



Administrative Assistant Program



CATALOG

January 1, 2021-December 31, 2021



Administrative Assistant Career Training and Job Placement Assistance

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3102 Delta Fair Blvd.
Antioch, CA 94509
Tel: 925-776-1133
www.OpportunityJunction/administrative-assistant-training.org

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Thank you for considering Opportunity Junction's Administrative Assistant program.

The Administrative Assistant program combines computer training with career skills, paid experience, case management, mental health services, and long-term alumni services. Twelve weeks of full-time student training are followed with up to four months of paid student internship using the skills introduced during training. Alumni outcomes are tracked for 18 months and all alumni are offered lifetime services including career counseling, support, and mentoring.

All class sessions are held at our single site: 3102 Delta Fair Blvd. Antioch, CA 94509

Mission:

To fight poverty by helping low-income Contra Costa residents gain the skills and confidence to get and keep jobs that support themselves and their families.

Vision:

Everyone who is willing to work hard has the opportunity to succeed.

The program includes:

Training & Certification

At the core of Opportunity Junction's Administrative Assistant program is our training component. Students spend 35 hours per week for 12 weeks acquiring high quality technical skills, industry recognized Microsoft Office Specialist certifications, and a host of professional, life and career development skills essential for job seekers in today's competitive workforce environment.

Internship & On-the-Job Experience

Once the 12-week initial training is complete, Opportunity Junction hires students as paid student interns providing contracted services for local businesses and administrative support for the staff. High quality training is made exponentially more effective when combined with the opportunity to actually perform the work. We hire every graduate of the student training phase to work 20 hours per week for up to 4 months. The internship lasts up to 4 months because student interns resign when they find other employment, which may occur before the completion of the internship. This real-work experience gives student interns confidence in applying their new skills to real world projects and challenges while providing relevant experience for their resumes.

Personalized Job Placement Assistance

Administrative Assistant student interns spend 15 hours per week engaged in personalized job placement assistance activities. Opportunity Junction student interns receive the following placements services: resume writing instruction; interviewing skills and mock interviews; social media marketing

training that includes how to use LinkedIn, Facebook, Twitter, and other online sources/communities to conduct job searches; professional clothing; focused career building workshops; and lifetime job placement support. Our Employer Engagement staff ensures builds employer partnerships and help ensure that employer partners are matched with candidates who have the skills and personality to succeed in each position we fill.

Case Management

Case managers closely support students throughout their time at Opportunity Junction and for 18 months following job placement, ensuring that each student is linked to child-care, health care, transportation, and other needed services.

On-Site Counseling Services

Recognizing that many of our students are in need of therapeutic counseling, our onsite counselor assesses all Administrative Assistant students and provides referrals, counseling, and workshops. Integrating these services into the program itself helps to de-stigmatize them and facilitate participation.

Administrative Assistant Program Objectives:

- Providing training in the computer applications most frequently needed to succeed in the office and administrative positions employers are seeking to fill;
- Preparing participants, specifically, for Microsoft Office Specialist certification in Word and Excel, industry recognized certifications that lead to employment;
- Combining that training with life skills, paid work experience, career counseling and placement assistance, and mental-health services, to enable participants to overcome barriers to employment;
- Nurturing relationships with employers to help us refine our curriculum and place participants into positions where they will succeed; and
- Maintaining long-term relationships with our alumni so that we can track our performance and provide alumni programs that will help them climb the career ladder.

Job Classifications

This program prepares graduates for the following United States Department of Labor's Standard Occupational Classification codes:

43-000 Office and Administrative Support Occupations; 43-1010; 43-1011;43-2000; 43-2020; 43-2090; 43-2099; 43-3000; 43-4000; 43-4020; 43-4021; 43-4050; 43-4051; 43-4060; 43-4061; 43-4070; 43-4071; 43-4080; 43-4081; 43-4170; 43-4171; 43-4190; 43-4199; 43-6000; 43-6010; 43-6011; 43-6014; 43-9000; 43-9020; 43-9021; 43-9022; 43-9050; 43-9051; 43-9060; 43-9061; 43-9070; 43-9071; 43-9190; 43-9199.

Welcome from Opportunity Junction's Chief Executive Officer Alissa Friedman



We believe that everyone who is willing to work hard deserves an opportunity to succeed. The combination of computer training, life skills, paid experience, support services, and job placement effectively helps participants launch administrative careers.

Our program is more than just launching an administrative career. We are a family and support network that will follow alumni as they progress in their careers and achieve the next level. We offer lifetime alumni services and provide robust services for alumni looking for a new position, seeking guidance in a current position, or exploring options for additional training to earn that promotion.

Families also benefit when a parent enters the workforce and the overall income of the household increases. Social scientists have quantified childhood poverty's impact on adult children. On average, for low-income families the higher the family income, the more financially secure and healthy the children of that family will be in adulthood (Duncan, Greg J., and Magnuson, Katherine, *The Long Reach of Childhood Poverty, Pathways*, Winter 2011).

The Administrative Assistant program is much more than helping one individual enter the workforce. It is a lifetime support network, it builds community participation and awareness through the volunteer commitment, and it changes the future of the families of the student through the benefits of self-sufficiency.

Required Bureau for Private Postsecondary Education Disclosures

Catalog Update (5 CCR 71810(a)) this institution, pursuant to section 94909 of the Ed Code, annually updates this catalog. Annual updates may be made by the use of supplements or inserts accompanying this catalog. If changes in educational programs, educational services, procedures, or policies required to be included in the catalog by statute or regulation are implemented before the issuance of the annually updated catalog, those changes shall be reflected at the time they are made in supplements or inserts accompanying this catalog.

"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 1747 N. Market Blvd., Sacramento, CA 95834, www.bppe.ca.gov, toll free telephone number (888) 370-7589 or by fax (916) 574-8900."

"As a prospective student, you are encouraged to review this catalog prior to signing prior to an enrollment agreement. You are also encouraged to review the School Performance Fact signing Sheet, which must be provided to you prior to signing an enrollment agreement." 94909(a)(3)(B)

"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 Web site:
<http://www.bppe.ca.gov>

The institution's office is located at 3102 Delta Fair Blvd., Antioch, CA 94509

Tel: (925) 776-1133; www.OpportunityJunction.org

Opportunity Junction is non-profit institution approved to operate by the Bureau for Private Postsecondary Education. This approval to operate means compliance with the state standards as set forth in CEC and 5, CCR. An institution may not imply that the Bureau endorses programs, or that Bureau approval means the institution exceeds minimum state standards.

BPPE Bureau for Private Postsecondary Education:

<http://www.bppe.ca.gov>

This institution and the Administrative Assistant Program are not accredited by an accrediting agency recognized by the United States Department of Education.

Opportunity Junction supported by CDBG.

CDBG Community Development Block Grant Program:

http://portal.hud.gov/hudportal/HUD?src=/program_offices/comm_planning/communitydevelopment/programs/stateadmin

STUDENT'S RIGHT TO CANCEL

(Ed. Code §94909(a)(8)(B))

1. A Student has the right to cancel their agreement for a program of instruction, without any penalty or obligations, through attendance at the first class session or the fourteenth calendar day after enrollment, whichever is later. After the end of the cancellation period, a Student also has the right to stop school at any time; and has the right to receive a pro rata refund if the student has completed 5 weeks or less of the scheduled days in the current payment period in their program through the last day of attendance.
2. Cancellation may occur the first 2 calendar weeks when the Student provides a mandatory written notice of cancellation at the following address: Opportunity Junction, 3102 Delta Fair Blvd. Antioch, CA 94509. This can be done by mail or by hand delivery.
3. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage.
4. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that the Student no longer wishes to be bound by the Enrollment Agreement.

Refund Policy

If the Enrollment Agreement is cancelled the school will refund the Student any money he/she paid within 45 days after the notice of cancellation is received.

A pro rata refund shall be no less than the total amount owed by the student for the portion of the educational program provided subtracted from the amount paid by the student, calculated as follows:

The amount owed equals the daily charge for the program (total institutional charge, divided by the number of days or hours in the program), multiplied by the number of days student attended, or was scheduled to attend, prior to withdrawal.

Any applicant may cancel enrollment prior to starting class by giving written notice to the school. If cancellation occurs prior to the beginning of the class start date, the entire tuition amount will be refunded.

For total tuition amount, refer to the chart on page 34.

Withdrawal From The Program

A Student may withdraw from the school at any time after the cancelation period (described above) and receive a pro-rata refund if the Student has completed 5 weeks or less of the scheduled days in their "Enrollment Period". **Enrollment Period** *is defined as the time period encompassed by "Program Start Date" through the "Program End Date" as they appear on the first page of the Student's Enrollment Agreement.* Any Refund will be paid to the Student (or third party payer) within 45 days of withdrawal. If the Student has completed more than 5 weeks of the training program, all tuitions considered earned and the Student will receive no refund.

For the purpose of determining a refund under this section, a Student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The Student notifies the institution of the Student's withdrawal or as of the date of the Student's withdrawal, whichever is later.
- The institution terminates the Student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences and/or tardiness in excess of maximum set forth by the institution.
- The Student has failed to attend class after 6 days of unexcused absences. Students are expected to attend classes punctually unless extenuating circumstances exist (e.g. Verified cases of accidents, illness, or other circumstances beyond the control of the student).
- The Student fails to return from a leave of absence by the next planned course session.

If Opportunity Junction has received tuition funding via a 3rd party Funder, the Funder is entitled to a refund of moneys of up to 60% of the total tuition cost. If the student withdraws in the first two weeks of the course all tuition is refundable.

Program Introduction

Opportunity Junction's focus is on preparing students for administrative careers:

- 1) **Education & Credential: Training & Certification:** At the core of Opportunity Junction's Administrative Assistant program is our training component. Students spend 35 hours per week for 12 weeks acquiring high quality technical skills, industry recognized Microsoft Office Specialist certifications, and a host of professional, life and career development skills essential for job seekers in today's competitive workforce environment. At present, Opportunity Junction offers certification training as an Administrative Assistant.
- 2) **Experience:** Once the 12-week initial training is complete, Opportunity Junction hires students as paid student interns providing contracted services for local businesses and administrative support for the staff. High quality training is made exponentially more effective when combined with the opportunity to actually perform the work. We hire every graduate of the student training phase to work 16-20 hours per week for up to 4 months. The internship lasts up to 4 months because student interns resign when they find other employment, which may occur before the completion of the internship. This real-work experience gives student interns confidence in applying their new skills to real world projects and challenges while providing relevant experience for their resumes.
- 3) **Course Delivery Method:** The Administrative Assistant instructional format is lecture, class discussion, and work in the computer lab.
- 4) **Placement:** Administrative Assistant student interns spend 15 hours per week engaged in personalized job placement assistance activities. Opportunity Junction student interns receive the following placements services: resume writing instruction; interviewing skills and mock interviews; social media marketing training that includes how to use LinkedIn, Facebook, and other online sources/communities to conduct job searches; professional clothing; focused career building workshops; and lifetime job placement support. Our Employer Engagement staff ensures builds employer partnerships and help ensure that employer partners are matched with candidates who have the skills and personality to succeed in each position we fill.

Training Staff and Faculty Qualifications

Opportunity Junction's Administrative Assistant Program instructors and staff are highly qualified to provide the intensive and comprehensive training and supportive services we promise. Each member of the training staff has years of professional experience and is dedicated to helping our students meet their personal and professional goals in the administrative field.

Faculty Qualifications

Alana Chisholm – Computer Skills Instructor

Alana Chisholm joined our staff as the Computer Skills Instructor in 2019 after more than four years as an adult education instructor teaching computer skills. Alana holds a Career Technical Education Teaching Credential and has revised the Administrative Assistant technology curriculum updating software and keeping up with the latest trends. Alana holds the following certifications: Microsoft Office Specialist Word, Excel, Access 2007, Microsoft Office Specialist Word, Excel 2010.

Natalie Georgia – Manager of Personal Development

Natalie has taught life skills and provided case management services since late 2000 and is responsible for recruitment and outreach as our Manager of Personal Development. Natalie has studied computers and business administration at Los Medanos College and was one of the first alumni of the Opportunity Junction Job Training and Placement Program. With more than 15 years on-the-job experience, Natalie provides unparalleled student service. Natalie created the life skills curriculum and leads the interview process for all students applying for the Administrative Assistant program. Natalie is Microsoft Office Specialist certified in Word 2007.

Michelle Wade – Manager of Professional Development

Michelle joined us in 2014 and is our Manager of Professional Development, having most recently served as a career coach and case manager working with the re-entry population. Michelle entered the career counseling field after more than 15 years in management and banking operations. She holds a B.S. in Human Resource Management from DeVry University.

Administrative Assistant Course Schedule 2021

Start Date	End Date	Days	Times	Location
02/01/2021	08/19/2021	Mon - Fri	9:00 AM – 4:30 PM	Antioch
6/1/2021	12/16/2021	Mon - Fri	9:00 AM – 4:30 PM	Antioch
9/27/2021	4/21/2022	Mon - Fri	9:00 AM – 4:30 PM	Antioch

Administrative Assistant Program Outline

Training & Certification: Students spend 35 hours per week for 12 weeks acquiring high quality technical skills, industry recognized Microsoft Office Specialist certifications, and a host of professional, life and career development skills essential for job seekers in today's competitive workforce environment. Following the training phase, students spend 35 hours per week for up to 16 weeks acquiring career skills, searching for employment, and participating in a paid work experience.

The learning objectives include:

- Understanding operating systems and file management
- Understanding of Microsoft Office including advanced Word and Excel, and fundamental Outlook, Access, PowerPoint
- Understanding of office etiquette including professional dress, peer interaction, and responding to supervisors.
- Life skills
- Career Skill

Student trainee phase duration is 413 hours divided between:

Lecture	50%
Lab work	21%
Life Skills Training	21%
Test Preparation	8%

Student Intern phase duration is up to 504 hours divided between:

Career Skills	45%
Paid internship	55%

To complete the training phase of the Administrative Assistant Program, student trainees must pass three computer skills assessments and one final oral presentation assessment.

Microsoft Office Fundamentals

- Word
- Excel
- Project Based Final

Those who complete the course and pass the certification exam receive a credential recognized worldwide demonstrating they have the knowledge, skills, and abilities to productively use Microsoft Office. MOS enables the student to tap the full features and functionality of the Microsoft Office system, resulting in heightened levels of individual performance, confidence, and differentiation

Certification: Individual certifications for Microsoft Office Specialist in Word, Excel, PowerPoint, Access, and/or Outlook

Certification by:

Certiport

Exam Format:

Timed, Project Based Online Assessment

Expiration:

N/A

Student Qualifications and Expectations

Qualifications

Students entering Opportunity Junction's Administrative Assistant program are required to meet the following minimum qualifications:

ADMISSION REQUIREMENTS

- Be 18 years of age or older
- Be a resident of Contra Costa County
- Provide proof of income
- Provide proof of:
 - High School diploma; or
 - High School Equivalency; or
 - Ability to Benefit (ATB) examination such as the Wonderlic Basic Skills Test Verbal Forms VS-1 & VS-2 with a minimum score of 200, Quantitative Forms QS-1 & QS-2 with a minimum score of 210; or ACCUPLACER with minimum scores of Reading Comprehension 55, Sentence Skills 60, Arithmetic 34; or
 - College diploma
- Be able to read at the 7th grade level using the CASAS assessment exam
- Exhibit motivation for completing the program and entering employment through:
 - Answers on the application
 - Personal writing sample
 - Performance in a personal interview before acceptance

Expectations

Students of the Administrative Assistant program are expected to meet expectations clearly laid out standards for attendance, punctuality, dress and ethics. The standard student commitment form will be signed by each student at time of enrollment, and include the following key areas of agreement:

1. Are you able to be here on time, every workday for the next seven months?
2. Can you complete the homework assignments, even if you need to spend extra time before or after class, or during lunch?
3. Are you willing to share your experiences with classmates and staff as you progress?
4. Will you ask for help if you need it?
5. Can you abide by our workplace expectations and policies on business etiquette?
6. Will you follow our dress code, cover any offensive or inappropriate tattoos, use natural hair colors only, and remove visible piercings, including nose, eyebrows, lips, tongue, etc., other than earrings deemed appropriate by program staff?
7. Will you accept our career guidance and keep working hard to land a job even if you have some initial disappointments?
8. Are you willing to keep us updated with employment information after you leave the program?
9. Can you meet our volunteer commitment of 20 hours?

Entrance Testing Requirements

All students are required to undergo the following standard entrance test:

1. CASAS (Comprehensive Adult Student Assessment Systems) with a score of 7th grade reading level or above.

Institutional Policies

Probation and Dismissal

In order to succeed in career-track employment, students need to observe high standards of professionalism. Opportunity Junction's Administrative Assistant program rules and regulations represent written and un-written rules of the administrative field.

All violations of these rules are considered disciplinary offenses, and some violations may be cause for immediate dismissal. Please read these rules carefully and be prepared to abide by them. The work habits you develop at Opportunity Junction will be key to your future success.

The following infractions are cause for IMMEDIATE DISMISSAL from the Opportunity Junction program:

- VIOLENCE – we have a zero tolerance policy for violence or threats of violence
- DISHONESTY - honesty is paramount
- THEFT - not allowed on premises
- WEAPONS - not allowed on premises
- DRUGS/ALCOHOL – no intoxication or use of drugs or alcohol on the premises
- SMOKING – no smoking in the building or restrooms or within 20 feet of any entranceway
- USE OF ADDICTIVE SUBSTANCES – on or off site

The following infractions will be subject to progressive discipline procedures at the discretion of the staff. All infractions will be reported to the appropriate faculty member. Each infraction will be formally written up, placed in the student's file, and discussed with the student by his/her case manager. The third written infraction for the same offense will be cause to meet with the discipline panel. The following activities constitute infractions:

- Use of cell phones during work/school hours (phones must be turned OFF)
- Personal use of email or the Internet during school/work hours
- Working on unapproved personal projects during school/work hours
- Playing unapproved games during school/work hours

If you will be late or absent because of an unforeseen emergency, then you must call Opportunity Junction as soon as you know of the emergency.

The following additional rules and guidelines apply:

- Practice business etiquette at all times – behave professionally
- Respect yourself, your peers, and the staff
- Be willing to be an active part of the Opportunity Junction team
- Confidentiality regarding clients' Staffing Services projects is essential
- Comply with the dress code at all times

Progressive disciplinary actions will be “rolling”. All discipline reports 30 days old will move to non-active status. In the event a participant has three (3) disciplinary actions for the same offense taken within any 30 day period, will be reviewed by a disciplinary panel.

* See the Student Grievance Procedure on Page 20

Attendance

Students are expected to attend classes regularly and punctually unless extenuating circumstances exist (e.g. verified cases of accidents, illness, or other circumstances beyond the control of the student).

POLICY FOR ABSENCES

- 6 absences allowed in the 12-week training phase, 7th is grounds for dismissal
- 6 absences allowed in the internship phase, 7th is grounds for dismissal

Any unexcused absence will result a written warning.

Dismissed students due to attendance may request a hearing with the Training Manager

Excused absence is expected absence reported to the instructor time stamped by phone or email before class begins. One minute late is considered **LATE!** (Excused absence still counts toward your total absences; it does not absolve the student of the above stated outline)

Leave of Absence

A student may request a leave of absence from the program via a written request in a formal letter addressed to Opportunity Junction, Attention to the Chief Academic Officer dated and signed by the student within seven business days from the last day of attendance. A leave of absence request submitted after the seven day grace period will only be granted for approved health or proven emergency reasons.

Leave of absence status allows the student to come back the next session of the Administrative Assistant program. If the student chooses to not comeback the following session the program is offered, the leave of absence status is forfeited.

No refunds will be made to students requesting a leave of absence and all paid dues will be credited for the following semester in which the student is expected to return from the leave of absence.

Student Grievance Procedure

If a student disagrees with a write-up or has any other classroom related concern, the student should request a meeting with the instructor to discuss the situation and seek a resolution.

If a resolution is not reached, the student may escalate his/her grievance to the Chief Academic Officer who will listen to both parties and will mediate in good faith to find a resolution.

If a resolution is not reached at this stage the student may request to have his/her grievance escalated to the Chief Executive Officer who will listen to all parties and mediate in good faith to find a resolution.

Information for Faculty

All faculty members are urged to cooperate fully at every stage of any grievance in which they are involved within reason. Direct any questions to your direct supervisor.

Retention of Student Records

Opportunity Junction will permanently maintain all academic student application and enrollment information in a locked steel file cabinet on the Institute's premises for each student, whether or not the student completes the educational service, withdraws, or terminates. All transcript information will be maintained on a secure electronic storage system through a customized Salesforce.com database. The student records shall be retrievable by student name and shall contain all of the following applicable information:

1. Copies of all documents signed by the student, including enrollment agreements, fact sheets, FERPA waivers
2. Copies of all tests given the student before admission, including ability to benefit tests and tests required by Section 71920 of the Code;
3. Records of the dates of enrollment and, if applicable, withdrawal, leaves of absence, and graduation;
4. A transcript showing record of all of the classes and courses or other educational services that were completed or were attempted but not completed and grades or evaluations given to the student;
5. A document showing the total amount of money received from or on behalf of the student and the date or dates on which the money was received;
6. Copies of any official advisory notices or warnings regarding the student's progress;
7. Any complaints received from the student, including all correspondence, notes, memoranda, or telephone logs relating to a complaint.
8. If Opportunity Junction closes, the institution and its owner are responsible to arrange at their expense for the storage and safekeeping in California of all records required to be maintained by the Act and this chapter for as long as those records must be maintained. The repository of the records shall make these records immediately available for inspection and copying, without charge except as allowed under state regulations, during normal business hours by any entity authorized by the Act to inspect and copy records.
9. Opportunity Junction courses do not accrue college credits.

Student Records and Right To Privacy

The Federal Right of Privacy Act of 1964 provides for the right of all students and parents or guardians of minors to review their academic records, to include grades, attendance and counseling reports. Student records are confidential and only Accrediting Agencies or other individuals authorized under applicable state/federal laws are allowed access without first obtaining the written permission of the student, parents or guardians of minors. State law requires that the School maintain these records for no more than a five (5) year period. Students may request to review their records by writing to the Director of the School and all such review sessions will be scheduled during regular School hours and in the presence of an administrative representative. Further, the school must obtain written permission from the student to publish personal information in a student directory.

Opportunity Junction discloses education records without a student's prior written consent under the following FERPA exceptions:

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific State law.

Opportunity Junction may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, Opportunity Junction will inform parents and /or eligible students about directory information and allow parents and /or eligible students a reasonable amount of time to request that the school not disclose directory information about them.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Opportunity Junction is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the Certificate of Completion you earn in the Administrative Assistant Program is also at the complete discretion of the institution to which you may seek to transfer. If the Certificate of Completion 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 Opportunity Junction to determine if your Certificate of Completion will transfer.

Course Charges

Tuition	\$4,500.00
Subject to Refund	\$4,500.00
Non Refundable Fees	
STRF	\$0
Total Non-Refundable Fees	\$0

TUITION FUNDING

Opportunity Junction does not offer State and Federal financial aid. However, Opportunity Junction’s mission commits us to making our programs completely accessible to low-income job seekers. As a nonprofit organization, we raise money from foundations, corporations, and private citizens to ensure that the full cost of the program is covered. We also have contracts with the following programs that use federal pass-through funding to subsidize the cost of each student’s participation (of which tuition covers approximately 25%):

- Contra Costa County Employment and Human Services Department
- Contra Costa County Community Development Block Grant Program
- Contra Costa County Community Services Block Grant Program
- City of Antioch Community Development Block Grant Program
- City of Pittsburg Community Development Block Grant Program

We commit to developing the funding through private and government sources so that no student pays for tuition out of pocket or by obtaining a loan.

Students eligible for tuition funding through other sources (CaWORKs/WIOA, JTPA, GAIN or State and Private Vocational Rehabilitation) are asked to have their counselors call the School directly. The Student understands that if a separate party is financing his/her education, that the Funder, and the Funder alone, is directly responsible for all payments and monies owed to the school listed on this agreement.

Please note, some of our Funding Partners may require Selective Service Registration (applies to U.S. citizen and immigrant males between the ages of 18 to 25). To register or check a registration, go to <http://www.sss.gov/default.htm>.

Opportunity Junction has no pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.).

Facilities and Equipment

Opportunity Junction maintains computer facilities to satisfy a variety of research and educational needs. The classroom environment is suited to provide a computer for every student enrolled in the program during class time.

Opportunity Junction maintains a computer lab environment where students can conduct a variety of assigned labs as outlined in the course of instructions during class hours and outside class hours within the hours of operation of the facilities.

The classrooms are equipped with Dell work stations and at least 4GB of RAM and Windows 10 operating system. All the computers also have Microsoft Office 2016 or newer.

Opportunity Junction provides a DSL Internet connection or better to every classroom. The internal network operates at 100Mbps in every classroom.

Opportunity Junction in addition to many general servers that it maintains, has currently the following resources:

- 1 HP LaserJet Pro 400 printer in every classroom and lab environment
- 1 Dell 1201S video projector in every classroom
- 1 RICOH Aficio MP C4503 for general use for printing, copying, scanning, and faxing
- A wireless network for student access
- A Dell PowerEdge T410 server computer where students can store data temporarily

Grading and Assessment Policy

Opportunity Junction uses an alphabetical grading system. The final grade for a course will be based on the assignments completed and the scores for the student received on the tests administered during the session. In order to receive a passing grade in the course, students must achieve a minimum score of 70%.

Any student who has attended class the entire quarter and received a passing grade in the tests administered, but failed to complete all class assignments by the end of the quarter may, at the instructor's discretion, receive an "incomplete" for that course. The student must complete all the course assignments by the end of the first week of the following session in order to receive a passing grade. Any student failing to complete the unfinished course work within the required time will receive a grade of "F".

A "W" will be recorded as the grade for any student withdrawing from a course before the end of the third week. A "W" does not earn credits or grade points. Any student withdrawing from a course between the fifth and twenty-sixth weeks will receive a grade of "F" for that course.

English Language Services

Opportunity Junction does not provide English language support in the classroom. If the Student needs further language support, the Student is referred to an English learning support partner (LEAP, The English Center, or Second Start Literacy).

English as a Second Language Instruction

Opportunity Junction does not provide English as a second language instruction. Opportunity Junction does not provide training in other languages other than English. Prior to enrollment a prospective student will be administered the CASS (Comprehensive Adult Student Assessment Systems) assessment in order to meet the requirement of the ability to read at the 7th grade level in English.

Students from other countries

Opportunity Junction only accepts students with the right to work in the United States because we hire every student as part of the paid internship. We do not provide Visa services.

Policies and Practices Regarding Student Information Disclosures

The Family Educational Rights and Privacy Act (FERPA) of 1974 (the Buckley Amendment) insures students of the right to privacy and confidentiality with respect to their educational and financial records. With a student's written consent, the Registrar (or designee) may disclose any confidential information on file to any individual or agency named by the student.

Written consent will be kept permanently on file, and the Custodian of Records will release information regarding the student's academic record to those person(s) who have been designated on this form. If for any reason a student decides to cancel this release, he/she must submit a letter withdrawing the consent, indicate the person(s) affected, and send or deliver the written notice to Gloria Holbrook, Gloria@OpportunityJunction.org (925) 776-1133, 3102 Delta Fair Blvd. Antioch, CA 94509 www.OpportunityJunction.org

Policy and Procedure for the Award of Credits from prior Institutions

Opportunity Junction does not award credits for prior experiential learning.
Opportunity Junction does not accept credits earned at other institutions.

Articulation and Transfer of Credits

Opportunity Junction does not have articulation agreements with other educational institutions to transfer credits.

Library and other Learning Resources

We provide all educational materials for students needed for Microsoft Office Specialist certification. Students receive a copy textbooks required for the computer skills training and access to GMetrix practice software. The textbook is returned at the end of the course.

The computer labs are accessible from 8:30 AM to 9:00 PM Monday-Thursday and 8:30 AM to 5:00 PM Friday. The computers have Microsoft Office, Internet access, and Mavis Beacon typing software. There is a breakroom area students often use for study groups or as a reading room.

A library of resources is available to students and is stored on a bookshelf in the office of the Chief Academic Officer. The books are on topics such as computer skills, leadership, resume writing, personal work style, dealing with difficult people, and business ethics.

Additional resources including a description of community services and low-income resources are stored at the front of our building near the reception desk.

We maintain a list of web available employment resources with labor market information and links to the employment sites for the largest local employers. This list is available to all students by request to the Chief Academic Officer.

Student Services

All graduates of the training phase of the program are offered paid half-time internships while they engage in job search and continuing professional development.

Faculty will work with the student interns in their professional development skills. These skills include but are not limited to the following:

1. Resume and cover letter writing
2. Interviewing preparation training, mock interview events and interview clinics
3. Job search assistance
4. Social & professional networking
5. Professional attire

Faculty will work with student interns to refine these skills as part of the job placement assistance program. This will involve conducting regular individual coaching sessions outside the classroom environment and conducting interview clinics to assist student interns in refining their interviewing skills and will provide feedback to the student interns and monitor progress in those areas.

In addition, students are eligible to work with our Director of Counseling in weekly individualized therapy sessions to work on overcoming personal barriers to employment as they gain the skills for administrative careers.

Student Housing Information

Opportunity Junction does not have dormitory facilities. We do not provide student housing assistance.

There is large availability of housing located reasonably near our facilities. Within 2 miles of the office at 3102 Delta Fair Blvd, there 13 apartment buildings with regular vacancies. The price range of these apartments is \$1260-\$2072 per month with an average \$1600 rent for a 2 bedroom 1-1.5 bath apartment.

B. SCHOOL PERFORMANCE FACT SHEET AND SCHOOL CATALOG

Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, and salaries or wages, prior to signing this agreement.

I certify that I have received the catalog, School Performance Fact Sheet, and information regarding completion rates, placement rates, license examination passage rates, and salary or wage information included in the School Performance Fact sheet, and have signed, initialed, and dated the information provided in the School Performance Fact Sheet.

(_____) School Catalog

(_____) School Performance Fact Sheet

C. ITEMIZATION AND TOTAL TUITION FEES

Tuition:	<u>\$ 4,500.00</u>	
Funded by 3rd Party:	<u>(\$ 0.00)</u>	Name:
<hr/>		
OJ Scholarship:	(\$ 4,500.00)	Low income Scholarship as per CDBG income guidelines
Non-Refundable Fees:		
STRF:	<u>\$ 0</u>	Student Tuition Recovery Fund (\$0 for every \$1,000 rounded to the nearest \$1,000.00)

Total Non-Refundable Fees: \$ 0

TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE: \$ 4,500

ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: \$ 4,500

THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT: \$ 0

Payment Plan Your payment schedule will be based upon monthly invoice for the remaining balance due.

THE TERMS AND CONDITIONS OF THIS AGREEMENT ARE NOT SUBJECT TO AMENDMENT OR MODIFICATION BY ORAL AGREEMENT. I, THE UNDERSIGNED PURCHASER OF THE PROGRAM OF TRAINING, HAVE READ, UNDERSTAND AND AGREE TO THE TERMS AND CONDITIONS CONTAINED HEREIN AND WITH MY SIGNATURE I CERTIFY HAVING RECEIVED AN EXACT COPY OF THIS AGREEMENT, A COPY OF OPPORTUNITY JUNCTION CATALOG AND SCHOOL PERFORMANCE FACT SHEET. I FURTHER ACKNOWLEDGE THAT NO VERBAL STATEMENTS HAVE BEEN MADE CONTRARY TO WHAT IS CONTAINED IN THIS AGREEMENT. THIS ENROLLMENT AGREEMENT IS A LEGALLY BINDING INSTRUMENT WHEN SIGNED BY THE STUDENT AND ACCEPTED BY THE SCHOOL.

I UNDERSTAND THAT THIS IS A LEGALLY BINDING CONTRACT. MY SIGNATURE BELOW CERTIFIES THAT I HAVE READ, UNDERSTOOD, AND AGREED TO MY RIGHTS AND RESPONSIBILITIES, AND THAT THE INSTITUTION'S CANCELLATION AND REFUND POLICIES HAVE BEEN CLEARLY EXPLAINED TO ME.

Signature of Student Date

Signature and Title of School Official Accepting Enrollment Date

D. STUDENT'S RIGHT TO CANCEL

1. A Student has the right to cancel their agreement for a program of instruction, without any penalty or obligations, through attendance at the first class session or the fourteenth calendar day after enrollment, whichever is later. After the end of the cancellation period, a Student also has the right to stop school at any time; and has the right to receive a pro rata refund if the student has completed 5 weeks or less of the scheduled days in the current payment period in their program through the last day of attendance.
2. Cancellation may occur the first 2 calendar weeks when the Student provides a mandatory written notice of cancellation at the following address: Opportunity Junction, 3102 Delta Fair Blvd., Antioch, CA 94509. This can be done by mail or by hand delivery.
3. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage.
4. The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that the Student no longer wishes to be bound by the Enrollment Agreement.

REFUND POLICY

If the Enrollment Agreement is cancelled the school will refund the Student any money he/she paid within 10 days after the notice of cancellation is received.

In the event of a withdrawal, termination or leave of absence, tuition is refunded for the current session according to the following table:

Administrative Assistant	
Week of Instruction	Percentage Refund
1-2	100%
3-5	60%
6-9	0%
10-12	0%
13-16	0%
17-28	0%

Any applicant may cancel enrolment prior to starting class by giving written notice to the school. If cancellation occurs prior to the beginning of the class start date, the entire tuition amount will be refunded.

WITHDRAWAL FROM THE PROGRAM

A Student may withdraw from the school at any time after the cancellation period (described above) and receive a pro-rata refund if the Student has completed 5 weeks or less of the scheduled days in their "Enrollment Period". **Enrollment Period** is defined as the time period encompassed by "Program Start Date" through the "Program End Date" as they appear on the first page of the Student's Enrollment Agreement. Any Refund will be paid to the Student (or third party payer) within 45 days of withdrawal. If the Student has completed more than 5 weeks of their Enrollment Period all tuitions considered earned and the Student will receive no refund.

For the purpose of determining a refund under this section, a Student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The Student notifies the institution of the Student's withdrawal or as of the date of the Student's withdrawal, whichever is later.
- The institution terminates the Student's enrollment for failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences and/or tardiness in excess of maximum set forth by the institution.
- The Student has failed to attend class after 6 days of unexcused absences. Students are expected to attend classes punctually unless extenuating circumstances exist (e.g. Verified cases of accidents, illness, or other circumstances beyond the control of the student).
- The Student fails to return from a leave of absence by the next planned session.

If Opportunity Junction has received tuition funding via a 3rd party Funder, the Funder is entitled to a refund of moneys of up to 60% of the total tuition cost.

FINANCIAL AID

This agency does not accept financial aid, but if the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

If the student defaults on a federal or state loan, both 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.
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.

UNDERSTANDINGS

1. **Catalog:**

Information about Opportunity Junction is published in a school catalog that contains a description of certain policies, procedures, and other information about the school. Opportunity Junction reserves the right to change any provision of the catalog at any time. Notice of changes will be communicated in a revised catalog, an addendum or supplement to the catalog, or other written format. Students are expected to read and be familiar with the information contained in the school catalog, in any revisions, supplements and addenda to the catalog, and with all school policies. By enrolling in Opportunity Junction, the Student agrees to abide by the terms stated in the catalog and all school policies.

2. **Diploma/Certificate:**

I understand that I will be awarded a Certificate when I have completed all of the program attendance requirements and have satisfied all academic obligations. If I am in default of my fee obligations, my Certificate may be withheld until the fees are paid.

3. **Career Services:**

Placement assistance is provided. However, it is understood that Opportunity Junction does not and cannot promise or guarantee employment or level of income or wage rate to any Student or Graduate. Students participate in the following placement assistance activities: 1) Preparation of resumes and cover letters; 2) Interviewing techniques; 3) Job referrals. Participation in the job assistance program includes Students actively developing their own leads from the direction provided by the faculty. Graduates may continue to utilize Opportunity Junction's placement assistance program at no additional cost.

4. **Grounds for Dismissal:**

Any Student may be permanently dismissed from Opportunity Junction for any one of the following: 1) disruptive behavior and/or a lack of common courtesy and respect for the instructor and/or his/her fellow Students; 2) behavior that could be interpreted as sexual harassment; 3) behavior that could be related to alcohol or drug use; 4) failure to pay fees when due; 5) failure to adhere to the dress code, and; 6) failure to maintain academic progress.

5. **Books/Equipment:**

All supplies for the program selected will be provided by Opportunity Junction at the stated charge. Lost, mutilated, or stolen items will be replaced at the expense of the Student.

6. **Questions:**

Any questions a Student may have regarding this enrollment agreement that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education, Physical Address: 1747 N. Market Blvd. Ste. 225, Sacramento, CA 95834; Mailing Address: P.O. Box 980818, West Sacramento, CA 95798-0818; Phone Number: (916) 431-6959; Toll Free: (888) 370-7589; Fax Number: (916) 263-1897; www.bppe.ca.gov.

7. **Disciplinary Action:**

A Student may appeal any disciplinary action in writing to the instructor who will submit it to the Chief Academic Officer for a binding decision within 48 hours. Upon the decision of the CAO, if the Student believes that further review is necessary then the appeal will be submitted by email and reviewed in the following order: Chief Executive Officer to the Board of Directors.

8. **Complaints:**

A Student or any member of the public may file a complaint about this institution with 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 Web site, www.bppe.ca.gov.

9. **Arbitration:**

Any dispute arising from enrollment at Opportunity Junction, no matter how described, pleaded or styled, shall be resolved by binding arbitration under the Federal Arbitration Act conducted by the American Arbitration Association ("AAA") at San Francisco, California, under its Commercial Rules. All determinations as to the scope, enforceability of this Arbitration Agreement shall be determined by the Arbitrator, and not by a court. The award rendered by the arbitrator may be entered in any court having jurisdiction.

10. **Financial Aid:**

Although Opportunity Junction does not offer financial aid; Students may be eligible for financial aid through other sources. Students eligible for CalWORKs/WIOA, JTPA, GAIN or State and Private Vocational Rehabilitation should have their counselors call the School directly. The Student understands that if a separate party is financing his/her education, which the Funder, and the Funder alone, is directly responsible for all payments and monies owed to the school listed on this agreement.

11. **Notice Concerning Transferability of Credits and Credentials Earned at our Institution**

The transferability of credits you earn at Opportunity Junction is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the Administrative Assistant 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 Opportunity Junction to determine if your certificate will transfer.

12. **Student Tuition Recovery Fund Payment (STRF):**

"The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program."

"It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary 1747 N. Market Blvd. Ste. 224, Sacramento, CA 95834, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

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

NOTICE

YOU MAY ASSERT AGAINST THE HOLDER OF THE PROMISSORY NOTE YOU SIGNED IN ORDER TO FINANCE THE COST OF INSTRUCTION ALL OF THE CLAIMS AND DEFENSES THAT YOU COULD ASSERT AGAINST THIS SCHOOL, UP TO THE AMOUNT YOU HAVE ALREADY PAID UNDER THE PROMISSORY NOTE.

POLICY FOR ABSENCES

- 6 allowed in the 12-week training phase, 7th is grounds for dismissal
- 6 allowed in the internship phase, 7th is grounds for dismissal

INSUBORDINATION

Any act of disrespect towards staff, or refusal to participate in class activities as lead by instructor or substitute instructor is not tolerated. Insubordination will result in disciplinary action up to and including expulsion.

LEAVE OF ABSENCE

If student provides leave of absence notice **within 7 days of leaving**, Leave of Absence will be granted. All enrollment fees will be credited to the next enrollment cycle only; no refunds will be granted for students requesting Leave of Absence.

Your signature below signifies that you understand and are willing to abide by all the above stated rules and parameters of professional attire as a student of Opportunity Junction and a graduate ready to go to work in a professional environment.

Student Signature

Date

PHOTO RELEASE FORM

I hereby give Opportunity Junction permission to take photographs of me or photographs in which I may be involved with others for the purpose of promoting the goals of Opportunity Junction.

I hereby release and discharge Opportunity Junction from any and all claims arising out of use of the resulting photos.

I hereby allow Opportunity Junction exclusive, non-commercial rights to use the resulting photos related to this release in its promotional materials, either alone or in combination with other images.

I hereby allow Opportunity Junction to use the resulting photos related to this release in across all platforms of media delivery either now existing or yet to be invented.

I am above the age of 18. I have read the foregoing document and fully understand its contents.

Signature: _____

Date: _____

Print Name: _____

Address: _____