**Training Plan**

**Program Title:** IT Specialist – Level 2

**Duration:** 18 Months

**Training Overview**

ProTRAIN will deliver computer and office skills training in an online environment to assist the client in obtaining the needed skills to be a competitive applicant in an entry-level IT Help Desk position.

Training will be broken up into sessions covering computer basics, keyboarding and the basic understanding of Microsoft Windows, Word, Excel, Outlook, PowerPoint, Access, and CompTIA (It Fundamentals, A+) along with a basic understanding of customer service, communication, and other key business skills.

The training sessions will be four days per week for five hours per day, delivered remotely to the client and will be a combination of virtual instructor-led (via online meeting software) and self-paced training (online courseware-based).

**Faculty-Student Interaction**

The client will have daily virtual meetings / instruction with ProTRAIN’s staff. Beyond the daily online meetings, the client will have access to ProTRAIN’s staff via both phone and email for additional support.

**Student Required Technical Equipment**

A computer with Microsoft Office 365 and an internet connection.

**Institutional Policies Regarding Standards of Progress**

ProTRAIN will monitor and communicate progress to both student and vocational instructor.

**Equipment / Supplies Costs**

* Laptop: Lenovo Laptop, 15.6" Screen, Intel Core i5, Windows 10 - $559.99

\*\*\*If the above computer is not available, a comparable computer will be substituted.\*\*\*

* Software: Office 365 - $69.99
* Ergonomic keyboard / mouse: Logitech Wireless Wave Combo MK550 - $44.99
* Laptop bag: Case Logic 17.3” Laptop Case - $35.69
* Verizon Hotspot 18 Mo + Equipment - $45/MO + $99 Equipment - $909

Equipment Costs: $1,619.66

Training Costs

Total Training Costs: $17,400.00

Total Program Costs: $19,019.66

Course Topics

* **Computer Basics** **101** – Instruction includes the basics of current operating systems, working with files and folders, applications, keyboarding, and common and advanced customization tasks. This course includes discussion around “cloud” computing and the functions that can be performed. Keyboarding will also be further developed during the reaming training sessions.

Duration: 12 days

* **Microsoft Windows** – This course is designed for any worker, business professional or private individual who needs knowledge in operating systems and file management skills. Learners will explore its interface, identify the different components in the interface, customize the Windows desktop, manage files and folders, use the common tools and programs available and browse the Internet.

Duration: 12 days

* **Microsoft Word – Beginning** - This course is intended for individuals who want to gain basic knowledge of working on Word.

Duration: 12 days

* **Review #1 – Computer Basics** – This course will review topics covered in earlier in the training plan to encourage and aid retention of skills taught.

Duration: 6 days

* **Microsoft Excel – Beginning -** This course is intended for an individual with little or no experience using Microsoft Excel or any other spreadsheet program.

Duration: 12 days

* **Microsoft Outlook – Beginning** - Students will use Outlook to compose and send email, schedule appointments and meetings, manage contact information, schedule tasks, and create notes.

Duration: 14 days

* **Microsoft PowerPoint – Beginning –** Students will learn how to create presentations, use themes and variants, add media and objects to a presentation, format text, share presentations, present a slide show online, and customize the interface.

Duration: 8 days

* **Microsoft Access – Beginning –** Students will learn the basics of databases and then move on to tables, reports, queries, how to manage a database, and ways to customize the database interface.

Duration: 15 days

* **Review #2 – Computer Basics** – This course will review topics covered in earlier in the training plan to encourage and aid retention of skills taught.

Duration: 8 days

* **Microsoft Word – Intermediate -** Students will work with styles, sections, and columns, use the Navigation pane to work with outlines, will format tables, print labels and envelopes, work with graphics, use document templates, manage document revisions, and work with web features.

Duration: 16 days

* **Microsoft Excel – Intermediate -** Students will learn how to use multiple worksheets and workbooks efficiently and start working with more advanced formatting options including styles, themes, and backgrounds. Also, training includes instruction on working with tables and adding hyperlinks

Duration: 16 days

* **Microsoft Outlook – Intermediate** – Students will customize the Outlook environment, calendar, and mail messages, and will also track, share, assign, and quickly locate various Outlook items.

Duration: 15 days

* **Review #3 – Computer Basics** – This course will review topics covered in earlier in the training plan to encourage and aid retention of skills taught.

Duration: 8 days

* **Microsoft Word – Advanced –** Students will learn how to create templates, use styles, comment on and review documents, work with multiple documents, perform a mail merge, create an outline and a table of contents, index, and bibliography. Additional areas of focus including adding captions, cross-references, bookmarks, citations, footnotes, and endnotes to a document and creating and using macros.

Duration: 11 days

* **Microsoft Excel – Advanced –** Students will learn advanced formulas and functions, named ranges, resolving formula errors, consolidating data, removing duplicates, configuring data validation, transposing data, using outlining, grouping, subtotal tools, working with scenarios, using data analysis tools, creating, and using PivotTables and PivotCharts, using PowerPivot to integrate data from several different sources, and recording, editing, and using macros.

Duration: 16 days

* **Review #4 – Microsoft Office** – This course will review Microsoft Office topics covered in earlier in the training plan to encourage and aid retention of skills taught.

Duration: 8 days

* **Career Planning and Job Readiness/Soft Skills -** This portion of training will focus on preparing and polishing skills for the client returning to the workforce. This course will provide several topics to enable participants with an understanding of the impact of career planning, job searching, resume and cover letter writing (business writing) and interview questions. Additional topics covered include communication strategies (active listening and managing difficult conversations), customer service, problem solving and decision making.

Duration: 8 days

* IT Help Desk Training – Training will be broken up into three (3) parts – CompTIA IT Fundamentals, CompTIA A+, CompTIA Network+. Certification exams are included and optional.

*Topics/details for each topic are listed below:*

**CompTIA IT Fundamentals**

This course is ideal for individuals and students looking for a career in IT as well as those in allied fields that require a broad understanding of IT. CompTIA IT Fundamentals is a steppingstone to more advanced IT topics.

Duration: 3 months

**CompTIA A+**

In this course, students will acquire the essential skills and information needed to install, upgrade, repair, configure, troubleshoot, optimize, and perform preventative maintenance of basic personal computer hardware and operating systems.

Duration: 3 months

*\*\*\*The goal is to wrap up the exams within month 18 of the program, however, testing is conducted by a third-party CompTIA testing center and is subject to schedule availability.\*\*\**

**Attendance Policy**

Trainees must attend training during the hours determined in the training plan. Trainees must call-in for any reason if they will not be in attendance as planned or if they will be tardy. Trainees’ absence requests will be reviewed on a case-by-case basis depending on the need for an absence. Excessive absence may lead to discontinuing the training at any time. Trainees will be given advanced notice of separation from the training program and a reasonable chance to improve their attendance. Trainees are encouraged to engage in instructional activities, and not interrupt instructions except to ask pertinent questions to the materials being learned. If training is terminated prior to completion date detailed in training plan, only training days up to date of termination will be invoiced.

**Progress Reports**

VRC’s get weekly attendance reports. If grades are below minimum requirements, VRC’s will be notified. In addition to that, VRC’s receive monthly progress reports that detail grades, courses completed, attendance, etc. In addition to this, VRC’s can request a full progress report at any time within the month.

Students receive grades in real time and are available on-demand when they log in to the ProTRAIN training portal.

**Grades**

**Grading System/Standards of Progress**

All programs are pass/fail.

**Student Evaluation Techniques**

A test may be administered after each lesson to determine the amount of learning that has taken place.  Test scores that are below 75 percent are an indication that the necessary skills for entry into employment were not acquired.  Administration will provide progress reports at bi-weekly intervals in the program. Students should make arrangements for additional practice, independent study, or tutoring, if needed.  Grades and/or assessments will be provided to the students on a bi-weekly basis with a final report and transcript provided at the completion of the program if the student is in good status. Other methods of evaluation may include oral quizzes, skill development tests, hands-on skill evaluation, and individual and group projects.

**Incomplete Grades**

Incomplete grades are given when a student is unable to complete a course because of illness or other serious problems.  An incomplete grade may also be given when students don’t turn in work or don’t take tests.  If a student does not make arrangement to take missed tests, a failure grade will be given.  A student who misses a final test must contact the instructor within twenty-four hours of the test to arrange for a make-up examination.

**Probation for Below Average Grades**

Students who fail to maintain the minimum grade point average of 75 percent required for graduation will need to enter a probation period for one month.  The student will be scheduled for in-school instructor-led assistance.  Students unable to make progress may be dismissed from the program.  Refunds will be given in accordance with the school’s refund policy.

**Conditions for Dismissal**

Students may be dismissed from the school for the following reasons:

1. Not adhering to the school’s rules, regulations, policies, and code of conduct.
2. Missing more than 10 percent of instruction time.
3. Not maintaining the minimum grade point average.
4. Not meeting financial responsibilities to the school.

The school director will notify the student in writing should it become necessary to dismiss the student.  The dismissal letter will contain the date and the reason for dismissal.

**Cancellation and Refund Policy (Compliance with WAC 490-105-130)**

Should the student’s enrollment be terminated, or should the student withdraw for any reason, all refunds will be made according to the following refund schedule.

1. The school must refund all money paid if the applicant is not accepted.  This includes instances where the school cancels a starting class.
2. The school must refund all money paid if the applicant cancels within five business days (excluding Sundays and holidays) after the day the contract is signed, or an initial payment is made if the applicant has not begun training.
3. The school may retain an established registration fee equal to 10 percent of the total tuition cost, or $100, whichever is less, if the applicant cancels after the fifth business day after signing the contract or making an initial payment.  A “registration fee” is any fee charged by a school to process student applications and establish a student record system.
4. If training is terminated after the student enters classes, the school may retain the registration fee established under #3 above, plus a percentage of the total tuition as described in the following table:

|  |  |
| --- | --- |
| **If the student completes this amount of training:** | **The school may keep this percentage of the tuition cost:** |
| One week or up to 10%, whichever is less | 10% |
| More than one week or 10% whichever is less but less than 25% | 25% |
| 25% but less than 50% | 50% |
| More than 50% | 100% |

1. When calculating refunds, the official date of a student’s termination is the last day of recorded attendance:
2. **When the school receives notice of the student’s intention to discontinue the training program;**
3. **When the student is terminated for a violation of a published school policy which provides for termination; or,**
4. **When a student, without notice, fails to attend classes for 30 calendar days.**
5. All refunds must be paid within 30 calendar days of the student’s official termination date.

**COVID-19 Preparedness Plan for ProTRAIN**

**Overview**

At this time, ProTRAIN is not requiring students to be vaccinated. We will be following CDC guidelines and reserve the right to require student vaccines in the future.

ProTRAIN is committed to providing a safe and healthy workplace for all our students. To ensure we have as safe and healthy workplace, we have developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. Managers and workers are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces, classrooms, and communities, and that requires full cooperation among our employees, management, visitors, and students. Only through this cooperative effort can we establish and maintain the safety and health of our workers and workplaces.

Management and workers are responsible for implementing and complying with all aspects of this COVID-19 Preparedness Plan. ProTRAIN managers and supervisors have our full support in enforcing the provisions of this policy.

Our students are our most important assets. We are serious about safety and health and keeping our students working safely at ProTRAIN. Worker and student involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved our workers in this process by having a meeting and discussing concerns and having them addressed and implementing them into our Preparedness Plan. Our COVID-19 Preparedness Plan follows Centers for Disease Control and Prevention (CDC) and Washington Department of Health (WDH) guidelines, federal OSHA standards related to COVID-19 and Executive Order 20-48, and addresses: • hygiene and respiratory etiquette; • engineering and administrative controls for social distancing; • cleaning, disinfecting, decontamination and ventilation; • prompt identification and isolation of sick persons; • communications and training that will be provided to managers and workers; and • management and supervision necessary to ensure effective implementation of the plan. • protection and controls for pick-up, drop-off, and delivery of any equipment • communications and instructions for students.

**Screening and policies for students exhibiting signs and symptoms of COVID-19**

Students are encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess student health status prior to entering the facility and for students to report when they are sick or experiencing symptoms. Students will self-monitor each day before leaving home before coming to the classroom. If the student is experiencing any symptoms related to COVID-19 they have been instructed by management to notify their instructor and vocational counselor and stay home until they are free of symptoms. If after arrival at the facility a student experiences symptoms, they are to immediately notify their instructor and vocational counselor and isolate themselves in their work area until all others are removed from the area. After the student leaves the premises, their workstation will be cordoned off and subsequently cleaned and disinfected according to the CDC requirements.

ProTRAIN has implemented policies that promote students staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household.

ProTRAIN has also implemented a policy for informing students if they have been exposed to a person with COVID-19 and requiring them to quarantine for the required amount of time.

**Handwashing**

Basic infection prevention measures are always being implemented at our facility. Students are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their time in the facility, prior to any mealtimes and after using the toilet. All clients and visitors to our offices will be required to wash or sanitize their hands prior to or immediately upon entering the facility. Hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) are at entrances and locations in the offices so they can be used for hand hygiene in place of soap and water if hands are not visibly soiled. Hand sanitizer will be readily available upon entering the building at each end of the hallways. Upon entering the offices there will be hand sanitizer available and dispersed in a variety of areas for easy use. The bathroom will be fully stocked with soap and running hot water.

**Respiratory etiquette: Cover your cough or sneeze**

Students are being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and to avoid touching their face, in particular their mouth, nose, and eyes, with their hands. They should dispose of tissues in provided trash receptacles and wash or sanitize their hands immediately afterward. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all workers, students, and visitors.

**Social distancing**

Social distancing of six feet will be implemented and maintained between workers, students, and visitors in the facility through the following engineering and administrative controls: Students will be seated with six feet or more of space between workstations. Schedules will be set up to provide flexible training time in the office and ProTRAIN will continue to telework with students as needed. Visitors will need to call in advance to notify of their arrival so that proper accommodations can be made for the proper distance during their visit.

Students work areas will be set up to provide the six foot requirement to be met. Only 1 door will be used to enter and leave the office/training areas.

If students need to drop off or pickup paperwork there will be an open box located on the outside of main classroom door.

All students will be using their own equipment (computer, mouse, pens, paper, etc.)

Workstations will be thoroughly cleaned and disinfected per CDC recommendations after each student leaves the facility.

Employees and students are required to wear face covering: mask or nonmedical cloth type. If a person does not have one upon arrival one will be provided for them.

**Cleaning, disinfection, and ventilation**

Regular housekeeping practices are being implemented, including routine cleaning, and disinfecting of work surfaces, equipment, and areas in the work environment, including restrooms, break rooms, lunchrooms, meeting rooms, and drop-off and pickup locations. Frequent cleaning and disinfecting will be conducted in high-touch areas, such as phones, keyboards, touch screens, controls, door handles, elevator panels, railings, copy machines, and workstations.

Appropriate and effective cleaning and disinfectant supplies have been purchased and are available for use. The maximum amount of fresh air is being brought into the workplace, air recirculation is being limited and ventilation systems are being properly used and maintained. Steps are also being taken to minimize air flow blowing across people.

**Communications and training**

This COVID-19 Preparedness Plan was communicated to all workers and necessary training was provided. Additional communication and training will be ongoing with weekly meetings and provided to all workers who did not receive the initial training. Instructions will be communicated to clients, students, and visitors about: how drop-off, pick-up, and delivery will be conducted to ensure social distancing between the students and workers; required hygiene practices; and recommendations that students and visitors use face masks when dropping off, picking up, or accepting delivery of equipment supplies or paperwork for training.

Employees, students, and visitors will also be advised not to enter the facility if they are experiencing symptoms or have contracted COVID-19. Managers and supervisors are to monitor how effective the program has been implemented by conducting a weekly meeting with staff.