadership may be offered. The school believes that participation in these activities is an important part of the educational process, and student involvement is encouraged.

## **Field Trips**

MLVS believes that training is enriched by observation and real-life applications. When appropriate, visits are arranged to industrial or professional locations.

## **Special Lectures**

Guest lecturers are invited to speak to students about career opportunities and current industry applications of educational programs.

## **Supportive Services**

Students are referred to other service providers for healthcare, childcare, transportation, housing, etc.

## **Community Activities**

Students are encouraged to participate in community activities and civic engagement, such as the Cesar Chavez Holiday Breakfast, parade and celebration; MLVS' anniversary celebration; among others.

## **Counseling**

Students' educational objectives, grades, attendance and conduct are reviewed on a regular basis. Students will be notified if their academic standing or conduct is unacceptable. Failure to improve academic standing or behavior may result in further action. Tutorial programs and academic counseling are provided for students who are experiencing difficulties with their class work. Students are encouraged to seek academic assistance through the Education Department. Credit is granted for previous training when appropriate, allowing educational plans to be revised according to a student's skill level.

For personal problems that may require professional counseling, the school has information available on community resources that address these types of needs.

## **Placement Assistance**

MLVS' team of employment specialist's orient the trainees to the labor market, counsel them to determine their career goals, prepare them for future employment, refer them for jobs, and arrange for employment interviews. There are no guarantees of placement, but the school makes every effort to find employment for its graduates.



## **Drug Abuse Prevention**

Information on drug abuse prevention is available at the school for all students and employees.

## **Physically Challenged Students**

Physically challenged students should make arrangements to meet with the school's Student Services Manager prior to the start of class to review the facilities and required accommodations.

## **Health/Medical Care**

Students must take proper care of their health so that they can do their best in school. This means regular hours, plenty of sleep, sufficient exercise and nutritious food. Students who become seriously ill or contract a communicable disease should stay at home to recover. However, they must notify the school immediately. All medical and dental appointments should be made after school hours. The school will not be responsible for rendering any medical assistance but will refer students to the proper medical facility upon request.

## **Financial Assistance**

MLVS has traditionally operated government-sponsored programs funded by a number of public agencies as well as foundations, corporations, Workers Compensation Insurance agencies, the Workforce Investment Act (WIA) program and Community Development Block Grant (CDBG) administered through the City and County of San Francisco, CalWORKS and PAES participants, funded by the California Employment Development Department (EDD) and administered through the Department of Human Services (DHS), and private individuals. There is no cost for participating in WIA, CDBG, or EDD funded programs. The funding sources are recognized as Third Party Payers, and any claim will be handled through this third party.

These programs provide assistance to low-income citizens, immigrants, refugees and CalWORKS recipients over the age of eighteen who are unemployed or underemployed. Priority is given to heads-of-household and individuals with low-level English skills. Applicants must meet eligibility criteria determined by the funding sources. The third party funding source pays for tuition. For low-income, economically disadvantaged, and/or those with financial hardship, MLVS reserves the right to sponsor or offer partial or full scholarships to these individuals in order to meet tuition costs in the event a primary funding source (WIA, CDBG, DHS, Vocational Rehab, foundations, etc.) is unable to pay. Programs offered from year to year may vary depending upon current funding levels/requirements.

Students seeking admission to these programs must:

1. Be citizens of the United States, legal residents, or have employment certificates;
2. Be residents of the City of San Francisco, if applicable;
3. Be unemployed or underemployed (earning a minimum salary, working a temporary job, or working less than 20 hours a week);
4. Be economically disadvantaged: e.g. have a low income or receive economic assistance (Temporary Assistance for Needy Families (TANF), General Assistance, SSE, etc.);
5. Be 18 years of age or older;
6. Meet eligibility criteria under the Workforce Investment Act [Title III applicants only].

Participants under these programs may be eligible for supportive services including transportation allowances, childcare assistance, and certain medical services. Check with an advisor to see what supportive services might be available to you and what procedures are required to receive them.

Students who are financially capable, and therefore do not qualify for government-supported education, will pay tuition for their courses.

MLVS does not participate in federal or state financial aid because it is not an accredited institution. If a student receives a personal loan to pay for their education program, the student is responsible to pay for the full amount of the loan plus interest minus any refunds if applicable.

In addition, if the student has received federal student financial aid funds, the student is entitled to a refund of monies not paid from federal student financial aid program funds.

Should a student default on a federal or state loan, both of the following may occur:

- (1) The federal or state government or a loan guarantee agency may take action against the student, including garnishing an income tax refund; and
- (2) The student may not be eligible for any other government financial assistance at another institution until the loan is repaid.

## **CANCELLATION/WITHDRAWAL/REFUND POLICY**

### **Students' Rights to Cancel/Withdraw**

You have the right to cancel this Agreement and obtain a refund. The School, for all students, without penalty or obligation, shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed one hundred dollars (\$100), if the notice of cancellation is made prior to or on the first day of instruction or 7 days after enrollment, whatever is later. Cancellation shall occur when you give written notice of cancellation to the address of the School shown on the top of this Agreement. You can do this by mail, hand delivery, or email. The written notice of cancellation, if sent by mail, properly addressed with postage prepaid, is effective as of the date of mailing. The written notice of cancellation need not take any particular form and, however expressed, is effective if it shows that you no longer wish to be bound to this Agreement.

### **Refund Policy**

A student may withdraw from a program for which a fee is charged after instruction has started and receive a prorated refund for the unused portion of the tuition and other refundable charges if the student has completed 60% or less of the instruction. To determine the refund, a registration fee, not to exceed one hundred dollars (\$100.00), will be deducted from the tuition charge. The net tuition charge divided by the number of hours in the program will be the hourly charge for the program. The amount owed by the student for the purpose of calculating a refund is derived by multiplying the total hours attended by the hourly charge for instruction plus the amount of the registration fee and the documented cost of any books or equipment that was not returned.

### **Formal Complaint and Grievance Procedure**

It is the strict policy of the Mission Language and Vocational School, Inc. (MLVS), to assure the fair and equitable treatment of all enrollees and applicants in a manner consistent with the school's policies and regulations. MLVS has adopted formal complaint and grievance procedures to be followed by students or applicants wishing to submit a formal complaint. These procedures will be fully explained during the

orientation session. They are included in the Students' Handbook and are also available at the Student Services office upon request.

1. A written complaint should be given to the Student Services Manager. Within five working days, a meeting should be scheduled to discuss the nature of the complaint and measures taken to resolve the complaint.
2. If not satisfied with the initial meeting or meetings, the issuing party may request a hearing with the General Manager, as the next step the Executive Director, and, if necessary and still unresolved, the Board of Directors of MLVS. Within five working days the requesting party should be given written notice regarding the time, date, and locations of the scheduled hearing.
3. Within ten working days from the date of the hearing, a written decision regarding the matter shall be issued to the participant and all other involved parties.
4. The decision shall be final unless the matter concerns contractual responsibilities of the school to one of its funding sources.
5. Upon request, the school shall provide the participant with the name and a telephone number of a contact person at a respective funding or regulatory agency.
6. Unresolved complaints may be directed as follows:

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833; P.O. Box 980818, West Sacramento, CA 95798-0818; [www.bppe.ca.gov](http://www.bppe.ca.gov); (888) 370-7589 or by fax (916) 263-1897; (916) 431-6959 or by fax (916) 263-1897.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll free or completing a complaint form, which can be obtained on the bureau's internet website [www.bppe.ca.gov](http://www.bppe.ca.gov).

## **Programs/Course Descriptions**

All MLVS courses will be offered on the MLVS campus located at 2929 – 19<sup>th</sup> Street, 2<sup>nd</sup> Floor, San Francisco, CA 94110.

### **CLERICAL PROGRAMS:**

#### **Mission**

The program’s mission is to prepare competent entry-level clerical associates, incorporating values, ethics, and professionalism. The program promotes an interdisciplinary approach to the study of clerical office administration, and procedures, as well as the ethics and values associated with such a career. The program’s foundation provides a basis for analytical skills which lead to life-long learning, and a successful career.

#### **Purpose**

Multi-skilled Clerical professionals are educated to work in the public and private settings performing administrative-clerical duties. The practice of Clerical technology requires specialized skills requiring both formal education and practical experience that serve as standards for entry into the profession. Our clerical programs emphasize the skills and knowledge needed for employment in the business sectors: office clerks, unit coordinator, insurance companies, mailroom clerks and secretaries or receptionists.

#### **Objectives**

To receive a certificate in the clerical programs, students must complete all required classroom modules with a grade of at least 70 percent, or “C”; meet the grade requirements for the module components, as applicable; and complete all other program requirements.

#### **Methodology of Instruction**

All clerical programs are taught through classroom-based lectures, as well as hands-on practice in a fully-equipped PC computer laboratory under the supervision of qualified instructors. Tutorials from tutors proficient in the subject are available when needed or desired.

#### **Equipment**

All clerical programs utilize MLVS’ computer lab, equipped with 25 PC computers with current Microsoft Software and its applications: MS Word, Excel, PowerPoint, and Access, in addition to other standard software programs.

## Clerical Job Skills Training

This eighteen-week program is geared toward advanced English as a Second Language (ESL), or native English speakers with keyboard knowledge and office experience who need to brush-up their clerical skills. Students are trained for job positions as described by the United States Department of Labor under the Bureau of Labor Statistics (BLS) in the Occupational Outlook Handbook's *Standard Occupational Classification System (SOC codes)* in the following job titles as typist (SOC #43-9022), office clerk (SOC #43-9060), and administrative assistant (SOC #43-6014) positions.

### Objectives

The successful graduate will:

- Receive a Clerical Job Skills Training Program Certificate of Completion.
- Demonstrate excellent communication and customer service skills.
- Be well versed in Digital Literacy: MS Word, PowerPoint, and Excel.
- Type 45 w.p.m. with speed and accuracy.
- Demonstrate proficiency in clerical office procedures, such as data entry, processing claims, scheduling appointments, and completing referrals.
- Demonstrate proficiency in electronic records management.

There is a total of 630 instructional hours in the following classes:

- |                                    |           |
|------------------------------------|-----------|
| • Business Math I, II              | 60 Hours  |
| • Business English I, II           | 90 Hours  |
| • Keyboarding/Typing (see page 34) | 90 Hours  |
| • Filing                           | 30 Hours  |
| • 10-Key Calculator                | 60 Hours  |
| • Computer Skills                  | 180 Hours |
| • Bookkeeping                      | 30 Hours  |
| • Office Simulation                | 30 Hours  |
| • Job Preparation                  | 30 Hours  |
| • Interview Skills                 | 30 Hours  |

## Computer Skills and Office Training Program

The Computer Skills and Office Training Program is an eighteen (18) week program for native speakers of English or those with intermediate to advance ESL capabilities, and typing entry level skills at 35wpm. Students receive intensive training in PC computers to perform data processing, word processing, database, and spreadsheets, using the most current software for these applications (meeting industry/technology standards). Students also review Business English and Math, as needed, and will take Job Preparatory courses. This program will help graduates in positions as described by the United States Department of Labor under the Bureau of Labor Statistics (BLS) in the Occupational Outlook Handbook's *Standard Occupational Classification System (SOC codes)* in the following job titles as Data Entry Keyer (SOC #43-9021), Data Processor (SOC #43-9020), Word Processor (SOC #43-9022), general office clerks (SOC # 43-9060), and office clerk (SOC #43-9060).

## Objectives

The successful graduate will:

- Receive a Computer Skills and Office Training Program Certificate of Completion.
- Demonstrate excellent communication and customer service skills.
- Be well versed in Digital Literacy: MS Word, PowerPoint, and Excel.
- Type 35 w.p.m. with speed and accuracy.
- Demonstrate proficiency in clerical office procedures, such as data entry, processing claims, scheduling appointments, and completing referrals.
- Demonstrate proficiency in electronic records management

There are a total of 630 instructional hours required for this program

- |                                    |           |
|------------------------------------|-----------|
| • Introduction to Computer         | 210 Hours |
| • Business Math                    | 60 Hours  |
| • Business English                 | 90 Hours  |
| • Keyboarding/Typing (see page 34) | 150 Hours |
| • Filing                           | 30 Hours  |
| • 10-Key Calculator                | 30 Hours  |
| • Job Preparation                  | 30 Hours  |
| • Interview Skills                 | 30 Hours  |

## **General Business Vocational Preparation**

This twenty-four week program is for students with advanced English as Second Language ability, but who lack office experience. This course is designed to give skills that will enable students to gain confidence in future job situations. Students are trained as described by the United States Department of Labor under the Bureau of Labor Statistics (BLS) in the Occupational Outlook Handbook's *Standard Occupational Classification System (SOC codes)* in the following job titles as general office clerks (SOC # 43-9060), receptionists (SOC #43-4171), and administrative assistant positions (SOC#43-6014).

## Objectives

The successful graduate will:

- Receive a General Business Vocational Preparation Certificate of Completion.
- Demonstrate excellent communication and customer service skills.
- Be well versed in Digital Literacy: MS Word, PowerPoint, and Excel.
- Type 45 w.p.m. with speed and accuracy.
- Demonstrate proficiency in clerical office procedures, such as data entry, processing claims, scheduling appointments, and completing referrals.
- Demonstrate proficiency in electronic records management.

There is a total of 840 instructional hours in the following classes:

- |                          |          |
|--------------------------|----------|
| • Business Math I, II    | 60 Hours |
| • Business English I, II | 90 Hours |

- Keyboarding/Typing (see page 34) 210 Hours
- Filing 30 Hours
- 10-Key Calculator 90 Hours
- Bookkeeping 30 Hours
- Computer Skills 210 Hours
- Job Preparation 30 Hours
- Interview Skills 30 Hours
- Office Simulation 60 Hours

## Vocational ESL and Clerical Training I

This thirty-six week program is for entry level English as Second Language students with no clerical skills and is based upon pre-testing scores. The first twenty-four weeks are spent in intensive English as a Second Language instruction with emphasis on oral communication in job-related situations. The final portion of the program is similar in content to Clerical Job Skills Training, with instruction in basic office skills. Students are trained for positions as described by the United States Department of Labor under the Bureau of Labor Statistics (BLS) in the Occupational Outlook Handbook's *Standard Occupational Classification System (SOC codes)* in the following job titles as mailroom clerks (SOC #43-9051), general office clerks (SOC # 43-9060), typists (SOC #43-9022), receptionists (SOC # 43-4171), and secretaries (SOC #43-6014).

### Objectives

The successful graduate will:

- Receive a Vocational ESL and Clerical Training I Program Certificate of Completion.
- Demonstrate excellent communication and customer service skills.
- Demonstrate elementary proficiency in English oral and written communication.
- Be well versed in Digital Literacy: MS Word, PowerPoint, and Excel.
- Type 45 w.p.m. with speed and accuracy.
- Demonstrate proficiency in clerical office procedures, such as data entry, processing claims, scheduling appointments, and completing referrals.
- Demonstrate proficiency in electronic records management.

There is a total of 1,260 instructional hours in the following classes:

- Grammar I, II, III 240 Hours
- Interaction I, II, III 240 Hours
- Business Math I, II 60 Hours
- Computer Skills 180 Hours
- Business English I, II, III 90 Hours
- Filing 30 Hours
- Keyboarding/Typing (see page 34) 210 Hours
- 10-Key Calculator 90 Hours
- Bookkeeping 30 Hours
- Office Simulation 30 Hours

- Job Preparation 30 Hours
- Interview Skills 30 Hours

## Vocational ESL and Clerical Training II

This thirty-week program is for students at intermediate English as a Second Language level. The first eighteen weeks are spent in intensive English as a Second Language instruction with emphasis on oral communication in job-related situations. The remainder of the program is similar to that of Clerical Job skills Training, with instruction in basic office skills. Students are trained for positions as described by the United States Department of Labor under the Bureau of Labor Statistics (BLS) in the Occupational Outlook Handbook's *Standard Occupational Classification System (SOC codes)* in the following job titles as mailroom clerks (SOC #43-9051) , messengers (SOC# 43-5021), office machine operators (SOC #43-9071), general office clerks (SOC # 43-9060), and typists (SOC # 43-9022).

### Objectives

The successful graduate will:

- Receive a Vocational ESL and Clerical Training II Program Certificate of Completion.
- Demonstrate excellent communication and customer service skills.
- Demonstrate intermediate proficiency in English oral and written communication.
- Be well versed in Digital Literacy: MS Word, PowerPoint, and Excel.
- Type 45 w.p.m. with speed and accuracy.
- Demonstrate proficiency in clerical office procedures, such as data entry, processing claims, scheduling appointments, and completing referrals.
- Demonstrate proficiency in electronic records management.

There is a total of 1,050 instructional hours in the following classes:

- Grammar II, III 150 Hours
- Interaction II, III 150 Hours
- Business Math I, II 60 Hours
- Business English I, II, III 90 Hours
- Computer Skills 180 Hours
- 10-Key Calculator 60 Hours
- Bookkeeping 30 Hours
- Office Simulation 30 Hours
- Filing 30 Hours
- Keyboarding/Typing (see page 34) 210 Hours
- Job Preparation 30 Hours
- Interview Skills 30 Hours

## Vocational ESL and Clerical Training III

This twenty-four week program is for students at advanced English as a Second Language level. The first twelve weeks are spent in English as a Second Language instruction emphasizing ways of improving oral



communications within job-related situations. The final portion of the program is similar in content to that of Clerical Job Skills Training, with instruction in basic office skills. Students are trained for positions as described by the United States Department of Labor under the Bureau of Labor Statistics (BLS) in the Occupational Outlook Handbook's *Standard Occupational Classification System (SOC codes)* in the following job titles as mailroom clerks (SOC #43-9051) , messengers (SOC# 43-5021), office machine operators (SOC #43-9071), general office clerks (SOC # 43-9060), and typists (SOC # 43-9022).

## **Objectives**

### **The successful graduate will:**

- Receive a Vocational ESL and Clerical Training III Program Certificate of Completion.
- Demonstrate excellent communication and customer service skills.
- Demonstrate upper intermediate to advanced proficiency in English oral and written communication.
- Be well versed in Digital Literacy: MS Word, PowerPoint, and Excel.
- Type 45 w.p.m. with speed and accuracy.
- Demonstrate proficiency in clerical office procedures, such as data entry, processing claims, scheduling appointments, and completing referrals.
- Demonstrate proficiency in electronic records management.

There is a total of 840 instructional hours in the following classes:

- |                                    |           |
|------------------------------------|-----------|
| • Grammar III                      | 60 Hours  |
| • Interaction III                  | 60 Hours  |
| • Business Math I, II              | 60 Hours  |
| • Business English I, II, III      | 90 Hours  |
| • Computer Skills                  | 180 Hours |
| • 10-Key Calculator                | 30 Hours  |
| • Bookkeeping                      | 30 Hours  |
| • Office Simulation                | 30 Hours  |
| • Filing                           | 30 Hours  |
| • Keyboarding/Typing (see page 34) | 210 Hours |
| • Job Preparation                  | 30 Hours  |
| • Interview Skills                 | 30 Hours  |

## **Personal Computer Repair Technician Program**

The Personal Computer Repair Technician Program is an 18-week program for native speakers of English or those with intermediate to advanced ESL capabilities. Computer repair skills will be acquired through a series of hands-on lab exercises and lectures which are designed to teach and improve PC configuration and troubleshooting skills necessary to function as a PC support or help-desk technician. Students will also review Business English and Business Math, as well as take Job Preparatory courses. This course will help prepare students for a career as described by the United States Department of Labor under the Bureau of Labor Statistics (BLS) in the Occupational Outlook Handbook's *Standard Occupational Classification System (SOC codes)* in the following job titles as an entry-level information technology (IT) professional (SOC # 15-1111) and/or a personal computer (PC) technician (SOC # 15-1111). Students are also prepared

to take the Comp TIA A+ exams after completing the program, both the Essentials and Practical Application portions.

### Objectives

The successful graduate will:

- Receive a Personal Computer Repair Technician Program Certificate of Completion.
- Demonstrate excellent communication and customer service skills.
- Be prepared to take the Comp TIA A+ exams.
- Understand PC configuration and troubleshooting
- Be able to function as a support or help-desk technician.

There are a total of 520 instructional hours required for this program.

- |                                               |          |
|-----------------------------------------------|----------|
| • Introduction to Computer Repair             | 20 Hours |
| • On the Motherboard                          | 40 Hours |
| • System Configuration/ Disassembly and Power | 40 Hours |
| • Logical Troubleshooting                     | 30 Hours |
| • Memory                                      | 30 Hours |
| • Storage Devices                             | 30 Hours |
| • Multimedia Devices                          | 30 Hours |
| • Basic Windows and Windows Commands          | 30 Hours |
| • Windows XP, Vista, and 7                    | 30 Hours |
| • Business Math                               | 90 Hours |
| • Business English                            | 90 Hours |
| • Job Preparation                             | 30 Hours |
| • Interview Skills                            | 30 Hours |

## **Computer Networking Training Program**

The Computerized Networking Program offers hands-on training in a project-based model with interactive lessons stored on the computer lab's Web server. Students learn a complete range of basic through advanced networking concepts—from pulling cable to installing software and/or changing CPUs, motherboards, and computer cards. The objective to prepare students for the Networking Essentials and Windows NT Workstation and CISCO Tests, either of which could lead to entry-level positions as described by the United States Department of Labor under the Bureau of Labor Statistics (BLS) in the Occupational Outlook Handbook's *Standard Occupational Classification System (SOC codes)* in the following job titles as a Desktop Support position (SOC #15-1151) or Network Cable Installer position (SOC #49-2022) at a median wages of \$18/hr. With work experience and independent study, graduates of this program could pass further Microsoft and/or CISCO exams and become licensed Networking Technicians.

### Objectives

The successful graduate will:

- Receive a Computer Networking Training Program Certificate of Completion.
- Demonstrate excellent communication and customer service skills.
- Be prepared to take the Networking Essentials and Windows NT Workstation and CISCO Tests
- Understand basic through advanced computer networking concepts.
- Be able to install and connect cable, software, and hardware.
- Be able to function as a licensed Networking Technician.

There are a total of 1,260 instructional hours required for this program.

• Vocational English as a Second Language (VESL)III	45 Hours
• VESL Interaction III	45 Hours
• Business English I	30 Hours
• Intro to Computers/Microsoft Word	60 Hours
• Keyboarding	30 Hours
• Business English II	30 Hours
• Office 2007/Microsoft Word	60 Hours
• MS Excel	60 Hours
• Business Math	30 Hours
• Self-Esteem Development	30 Hours
• Computer Terminology	30 Hours
• A+ Preparation	90 Hours
• MS Access	60 Hours
• Internet Skills	30 Hours
• CISCO Networking I	90 Hours
• Job Skills	60 Hours
• Office Communications	30 Hours
• Microsoft Windows NT 4.0	90 Hours
• Interview Skills	30 Hours
• Job Preparation II	30 Hours
• Internet Job Research/Communications	30 Hours
• Networking Tutorial (Cycles 4-6)	90 Hours

## Cashier/Customer Service Training Program

This program is open to native speakers or those with limited English proficiency. Students receive instruction in cashiering, operation of cash registering equipment, payment transactions, handling merchandise, and basic sales techniques. This program prepares students for employment for entry-level positions as described by the United States Department of Labor under the Bureau of Labor Statistics (BLS) in the Occupational Outlook Handbook's *Standard Occupational Classification System (SOC codes)* in the following job titles as retail sales (SOC #41-2031), cashiers (SOC #41-2011), and other related occupations.

### Objectives

The successful graduate will:

- Receive a Cashier / Customer Service Training Program Certificate of Completion.
- Demonstrate excellent communication and customer service skills.

- Demonstrate intermediate proficiency in English oral and written communication.
- Be well versed in the operation of cash registering equipment.
- Type 45 w.p.m. with speed and accuracy.
- Demonstrate proficiency in handling merchandise and basic sales techniques.
- Be ready to operate cash register and be a customer service representative in a variety of office and retail environments.

There are a total of 300 instructional hours required for this program.

- |                                    |           |
|------------------------------------|-----------|
| • English as a Second Language     | 180 Hours |
| • Cash Register Training           | 60 Hours  |
| • Customer Service Training        | 40 Hours  |
| • Job Preparation/Interview Skills | 20 Hours  |

## **HEALTH PROGRAMS:**

### **Mission**

The program’s mission is to prepare competent entry-level medical assistants, incorporating values, ethics, and professionalism. The program promotes an interdisciplinary approach to the study of medical office administration, clinical procedures, and the ethics and values associated with such a career. The program’s foundation provides a basis for analytical skills leading to national certification, life-long learning, and a successful career.

### **Purpose**

Medical assistants are multi-skilled health professionals educated to work in ambulatory settings performing administrative and clinical duties. The practice of medical assisting requires mastery of a complex body of knowledge and specialized skills requiring both formal education and practical experience that serve as standards for entry into the profession. Our Medical Assistant (MA) programs emphasize the skills and knowledge needed for employment in doctors’ offices, clinics, hospitals, insurance companies, and or other related healthcare venues.

### **Objectives**

The successful graduate will:

- Receive a Medical Assisting Program Certificate of Completion.
- Be eligible to sit for one of the National Health Association Certified Exams:
  - *Certified Clinical Medical Assistant (CCMA)*
  - *Certified Medical Administrative Assistant (CMAA) or*
  - *Certified Billing and Coding Specialist (CBCS)*
- Demonstrate proficiency in administrative medical office procedures, such as processing insurance claims, scheduling appointments, and completing referrals.
- Demonstrate proficiency in clinical procedures such as patient intake, taking vital signs, giving injections, administering EKGs, drawing blood, and assisting with patient exams, clinical procedures and office surgeries.
- Demonstrate proficiency in electronic medical records management.

To receive a certificate in the healthcare programs, students must complete all required classroom modules with a grade of at least 70 percent, or “C”; meet the grade requirements for the module components, as applicable; successfully complete required clock hours in an approved externship; receive satisfactory evaluation from the externship facility; and complete all other program requirements.

## **Methodology of Instruction**

These programs are taught through classroom-based lectures, as well as hands-on practice in clinical medical and fully-equipped PC computer laboratories, under the supervision of qualified instructors. Tutorials from tutors proficient in the subject are available when needed or desired. Programs also include 160 hours of externship, under the supervision of qualified medical practitioners who provide on-the-job training and evaluate each extern’s performance.

## **Equipment**

These programs utilize the medical office simulation laboratory: autoclave, blood pressure cuffs, examination tables, EKG machines, stethoscopes, scales, and thermometers. This lab is equipped with all standard equipment for the practical portion of the program. These programs also use MLVS’ computer lab, equipped with 25 PC computers with current Microsoft software and its applications: MS Word, Excel, PowerPoint, and Access, in addition to MediSoft for medical office management and coding as well as other standard software programs.

## **Medical Assisting Program**

### Course Description:

This thirty-six week program is available to both native speakers and those with advanced English as Second Language proficiency. The Medical Assisting Program prepares students with the skills needed to work as part of a healthcare team in doctors’ offices, hospitals, clinics, nursing homes and health maintenance organizations. Graduates of the program will be qualified for entry-level positions as described by the United States Department of Labor under the Bureau of Labor Statistics (BLS) in the Occupational Outlook Handbook’s *Standard Occupational Classification System (SOC codes)* in the following job titles as medical assistants (SOC # 31-9092), clinical medical assistants (SOC #31-9092), administrative assistants (SOC #31-9092), and medical office receptionists (SOC#31-9092). Skills and knowledge developed include: the history of medicine; medical ethics; legalities; patients’ rights; knowledge of instruments; muscular, cardiovascular and respiratory systems; medication administration; nutrition; general office skills; and various office procedures including insurance billing.

The entire program consists of eight modules requiring a total of 760 instructional hours, plus an externship of 160 hours with a qualified medical workplace and a final exam. In order to better prepare students for gainful employment in the dynamic and changing Health Care employment sector, MLVS groups students into programmatic tracts depending on students’ capabilities, interests and acuity. These tracts are Medical Assisting – Administrative, Medical Assisting – Clinical, and Medical Assisting – Billing and Coding.

- Introduction to Medical Assisting

120 Hours

- Medical Terminology 120 Hours
- Medical Lab 240 Hours
- Computer Information Systems-MediSoft/Medical Manager 120 Hours
- Business English 120 Hours
- Typing 90 Hours
- Externship (Job experience, non-instructional hours) 160 Hour

## CULINARY PROGRAMS

### Mission

The program’s mission is to prepare competent entry-level culinary technicians, incorporating values, ethics, and professionalism. The program promotes an interdisciplinary approach to the study of culinary arts, and the ethics and values associated with such a career. The program’s foundation provides a basis for analytical skills leading to national certification (ServSafe), life-long learning, and a successful career.

### Purpose

MLVS’ Culinary Programs help students gain culinary techniques and practical experience utilized in the food service industry. The practice of culinary arts requires specialized skills requiring both formal education and practical experience that serve as standards for entry into the profession. Our culinary programs emphasize the skills and knowledge needed for employment in the food service sectors: hotels, restaurants, hospitals, and bakeries.

### Objectives

To receive a certificate in the culinary programs, students must complete all required classroom modules with a grade of at least 70 percent, or “C”; meet the grade requirements for the module components, as applicable; successfully complete required clock hours in an approved externship; receive satisfactory evaluation from the externship facility; and complete all other program requirements.

### Methodology of Instruction

These programs are taught through classroom-based lectures, as well as hands-on practice in a professional kitchen, and a fully-equipped PC computer laboratory, under the supervision of qualified instructors. Tutorials from tutors proficient in the subject are available when needed or desired. Programs also include 60 hours of externship, under the supervision of qualified chefs who provide on-the-job training and evaluate each extern’s performance.

### Equipment

These programs utilize an industrial-sized kitchen equipped with all standard equipment for the practical portion of the program. They also utilize MLVS’ computer lab, equipped with 25 PC computers with current Microsoft software and its applications: MS Word, Excel, PowerPoint, and Access, in addition to other standard software programs.

## **COURSE DESCRIPTION**

### **Latino Cuisine Culinary Academy**

The Mission Language and Vocational School, Inc. opened the United States' first Latino Cuisine Culinary Academy (LCCA) in the fall of 1999. The LCCA concept was developed based on the results of a job market analysis of the San Francisco Bay Area, which projected that the food service industry will remain the number one employer into the year 2015. This is not surprising, as the food service industry has long been an integral part of the community. The Bay Area is renowned for its diversity in fine dining and is the nation's number one market for dining. The restaurant business in and around San Francisco forms a major part of our economy. Unfortunately, as we take a closer look at the dining industry and its work force, we see that immigrants hold the majority of lower-level positions. These low-income workers are held back from advancement not by lack of experience, but rather by lack of formal training.

The primary purpose of LCCA is to provide its students with the skills to achieve higher-level positions in an important job market; positions that will not only improve their quality of life, but will be a reinvestment in the community. The LCCA concept was conceived as an alternative to the status quo. This community-based culinary academy is designed to both train and serve its diverse, multicultural population. Trainees of the Academy will have some practical experience in the food service industry, and will utilize MLVS' program to study culinary techniques, as well as to develop the communication and management skills necessary to achieve higher levels of responsibility in future employment and increase their earnings.

### **Professional Cooking Program**

This sixty-week program is open to native speakers and to those with advanced English as Second Language ability. Students cover an array of subjects, from knife skills and the making of stocks and sauces, through the handling and cooking of seafood, poultry, meats, vegetables and grains. They can also expect to prepare a variety of breads, pastries and desserts.

The basic text for the program is "Professional Cooking" by Wayne Gisslen, John Wiley & Sons, Inc.; the standard text used by more culinary training programs than any other text. This program will prepare a student for an entry-level position as described by the United States Department of Labor under the Bureau of Labor Statistics (BLS) in the Occupational Outlook Handbook's *Standard Occupational Classification System (SOC codes)* in the following job titles as Sous Chef (SOC # 35-1011), Assistant Chef (SOC #35-1011) or Chef (SOC #35-2014) in a small restaurant, a Lead Cook (SOC #35-2014), Cook or Pantry Cook (SOC# 35-2014) position in a hotel, restaurant, cafeteria, or production kitchen.

### **Objectives**

The successful graduate will:

- Receive a Certificate of Completion from the Professional Cooking Program.
- Be eligible to sit for the national certification ServSafe exam.
- Demonstrate excellent interpersonal, communication, and customer service skills.
- Demonstrate leadership and team-player: able to direct and provide training to peers.
- Be organized and well versed in hospitality.
- Demonstrate front and back of the house competence with speed and accuracy.

- Multitask: high-end recipe preparations within time constraints.
- Possess excellent basic knife cut technique and cooking principle concepts.
- Be proficient in kitchen sanitation and cleanliness.

There are 1,540 hours of cooking instruction plus 210 hours of an externship in a cooperating food-related business for a total of 1,750 hours.

• Introduction: The Food Service Industry	35 Hours
• Sanitation and Safety, Tools and Equipment	70 Hours
• Basic Cooking Principles: The Recipe, The Menu, and Pre-Preparation	140 Hours
• Stocks, Sauces, and Soups	140 Hours
• Understanding and Cooking Meats, Poultry, Fish, Shellfish, and Vegetables	420 Hours
• Potatoes and Other Starches	35 Hours
• Salads, Dressings, Sandwiches and Hors D' Oeuvres	70 Hours
• Breakfast Preparation	70 Hours
• Food Preparation and Garnish	35 Hours
• Recipes from International Cuisines	35 Hours
• Bakeshop Production: Yeast Products, Quick Bread, Cakes and Icings, Cookies, Pies and Pastries, Creams, Custards, Puddings, and Frozen Desserts	385 Hours
• Masterpiece Meals Presentation	105 Hours
• Externship	210 Hours

## Professional Cooking – Intensive Course

This intensive twenty-seven (27) week program is open to native speakers and to those with Limited English Proficiency. This program includes Culinary Terminology, Work-related English, Basic Math and Introduction to Computers. Graduates of the program are prepared for entry-level positions as described by the United States Department of Labor under the Bureau of Labor Statistics (BLS) in the Occupational Outlook Handbook's *Standard Occupational Classification System (SOC codes)* in the following job titles as Lead Cook (SOC #35-2014), Cook (SOC #35-2000) for Restaurants/Cafeteria and Production Kitchens. The students are trained in all aspects of cooking only; Baking is not included.

### Objectives

The successful graduate will:

- Receive a Certificate of Completion from the Professional Cooking – Intensive Course.
- Be eligible to sit for the national certification ServSafe exam.
- Demonstrate excellent interpersonal, communication, and customer service skills.
- Demonstrate leadership and team-player: able to direct and provide training to peers.
- Be organized and well versed in hospitality.
- Demonstrate front and back of the house competence with speed and accuracy.
- Multitask: high-end recipe preparations within time constraints.
- Possess excellent basic knife cut technique and cooking principle concepts.
- Be proficient in kitchen sanitation and cleanliness.



There are 750 hours of cooking instruction plus 60 hours of an Externship in a cooperating food related industry for a total of 810 hours.

- |                                                                                       |           |
|---------------------------------------------------------------------------------------|-----------|
| • Introduction: The Food Service Industry, Sanitation and Safety, Tools and Equipment | 50 Hours  |
| • Culinary Terminology/Work-related English, Basic Math, Introduction to Computers    | 125 Hours |
| • Basic Cooking Principles: The Recipe, Menu, and Preparation                         | 100 Hours |
| • Stocks, Sauces, and Soups                                                           | 100 Hours |
| • Understanding and Cooking Meats, Poultry, Fish, and Shellfish, And Vegetables       | 225 Hours |
| • Potatoes and Other Starches                                                         | 25 Hours  |
| • Salads and Salad Dressings, Sandwiches, and Hors D' Oeuvres                         | 50 Hours  |
| • Breakfast Preparation                                                               | 50 Hours  |
| • Food Preparation, Garnish, Masterpiece Meal Presentation                            | 25 Hours  |
| • Externship                                                                          | 60 Hours  |

## Basic Culinary Skills Program

The sixteen (16) week basic culinary skills program is open to native speakers and to those with limited English as Second Language ability. This program prepares trainees for entry-level positions as described by the United States Department of Labor under the Bureau of Labor Statistics (BLS) in the Occupational Outlook Handbook's *Standard Occupational Classification System (SOC codes)* in the following job titles as Short Order Cooks (SOC #35-2015), Restaurant/Cafeteria Cooks (SOC # 35-2000) and Kitchen/Food Preps (SOC # 35-2020). The program includes 60 hours of Culinary Terminology, Work-related English, Basic Math and Introduction to Computers.

### Objectives

The successful graduate will:

- Receive a Certificate of Completion from the Basic Culinary Skills Program.
- Be eligible to sit for the national certification ServSafe exam.
- Demonstrate excellent interpersonal, communication, and customer service skills.
- Demonstrate leadership and team-player: able to direct and provide training to peers.
- Be organized and well versed in hospitality.
- Demonstrate front and back of the house competence with speed and accuracy.
- Multitask: high-end recipe preparations within time constraints.
- Possess excellent basic knife cut technique and cooking principle concepts.
- Be proficient in kitchen sanitation and cleanliness.

There are 420 hours of instruction and 60 hours of an Externship for a total of 480 hours.

- |                                                                                       |          |
|---------------------------------------------------------------------------------------|----------|
| • Introduction: The Food Service Industry, Sanitation and Safety, Tools and Equipment | 50 Hours |
| • Culinary Terminology/Work-related English, Basic Math, Introduction to Computers    | 70 Hours |

- Basic Cooking Principles: The Recipe, Menu, and Preparation 75 Hours
- Stocks, Sauces, Soups, Salads, Sandwiches, and Hors D’Oeuvres 75 Hours
- Cooking Meats, Chicken, Fish, and Vegetables 50 Hours
- Potatoes and other Starches 25 Hours
- Breakfast Preparation 50 Hours
- Food Preparation, Garnish and Masterpiece Meal Presentation 25 Hours
- Externship 60 Hours

## Professional Baking Program

This intensive eighteen (18) week program is open to native speakers and to those with Advanced English as Second Language ability. The Course curriculum includes Tarts and Pastries; comprehensive Cake Decorating; Chocolate Work; Candies and Confections; Mousses and Custards; Hot and Cold Soufflés; Sorbets, Ice Creams and other Frozen Desserts; an assortment of Breakfast Pastries, from Muffins to Croissants; and Bread work, from Brioche to Sourdough.

Text for this program is “Professional Baking” by Wayne Gisslen, John Wiley & Sons, Inc. The program prepares students for an entry-level position as described by the United States Department of Labor under the Bureau of Labor Statistics (BLS) in the Occupational Outlook Handbook’s *Standard Occupational Classification System (SOC codes)* in the following job titles as Baker (SOC #35-3011) or Baker/Pastry Chef (SOC #35-3011) in a Restaurant/Cafeteria or as an Assistant in a Bakeshop or Hotel.

### Objectives

The successful graduate will:

- Receive a Certificate of Completion from the Professional Baking Program.
- Be eligible to sit for the national certification ServSafe exam.
- Demonstrate excellent interpersonal, communication, and customer service skills.
- Demonstrate leadership and team-player: able to direct and provide training to peers.
- Be organized and well versed in hospitality.
- Demonstrate front and back of the house competence with speed and accuracy.
- Multitask: high-end recipe preparations within time constraints.
- Possess excellent baking skills and techniques.
- Be proficient in kitchen sanitation and cleanliness.

There are 480 hours of instruction and 60 hours of an Externship for a total of 540 hours.

- Introduction: The Food Service Industry, Sanitation and Safety, Tools and Equipment 50 Hours
- Culinary Terminology/Work-related English, Basic Math, Introduction to Computers 80 Hours
- Bakeshop Production: Basic Principles 50 Hours
- Yeast Products, and Quick Breads 75 Hours
- Cakes, Icing, Cookies, Creams, Pastries, Custards, Puddings, Frozen Desserts, and Sauces 200 Hours
- Externship 60 Hours

## Restaurant Management Program

This thirty-three (33) week program is open to native speakers and to those with Advanced English as Second Language ability. This program will prepare the students for an entry-level position as described by the United States Department of Labor under the Bureau of Labor Statistics (BLS) in the Occupational Outlook Handbook's *Standard Occupational Classification System (SOC codes)* in the following job titles as an Assistant Restaurant/Cafeteria Manager (SOC #11-9051), Kitchen Manager (SOC #11-9051), or provide sufficient skills to perform as Owner/Operator in future endeavors in Food and Beverage or Hotels. The students are trained in all aspects of restaurant management, personnel, purchasing, and cash and financial management.

### Objectives

The successful graduate will:

- Receive a Certificate of Completion from the Restaurant Management Program.
- Be eligible to sit for the national certification ServSafe exam.
- Demonstrate excellent interpersonal, communication, and customer service skills.
- Demonstrate leadership and team-player: able to direct and provide training to peers.
- Be organized and well versed in hospitality.
- Demonstrate front and back of the house competence with speed and accuracy.
- Multitask: high-end recipe preparations within time constraints.
- Possess excellent skills to enter the management level in hospitality, including personnel, purchasing, and financial matters.
- Be proficient in kitchen sanitation and cleanliness.

There are 1,015 hours of cooking instruction plus 140 hours of an Internship and an Externship for a total of 1,155 hours.

- |                                                             |           |
|-------------------------------------------------------------|-----------|
| • Introduction: The Food Service Industry                   | 35 Hours  |
| • Pre-Opening, Personnel Management, and Personnel Training | 210 Hours |
| • Menu, Kitchen, Dining Room, and Bar Management            | 210 Hours |
| • Cash and Financial Management                             | 70 Hours  |
| • Purchasing                                                | 70 Hours  |
| • Cleanliness, Sanitation, Safety, and Security             | 140 Hours |
| • Energy and Equipment Management                           | 140 Hours |
| • Operational and Marketing Management                      | 140 Hours |
| • Externship                                                | 140 Hours |

## **COURSE DESCRIPTIONS:**

### **English Language Courses**

#### **VESL I - VESL I (60 Hours)**

This course will introduce students to the basics of English communication, including both verbal and non-verbal behavior, such as eye contact, body language, gestures, and professional attitudes. Fluency and cultural communications, including respect, tolerance and awareness of differences are emphasized competence along with listening and comprehension skills.

#### **VESL II - VESL II (60 Hours)**

This course will expose students to intermediate level vocabulary and structures of English through reading and writing in order to help them function effectively in various real time personal and workplace-related situations. Students will be immersed into an intensive practice in order to allow them to become more fluent while applying a variety of grammatical structures.

#### **VESL III - VESL III (60 Hours)**

This course will enhance students' fluency and accuracy as they communicate. Students will reinforce the use of multiple verb tenses to increase their awareness of American workforce culture and norms. Students will be introduced to the structure of reported speech. A stronger emphasis will be given on pronunciation (for clarity, not accent reduction).

#### **BE I - Business English I (20 Hours)**

This course is designed to introduce students to the basic grammar and writing skills required to communicate effectively in the office and business industry. These skills will provide the foundation which later Business English classes will build upon. After completion of this class, students will be able to use and demonstrate different parts of speech correctly, how they parts of speech work together to form sentences. They will conjugate verbs into Present: Simple, Progressive, Perfect, and Perfect Progressive, Past: Simple, Progressive, Perfect, and Perfect Progressive, Future: Simple, Progressive, Perfect, and Perfect Progressive. Students will also create paragraphs using the correct structure, compose memos and letters as well as exhibit improvement in their reading comprehension skills, spelling and vocabulary acquisition.

Topics that will be covered: Introduction to the Parts of Speech, Nouns, Pronouns, Articles, Reading Comprehension and Vocabulary, Verbs and Verbs Spelling Rules, Sentence Structures, Punctuations, Adjectives, Adverbs and Spelling rules, Prepositions, Conjunctions, and Basic compositions.

#### **BE II - Business English II (20 Hours)**

This course is designed to build upon student skills attained in Business English I. Students will develop the writing, reading, listening and speaking skills necessary to effectively communicate in the business and office industry. These skills will allow students to readily transition into the advanced Business English course. After completion of this class, students will be able to correctly use Parts of Speech in writings and through oral presentations. They will exhibit proficiency in reading comprehension skills, spelling and vocabulary acquisition, denote the Imperative in writing and speech, and identify and construct Verb Tenses. Students will demonstrate use of correct Punctuation, classify Sentence Structures in addition to write and edit original Paragraphs, Letters and Memos. They will also give a short oral presentation on a sector-related topic and prepare a written Summary Report.

Topics that will be covered: Review the Parts of Speech; Reading Comprehension and Vocabulary; Extracting relevant information from readings; The Imperative; Giving orders/directions: Verb Tenses: Pasts, Presents Futures; Review Punctuation Rules; Classifying and Constructing Sentences; Structure of Paragraphs; Components of Letters and Memos; Summaries.

### **BE III - Business English III (20 Hours)**

This is the most advanced Business English course and is designed to build upon student skills attained Business English I and Business English II. Students will review grammar and tenses and will continue to develop the writing, reading, listening and speaking skills necessary to effectively communicate in the healthcare industry. These skills will allow students to readily transition into the healthcare workforce. After completion of this class, students will be able to give instructions/directions in a courteous and professional manner and exhibit reading comprehension skills, spelling and vocabulary acquisition. They will write Paragraphs, Essays, Letters, and Memos with minimal grammar, spelling or organization errors as well as edit their own work and the work of others. Students will also construct written summaries by extracting most relevant information from readings, give an extended oral presentation on a sector-related topic, correctly site sources, create handouts and answer unprepared questions from his/her classmates and instructor.

Topics that will be covered: Review: The Parts of Speech, Past, Present, Future Tenses, The Imperative; Reading Comprehension and Vocabulary: Extracting relevant information from readings; Writing: Letters and Memos.

## **Job Readiness Training Courses**

### **JP I - Job Preparation I (60 Hours), JP II – Job Preparation II (30 Hours), IS I - Interview Skills (30 Hours)**

These courses are open to native and non-native English language speakers and designed to instruct, support, coach and counsel students in job search skills. Students will also understand the norms of job search specific to the U.S. After completion of this class, students will be able to complete Job Applications, write a Résumé, write and give a 1-minute Elevator Speech, demonstrate effective Job Interview Skills and learn the cultural norms searching for employment in the U.S.

Job Prep I Topics: Employment vocabulary; Personal data sheets: Job descriptions and duties, work experience gaps, reasons for leaving; Resume Grid; Action words for resumes; Completion of resume; Employment Applications; Employments tests

Job Prep II Topics: Writing skills review: sentence vs. fragments, paragraph coherence, transition words; Cover letters; Follow-up letters; Employment portfolio: list of references, letters of recommendations, examples of work skills.

Interview Skills Topics: Common Interview Questions, Techniques and Ideal Responses, Confidence, Vocabulary Acquisition Necessary for Employment Retention Success.

### **OC 100 - Office Communication (30 Hours)**

Students will master basic content outlined in office communications. Students will be able to interact with co-workers and customers in a professional and polite manner and use a variety of modern office equipment.

Topics that will be covered: Office Conversation: Giving/following directions, Interaction with co-workers/supervisors; Human Relations: Customer Service Skills, Business Etiquette; Phone Skills; Taking/leaving messages; Modern Office Machines: Fax Copiers, Copiers, Scanners.

### **SED 100 - Self-Esteem Development (30 Hours)**

This course is designed to help students identify personal strengths for self-empowerment, self-identity, self-worth, self-esteem build up, and self-recognition. Identified strengths are to be used in Cover Letters and Resumes to highlight Skills, Abilities, Talents, and acquired Work Experiences. It will also assist students in understanding themselves and knowing what they can use to better their Interview Skills.

## **Clerical Training Courses**

### **CST 100 - Customer Service Training (20 Hours)**

This course is designed to expose students to the concepts and skills required to administer quality customer service. Through a series of readings (Case Study), discussions and role playing exercises students will develop the skills required to excel as a Customer Service Representative. After completion of this class, students will be able to demonstrate techniques necessary for delivering customer service. They will be able help clients in routine customer service interactions as well handle disgruntled customers while respectfully servicing all clients in a patient and respectful manner.

### **CRT 100 - Cash Register Training (30 hours)**

This course is opened to native and non-native English language speakers and is designed to instruct students on the skills required for a career as a wholesale or retail cashier. After completion of this class, students will be able to complete a cash transaction, including the use of appropriate greetings and proper handling of merchandise. They will also demonstrate the ability to require and return proper cash values on transactions. Students will also be introduced to basic sales techniques.

### **BOOK 100 - Bookkeeping (30 hrs)**

This course will review the basic accounting principles and will analyze and complete accounting transactions on the proper forms, with the necessary confidence and vocabulary acquisition necessary for employment retention success. After completion of this class, students will have knowledge of bookkeeping principles through multiple exercises. Students will be able to analyze business, personal, or financial data and create reports.

Topics that will be covered: General Ledger, File Setup, Invoicing, Purchasing, Accounts Receivable, Accounts Payable.

### **FIL 100 - Filing (30 Hours)**

This course is designed to introduce students to the concepts and practices of filing principles. Students will acquire the basic filing skills applicable to a business environment and be able to successfully pass a test for employment in the area of business archiving. After completion of this class students will apply

the rules of indexing and filing in various simulation exercises within an allocated time with an 80% accuracy rate.

Topics that will be covered: Effective filing systems and procedures, Alphabet exercises and speed development, Basic terminology, Numeric and Alphabetic filing methods.

### **OS 100 - Office Skills (30 Hours)**

This course is designed for Native Speakers or Advanced ESL students in the final component of the program. The course focuses on communication and environment of the modern business world in a survey format. Students will learn technical communication (phones, faxes, copier, scanner, e-mail) as well as business etiquette, culture, structure and interpersonal communication modes (active listening, non-verbal communication). After completion of this class, students will learn standard operation usage of phone, fax, copier, scanner and e-mail. Students will also gain a functional awareness of business etiquette, culture, structure and interpersonal communication.

Topics that will be covered: Business Etiquette, Phone Skills, Fax/Copy Machine, Scanner, Filing Practice, Business Communication, Financial Literacy.

### **KBT 100 - Ten-Key (by touch) (30 Hours)**

This course is designed to help students acquire the skills applicable to a business environment using the touch key method of operation on the ten-key calculator. In addition, students will be able to pass an employment test in that area. On completion of this course, students will develop a speed of 200 strokes per minute in all basic operation and pass timed, ten-key pre-employment test with 100% accuracy.

Topics that will be covered: Learn the Types of Equipment; Learn the Keys; Review and Learn the Four Basic Math Operations on the Calculator: Addition, Subtraction, Multiplication, Division; Take five-minute timed speed tests on a regular basis (3 times/week).

## **Mathematics Training Courses**

### **MA MATH I - Mathematics for Medical Assisting I (20 Hours)**

This course will introduce and empower students to entry level math skills as applied in today's Healthcare Industry. After completion of this class, students will be proficient in knowledge of entry level math skills qualifying them to transition into complex applications i.e., dosage calculations.

Topics that will be covered: Whole Numbers, Fractions I, Integers, Parenthesis, Exponents, Multiplication, Addition, and Subtraction.

### **MA MATH II - Mathematics for Medical Assisting II (20 hours)**

This course will introduce and empower students to entry level math skills as applied in today's Healthcare Industry. After completion of this class, students will be proficient in knowledge of entry level math skills qualifying them to transition into Introduction to Basic Pharmacology.

Topics that will be covered: Decimals Computation, Fractions, Percents, Ratios and Proportions.

**CUL MATH I - Culinary Mathematics I (20 Hours)**

This course will introduce and empower students to entry level math skills as applied in today's Food Service Industry. After completion of this class, students will be proficient in knowledge of entry level math skills qualifying them to transition into complex applications i.e., recipes, measurements and conversions.

Topics that will be covered: Whole Numbers, Fractions, Decimals, Introduction to Units of Measure.

**CUL MATH II - Culinary Mathematics II (20 hours)**

This course will introduce and empower students to entry level math skills as applied in today's Food Service Industry. After completion of this class, students will be proficient in knowledge of entry level math skills qualifying them to apply these skills in the kitchen.

Topics that will be covered: Decimals, Fractions, Percents, Ratios and Proportions, Menu & Plate Cost.

**BMATH I - Business Math I (60 hours)**

This course is designed to enable students to learn and apply mathematics skills to a business setting. After completion of this class, students will be proficient in knowledge of entry level math skills, qualifying them to understand and manage their personal finances, as well as grasp the fundamentals of business finances.

Topics that will be covered: Whole Numbers, Fractions, Integers, and Decimals.

**BMATH II - Business Math II (60 hours)**

This course is designed to enable students to learn and apply mathematics skills to a business setting. After completion of this class, students will be proficient in knowledge of entry level math skills, qualifying them to understand and manage their personal finances, as well as grasp the fundamentals of business finances.

Topics that will be covered: Decimals, Fractions, Percents, Ratios and Proportions, Simple and Compound Integers.

**Healthcare Training Courses****MOA I - Medical Administrative Assisting 1 (20 Hours)**

This course will introduce students to the foundations of Medical Assisting Administration. After completion of this class, students will be able to understand Health Care Roles and Responsibilities, Medical Terminology, Medical Law, Ethics, Legal Issues and Professional Communication.

Topics that will be covered: Healthcare Roles and Responsibilities

**MOA II - Medical Administrative Assisting 2 (20 Hours)**

This course will introduce students to the foundations of Medical Assisting Administration. After completion of this class, students will be able to understand Health Care Roles and Responsibilities, Medical Terminology, Medical Law, Ethics, Legal Issues and Professional Communication.

Topics that will be covered: Introduction Medical Terminology.



### **MOA III - Medical Administrative Assisting 3 (20 hours)**

This course will introduce students to the foundations of Medical Assisting administration. After completion of this class, students will be able to understand Health Care Roles and Responsibilities, Medical Terminology, Medical Law, Ethics, Legal Issues and Professional Communication.

Topics that will be covered: Medical Law and Ethics

### **MOA IV - Medical Administrative Assisting 4 (20 hours)**

This course will introduce students to the foundations of Medical Assisting administration. After completion of this class, students will be able to understand Health Care Roles and Responsibilities, Medical Terminology, Medical Law, Ethics, Legal Issues and Professional Communication.

Topics that will be covered: Professional Communication

### **MOA V - Medical Administrative Assisting 5 (20 hours)**

This course will introduce students to Administrative Front Office Procedures. After completion of this class, students will be able to understand Business Communications, Beginning the Patient's Medical Record, Medical Insurance and Coding.

Topics that will be covered: Business Communications

### **MOA VI - Medical Administrative Assisting 6 (20 hours)**

This course will introduce students to Administrative Front Office Procedures. After completion of this class, students will be able to understand Business Communications, Beginning the Patient's Medical Record, Medical Insurance and Coding.

Topics that will be covered: Beginning Patient's Record

### **MOA VII - Medical Administrative Assisting 7 (20 hours)**

This course will introduce students to Administrative Front Office Procedures. After completion of this class, students will be able to understand Business Communications, Beginning the Patient's Medical Record, Medical Insurance and Coding.

Topics that will be covered: Medical Insurance and Coding

### **MOA VIII - Medical Administrative Assisting 8 (20) Hours**

This course will introduce students to Medical Billing, Payment Procedures and Managing Medical Office Environment. After completion of this class, students will be able to understand Billing and Payment for Medical Services, Banking and Accounting Procedures, Managing the Medical Office Environment.

Topics that will be covered: Billing and Payment for Medical Services

### **MOA IX - Medical Administrative Assisting 9 (20 hours)**

This course will introduce students to Medical Billing, Payment Procedures and Managing Medical Office Environment. After completion of this class, students will be able to understand Billing and Payment for Medical Services, Banking and Accounting Procedures, Managing the Medical Office Environment.

Topics that will be covered: Banking and Accounting Procedures

### **MOA X - Medical Administrative Assisting 10 (20 hours)**

This course will introduce students to Medical Billing, Payment Procedures and Managing Medical Office Environment. After completion of this class, students will be able to understand Billing and Payment for Medical Services, Banking and Accounting Procedures, Managing the Medical Office Environment.

Topics that will be covered: Managing the Medical Office Environment.

### **TAP I-TAP VII - Terminology, Anatomy & Physiology I-VII (280 hours)**

This course will introduce students to all aspects of Anatomy and Physiology of the Human Body. After completion of this class, students will be able to understand all aspects of Structures, Function of the Body, Diseases and Disorders and Common Medical Terminologies.

Topics that will be covered:

*Module I (40 hours):* Introduction, The Nervous System

*Module II (40 hours):* The Senses System, The Integumentary System

*Module III (40 hours):* The Skeletal System, The Muscular System

*Module IV (40 hours):* The Respiratory System, The Circulatory System

*Module V (40 hours):* The Immune System, The Digestive System

*Module VI (40 hours):* The Urinary System, The Endocrine System

*Module VII (40 hours):* The Reproductive System, Review

### **LAB 1 - Clinical Medical Assisting (LAB 1) (40 hours)**

This course will introduce students to all aspects of Laboratory and Back Office Medical Assisting. Laboratory work will include preparing for clinical procedures. After completion of this class, students will be able to understand Medical Asepsis, Routine Patient Care and Education, Vital Signs Measurements and Infection Control, Medical History and Patient Screening.

Topics that will be covered: Infection Control and Medical Asepsis, The Medical History and Patient Screening, Body Measurements and Vital Signs, Preparing for Examination

### **LAB II - Clinical Medical Assisting (LAB 2) (40 hours)**

This course will introduce students to all aspects in Assisting with Examinations and Procedures. After completion of this class, students will be able to understand Physical Exam, Specialty Exams and Procedures, Obstetric and Gynecological Examinations and Pediatric Examinations.

Topics that will be covered: The Physical Exam, Specialty Exam and Procedures; Obstetric and Gynecological Examinations; Pediatric Examinations

### **LAB III - Clinical Medical Assisting (LAB 3) (40 hours)**

This course will introduce students to all aspects in laboratory procedures and venipuncture techniques. After completion of this class, students will be able to understand the Blood Specimen Collection and Techniques, The Physician's Office Laboratory, Diagnostic Testing and Processing Specimens.

Topics that will be covered: Blood Specimen Collection, The Physician's Office Laboratory, Diagnostic Testing, Specimen Collection and Processing.

**LAB IV - Clinical Medical Assisting (LAB 4) (40 hours)**

This course will introduce students to all aspects in Cardiology and Radiology Procedures. After completion of this class, students will be able to understand Cardiology Procedures such as Electrocardiogram, Radiology and Sonography.

Topics that will be covered: Cardiology Procedures, Electrocardiogram, Radiology Procedures

**LAB V - Clinical Medical Assisting (LAB 5) (40 hours)**

This course will introduce students to all aspects in Minor Surgical Procedures. After completion of this class, students will be able to understand Assisting in Minor Surgical Procedures, Preparation and Assisting with Minor Surgery.

Topics that will be covered: Preparing for Surgery, Assisting with Minor Surgery

**LAB VI - Clinical Medical Assisting (LAB 6) (40 hours)**

This course will introduce students to all aspects in Medication Administration procedures. After completion of this class, students will be able to understand Pharmacology Fundamentals, Measurement System and Dosage Calculations, Administering Injections and Oral Medications.

Topics that will be covered: Pharmacology Fundamentals, Measurement System, Basic Mathematics and Dosage Calculations, Administering Oral and Non-Injectable Medications, Administering Injections and Immunizations.

**LAB VII - Clinical Medical Assisting (LAB 7) (40 hours)**

This course will introduce students to all aspects in First aid and Responding to Emergencies. After completion of this class, students will be able to understand First Aid Treatments and Emergency Triaging and Treatments.

Topics that will be covered: Emergencies in the Medical Office, First Aid for Accidents and Injuries.

**PHARM 100 - Introduction to Pharmacology (20 hours)**

This course will introduce fundamental pharmacology skills to students as applied in today's healthcare industry. After completion of this class, students will be proficient in the knowledge of basic principles of medication administration to ensure safe administration of medications to all patients.

Topics that will be covered: Pharmacology Fundamentals, Medication Administration, Systems of Measurements, Dosage Calculations

**MEDISOFT I - Computers in the Medical Office – Medisoft Level I (40 hours)**

Course is designed to prepare students for tasks in a medical office with emphasis on medical records and scheduling appointments. Students will utilize Medisoft Software. After completion of this class, students will be able to start and exit Medisoft, select options on the menus; use the icons on the toolbar, backup and restore data and schedule appointment.

Topics that will be covered: Introduction to Health Information Technology and Medical Billing, Introduction to Medisoft, Scheduling, Entering Patient Information

### **MEDISOFT II - Computers in the Medical Office – Medisoft Level II (40 hours)**

Course is designed to prepare students for tasks in the medical office with emphasis on case information, which will be applied to document the patient's medical condition and bill for services. Students will utilize Medisoft Software. After completion of this class, students will be able to work with cases, charge transactions and payments, create reports, post payments, and create patient statements.

Topics that will be covered: Working with Cases; Entering Charge Transactions and Patient Payments, Creating Claims; Practice Entering New Patients, Cases and Transactions, and Edit Patients

### **MEDISOFT III - Computers in the Medical Office – Medisoft Level III (40 hours)**

Course is designed to prepare students for tasks in a medical office with emphasis on the medical insurance, how to enter and apply a patient payment received by email, and also bill for services. Students will utilize Medisoft Software. After completion of this class, students will be able to post payments, create patient statements, create reports and collection letters.

Topics that will be covered: Posting Payments and Creating Patient Statements, Creating Reports, Collections in the Medical Office, Apply your Skills – Appointments and Registration

### **MEDISOFT IV - Computers in the Medical Office – Medisoft Level IV (40 hours)**

Course is designed to prepare students for tasks in a medical office with emphasis on the medical insurance, how to enter and apply a patient payment received by email, and also bill for services. Students will utilize Medisoft Software. After completion of this class, students will be able to post payments, create patient statements, create reports and collection letters.

Topics that will be covered: Apply your Skills – Cases, Transactions, and Claims; Applying your Skills - Reports and Collections; Applying your Skills - Putting it All Together; Case Studies – Introduction to Polaris Medical Group and Procedure Manual

### **MEDISOFT V - Computers in the Medical Office – Medisoft Level V (40 hours)**

Course is designed to prepare students with enhanced learning opportunities which will lead to superior qualifications for employment in medical offices. Students will utilize Medisoft Software. After completion of this class, students will be tackle and resolve computer data discrepancies during their daily work in the medical office.

Topics that will be covered: Case Studies – On the Job – Week 1, Day 1 – Week 1, Day 2 – Week 1, Day 3; Case Studies – On the Job – Week 1, Day 4 – Week 1, Day 5 – End of Week 1; Case Studies – On the Job – Week 2, Day 1 – Week 2, Day 2 – Week 2, Day 3; Case Studies – On the Job – Week 2, Day 4 – Week 2, Day 5 – End of Month

### **MC I - Medical Coding I, MC II – Medical Coding II, MC III – Medical Coding III (190 hours) *Billing and Coding Elective***

Students will proficiently demonstrate computerized account management skills with accuracy and speed in terms of processing patient claims, billing codes, using ICD-9, HCPCS and producing various reports and documentations, transactions and managing data.

Topics that will be covered:

*Module I (60 hours):* Diagnosing Coding using ICD-10, HCPCS

*Module II (60 hours):* Procedural Coding using CPT, HCPCS

## **Culinary Arts Training Courses**

### **ICA 100 - Introduction to Culinary Arts (120 hours)**

This course will introduce students to Culinary Arts. After completion of this class, students will have an extensive knowledge of Kitchen Safety and Sanitation as well as learn the necessary vocabulary and terminology used in the front and back house. Students will learn the cooking principles and rules.

Topics that will be covered: Cleanliness and Sanitation in the Kitchen, Hand washing techniques/Food borne illness/ Time and Temperature, Bacterial growth/ Hazardous food/ HACCP, Preventing accidents and injuries/ Units of Measure, Storage and Pre-preparation Equipment, Cutting Techniques

### **KCFP 100 - Knife Cuts and Food Preparation (120 hours)**

This course will introduce students to Master Knife Techniques using various knives. After completion of this class, students will have an extensive knowledge of knife cut techniques with chef knife, including proper and safe use and be able to keep sharp edges on the knife and tools associated with the culinary profession. Student will also learn the necessary vocabulary and terminology used in the front and back house. Students will learn the cooking principles and rules.

Topics that will be covered: Food Preparation, Common Knives, Basic Knife Skills, Master Cutting Techniques, Storage and Pre-preparation Equipment, First Aid and Safety

### **SS 100 - Salads and Sandwiches (120 hours)**

This course will introduce students to recognize and use different vegetables and how to prepare breakfast food, salads, salad dressings, fruits, sandwiches, and hors d'oeuvres. After completion of this class, students will have an extensive knowledge of different knife cut techniques and to prepare Breakfast and Vegetables as well as learn the necessary vocabulary and terminology used in the front and back house and will be able to properly identify tools and equipment in the kitchen.

Topics that will be covered: Breakfast, Vegetable Salads, Salad Dressings, Fruit Salads, Sandwiches and Hamburgers, Review.

### **MSP 100 - Meat, Seafood and Poultry (120 hours)**

This course will introduce students to recognize and use different methods of cooking to prepare Meat, Seafood and Poultry. After completion of this class, students will have an extensive knowledge of preparing meats, fish, poultry, game and other protein selections as well as learn the necessary vocabulary and terminology used in the front and back house and will be able to properly identify tools and equipment in the kitchen.

Topics that will be covered: Basic Cuts of Meats, Composition/Structure of Meats, Aging Meats, Beef, Pork, Lamb, Poultry, Seafood

### **SS 200 - Stocks and Sauces (120 hours)**

This course will introduce students to different Stocks and Sauces using Roux and other thickening agents using different methods of Finishing Techniques. After completion of this class, students will have an

extensive knowledge of Stocks and Sauces as well as learn the necessary vocabulary and terminology used in the front and back house and will be able to properly identify tools and equipment in the kitchen.

Topics that will be covered: Stocks – General Rules for Stock Making, Thickening Agents – Roux, Veal Stock or Beef Stock, Chicken Stock, Fish Stock or Fish Fumet, Vegetable Stock, Sauce Béchamel, Sauce Hollandaise, Tomato Sauce, Pesto, Hot and Cold Soup, Fresh Pico de Gallo

### **PG 100 - Potatoes and Grains (120 hours)**

This course will introduce students to different types of potatoes, grains, starches and learn how to properly store, cook, boil, steam, bake and fry them. After completion of this class, students will have an extensive knowledge of potatoes, grains, starches and its preparations as well as learn the necessary vocabulary and terminology used in the front and back house and will be able to properly identify tools and equipment in the kitchen.

Topics that will be covered: Potatoes, Grains, Starches, Rice, Pasta

### **BDMOD I - Introduction to Baking and Desserts, Module I (120 hours)**

This course will introduce students to Desserts and Baking. After completion of this class, students will have an extensive knowledge of Kitchen Safety and Sanitation as well as learn the necessary vocabulary and terminology used in the front and back house. Students will learn baking principles and rules.

Topics that will be covered: Cleanliness and Sanitation in the Kitchen, Hand washing techniques/Food Borne Illness/Time and Temperature, Bacterial growth/ Hazardous food/ HACCP, Preventing accidents and injuries/ Units of Measure, Storage and Pre-preparation Equipment, Heat Monitoring and Safe Cutting Techniques

### **BDMOD II - Introduction to Baking and Desserts, Module II (120 hours)**

This course will introduce students to Desserts and Baking. After completion of this class, students will have an extensive knowledge of cooking tools, utensils and equipment and their application to culinary baking as well as learn the necessary vocabulary and terminology used in the front and back house. Students will learn the baking principles and rules.

Topics that will be covered: Introduction to Quantity Food, Cooking Equipment, Baking Equipment, Processing Equipment, Storage and Pre-preparation Equipment, Measuring Devices

### **BDMOD III - Introduction to Baking and Desserts, Module III (120 hours)**

This course will introduce students to basic principles of baking, formulas and measurements. After completion of this class, students will have an extensive knowledge of understanding yeast concepts and perform basic cake mixing methods and how to prepare standard pastries and desserts as well as learn the necessary vocabulary and terminology used in the front and back house. Students will learn the standard baking principles and rules.

Topics that will be covered: Introduction to Basic Principles, Yeast Production, Quick Breads, Cakes and Icings, Cookies, Pies and Pastries, Cream and Custards

### **FSI 100 - Introduction: The Food Service Industry (35 hours)**

This course will introduce students to Culinary Arts. After completion of this class, students will have an extensive knowledge of Kitchen Safety and Sanitation as well as how to prepare nutritious and cost-

effective menus. Student will learn the necessary vocabulary and terminology used in the front and back house. Students will learn the standard cooking principles and rules.

Topics that will be covered: Cleanliness and Sanitation in the Kitchen, Hand washing techniques/Food Borne Illness/Time and Temperature, Bacterial growth/ Hazardous food/HACCP, Preventing accidents and injuries

### **FSIM 100 - Pre-Opening, Personnel Management, and Personnel Training (210 hours)**

This course will introduce students to Food Service Industry Management and Personnel Training.

Topics that will be covered: Kitchen, Menu

### **FSIM 200 - Menu, Kitchen, Dining Room, and Bar Management (210 hours)**

This course will go into depth about Food Service Industry Management and Personnel Training, including dining room and bar management.

### **FSIM 300 - Cash and Financial Management (70 hours)**

This course will introduce students to Food Service Industry Management. After completion of this class, students will have an extensive knowledge to develop an understanding of lower food price substitution as well as cost-effective purchases. Student will learn the necessary vocabulary and terminology used in the front and the standard and rules and regulations.

Topics that will be covered: Cash, Finance, Budget Purchasing, Inventory, Productions Sheets, Labor Costs, Lower Food Price Substitutions

### **FSIP 100 - Purchasing (70 hours)**

This course will introduce students to Food Service Industry Purchasing. After completion of this class, students will have an extensive knowledge to develop an understanding of the principles involved in cost-effective purchasing practices. Student will learn the necessary vocabulary and terminology used in the front and the standard and rules and regulations.

Topics that will be covered: Food Purchasing and Receiving, Cost-Effective Purchasing, Budget, Vendor Relations, Order Guidelines, Inventory, Seasonal Purchases, Local Sourcing, Sustainable Food Products

### **SSS 100 - Cleanliness, Sanitation, Safety and Security (140 hours)**

After completion of this class, students will have an extensive knowledge of Kitchen Safety and Sanitation as well as learn the necessary vocabulary and terminology used in the front and back house. Students will learn Safety and Security Techniques.

Topics that will be covered: Storage and Pre-preparation Equipment, Safety, Security

### **EEM 100 - Energy and Equipment Management (140 hours)**

This course will introduce students to different cooking tools, utensils, and equipment and its proper usage. After completion of this class, students will have an extensive knowledge of cooking techniques, cooking tools, utensils and equipment as well as learn the necessary vocabulary and terminology used in the front and back house. Students will learn Knife Cut Techniques.

Topics that will be covered: Food Preparation, Common Knives, Basic Knife Skills, Master Cutting Techniques, Storage and Pre-preparation Equipment

### **OPM 100 - Operational and Marketing Management (140 hours)**

This course will introduce students to develop an understanding of how to attract and expand clientele. After completion of this class, students will have an extensive knowledge of Marketing and Sales to attract and expand new clientele by performing excellent customer service as well as learn the necessary vocabulary and terminology used in the front and back house.

Topics that will be covered: Marketing, SWOT Analysis, Promotions, Sales, Public Relations, Principle of Menu Layout and Design, Basic Pricing Methods

### **General Computer and Information Technology Training Courses**

#### **CT I - Computer Terminology (30 Hours)**

This course is designed to help students identify the different parts of the computer, applications, hardware, software, and vocabulary for a career in the Information Technology field. The usage and meaning of the following terminology and its subsets will be covered and tested upon: USB, CD Drive, Hardware, Software, Operating System, Icon, Shortcut, Folder, File, Window, Dialog Box, and Toolbar.

#### **MCW I - Microsoft Word 2013 I (40 hours)**

This course is designed to introduce students to the most important topics of Microsoft Word 2013 and how to use the program in an office setting. After completion of this class, students will be proficient at creating and editing documents, formatting text and paragraphs, and creating and formatting tables.

Topics that will be covered: Creating Documents, Editing Documents, Formatting Text and Paragraphs, Creating and Formatting Tables, Formatting Documents

#### **MCW II - Microsoft Word 2013 II (40 hours)**

This course is designed to challenge competent students to gain stronger Word 2013 proficiency for success in an office setting. After completion of this class, students will demonstrate proficiency in mail merge, multipage document development, formatting tables, building forms, and styles and templates.

Topics that will be covered: Merge Word Documents, Develop Multipage Documents, Working with Styles and Templates, Creating and Formatting Tables, Building Forms

#### **MCE I - Microsoft Excel 2013 (up to 210 hours)**

This course is designed to train students to be competent in MS Excel 2013. Students will learn to organize and calculate data, financial data and create charts and graphs. After completion of this class, students will have knowledge of MS Excel through multiple computer exercises. Student will be able to analyze business, personal or financial data and create reports in a table format.

Topics that will be covered: Getting Started with Excel 2013, Working with Formulas and Functions, Formatting a Worksheet, Working with Charts

#### **MCPP I - Microsoft PowerPoint 2013 (up to 210 hours)**

This course is designed to train students to be competent in MS PowerPoint 2013. Students will learn how to create dynamic on-screen presentations. After completion of this class, students will have knowledge of MS PowerPoint through multiple computer exercises. They will be able to use a presentation to supplement a speech or lecture. Students will show his or her audience the main topics of the presentation accompanied by charts or tables.



Topics that will be covered: Creating a Presentation in PowerPoint, Modifying a Presentation, Using Forms, Using Reports

### **MCA I - Microsoft Access 2013 (60 hours)**

This course will introduce students to MS Access 2013 software to create a variety of professional quality documents. After completion of this class, students will be able to operate MS Access and use it to produce professional documentation.

Topics that will be covered: Creating Tables, entering Data, Forms and Reports, Getting Answers with queries, Creating Relationships and hyperlinks, Customizing objects/forms, Working with Controls, Subforms and calculated control, Switchboards, Macros, and Command buttons, Mail merge, Labels

### **IS I - Internet Skills (30 hours)**

This course will teach students how to master basic content over the internet. After completion of this class, students will be able to browse, search, and communicate on the internet.

Topics that will be covered: Web Browsing, Web Searching, Customizing Web Browsers, E-Mail, Newsgroups, Online Communities or Social Networks, VoIP, Basic/Advanced Composer, Handling Web Text and Images, Creating Links, CMS Software

### **CR I - Introduction to Computer Repair (20 hours)**

This course will introduce students to the field of computer repair, including basic computer terms, technician qualities, and machine parts. After completion of this class, students will be able to identify common technician qualities, understand basic computer terms, identify common computer parts, and recognize and identify common computer parts.

Topics that will be covered: Safety Notes, Technician Qualities, Basic Computer Parts, External Connectivity, Video Port, Serial Port, Mouse and Keyboard Ports. Keyboard Troubleshooting, Other inputs devices, Sound Card Ports, 1394 Ports, Modem ports, Pros and Cons of Integrated MB, Docking Station and Port Replicator

### **MB I - On the Motherboard (40 hours)**

This course will teach students to define the purpose of the major components on a motherboard. After completion of this class, students will be able to talk BIOS, clock, front side bus, expansion slots, explain basic operation of a processor, and recognize and identify the motherboard, CPU, and expansion slots.

Topics that will be covered: Byte Table, Binary Prefixes, Intel processor families, AMD processor families, PC speed terms, Intel desktop CPU sockets and slots, AMD desktop CPU sockets and slots, 3D and multimedia, AGP versions, CPU frequency parameters

### **SCDP I - System Configuration/Disassembly and Power (40 hours)**

This course will teach students distinguish between the various methods used to configure a computer; describe how to replace a motherboard battery; identify system resources such as interrupts, DMA channels, memory addresses, and I/O addresses; and differentiate between different PC buses and describe how to configure them. After completion of this class, students will be able to describe how to configure and install adapters / devices in a Windows environment, perform basic checks, differentiate between power supplies, and pass a practical exam on system configuration and disassembly.

Topics that will be covered: Common Setup options, Sample configuration change options, Battery options, Common windows APIC interrupt assignments, Sample PCI interrupt assignments, Decimal, binary, and hexadecimal numbers, Common I/O addresses, PC Cards, Basic electronics terms, ATX power supply connectors, Common BIOS power settings, Sample computer component power requirements, +12V power, Adverse power conditions, Surge protector features, Wall outlet AC checks, Power cord AC checks, +5 volt check, +12 volt check

### **LOG I - Logical Troubleshooting (30 hours)**

This course will give students an overview of troubleshooting in theory and practice. After completion of this class, students will be able to perform basic procedures used when troubleshooting a PC, describe how the POST error codes help when troubleshooting a computer, and demonstrate good communication when dealing with the computer user.

Topics that will be covered: Troubleshooting Overview, Identify the Problem, Establish a Theory, divide and Conquer, Repair the Problem or Go Back to Test Another Theory, Test the solution and document, Provide feedback to the user

### **MEM I - Memory (30 hours)**

This course will give students an overview of PC memory technologies, memory installation and upgrades, and memory optimization. After completion of this class, students will be able to differentiate between different memory technologies, plan for a memory installation or upgrade, install and remove memory chips, describe how memory works with the operating system, optimize memory for Windows-based platforms, troubleshoot memory problems, and understand the benefits of teamwork.

Topics that will be covered: Memory Overview , Memory Physical Packaging, Planning the Memory Installation, Planning the Memory Installation—Memory Technologies, Planning the Memory Installation—Memory Features, Planning for Memory—The Amount of Memory to Install, Planning for Memory—How Many of Each Memory Type?, Planning for Memory—Research and Buy, Laptop Memory, Installing Memory Overview, Removing/Installing a DIMM/RIMM, Adding More Cache/RAM, Windows Disk Caching, Monitoring Memory Usage Under Windows, Old Applications Under Windows, Troubleshooting Memory Problems, Flash Memory

### **SD I - Storage Devices (30 hours)**

This course will give students an overview of PC storage device technologies, their installation and configuration, hard drive terminology fundamentals and preventative maintenance. After completion of this class, students will be able to install or replace a floppy drive, define and explain fundamental hard drive terminology, compare and contrast IDE and SCSI technologies, install and configure storage devices, troubleshoot storage device problems, perform hard drive preventative maintenance, and learn skills for effective communication on the phone.

Topics that will be covered: Floppy Drive, Floppy Media and Construction, Floppy Drive Installation or Replacement, Hard Drive, Hard Drive Geometry, Hard Drive Interfaces, IDE, SSD, SCSI, Storage Device Configuration, PATA Installation, SATA Installation, SDD Installation, Parallel SCSI Configuration, SCSI ID Configuration, SCSI Cables, Laptop Storage Devices, System BIOS Configuration for Hard Drives, Hard Drive Preparation, Partitioning, Windows Logical disk Management, Fault Tolerance, High Level Format, Troubleshooting Devices, Preventive Maintenance for HD, Data Security, Removable Drive Storage, Hard Drive Fragmentation , Disk Caching/Virtual memory

### **MULTID I - Multimedia Devices (30 hours)**

This course will give students an overview of multimedia device technologies, their installation and configuration, basics, ports, installation, configuring, and troubleshooting. After completion of this course, students will be able to differentiate between various CD and DVD technologies, determine a CD or DVD X factor from an advertisement or specification sheet, explain the basics of how a CD/DVD drive works, state the various interfaces and ports used to connect CD/DVD drives, recommend, install, configure, and troubleshoot CD/DVD drives, explain the basic operation of a sound card, explain the basic principles of how a scanner works, define digital camera connectivity and options, and provide support with a positive, proactive attitude.

Topics that will be covered: Multimedia overview, CD Drive Speeds, CD Drive Buffers, CD-R and CD-RW, magneto-Optical Drives, DVD Drives, Decoders, DVD Region Codes, Other DVD Technologies, DVD Book Types, Blu-Ray Drives, CD/DVD Drive Interfaces and Upgrades, Preventive maintenance, CD/DVD Drive Installation, Laptop CD/DVD Drive, Troubleshooting CD/DVD Drive, Sound, Sound Card Theory, Installing Sound Cards, Sound Cards using windows, Portable Sound, Speakers, Scanners, Digital Cameras

### **WIN I - Basic Windows and Windows Commands (30 hours)**

This course will give students an overview of Windows and Windows commands, desktop icons, folders, registry, command prompts, and basic functions. After completion of this course, students will be able to identify, explain, and use common desktop icons; manage files and folders including attributes, compression, and encryption; modify the Start button appearance; describe the purpose of the registry and how it is organized into sub-trees; work from a command prompt and perform basic functions using commands (to access the file structure, create a file, view a file, copy and delete files, and set attributes on files and directories); and describe methods used to stay current in technology areas.

Topics that will be covered: Basic Operating Systems overview, Basic Windows Usage, Managing Files and folders, Attributes, Compression, and Encryption, Determining the windows Version, Windows Registry, Editing the Windows registry, Recovering the Operating System, Recovery Console, working from a command prompt, Copying Files, Windows Command Format

### **WIN II - Windows XP, Vista, 7, and 10 (30 hours)**

This course will give students an overview of Windows operating systems, configuration, backup, and restoration. After completion of this course, students will be able to distinguish between Windows XP, Vista, 7, 10, and other operating systems; backup and restore the System State; configure and use the System Restore utility; install, configure, and troubleshoot Windows XP, Vista, 7, and 10; use the proper Windows control panel to control hardware and software; install hardware and software on a Windows computer; use the driver roll back feature; use Windows administrative tools including Microsoft Management console; explain the boot process and troubleshoot boot problems using various boot options; define when to access and how to use Computer Management console, Task Manager, and Event Viewer.

Topics that will be covered: Windows XP Professional, Windows Vista/7/10, Login to Windows, Pre-installation, viruses, DEP, Installation/Upgrade, Corporate Windows Deployment, Verifying Installation, Troubleshooting, Dual-booting windows, Reloading and updating windows, Backing Up/Restoring the Windows registry, Configuring windows, adding Devices, System Restore, Removing/Installing Software and Devices, Advanced boot Options Menu, System configuration, Shut Down Problems Supporting Windows Remotely, Preventive Maintenance for Your Operating System

### **A+PREP I - A+ Preparation (90 hours)**

This course will introduce students to the field of computer repair, including basic computer terms, technician qualities, and machine parts, and what it takes to become an A+ Technician. After completion of this class, students will be able to identify common technician qualities, understand basic computer terms, identify common computer parts, and recognize and identify common computer ports, as well as configure, disassemble, identify devices, Windows commands, and parts of the motherboard.

Topics that will be covered: Introduction to Computer Repair, On the Motherboard, System Configuration / Disassembly and Power, Logical Troubleshooting, Memory and Storage Devices, Multimedia Devices, Basic Windows and Windows commands, Windows XP, Vista, 7, 10

### **CISN I - Cisco Networking I (90 hours)**

In this course, students will master lab skills for basic networking. After completion of this class, students will master lab skills, including PC Hardware and Software, patch cables, installation of structured cabling, router configuration, and associated hardware/software tools and techniques.

Students will master documentation and people skills, including maintaining an engineering journal and working in teams. They will gain basic technological literacy, awareness of networking technician careers, and ability to design, install, and maintain small LANs. This course will help students to take the Cisco Certified Networking Associate Exam.

Topics that will be covered: Introduction to Networking, Networks and layered communications, Networking devices, IP Addressing, ARP and RARP, Media and Design, Topology, Structured Cabling, Network management, OSI Model, Layers 1-7, Wide Area Networks, Routers, IOS, TCP/IP, Routing protocols

### **CISN II - Cisco Networking II (90 hours)**

In this course, students will master lab skills for Cisco networking systems, documentation, portfolio development, and working in teams. After completion of this class, students will master lab skills, including sophisticated router configuration (IGRP, Access Lists, IPX), switch configuration, network troubleshooting skills, and all CCNA exam related skills. Students will master documentation and people skills, including maintaining an engineering journal, design documentation, electronic portfolio development, and working in engineering teams. They will gain basic technological literacy, awareness of networking, Technician careers, access to well paying, learning oriented jobs, and ability to design, install, and maintain internet networks.

Topics that will be covered: Review of Cisco Networking Basics, LAN Switching, VLANs, Sources for Cisco IOS Software, Configuring Routers interfaces with IP Addresses, RIP and IGRP, Access Lists, Novell IPX, Advanced WANS, WAN Design, Point-to-Point Protocol, ISDN, Frame Relay, Final Review for CCNA Certification Exam

### **MCNET I - Microsoft Networking Essentials (90 hours)**

In this course, students will be proficient with Windows networking basics, and prepare to take the MS Technology Associate exam. After completion of this class, students will know Windows networking basics, with a solid foundation in the technology as well as preparing to take the Microsoft Technology Associate Exam 98-366, Networking Fundamentals. Learn general networking concepts, then get up to speed on switches, routers, LANs, WANs, and more—with a focus on technologies used in Microsoft networks.

Topics that will be covered: Introduction to Networking, Overview of Networking components, Understanding the OSI Model, Core TCP/IP Protocols, Exploring IPv4, Exploring IPV6, Connecting Computer to a Network, Networking computers with Switches, Connecting Networks with Routers, resolving Names to IP Addresses, Understanding Network Security zones, Understanding Wireless Networking and Internet Access methods and Wide Area Networks, troubleshooting TCP/IP

### **WINSA I - Windows Server Administration 2012 (90 hours)**

In this course, students will learn how to set up, install, configure, and administer the Windows Server 2012. After completion of this class, students will master lab skills, including setup, management, installation, configuration, and troubleshooting of accounts, file systems, applications, protocols, services, folders, printing environments, and network resources. They will be able to administer the Windows Server 2012 in real-world situations. The course will help prepare students to take the MCITP Exam 70-646 from Microsoft.

Topics that will be covered: Server Deployment: Installations and upgrades, automated server deployment, services server roles, application servers and services, file and printer server roles. Server Management: server strategies, delegated administration, plan and implement group policy strategy. Monitoring and Maintaining Servers: evaluation and Optimization, monitor and maintain security and policies. Planning Application and Data Provisioning. Planning for business continuity and high availability. Backup and recovery.

### **KEYBOARDING CLASSES - Keyboarding/Typing Description**

All students are given an evaluation of their knowledge of keyboarding skills upon admission, to be used as a placement guide for the appropriate class. Students work individually rather than in cohorts. Upon completion of one level, students may proceed to the next level.

Keyboarding/Typing skills are categorized as follows:

#### **KEY I - Keyboarding 0010: Keyboarding for Computers (60 Hours)**

Students will acquire basic knowledge of the keyboard to interact more efficiently with desktop computers, computer terminals, or electronic communication systems. Instruction covers introduction to the keyboard and development of basic keyboarding skills.

#### **KEY II - Keyboarding 0020: Keyboarding Skill Development (90 Hours)**

Keyboarding skill development on computer keyboard with associated software, emphasizing proper technique. Keyboarding drills target individual student deficiencies. The student will develop touch control of the keyboard and proper typing techniques to build basic speed. Topics also include skill building for accuracy/speed, keyboarding practice working in a simulated office, and learning the ten-key numeric keypad.

#### **KEY III - Keyboarding 0030: Clerical Keyboarding (60 Hours)**

Emphasis on touch control and proper typing techniques to build speed/accuracy. Enhancing keyboarding skills while focusing on formats of business documents such as reports, letter, memorandums, and tables.

MLVS may accept credits earned at other institutions through challenging examinations and achievement tests.

## Schedule of Tuition and Fees

The following schedule of total tuition fees reflects the total charges for the entire educational program. Each of the following are the total charges for an entire program, including a \$100 fee for registration and a fee of \$0 per \$1,000 of institutional charges for the Student Tuition Recovery Fund (STRF), that are both non-refundable. Both of these charges will be paid by a third party payer, or in the case of the STRF, waived if all tuition and fees are paid by a third party payer. For total program fees plus books, uniforms, and other costs, please see individual enrollment agreements. For programs designed to be completed in one term or four months, whichever is less, MLVS may require payment of all tuition and fees on the first day of instruction. For those programs designed to be four months or longer, MLVS shall not require more than one term or four months of advance payment of tuition at a time. When 50 percent of the program has been offered, MLVS may require full payment.

	<b>Total Program Length</b>	<b>Total Estimated Program Charges</b>	<b>Total Charges per four months of attendance</b>
Clerical Job Skills Training*	630 Hours (18 weeks)	\$5,700.00	\$5,067
General Business Vocational Preparation*	840 Hours (24 weeks)	\$6,139	\$4,093
Vocational English as a Second Language and Clerical Training I*	1,260 Hours (36 weeks)	\$7,744	\$3,442
Vocational English as a Second Language and Clerical Training II*	1,050 Hours (30 weeks)	\$7,744	\$4,130
Vocational English as a Second Language and Clerical Training III*	840 Hours (24 weeks)	\$6,139	\$4,093
Computer Skills and Office Training*	630 Hours (18 weeks)	\$6,139	\$4,093
Computer Networking Training Program*	1,260 Hours (36 weeks)	\$8,214	\$3,651
Cashier/Customer Service Training Program*	300 Hours (10 weeks)	\$6,139	\$4,093
Medical Assisting Program	760 Hours (36 weeks)	\$9,122	\$6,518
Professional Cooking Program	1,750 Hours (50 weeks)	\$8,629	\$2,761
Professional Cooking Program – Intensive Course	810 Hours (27 weeks)	\$8,758	\$5,090
Basic Culinary Skills Program*	480 Hours (16 weeks)	\$6,139	\$6,139
Professional Baking Program*	540 Hours (18 weeks)	\$7,740	\$6,884
Restaurant Management Program*	1,155 Hours (33 weeks)	\$8,214	\$3,374
Personal Computer Repair Technician*	520 Hours (18 weeks)	\$6,139	\$5,457

\*Inactive in the current academic year

## STUDENT TUITION RECOVERY FUND (STRF) DISCLOSURE

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all of part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or the Division within 30-days before the school closed or if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act."

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

## SCHOOL DEPARTMENTS

### Student Services Department

Our services are comprehensive. We take a personalized approach to the total development of our students by providing quality education and training. MLVS' multicultural staff is available to assist students with their educational and personal needs. This essential support service provides the help that students often need to remain in the classroom and on the job. We strive to assist trainees in reaching their maximum potential by making students aware of their rights and responsibilities. This department provides services in the following areas:

- Recruitment and Outreach
- Orientation
- Pre- and post-testing of students' skills
- Case Management
- Childcare assistance and transportation, if applicable
- Legal, Medical, and Housing referrals

### Housing

MLVS does not have dormitory facilities under its control, nor does it provide housing for students. The institution has no responsibility to find or assist a student in finding housing. Housing must be located and secured by the student at market rates, unless they qualify for public assistance. MLVS is located in the Mission District of San Francisco in a mixed-use neighborhood with rentals available, including low-income housing. Current rates in the Mission are an average of \$2,675 for a one-bedroom. Due to these high rates, MLVS makes housing referrals to its students through its community partners who can help them locate more affordable housing.

### Education Department

The Education Department oversees the development, implementation, and evaluation of the school's educational programs, and the hiring, training and day-to-day management of the teaching staff. It counsels students in developing and pursuing their educational objectives and monitors and gives feedback on their progress. The continued success of the students at Mission Language and Vocational School depends on the quality of instruction given by our outstanding teaching staff. We employ instructors with BA's and MA's, certificates and credentials in English as a Second Language, Medical Assisting, and Culinary Skills. Our Business Skills instructors have a depth of experience teaching in their areas: computers, bookkeeping, etc.

Students are expected to participate fully in their education process. Student progress is closely monitored and program effectiveness is continuously evaluated. The department provides training in the following areas:

- Vocational English as a Second Language
- Business English
- Business Math
- Computer Skills
- Office Procedures
- Clerical Skills
- Job Preparation
- Interview Skills
- Healthcare
- Culinary
- Cashiering and Customer Service



## Educational Library and Learning Resources

MLVS has a small library of books and learning resources that are available through the Education Department to students. Students access the library and learning resources through their instructors who coordinate through the Education Department Supervisor to gain access to resources. These are for items above and beyond books that each student receives as part of the program. Popular items include vocational employment related books and dictionaries. MLVS' main learning resources for students are the four computer labs that provide students with access to software learning resources such as ESL skills, Typing, Ten-Key, Microsoft Office applications, Medisoft, and more, in addition to the Internet for research. Students are able to utilize the computer labs during drop-in hours, lunch time and after school and do not have restricted access due to passwords, etc.

## Employment Department

The job development staff provides vocational counseling to identify individual skills, define career objectives, and encourage maximum performance from all MLVS students.

The department:

- Works closely with private industry employers, community organizations, and government agencies to match trainees with specific employment opportunities.
- Analyzes the needs of private industry employers to ensure that training programs reflect today's job-market needs.
- Encourages mentorships with local business people and former students to assist trainees in their efforts to gain practical pre-employment experience.
- Organizes guest lectures and tours of Bay Area companies to better acquaint students with the business world.

## FACULTY AND STAFF

The MLVS faculty is comprised of a well-rounded group of individuals who bring a high level of competency and dedication to our programs. Faculty members strongly believe in the school's policy of providing students with a quality education and hands-on experience in order to help them succeed in today's job market.

Faculty members are:

**Ms. Natalie Hopner**, Interim Executive Director, has over ten years of experience at MLVS. She started her service as an Executive Secretary, then became Employment Specialist, and Operations Administrator, before being appointed to her current role in October 2016. During her tenure, she has performed high level administrative functions, assisted with general operations and management, development and fundraising, and interfacing with the public, and compliance with the California State Bureau for Private Postsecondary Education and MLVS' funding sources at the city, state, and federal level. Ms. Hopner holds a Bachelor of Arts in Environmental Studies and Anthropology from the University of California at Santa Cruz, holds a CELTA (Certificate of English Language Teaching to Adults), has passed the California Basic

Educational Skills Test, and is working on applying to enter a Master's in Public Administration program. She also serves as the President of Board for the Conspiracy of Beards, a nonprofit arts organization. Bilingual in English and Spanish.

**Mr. Craig Morris** earned his Bachelor of Arts in Psychology at the University of Minnesota in Minneapolis, MN, with a focus on memory and learning. He earned his TESOL Certificate at International House in Toronto, Ontario, and has Masters Coursework from the University of Toronto with an emphasis on Second Language Acquisition Methodology. Having a strong interest in linguistics, he has studied Spanish and Italian to better understand the challenges and complexities faced by language learning students. With over 13 years of experience in ESL instruction in Minneapolis, Toronto, and San Francisco, he has taught Academic and Business English, Conversation, Presentations, Grammar, Writing, Résumé Building and Job Readiness Skills to students from all over the world.

**Mrs. Maria Monroy**, has a Bachelor of Sciences in Business Administration from the Modular Abierta University in San Salvador, El Salvador, and a Certificate of Qualifications for Teachers of Classes for Adults from the California Community Colleges Board. She has over 25 years of experience in teaching computer literacy and office machines at MLVS and City College of San Francisco, where she is a business and technology instructor.

**Dr. Leila Chair (Consultant)** earned a BA in Foreign Languages, an MA in Linguistics, and an Otolaryngology MD from the University of Constantine, Algeria. After she completed her residency training, she practiced in both public and private sectors from 1985-1999 in Algeria. As a Postdoctoral fellow, she worked for Pellegrin Hospital in Bordeaux (France). Upon relocating to the United States, Dr. Chair specialized in research at the University of California San Francisco (UCSF), as well as the Biotechnology Industry. Her love and passion for teaching started in medical school, where she taught Medical Terminology and Clinical Laboratory Procedures to Medical Residents and Speech Therapists in Arabic, French and English at the University of Algiers, and has been involved in the educational field in language and health since 1977. In addition to being a Medical Assisting Laboratory instructor, Dr. Chair is also The Education Specialist for Healthcare, acting as Chief Academic Officer for MLVS' Health Programs.

**Mr. Joshua Gamboa, RN**, earned his Bachelor's of Science in Nursing at the University of San Francisco (USF). During his nursing education, he attained certification in Basic Life Support CPR from the American Heart Association, in addition to Advanced Cardiovascular Life Support. In addition to his role as a Medical Terminology, Anatomy & Physiology instructor at MLVS, Mr. Gamboa is also currently employed as an RN in a Tenderloin mental health clinic in San Francisco. He worked as a youth tutor and coach for 2 years while pursuing his RN degree.

**Ms. Anne Margareth Cruz BSN, LVN, CPT** earned her Bachelor's in Nursing from Philippine College of Nursing in Manila, Philippines. Proficient in trauma medicine, Miss Cruz oversaw nursing care at Capitol Medical Center Emergency Department in Manila. She is also a Certified Phlebotomist and Intravenous Therapy Nurse, specializing in Pediatrics. With her 9 years of experience in the medical field and her passion for teaching, she has worked for clinics and hospitals throughout the Bay Area, where she has taught students clinical procedure skills. Miss Cruz is also currently employed as a Pediatric/Family Nurse at Kaiser Permanente Medical Center. In her role, as a Medical Assisting Instructor, Miss Cruz is continuously seeking creative ways to foster a dynamic learning experience for her students.

**Chef Raul Garcia** is a native of Chapala, Jalisco, Mexico and a third generation of Culinary Chefs. He was introduced and trained by his father at an early age in the cultural depth of the central world of gastronomy techniques- a colorful palate of distinct and rich spicy flavors in taste, aroma and textures

from his paternal pedigree heritage. Chef Garcia has taken continuing education courses in hospitality at City College of San Francisco as well as The Venetian Resort Management Achievement Program and has over 20 years of chef experience. Of particular note in Chef Garcia’s resume are contracts with The Monte Carlo Hotel, the Venetian Hotel Casino, and Cesar Palace, in Las Vegas over a 6-year period, where his passion and culinary uniqueness made him a favorite among patrons and guests; he also worked as an Executive Chef at Caña Café in Oakland, CA. Currently, Chef Garcia is the Culinary Arts Director at MLVS, and continues work as a Culinary Consultant throughout the greater Bay Area.

**Ms. Rosamunda Maria Ayala** earned a Bachelor of Arts in Cultural Anthropology, with a minor in Latin American Studies from San Francisco State University and is a licensed Pharmacy Technician. She has over 9 years of pharmacy experience- SFVA Medical Hospital in-patient pharmacy, as well as St. Mary’s Rx Pharmacy. Similarly, she has worked at UCSF Medical Hospital in the Neonatal Intensive Care Unit as a medical transcriber. With an indelible passion for academic and social justice, Ms. Ayala’s trajectory also includes over 10 years of teaching experience in the non-profit sector with emphasis in mathematics, introduction to basic pharmacology, music, and life skills, is a Sylvan Learning Center faculty alumni, and studied Classical Guitar at the Academia Nitzuga Mangore, San Salvador, El Salvador.

**Ms. Heidi Hoffman** graduated with Honors from San Francisco State University, and received her Bachelors of Science in Physiology, with a minor in Chemistry. During her undergraduate career, she received a certificate of completion for a Pharmacy Technician course and worked as a Nutrition Peer Educator in the Peer Nutrition Assessment Clinic at San Francisco State University, taking blood pressure, performing diabetes screenings, and teaching students health education. Since 2012 she has maintained certification in Basic Life Support from the American Heart Association. In addition to her role as the Medical Assisting Lab instructor at MLVS, she will be attending Medical School in the Fall of 2017.

**Mr. Iman Tassavor** graduated with honors from San Francisco State University and received his Bachelors of Science in Physiology with a minor in chemistry. Some of his coursework included Anatomy, Physiology, Cardiorespiratory Physiology and Endocrinology. During his undergraduate career, he was a pre-medical surgical intern at the UC Davis School of Medicine and a research intern at UCSF. In addition to teaching Theories of Anatomy and Physiology for the Medical Assisting Program at MLVS, he is a volunteer Clinical Lab Assistant in the Emergency Department at SFGH and holds a certification in Basic Life Support from the American Heart Association.

The administration, which, with various support staff, handles day-to-day operations, consists of:

<b>Natalie Hopner</b>	<i>Interim Executive Director (acts as CEO/COO)</i>
<b>Ricardo Alva</b>	<i>General Manager/Business Manager (acts as CFO)</i>
<b>Lecy Rodriguez</b>	<i>Bookkeeper</i>
<b>Rosamunda Ayala</b>	<i>Education &amp; Programs Director</i>
<b>Raul Garcia-Antolin</b>	<i>Director of Culinary Arts</i>
<b>Brenda Hernandez</b>	<i>Executive Assistant</i>
<b>Elsy Tadeo</b>	<i>Employment Specialist</i>
<b>Itala Portal</b>	<i>Administrative &amp; Programs Specialist</i>
<b>Gloria Cervano</b>	<i>Education &amp; Programs Assistant</i>
<b>Silvia Brenes</b>	<i>Student Services Administrative Support</i>
<b>Rafael Alejandre</b>	<i>Information Technology (IT)</i>

The policy-making body of MLVS is the Board of Directors. Members are:

<b>Tony Fazio</b>	<i>Acting Chair</i>	<b>Menée Hill</b>	<i>Board Member</i>
<b>Esther Casco</b>	<i>Vice Chair</i>	<b>Eva Royale</b>	<i>Board Member</i>
<b>Hon. Michael Menesini</b>	<i>Treasurer</i>	<b>Ray Sloan</b>	<i>Board Member</i>
<b>David Rojas</b>	<i>Secretary</i>	<b>Joshua Arce</b>	<i>Board Member</i>
<b>Luz Cisneros</b>	<i>Board Member</i>		

## **DONORS AND PARTICIPATING BUSINESSES**

Mission Language and Vocational School's continued success is strongly related to the local business community's ongoing participation in terms of making donations to the school and offering employment opportunities to our students.

### **We would like to thank the following Donors and participating Companies:**

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### **Employer Partners:**

Balompie Café, Mary Ann Bañez MD, Bon Appetit Management Company, California Pacific Medical Center, San Francisco State University Step to College Program, Kaiser Permanente, SF Hilton Hotel, Nation Health Association, Treasure Island Job Corps Center, Luna Park, The Tradesman, International Bakery, Mission Hiring Hall, La Cocina, CA Employment Development Department (EDD), Dress for Success, Rex Hotel, Glide Memorial Wellness Center, Goodwill, Self-Help for the Elderly, Hospitality House, Young Community Developers, Inc., St. Regis Hotel, Dr. Esther Chan MD, Downtown Medical Travel Health, Dr. William Fishkin MD, Patricia Gisela Caverro MD, Dr. Chong, Randall Go OD, Holiday Inn, KQED, Dr. Lisa Law MD, Dr. Simon K. Lee MD, Meridian Medical Group, MGA Staffing / VA Hospital, Mission Neighborhood Health Center, Dr. Anthony Ngo MD, Pediatric Medical Group of San Francisco, Primary Health Care Associates, Richmond District Medical Group, San Francisco International Airport, San Francisco Unified School District, Dr. Howard E. Schwat MD, Dr. David Segars MD, South of Market Health Center, St. Anthony Foundation, Sunset Health Services, Karen P. Tuan MD, UCSF/ SF General Hospital, UCSF Positive Health Program @ San Francisco General Hospital, Whole Foods Market, Dr. Kevin Wong MD, Dr. Tony Wong MD, Woodhouse Fish Company, Sunset Health Services, Dr. Karen P Tuan MD, Dr. Cesar Zamora, Pedia Health Medical Group, Curbside Café, Community Health Services, US Health Workers, First Health Urgent Care Clinic, North East Medical Services, Potrero Hill Center, Clinic by the Bay, Chinese Community Health Center, Florida Street Catering Services.