



Avivo Institute of Career & Technical Education Catalog 2025

Mission – Avivo increases well-being through recovery and career advancement while working to end homelessness.

Vision – Our communities are free of economic and health inequities.

Avivo Institute of Career & Technical Education is committed to educating and preparing individuals for the demands of a global workplace.

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Avivo Institute of Career & Technical Education Catalog

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Welcome!

It is our pleasure to welcome you to Avivo Institute of Career & Technical Education. We are pleased that you have selected our career skills training program to start your career pathway. We offer skills training in the following industries: IT support, telecommunications, medical office support, office support, and HVAC.

Our staff is here to answer any questions you have.

GENERAL INFORMATION

State Approval to Operate

The Avivo Institute of Career & Technical Education is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, 136A.821 to 136A.832. Licensure is not an endorsement of the institution. Certificates earned at the institution may not transfer to all other institutions.

www.ohe.state.mn.us

Accreditation and Approvals

The Avivo Institute of Career & Technical Education is:

- a certified training provider under the Workforce Innovation and Opportunity Act
- an accredited skills training program through the Commission on Accreditation of Rehabilitation Facilities

Mission

Avivo increases well-being through recovery and career advancement while working to end homelessness.

Vision

Our communities are free of economic and health inequities.

Avivo Institute of Career & Technical Education is committed to educating and preparing individuals for the demands of the global workplace.

History

Avivo has been assisting individuals with barriers since 1960 and has been financially solvent since that time.

Avivo career skills' training was established in 1985 in Minneapolis and since then has expanded its services to include locations in St. Paul, and St. Cloud; as well as offering mobile training and education services throughout the upper Midwest. Avivo utilizes the expertise of its 70+ business partners throughout Minnesota to design new and revise existing training curriculum to meet the needs of Minnesota businesses.

Staff and Campuses

The faculty and staff have the education, work experience, dedication, enthusiasm and ability needed to motivate students to their highest level of achievement. A listing of all faculty and staff (current at the time of this printing) is located in Appendix A and is available upon request.

Avivo Institute of Career & Technical Education is located in Minneapolis at 1825 Chicago Ave, Minneapolis, MN, 55404. The main campus offers training programs in IT Support, Medical Office Support, Office Support Specialist and Telecommunication Installation & Support.

Avivo Institute of Career & Technical Education North Minneapolis is located at 1200 Plymouth Avenue North, Minneapolis, MN 55411. The North Minneapolis campus offers the HVAC Training Program.

Avivo Institute of Career & Technical Education St. Cloud is located at 110 2nd Street South, Suite 124, Waite Park, Minnesota, 56387. The St. Cloud branch campus training programs in Medical Office Support and Office Support.

The Avivo Institute of Career & Technical Education Main Campus and the Avivo Institute of Career & Technical Education St. Cloud Campus have administrative offices, classrooms and lab areas where students can practice skills based on individual program requirements. The Avivo Institute of Career & Technical Education North Minneapolis Campus has administrative access for Avivo staff, a classroom and hands-on lab area for students.

Business hours are Monday through Friday from 8:00 AM to 4:30 PM.

Books and Supplies

Each campus is equipped with all the necessary supplies and equipment to fully prepare students to meet the requirements of their training program. All supplies and equipment meet the appropriate safety standards required by state and federal laws.

The Avivo Institute of Career & Technical Education Main Campus has four training labs, a resource lab for job seekers, plus one certification testing center with a total of 68 computers, 10 laptops, six LCD Monitors/Screens, and seven printers.

The Avivo Institute of Career & Technical Education St. Cloud Campus has two training labs with a total of 19 computers, 18 laptops, two flat screen multi-media TVs, and two printers.

The Avivo Institute of Career & Technical Education North Minneapolis Campus has one training lab with one Boiler, four Furnaces, four Zone systems, and four AC systems. Laptops are provided by the Main Campus.

The following published materials and equipment are used in the trainings that are noted:

IT Support Training Program

Mike Meyers' CompTIA A+ Guide to Managing and Troubleshooting PCs, Seventh Edition

Mike Meyers' CompTIA A+ Guide to Managing and Troubleshooting PCs lab Manual

Laptops, desktops and hardware components for practice and lab assignments

Tool Kits

Anti-static Mat & Wristbands

Telecom Installation & Support Training

C-Tech Student Manuals: Introduction to Telecommunications Technologies, Network Cabling Copper-Based, Network Cabling Fiber Optic-Based, Grounding & Bonding, Wireless Systems and Connecting to Business

C-Tech Interactive Telecommunications Board

C-Tech Advanced Copper Trainer and Copper Systems Trainer

C-Tech Fiber Systems Trainer

C-Tech Grounding Interconnection Trainer

C-Tech Wireless Activity Trainer

C-Tech Instructor and Student Workstations and Activity Panels

DAVE Transmitter and Receiver

Tools - Screwdrivers, Pliers, Cable Cutters, Wrenches, Crimp Tools, Coax strippers, Punch down tools, Meters, Validation Testers, Network Qualifiers, Antennas

HVAC Training

Boiler, Furnaces, AC Units & Zone Systems

Cutters - Copper Cut/Prep Machine, Close Quarters Auto feed Cutter

Tools - Pipe Wrench, Wrench Sets, Socket sets, Pry Bar Set, Hammers - Flaring Tool & Ball Peen, Pliers, Deburring Tool, Chain Vise and Multipurpose Vise, Portable Pipe Threading Machine, Compact Threader, Tri-Bender - Soft Copper, Compact Band Saw, Sawzall, Press Tool Sets, Pry Bar Set, Mechanics Tool Set, Valve Removal Tools, Drill Driver Kit, Spark Proof Vacuum Pump,

Gauges - Manifold Gauge Sets, Refrigerant Scale, Nitrogen Regulator, Nitrogen Tanks & Gas, Acetylene Tanks & Gas Refrigerant Scale, Thermometer Dual Input, UEI Test Instrument Digital Multimeter, Clap Meter, Airflow Meters, Combustion Analyzer

Twin Refrigerant Recovery Unit, Vacuum Pump Oil Changing Station

Flashlight, Tape Measure

Accommodations are made on an individual basis with the following equipment and software: ergonomic keyboards, condensed keyboards, trackballs, FM system, JAWS Magic, Dragon Naturally Speaking, audio recordings of training materials, and large monitors.

The Avivo Institute of Career & Technical Education also utilizes TouchTyping.com and LCD monitors/screens and LCD projectors.

All books and supplies for each course are provided by the Avivo Institute of Career & Technical Education.

Class Size

Class sizes, normally between 8 – 20 students, provide quality, instructor led, individualized instruction. Each student has access to one-to-one supports needed to successfully complete their course work.

2024 -2025 School Calendar

Students receive a calendar which includes their specific training dates prior to the start date of the class.

The Avivo Institute of Career & Technical Education observes the following holidays:

November 11, 2024	Veterans Day
November 28, 2024	Thanksgiving
December 25, 2024	Christmas Day
January 1, 2025	New Year's Day
January 20, 2025	Martin Luther King Jr. Day
May 26, 2025	Memorial Day
June 19, 2025	Juneteenth
July 4, 2025	Independence Day
September 1, 2025	Labor Day
October 13, 2025	Indigenous People's Day

Inclement Weather

In the case of inclement weather, or other extenuating circumstances, Avivo Institute of Career & Technical Education classes will not be held. Information is available on the following TV stations and their websites (listed as Avivo Institute of Career & Technical Education) as well as the attendance line.

WCCO – Channel 4	www.minnesotacbslocal.com
KSTP – Channel 5	www.kstp.com
KARE11 – Channel 11	www.kare11.com

Admission and Course Completion

Interested students may request a tour that includes an overview of the application and the process, enrollment, training options, training programs and completion requirements for the training program they are planning on attending. Contact Brett Sietsma, Avivo Institute of Career & Technical Education, at 612-779-9563 to request a tour.

Students must complete an entrance application/referral form. Once staff receives the completed application/referral form an Intake and Enrollment meeting is scheduled. Applicants for grant funded training must bring a photo id and a Social Security card, or documentation that they have the right to work in the United States, to their intake. A \$135 Intake/ Enrollment Fee, or authorization for payment from the referral source, is due at the time of the Intake/Enrollment. The Intake/Enrollment fee is waived for students eligible for grant funding.

Avivo Institute of Career & Technical Education courses are scheduled on a rotating basis year-round. The current Training Schedules are available on the Avivo Institute of Career & Technical Education page on the Avivo website. Here is the link to the page: bit.ly/AvivoMN.

Although High School Diplomas and GEDs are not required students are encouraged to have one as they enhance the ability of all students to attain employment.

Staff reviews the Training Program and course completion requirements with students at the Intake/Enrollment meeting. If required, either at Intake or before their first course starts, students will take a Reading and Math Assessment. Students must complete the Assessment before moving into the second course of a training program.

Students may Test-Out of the Workplace Success Strategies Training. Successful completion of the Workplace Success Strategies Test-Out allows the student exemption from the completion of Workplace Success Strategies Training for the Training Program requirements. The cost of the Workplace Success Strategies Test-Out is \$250. The Test-Out fee is waived for students who qualify for grant funding. There are no other exceptions to the entrance requirements for the Training Programs. See Page 24 for details on the Test-Out.

Transfer Policies

Avivo Institute of Career & Technical Education does not accept transfers of credits from other schools due to the customized nature of the training. Work/life experiences do not replace classroom hours for Avivo Institute of Career & Technical Education courses.

Students wanting to transfer to a different training program than their initial plan are to speak to the Career Education Director about the options. Students can be transferred to another training program, with authorization from the payment/referral source, with the student retaining the Certificate(s) of Completion of previously completed courses. The completed course work that is required for the new training program will transfer with the student to the new training program. If it has been over two years since the required training has been completed it is at the discretion of the Director of Avivo Institute to determine if the course certificate is still valid based on curriculum or course content changes.

Students may request a transcript upon completion of their training program that demonstrates and documents course completion. For additional details please contact Gina Peterson, 612-752-8170 or Gina.Peterson@avivomn.org.

Classroom Language

All classes are taught in English and Visa Services are not offered to international students.

Continuing Education Units

Continuing Education Units (CEU's) are given upon successful completion of each course. Five to ten hours of classroom time count as one continuing education unit. The CEU's for each course are listed below.

Workplace Success Strategies Training - 60 Hours – 6 CEUs

Business & Computer Applications Specialist Training – 96 Hours – 10 CEUs

Healthcare Technician Training – 112 Hours – 11 CEUs

Computer Technician Training – 480 Hours – 48 CEUs

Telecom Installation & Support Training – 170 Hours – 17 CEUs

HVAC Training – 720 Hours – 72 CEUs

Coursework and Industry Exam Prep

Coursework and exam preparation, as well as exam administration, are included in the following programs:

IT Support Training Program

BenchmarkPortal Customer Service Certification

CompTIA A+ Core 1 & Core 2 Certification

Medical Office Support Training Program

BenchmarkPortal Customer Service Certification

Office Support Training Program

BenchmarkPortal Customer Service Certification

Telecom Installation & Support Training

C-Tech Telecommunications Technologies Certification

C-Tech Network Cabling Specialist Copper-Based Certification

C-Tech Network Cabling Specialist Fiber Optic-Based Certification

C-Tech Ground & Bonding Technician Certification

C-Tech Wireless Technician Certification

HVAC Training Program

EPA 608 Type 1 Technician Certification

State of Minnesota Department of Labor Special Class Engineers License – Boilers License

For detailed labor market and industry specific career pathways, advancement opportunities, typical pay ranges and typical benefits please contact Brett Sietsma, 612-799-9563.

Policy and Program Modifications

The Avivo Institute of Career & Technical Education reserves the right to make changes to program content, program offerings, entrance requirements, policies, procedures, and tuition, subsequent to publication. Students will be notified of changes to their specific program prior to the publication of changes.

Students should contact the Career Education Director to discuss potential changes to their enrollment if there is a change in the program content.

Financial Assistance

The Avivo Institute of Career & Technical Education does not participate in federal or state financial aid programs.

Student Orientation and Policies

On the first day of class students participate in an orientation. Graduation requirements are covered during every Avivo Institute of Career & Technical Education course.

Students receive an enrollment letter prior to the class with start and end dates, hours, and holidays. Students receive a syllabus with their enrollment letter with detailed information on the course, attendance policy and absences, course completion requirements including attendance, completion of daily exercises and scoring 70% or higher overall on the course exams.

Student orientation includes a review of the Avivo Institute of Career & Technical Education safety procedures, including evacuation and responses to any threats to the campus.

Students not adhering to the following policies and procedures will be dismissed from class:

Equipment, Computer, and Internet use – Students review and agree on policies covering Avivo Institute of Career & Technical Education regarding computer use, internet security and software and appropriate workplace habits. Work areas must be maintained by the student. Not adhering to the policies will result in termination from the program.

Conduct – Appropriate behavior is expected on school property or when representing the Avivo Institute of Career & Technical Education. This includes harassment, threatening or violent behaviors, personal growth issues, discriminatory or un-professional behavior, and will not be allowed. A full list will be covered during the course orientation.

Drug and Alcohol use – Possession, distribution, sale or use of alcoholic beverages and controlled substances are not allowed. Students violating this policy will be immediately terminated.

Exceeding Attendance policies – Students missing five days of class consecutively without notification will be dropped from the training. Students who do not withdraw in writing or contact Avivo staff about their absences and have not attended training for 14 consecutive days will be considered to have withdrawn from the program as of the last date of attendance.

Grading and Attendance

Course Completion requirements are broken down into categories with a corresponding percentage earned for the Course Completion requirements. Students must receive 70% of the possible points for each training, which includes attendance, daily exercises, and scoring 70% or higher overall on their exams. Some courses have additional requirements including Typing 20 WPM with 94% accuracy, daily hands-on exercises or doing a presentation to the class. See the training program descriptions beginning on page 12 for specific requirements.

Because Avivo Institute of Career & Technical Education simulates the workplace daily attendance is required. To successfully complete the courses students must not exceed allowed absences for each course of the Training Program. All courses in the training programs must be completed in order to graduate from a Training Program.

Students may work in the Resource Lab outside of class times to catch up on assignments, practice typing, work on resumes and job search as health conditions allow.

Due to the structure of the training program no leave of absence is allowed but students may choose to wait for the next offering of any course or program if they exceed the absences allowed. An additional training fee may be required to start the training unless an exception has been approved by the Career Education Director.

Grievance Procedure

If a student feels as though they have been treated unfairly, they should contact the Director of Avivo Institute.

Accommodations, Tutoring and Student Assistance

Reasonable accommodations will be made for students with disabilities. Students should notify staff at enrollment of needed accommodations. If a student is experiencing any difficulty once they are in class, they are encouraged to speak to the trainer and accommodation options will be explored. Depending on the accommodations requested students may be referred to another provider for assistance. Students may be asked to provide additional information from their physician or medical provider upon request of accommodations.

The Trainer will be available to work with students during class time. Tutoring can be arranged. The Resource Lab is available for extra assistance. It is essential that students let staff know immediately if there are problems.

Student Records and Data Privacy

Records for students who have participated in one of the Avivo Institute of Career & Technical Education training classes are maintained in cabinets in the File room of the campus.

Graduates may request a copy of their records by contacting the Intake Coordinator, Amanda.Abersold@avivomn.org. The student must complete and sign a Request for Records form outlining the items needed and current student contact information.

Student data is not released without a student's permission, except where required by law.

Avivo Institute of Career & Technical Education

IT Support Training Program

The IT Support Training Program is designed to train students in the skills needed to become employed in computer support and technical support positions.

Program Description

A technical skill training that includes computer repair and troubleshooting, and skills training in Microsoft Office 2019 Word, Excel, PowerPoint and Google applications.

Windows operating and software systems, hardware systems, tech support for social media, portable computing devices, and web-based video conferencing. Includes customer service, communications, team building skills, and job seeking skills for Help Desk and PC Technician positions. Preparation for and administration of the CompTIA A+ Core 1 and the CompTIA A+ Core 2 Examinations.

Course Learning Objectives

1. Demonstrate intermediate comprehension of MS Word, Excel, PowerPoint and Google applications.
2. Demonstrate comprehension of computer repair and troubleshooting.
3. Demonstrate comprehension of Windows operating and software systems.
4. Demonstrate comprehension of hardware systems.
5. Demonstrate comprehension of tech support for social media, portable computing devices, and web-based video conferencing.
6. Demonstrate comprehension of customer service skills as it relates to Help Desk and PC Technician positions.
7. Attain BenchmarkPortal Customer Service Certification
8. Attain A+ Core 1 and A+ Core 2 Certification credentials.

Length of Program

26 Weeks – 636 Hours

Program Cost

\$10,812.00

Training Program Entrance Requirements

Students must complete an Intake/Enrollment meeting. Training funding may require students to complete a Reading and Math Assessment.

Course and Training Program Completion

Students must successfully complete the Workplace Success Strategies Training, type 20 WPM with a minimum of 94% accuracy or successfully complete the Workplace Success Strategies Test-Out; successfully complete the Business & Computer Applications Specialist Training and successfully complete the Computer Technician Training to receive a Certificate of Completion for the IT Support Training Program. Students must receive 70% of the possible points for each training which includes attendance, daily exercises, and scoring 70% or higher overall on their exams.

Curriculum Content

<u>Workplace Success Strategies</u> This training course includes core computer skills, touch typing, MS Office Word, Excel & PowerPoint, workplace expectations and skills, life and career planning skills, resume preparation, financial literacy and applied math, Internet, Gmail, Google Calendar, Google Docs, Google Drive and completion of Northstar Digital Literacy. BenchmarkPortal Customer Service Certification Prep & Exam. <u>Industry Credential</u> • BenchmarkPortal Customer Service Certification <i>Prerequisites: Complete Intake and complete a Reading and Math Assessment, if required.</i>	Course breakdown: Policies & Procedures MS Word 2019 MS Excel 2019 MS PowerPoint 2019 Touch Typing Northstar Digital Literacy Health, Safety & Wellness Goal Setting, Prioritizing & Time Management Accountability & Understanding Directions VIA Strengths Finder Workplace & Employer Expectations Resume Preparation Financial Literacy & Applied Math Internet, Gmail, Google Calendar, Google Docs, and Google Drive BenchmarkPortal Customer Service Certification Prep & Exam	60 Hours 1 Hours 10 Hours 10 Hours 2 Hours 8 Hours 5 Hours 2 Hours 2 Hours 2 Hours 2 Hours 2 Hours 4 Hours 3 Hours 5 Hours
Business & Computer Applications Specialist Training Intermediate level training in Microsoft Office 2019 Word and Excel, advanced customer service, effective communication, Job Seeking Skills, and individualized job search, building business relationships, cover letter and résumés, prep for the National Retail Federation Customer Service Certification exam. Interaction with and input from Avivo Business Partners. <i>Prerequisites: Successfully complete Workplace Success Strategies Training, or the Test Out, and, Touch Type 20 WPM with a minimum of 94% accuracy.</i>	Course breakdown: MS Word 2019 – Intermediate ----- MS Excel 2019 – Intermediate ----- Effective Communication ----- Customer Service Skills ----- Job Seeking Skills ----- Building Business Relationships -----	96 Hours 38 Hours 36 Hours 2 Hours 10 Hours 8 Hours 2 Hours
Computer Technician Training Computer repair and troubleshooting, Windows software and hardware systems, tech support for social media, portable computing devices, and web-based video conferencing, advanced customer service, communications, team building skills and job seeking skills. Prep for and administration of the CompTIA A+ Core 1 and A+ Core 2 Certifications. <u>Industry Credentials</u> • CompTIA A+ Core 1 Certification • CompTIA A+ Core 2 Certification <i>Prerequisites: Successfully complete Business & Computer Application Specialist Training.</i>	Course breakdown: Intro to Computer hardware, DOS & Networking ----- Customer Service, Communications, and Team Building Skills for the PC Technician----- Tech Support for Internet Based Social Media Sites, Portable Computing Devices, Web-based Video Conferencing----- Computer Hardware Systems----- Windows Operating Systems ----- A+ Certification Preparation----- Job Seeking Skills for Help Desk and PC Technician -----	480 Hours 50 Hours 17 Hours 15 Hours 150 Hours 170 Hours 58 Hours 20 Hours

Avivo Institute of Career & Technical Education

Medical Office Support Specialist Training Program

The Medical Office Support Training Program is designed to train students in the skills needed to become employed in medical reception, patient registration, and billing and scheduling medical office support positions.

Program Description

This 268-hour technical and skills training includes medical terminology, human anatomy, culture of healthcare, patient ethics, confidentiality & release of information, electronic health records, billing and scheduling, billing and revenue cycle management, customer service skills, and Microsoft Office Word, PowerPoint, and Google applications. Prepare for and take the BenchmarkPortal Customer Service Certification Exam.

Course Learning Objectives

1. Demonstrate comprehension of the culture of healthcare.
2. Demonstrate comprehension electronic health records.
3. Demonstrate comprehension of ethics, confidentiality and HIPPA.
4. Demonstrate comprehension of release of information.
5. Demonstrate comprehension of Medical Terminology and basic human anatomy.
6. Demonstrate comprehension of billing and scheduling.
7. Demonstrate comprehension of customer service skills needed in a medical office environment.
8. Demonstrate comprehension of Microsoft Office 2019 Word, Excel, and PowerPoint and Google applications.
9. Attain BenchmarkPortal Customer Service Certification

Length of Program

17 Weeks – 268 Hours

Program Cost

\$4,556.00

Training Program Entrance Requirements

Students must complete an Intake/Enrollment meeting. Training funding may require students to complete a Reading and Math Assessment.

Course and Training Program Completion

Students must successfully complete the Workplace Success Strategies Training, type 20 WPM with a minimum of 94% accuracy or successfully complete the Workplace Success Strategies Test-Out; successfully complete the Business & Computer Applications Specialist Training and successfully complete the Healthcare Technician Training to receive a Certificate of Completion for the Medical Office Support Training Program. Students must receive 70% of the possible points for each training course, which includes attendance, daily exercises, a presentation, and scoring 70% or higher overall on their exams.

Curriculum Content

<u>Workplace Success Strategies</u>	<u>Course breakdown:</u>	60 Hours
This training course includes core computer skills, touch typing, MS Office Word, Excel & PowerPoint, workplace expectations and skills, life and career planning skills, resume preparation, financial literacy and applied math, Internet, Gmail, Google Calendar, Google Docs, Google Drive and completion of Northstar Digital Literacy. Benchmark Portal Customer Service Certification Prep & Exam. <u>Industry Credential</u> BenchmarkPortal Customer Service Certification	Policies & Procedures MS Word 2019 MS Excel 2019 MS PowerPoint 2019 Touch Typing Northstar Digital Literacy Health, Safety & Wellness Goal Setting, Prioritizing & Time Management Accountability & Understanding Directions VIA Strengths Finder Workplace & Employer Expectations Resume Preparation	1 Hours 10 Hours 10 Hours 2 Hours 8 Hours 5 Hours 2 Hours 2 Hours 2 Hours 2 Hours 2 Hours 2 Hours

<i>Prerequisites: Complete Intake and complete a Reading and Math Assessment, if required.</i>	Financial Literacy & Applied Math Internet, Gmail, Google Calendar, Google Docs, and Google Drive BenchmarkPortal Customer Service Certification Prep & Exam	4 Hours 3 Hours 5 Hours
Business & Computer Applications Specialist Training Intermediate level training in Microsoft Office 2019 Word and Excel, advanced customer service, effective communication, Job Seeking Skills, and individualized job search, building business relationships, cover letter and résumés. Interaction with and input from Avivo Business Partners. <i>Prerequisites: Successfully complete Workplace Success Strategies Training, or Test Out, and Touch Type 20 WPM with a minimum of 94% accuracy.</i>	Course breakdown: MS Word 2019 – Intermediate ----- MS Excel 2019 – Intermediate ----- Effective Communication ----- Customer Service Skills ----- Job Seeking Skills ----- Building Business Relationships -----	96 Hours 38 Hours 36 Hours 2 Hours 10 Hours 8 Hours 2 Hours
Healthcare Technician Training Healthcare principles and culture, medical terminology, anatomy, medical records, patient ethics, customer service skills in the medical office, confidentiality, medical billing and scheduling software, billing and coding. <i>Prerequisites: Successfully complete Business & Computer Applications Specialist Training.</i>	Course breakdown: Medical Terminology and Human Anatomy ----- eClinicalWorks Software: • Culture of Healthcare ----- • Patient Ethics, Confidentiality & Release of Information ----- • Electronic Health Records ----- • Billing & Scheduling ----- • Billing and Revenue Cycle Management -----	112 Hours 47 Hours 8 Hours 8 Hours 19 Hours 26 Hours 4 Hours

Avivo Institute of Career & Technical Education

Office Support Specialist Training Program

The Office Support Specialist Training Program is designed to train students in the skills needed to become employed in office support positions including administrative assistant, clerical, office assistant and receptionist.

Program Description

Technical and workplace skills training including Microsoft Office 2019 Word, Excel, PowerPoint, Google applications and PowerPoint, training in customer service, effective communication, Job Seeking Skills, building business relationships, creating cover letters, and resumes, and participating in an individualized job search.

Course Learning Objectives

1. Demonstrate comprehension of MS Word 2019.
2. Demonstrate comprehension of MS Excel 2019.
3. Demonstrate comprehension of MS PowerPoint 2019.
4. Demonstrate comprehension of Google applications.
5. Attain BenchmarkPortal Customer Service Certification
6. Demonstrate comprehension of customer service skills in the office environment.
7. Complete draft of cover letter and resume.

Length of Program

10 Weeks – 156 Hours

Program Cost

\$2,652.00

Training Program Entrance Requirements

Students must complete an Intake/Enrollment meeting. Training funding may require students to complete a Reading and Math Assessment.

Course and Training Program Completion

Students must successfully complete the Workplace Success Strategies Training, type 20 wpm with a minimum of 94% accuracy or successfully complete the Workplace Success Strategies Test-Out; and successfully complete the Business & Computer Applications Specialist Training to receive a Certificate of Completion for the Office Support Specialist Training Program. Students must receive 70% of the possible points for each training which includes attendance, daily exercises, and scoring 70% or higher overall on their exams.

Curriculum Content

<u>Workplace Success Strategies</u>	<u>Course breakdown:</u>	60 Hours
This training course includes core computer skills, touch typing, MS Office Word, Excel & PowerPoint, workplace expectations and skills, life and career planning skills, resume preparation, financial literacy and applied math, Internet, Gmail, Google Calendar, Google Docs, Google Drive and completion of Northstar Digital Literacy. BenchmarkPortal Customer Service Certification Prep & Exam. <u>Industry Credential</u> • BenchmarkPortal Customer Service Certification <i>Prerequisites: Complete Intake and complete a Reading and Math Assessment, if required.</i>	Policies & Procedures MS Word 2019 MS Excel 2019 MS PowerPoint 2019 Touch Typing Northstar Digital Literacy Health, Safety & Wellness Goal Setting, Prioritizing & Time Management Accountability & Understanding Directions VIA Strengths Finder Workplace & Employer Expectations Resume Preparation Financial Literacy & Applied Math Internet, Gmail, Google Calendar, Google Docs, and Google Drive BenchmarkPortal Customer Service	1 Hours 10 Hours 10 Hours 2 Hours 8 Hours 5 Hours 2 Hours 2 Hours 2 Hours 2 Hours 2 Hours 2 Hours 4 Hours 3 Hours 5 Hours

	Certification Prep & Exam	
Business & Computer Applications Specialist Training Intermediate level training in Microsoft Office 2019 Word and Excel, advanced customer service, effective communication, Job Seeking Skills, and individualized job search, building business relationships, cover letter and résumé. Interaction with and input from Avivo Business Partners. <i>Prerequisites: Successfully complete Workplace Success Strategies Training, or Test out, and Touch Type 20 WPM with a minimum of 94% accuracy.</i>	Course breakdown: MS Word 2019 – Intermediate ----- MS Excel 2019 – Intermediate ----- Effective Communication ----- Customer Service Skills ----- Job Seeking Skills ----- Building Business Relationships -----	96 Hours 38 Hours 36 Hours 2 Hours 10 Hours 8 Hours 2 Hours

Avivo Institute of Career & Technical Education

Telecommunication Installation & Support Training Program

Designed to provide students in the skills needed to become employed in positions in the telecommunication installation and support industry including telecommunications technician, telecom installer, telecom field technician, broadband technician, wireless technician, and telecom support.

Course Description

This training course includes five industry-recognized credentials and curriculum designed to prepare individuals for successful employment in the telecommunications industry.

Course Learning Objectives

1. Demonstrate basic comprehension of workplace safety, job site protocols including tool, ladder and injury protection.
2. Demonstrate basic comprehension of telecommunication technologies, history and terminology.
3. Demonstrate basic comprehension of cable types, wired and wireless technologies.
4. Demonstrate basic comprehension of proper cable construction, cable termination, testing and troubleshooting.
5. Demonstrate basic comprehension of copper and fiber optic transmission systems.
6. Demonstrate basic comprehension of the National Electric Code, connect the grounding infrastructure for safety and system performance.
7. Demonstrate basic comprehension of meters, validation testers and network qualifiers.
8. Demonstrate basic comprehension of network troubleshooting including Wi-Fi and wired networks, application of passive and active PoE systems.
9. Demonstrate basic comprehension of Digital Antenna Systems (DAS), radio frequency transmission and reception principles.
10. Attain five C-Tech Certifications.
11. Demonstrate basic comprehension of time management, customer service, resumes and cover letters.

Length of Course

7 Weeks – 170 Hours

Course Cost

\$3,145.00

Course Entrance Requirements

Students must complete an Intake/Enrollment meeting. Training funding may require students to complete a Reading and Math Assessment.

Course Completion

Students must receive 70% of the possible points for the course, which includes attendance, daily exercises, and scoring 70% or higher overall on their exams.

Curriculum Content

Telecommunication Installation & Support Training	Course breakdown:	170 Hours
This training course includes five industry certifications. Trains students in all aspects of connectivity methods; assembly, installation, repair, testing and troubleshooting of wired and wireless connectivity systems, interpreting the National Electric Code, workplace safety, connecting with Telecommunication	Job Site Safety _____	9 Hours
	Telecommunications Technologies _____	38 Hours
	Network Cabling Copper-Based _____	38 Hours
	Network Cabling Fiber Optic-Based _____	30 Hours
	Grounding & Bonding _____	10 Hours
	Wireless Systems _____	15 Hours
	Connecting to Business _____	18 Hours

businesses and employers, and job search, resumes and cover letters. <u>Industry Credentials</u> • C-Tech Telecommunications Technologies Certification • C-Tech Network Cabling Specialist Copper-Based Certification • C-Tech Network Cabling Specialist Fiber Optic-Based Certification • C-Tech Grounding & Bonding Technician Certification • C-Tech Wireless Technician Certification <i>Prerequisites: Complete Intake and complete a Reading and Math Assessment, if required.</i>	Job Seeking Skills -----	12 Hours
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Avivo Institute of Career & Technical Education

HVAC Training Program

Avivo's Heating, Ventilation, and Air Conditioning course is designed to train students in skills needed to become employed as an HVAC Technician in a residential setting.

Course Description

This training course provides students with the knowledge and skills necessary to safely install, maintain, troubleshoot and repair today's technologically advanced residential HVAC/R systems. Through a combination of lecture, demonstration and hands-on instruction, students will experience real world training in today's demanding HVAC-R trade. Students who complete the course will receive a Certificate of Completion from the Avivo Institute, and leave the course prepared to earn a State of Minnesota Special Engineers Boiler Operator License. They will also be prepared to pass the EPA Section 608 refrigerant handling certification.

Course Learning Objectives

1. Demonstrate intermediate comprehension of Safety in the workplace.
2. Demonstrate comprehension of Thermal Dynamics.
3. Demonstrate basic comprehension of Electricity, Magnetism and Circuitry.
4. Demonstrate basic comprehension of Motor Technology and Residential Controls.
5. Demonstrate intermediate comprehension of Residential Forced Air Heating Systems
6. Demonstrate intermediate comprehension of Residential Cooling Systems.
7. Demonstrate comprehension of HVAC Design-Building Science.
8. Demonstrate intermediate comprehension of HVAC Piping and State Mechanical Code.
9. Demonstrate knowledge of Steam and Hot Water Heating
10. Attain Minnesota Special Engineers Boiler Operator License
11. Attain EPA Section 608 Refrigerant Handling Certification

Length of Course

36 Weeks – 720 Hours

Course Cost

\$20,000.00

Course Entrance Requirements

Students must complete an Intake/Enrollment meeting. Training funding may require students to complete a Reading and Math Assessment.

Course Completion

Students must receive 70% of the possible points for the course, which includes attendance, daily exercises, and scoring 70% or higher overall on their exams.

Curriculum Content

HVAC Training	Course breakdown:	720 Hours
This course will provide students with the entry-level knowledge and skills required to safely install, maintain, troubleshoot, and repair today's technologically advanced HVAC/R systems. Through a combination of lecture, demonstration and hands-on instruction, students will experience real world training in today's demanding HVAC-R trade. Students will leave the course prepared to earn a State of Minnesota Special Engineers	Policies & Procedures	1 Hour
	Job Site Safety	16 Hours
	Thermal Dynamics	75 Hours
	Basic Electricity, Magnetism & Circuitry	75 hours
	Basic Motor Technology & Residential Controls	75 Hours
	Residential Forced Air Heating Systems	75 Hours
	Residential Cooling Systems	75 Hours
	HVAC Design-Building Science	75 Hours

Boiler Operator License. They will also be prepared to pass the EPA Section 608 refrigerant handling certification. <u>Industry Credentials</u> • EPA 608 Type 1 Technician Certification • Prep for Minnesota Special Class Engineers License (1st Level Boiler) <i>Prerequisites: Complete Intake and complete a Reading and Math Assessment, if required.</i>	HVAC Piping & State Mechanical Code ----- Steam & Hot Water Heating ----- Special Class Engineer (Boilers License) Prep ----- Job Seeking Skills ----- Hands-On Field Work Experience -----	75 Hours 75 Hours 8 Hours 15 Hours 80 Hours
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Avivo Institute of Career & Technical Education

Workplace Success Strategies Training

Entry-level course to prepare individuals newly entering the workforce or returning to the workforce. Pre-requisite for all Avivo training programs.

Course Description

This training course includes core computer skills, touch typing, MS Office Word, Excel & PowerPoint, workplace expectations and skills, life and career planning skills, resume preparation, financial literacy and applied math, Internet, Gmail, Google Calendar, Google Docs, Google Drive, completion of Northstar Digital Literacy and BenchmarkPortal Customer Service Certification.

Course Learning Objectives

1. Demonstrate basic comprehension of computer literacy and keyboarding, including Microsoft Word, Excel & PowerPoint.
2. Demonstrate basic comprehension of communication and employer expectations.
3. Demonstrate basic comprehension of financial literacy and applied math.
4. Demonstrate basic comprehension of workplace skills including time management and organizational skills.
5. Demonstrate basic comprehension of job search including resume preparation.
6. Demonstrate basic comprehension of digital literacy.
7. Demonstrate basic comprehension of Internet, Gmail, Google Calendar, Google Docs and Google Drive.
8. Attain BenchmarkPortal Customer Service Certification

Length of Course

4 Weeks – 60 Hours

Course Cost

\$1,020.00

Course Entrance Requirements

Students must complete an Intake/Enrollment meeting.

Course Completion

Students must receive 70% of the possible points for the course, which includes attendance, daily exercises and participation, exams, and typing 20 wpm with a minimum of 94% accuracy.

<u>Workplace Success Strategies</u>	<u>Course breakdown:</u>	60 Hours
This training course includes core computer skills, touch typing, MS Office Word, Excel & PowerPoint, workplace expectations and skills, life and career planning skills, resume preparation, financial literacy and applied math, Internet, Gmail, Google Calendar, Google Docs, Google Drive and completion of Northstar Digital Literacy. BenchmarkPortal Customer Service Certification Prep & Exam. <u>Industry Credential</u> • BenchmarkPortal Customer Service Certification <i>Prerequisites: Complete Intake and Reading and Math Assessment if required.</i>	Policies & Procedures MS Word 2019 MS Excel 2019 MS PowerPoint 2019 Touch Typing Northstar Digital Literacy Health, Safety & Wellness Goal Setting, Prioritizing & Time Management Accountability & Understanding Directions VIA Strengths Finder Workplace & Employer Expectations Resume Preparation Financial Literacy & Applied Math Internet, Gmail, Google Calendar, Google Docs, and Google Drive BenchmarkPortal Customer Service Certification Prep & Exam	1 Hours 10 Hours 10 Hours 2 Hours 8 Hours 5 Hours 2 Hours 2 Hours 2 Hours 2 Hours 2 Hours 4 Hours 3 Hours 5 Hours

Avivo Institute of Career & Technical Education

Enhancing Your Employability Training

Entry-level course to prepare individuals with proficiency in Microsoft Word, Google applications, online job search and job applications.

Course Description

This training course includes core skills training in Microsoft Word and Excel, Google Docs and Google Drive, online applications, and interviewing on virtual video platforms, creation and/or update of a resume, Instruction in customer service and employability skills. Northstar Digital Literacy assessments are included in the course.

Course Learning Objectives

1. Demonstrate basic proficiency in Microsoft Word & Excel.
2. Demonstrate basic comprehension of job search including resume preparation, online applications, and virtual video platforms.
3. Demonstrate basic comprehension of Gmail, Google Calendar, Google Docs, and Google Drive.
4. Demonstrate basic comprehension of workplace expectations.

Length of Course

2 Weeks – 30 Hours

Course Cost

\$510.00

Course Entrance Requirements

Students must complete an Intake/Enrollment meeting.

Course Completion

Students must complete all training modules and score 75% or higher on the Northstar Digital Literacy Microsoft Word & Email assessments.

<u>Enhancing Your Employability Training</u>	Course breakdown:	30 Hours
This training course includes core skills training in Microsoft Word and Excel, Google Docs and Google Drive, online applications, interviewing on virtual video platforms. Creation and/or update of a resume and Instruction in customer service and employability skills. Northstar Digital Literacy assessments are included in the course. <i>Prerequisite: Complete Intake</i>	MS Word 2019	10 Hours
	MS Excel 2019	5 Hours
	Touch Typing	2 Hours
	Northstar Digital Literacy Assessments	1 Hours
	Gmail, Google Docs, Google Drive, Google Calendar	4 Hours
	Virtual Video Platforms	1 Hour
	Internet – Job Applications	2 Hours
	Workplace Expectations	5 Hours

Workplace Success Strategies Test-Out

The Workplace Success Strategies Test-Out is a 2-1/2 Hour assessment of computer and job readiness skills. It is \$250.00. It includes:

- Microsoft Word 2019 – Written and Practical Exams
- Microsoft Excel 2019 – Written and Practical Exams
- Internet Literacy - Practical Exam
- Touch Typing Test
- Mock Interview

Participant must complete all segments and score 70% or higher on the Word, Excel and Internet Literacy Exams and touch type at 20 WPM or higher with 94% Accuracy.

Successfully completing the Test-Out allows the participant to waive the Workplace Success Strategies requirement for Avivo Institute of Career & Technical Education Training Programs.

Avivo Institute of Career & Technical Education Refund Policy

The Avivo Institute of Career & Technical Education Buyers Right to Cancel Policy (Refund Policy) is based on the State of Minnesota's Refund Policy/Buyers Right to Cancel MN Statute 136A.828 Subd. 1. See page 33 for detailed information.

Avivo Institute of Career & Technical Education Locations and Staff

Avivo Institute of Career & Technical Education

1825 Chicago Avenue, Minneapolis MN 55404
612-752-8100

Career Education Director: LaCresia King Lennick, 651-366-9392
Outreach Coordinator: Brett Sietsma, 612-799-9563

Avivo Institute of Career & Technical Education St Cloud

110 2nd Street South, Suite 124, Waite Park, MN 56387
320-227-1305

Career Education Director: LaCresia King Lennick, 651-366-9392

Avivo Institute of Career & Technical Education North Minneapolis

1200 Plymouth Avenue North, Minneapolis, MN 55411
612-752-8500

Career Education Director: LaCresia King Lennick, 651-366-9392

Avivo Institute of Career & Technical Education is

Licensed by the Office of Higher Education, Minnesota: Office of Higher Education, Private Career School Licensure,
1450 Energy Park Dr, Suite 350, St. Paul, MN 55108-5274 – www.ohe.state.mn.us

Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF): CARF International, 4891 E. Grant
Road, Tucson, AZ 85712 USA - www.carf.org

Certified by the Workforce Innovation and Opportunity Act (WIOA): DEED, Workforce Development Division, 332
Minnesota St Suite E-200, St. Paul, MN 55101

Avivo Institute of Career & Technical Education is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota statutes, sections 136A.821 to 136A.832. Licensure is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions.



Avivo Institute of Career & Technical Education Tuition and Buyers Right to Cancel (Refund Policy)

NOTE: The Avivo Institute of Career & Technical Education Buyers Right to Cancel Policy (Refund Policy) is based on the State of Minnesota's Refund Policy/Buyers Right to Cancel statute noted below.

If your** application is rejected, you will receive a full refund of all tuition, fees, and other charges. You will be entitled to a full refund of all tuition, fees and other charges if you give notice that you are cancelling your contract within 5 business days after the contract or enrollment agreement is considered effective. A contract or enrollment agreement with the school will be presumed to be effective on the date that the school notifies you that you have been accepted into the school and you have signed the contract or enrollment agreement. If the notification of acceptance into the school is sent by mail, then the effective day of being accepted is the postmark on the acceptance letter.

This five-day refund policy applies regardless of when the program starts. If you give notice more than 5 days after you signed the contract, but before the start of the program (or first lesson for an online distance education program), you will receive a refund of all tuition, fees and other charges minus 15%, up to \$50, of the total cost of the program. If you withdraw after the start of your program and it has been more than 5 days after you signed the contract, you will receive a pro-rated refund of the entire cost of your program based on your last day of attendance. You will be provided a prorated tuition, fees, and other charges refund minus your total application fees, up to \$50, and minus the less or 25% of the total tuition or \$100. Proration is based on whether your program is term-based or clock hours and how much of the program you have completed

If your program is term-based, the completion rate is the number of calendar days from the first date of the program through your last documented date of attendance divided by the length of the program. The completion rate is calculated to the second decimal point (.XX).

If your program is clock-hour based, the completion rate is the number of clock hours you actually attended divided by the number of clock hours in the program. The completion rate is calculated to the second decimal point (.XX).

If you withdraw from your program after 75.00% of the program has been completed, you are not entitled to a refund of tuition, fees, and other charges.

You will receive written notice acknowledging your withdraw request within 10 business days after receipt of the notice and you will receive a refund of any tuition, fees, and other charges within 30 business days of receipt of your withdrawal. Any mailed notice is effective as of the date of the postmark if sent by mail or the day it has been hand-delivered to the school. Notice to withdraw may also be given by email or verbally, including a voicemail, to a school official (defined by the school's Student Right to Cancel policy), Gina Peterson, Project Manager Career Education & Employment Services, 612-752,8170 or gina.peterson@avivomn.org.

Continued on the next page.

Avivo Institute of Career & Technical Education
Tuition and Buyers Right to Cancel (Refund Policy) - Continued

If you do not withdraw in writing or contact the school about your absence and you have not attended your program or contact the school about your absence for 14 consecutive days, you will be considered to have withdrawn from the school as of your last date of attendance. Your school is responsible for sending you a written notice of cancellation if you are withdrawn for failing to attend to your last known address. The confirmation from the school must state that the school has withdrawn your enrollment, and if this action was not the student's intent, the student must contact the school.

**** "You/Your" may mean the student or their referral/payment source and all monies refunded shall be returned to the party or parties who made the initial payment.**

The Avivo Institute of Career & Technical Education contract is considered to be the completion of your Intake & Enrollment meeting for your first course. For subsequent courses the contract is the date of the Welcome Letter you receive for the specified course.

Avivo Institute of Career & Technical Education Tuition

A one-time Intake/Enrollment Fee of \$135 is charged for each student before enrollment into a Training Course. Some students entering an Avivo Institute of Career & Technical Education Training Program may be given a Reading and Math Assessment, if it is required by the funding source.

Training Programs	Tuition
IT Support Training Program	
Workplace Success Strategies Training Course	\$1,020.00
Business & Computer Applications Specialist Training Course	\$1,632.00
Computer Technician Training	\$8,160.00
Medical Office Support Training Program	
Workplace Success Strategies Training Course	\$1,020.00
Business & Computer Applications Specialist Training Course	\$1,632.00
Healthcare Technician Training Course	\$1,904.00
Office Support Specialist Training Program	
Workplace Success Strategies Training Course	\$1,020.00
Business & Computer Applications Specialist Training Course	\$1,632.00
Telecommunication Installation & Support Training Program	
Telecommunication Installation & Support Training	\$3,145.00
HVAC Training Program	
HVAC Training	\$20,000.00
Training Courses	Tuition
Workplace Success Strategies Training Course	\$1,020.00
Workplace Success Strategies Test-Out Assessment	\$250.00
Certification Prep and Exams	Tuition

A+ Certification Prep & Exam	\$1,000.00
Network+ Orientation, Prep Kit & Exam	\$850.00
A+ Exam	\$225.00 per Exam
Network+ Exam	\$225.00 per Exam
One-to-One Training	\$100.00 per Hour

Note: The refund policy is in effect until a notice of cancellation, verbally or in writing, has been received.

Note: Notice of cancellation may be made by contacting:

Gina Peterson – gina.peterson@avivomn.org
 Avivo Institute of Career & Technical Education
 1825 Chicago Avenue
 Minneapolis, MN 55404
 612-752-8170