For Office Use Only	Approval Date:	5/1/2015

Rhode Island Department of Labor and Training

Workforce Investment Act Eligible Training Program

Provider Name: **Training & Business Collaborative Institute, LLC**

Contract #:5050-109

Address:
249 ROOSEVELT AVE. SUITE 203 BOX #4
PAWTUCKET, RI 02860

Address if program is held at a another site:

Program Name: **CUSTOMER SERVICE & SALES/FRONTLINE CALL CENTER TRAINING**

Office use only: ONET CODE 43-1011

CONTACT INFORMATION

Program Contact Person: JOHN F. GOMES
Phone: 401-323-8530
Email: johnfortesgomes@yahoo.com
Fax:
Website: www.tbcinstitute.com

Course Outline/Topics to be Covered

The Training and Business Collaborative Institute's NRF Foundation Customer Service & Sales Representative/Frontline Call Center Training Program is a multifaceted cross platform training program designed to provide the skills and knowledge needed to be well-rounded customer service representative, frontline call center representative, sales and marketing representative, office assistant or an entry level bookkeeper. This program will contain the following seven modules: NRF Foundation Customer Service and Sales, Call Center Frontline Fundamentals, Basic Computer Skills (Microsoft Word, Excel, Outlook/Email, Basic Typing/Keyboard Skills, Work Readiness Training, QuickBooks Pro, Adult First Aid, and CPR & AED. A multi-disciplinary team of practitioners and professionals will deliver the courses. Students who successfully complete the program will receive the following Nationally Recognized Certifications: NFR Foundation Customer Service and Sales, The Call Center School, Frontline Fundamentals and QuickBooks Certified User (QBCU).

Required academic grade levels to enter program

Reading Grade Level	HS/GED & 8
Math Grade Level	HS/GED & 6
English Proficiency	

Required to enter training program

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

MAY be required for employment

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

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

1) Customer Service & Sale
2) Office Assistant
3) Call Center Frontline
4) Entry Level Bookkeeper

Is this program Pell grant eligible? ☐ Yes ☑ No

PROGRAM COSTS:

TUITION INCLUDES:

Tuition	$4,000.00
Fees	
Books	
Licensing	
Certificate fees	$284.00
Other, provide explanation	
	$4,284.00

These are expenses that *MAY* be reimbursed after successful completion of training.

Please indicate Yes, No or enter the amount

	YES	NO	AMOUNT
Books	☐ Yes	☑ No	
Licensing	☐ Yes	☑ No	
Tools	☐ Yes	☑ No	
Uniforms	☐ Yes	☑ No	
Travel	☐ Yes	☑ No	
Miscellaneous	☐ Yes	☑ No	
		Total	**$0.00**

Participant is responsible for :

Prerequisites	
Memberships	
Cost above tuition cap	**$0.00**
Expenses that MAY be reimbursed	**$0.00**
Total	**$0.00**

Maximum ITA Responsibility (Max. $5500)

$4,284.00

PROGRAM LENGTH

7 weeks 1/2 Weeks; 156 hours

What type of certificate will be awarded and by whom?

NFR Foundation Customer Service and Sales, The Call Center School, Frontline Fundamentals Certifications and Quickbooks from Intuit

DLT is an equal opportunity employer/program. Auxiliary aids & services are available upon request to individuals with disabilities. TDD (401) 462-8006