



Workforce Investment Act Eligible Training Program

Provider Name: Family Resources Community Action

Contract #:4050- 20

Address: 55 Main St.
Woonsocket, RI 02895

Address if program is held at a another site:

Program Name: Administrative Office Management Training

Office use only: ONET CODE 43-6013

CONTACT INFORMATION

Program Contact Person: Joseph Potenza

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Fax: 401 671-2944
Website: www.famresri.org

Course Outline/Topics to be Covered

This program is designed to provide students with a concise understanding of requirements of a business office environment. Students will learn how to effectively utilize technology for correspondence, research, and business projects. Word, Excel, Email, and keyboarding will be utilized at a beginner through intermediate level. Customer service, critical thinking, project and time management skills, business math and filing are included. Students will have an opportunity to earn certifications in the following: customer service, critical thinking, and MOS..

Required academic grade levels to enter program

Reading Grade Level 5

Math Grade Level 5

English Proficiency Ability to use English effectively to meet most routine social and work situations

Required to enter training program

- Physical Yes No
- Vaccinations Yes No
- Drug test Yes No
- BCI Yes No
- License Yes No
- Tools Yes No
- Experience Yes No
- Other :

MAY be required for employment

- Physical Yes No
- Vaccinations Yes No
- Drug test Yes No
- BCI Yes No
- Certification Yes No
- License Yes No
- Tools Yes No
- Experience Yes No
- Other :

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

- 1) Secretary
- 2) Customer Service Rep.
- 3) Receptionist
- 4) Information Clerk

Is this program Pell grant eligible?

Yes No

PROGRAM COSTS:

TUITION INCLUDES:

Tuition	\$5,100.00
Fees	
Books	
Licensing	
Certificate fees	
Other, provide explanation	
Total Tuition Cost	\$5,100.00

These are expenses that MAY 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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Total			\$0.00

Participant is responsible for :

Prerequisites	
Memberships	
Cost above tuition cap	\$0.00
Expenses that <u>MAY</u> be reimbursed	\$0.00
Total	\$0.00

Maximum ITA Responsibility (Max. \$5500)

\$5,100.00

PROGRAM LENGTH

Weeks and Hours and Additional Information

10 weeks, 30 hrs. per week. Mon - Fri 9:00 am - 3:00 pm

What type of certificate will be awarded and by whom?

Customer Service (CSC) - Rockhurst Univ. / iCritical Thinking - ETS / M