



# Workforce Investment Act Eligible Training Program

**Provider Name:** Coastal Career Academy

**Contract #:** 4050-76

**Address:**  
288 Plymouth Ave  
Fall River, MA 02721

**Address if program is held at a another site:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Program Name:** Customer Service Specialist

Office use only: ONET CODE 41-2031

**CONTACT INFORMATION**  
Program Contact Person: Debra Gomes/Tammy Latour Phone: 508-536-5366 Fax: 508-762-1470  
Email: coastalcareer@comcast.net Website: coastalcareeracademy.com

### Course Outline/Topics to be Covered

Students will receive 140 hours of classroom time. Curriculum includes introduction to computers, Microsoft applications and customer service training. Students will receive certificates of completion as a Customer Service Specialist, and will test with the NRF Certification to be Nationally certified.

### Required academic grade levels to enter program

Reading Grade Level 7th Grade

Math Grade Level 7th Grade

English Proficiency Must be able to read and write in English

### Required to enter training program

Physical	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Vaccinations	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Drug test	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
BCI	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
License	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Tools	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Experience	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Other :		

### MAY be required for employment

Physical	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Vaccinations	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Drug test	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
BCI	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Certification	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
License	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Tools	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Experience	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Other :		

### Participants will be qualified to seek employment in the following occupations:

- Customer Specialist
- Order Clerks
- Counter & Rental Clerks
- 

**Is this program Pell grant eligible?**  Yes  No

### PROGRAM COSTS:

TUITION INCLUDES:	
Tuition	\$2,670.00
Fees	\$50.00
Books	\$160.00
Licensing	
Certificate fees	\$80.00
Other, provide explanation	
<b>Total Tuition Cost</b>	<b>\$2,960.00</b>

These are expenses that <u>MAY</u> be reimbursed after successful completion of training.			
Please indicate Yes, No or enter the amount			
	YES	NO	AMOUNT
Books	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Licensing	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Tools	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Uniforms	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Travel	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Miscellaneous*	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	\$5.00
* BCI Check			
<b>Total</b>			<b>\$5.00</b>

Participant is responsible for :	
Prerequisites	
Memberships	
<b>Cost above tuition cap</b>	<b>\$0.00</b>
<b>Expenses that <u>MAY</u> be reimbursed</b>	<b>\$5.00</b>
<b>Total</b>	<b>\$5.00</b>

**Maximum ITA Responsibility (Max. \$5500)**  
  
**\$2,960.00**

**PROGRAM LENGTH**  
Weeks and Hours and  
**Additional Information**  
Class hours Monday-Thursday 9am-2pm  
140 class hours 7 weeks

**What type of certificate will be awarded and by whom?** NHA(National Healthcare Association) Certification