dci Resources, LLC

the Learning Academy dci

Office Proficiency & Productivity

(MOS) Microsoft Certification
Fundamentals Customer Service & Sales Certification

Microsoft® **Office**

CERTIFICATION
CUSTOMER SERVICE & SALES
NRF FOUNDATION

www.dciresourcesllc.com

dci Resources, LLC
the Learning Academy

COMPUTER LITERACY &
CAREER DEVELOPMENT

Vocational Training

2010 / 2013 / 2016 / 365
- Windows OS/Mac OS (Level I,II,III)
- Microsoft Word (Level I,II,III)
- Microsoft Excel (Level I,II,III)
- Microsoft PowerPoint (Level I,II,III)
- Interactive Learning (Online)
- Internet Basics: Email, Social Media
- Desktop Publishing (Level I)

Microsoft / NRF Authorized Testing Site(s)

CERTIPORT AUTHORIZED TESTING CENTER

- (MOS) Microsoft Office Specialist
- (CSS) Customer Service & Sales

Microsoft Office Specialist

hp

Adobe CERTIFIED ASSOCIATE

AUTODESK

CompTIA Strata

intuit. QuickBooks Certified User

CASAS
COMPREHENSIVE ADULT STUDENT ASSESSMENT SYSTEMS

(CSS) Customer Service & Sales Certification

Microsoft Certification

EXAM PREPARATION

CERTIFICATION CUSTOMER SERVICE & SALES NRF FOUNDATION

- Life Skills / Employability Skills
- Learn About Products & Services / Merchandising
- Store Operations & Inventory Control
- Resume / Cover letter Development
- Work Experience / Job Shadowing
- Job Search via Social Media
- Adult Basic Education
- Career Development / Placement Assistance

Computer Literacy Program Schedule

PC Training: Mon., Wed., Thu. & Fri. (8:30am - 1pm)
MOS / CSS Certification Exam Preparation: Tues. (8:30a - 1pm)
Academic Enhancement: Mon. (8:30am - 1pm)
Labs/Workshops: Mon. - Fri. (1:30pm - 3:30pm)

FOR MORE INFO PLEASE CALL (203) 404-5054

dci   New Haven • Bridgeport • Hartford • T. 203-404-5054 • F. 203-404-3525
www.dciresourcesllc.com

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PROGRAM HIGHLIGHTS

- **Occupational Skills Training & Education**
- **Customer Service / Sales Training & Education**
- **Entrepreneurial Training & Education**
- **Financial Literacy**
- **Certified Academic Enhancement (Learning Academy) - ABE**
- **CASAS Baseline Testing / Monitoring**
- **Web Based / Distance Learning (On-Line Training Software)**
  - **CustomGuide Microsoft Office Suite (Interactive Online Software)**
  - **G-Metrix (Interactive Exam Preparatory Software)**
  - **Khan Academy (Academic Enhancement – ABE)**
- **Authorized Certiport / /National Retail Federation Testing Center**
- **Nationally Recognized (MOS) Microsoft Office Specialist Certification**
- **Nationally Recognized (CSS) Customer Service & Sales Certification**
- **Certified Instructional Staff / Courseware**
- **Stress Management / Conflict Resolution Techniques / Positive Relationship Building**
- **Various Life Skills and Multiple Career Exploration Opportunities Activities**
- **Instructional Aide: LanSchool / Tablet PC (Digital Projection)**
- **Work Experience & Job Ghosting Assignments / Career Development Workshops & Labs**
- **Placement Assistance**
- **Livery Vehicle Available***

OCCUPATIONAL SKILLS TRAINING: (INFORMATION TECHNOLOGY)
INCLUDED: CONTEXTUALIZED, CUSTOMER SERVICE & SALES, CAREER DEVELOPMENT, LIFE SKILLS & ABE

DCI has chosen to respond to WIOA'S ETP request for an Occupational Skills Training redirection initiative due to the extreme familiarity we have with the WIOA population. DCI has been serving this population, very successfully, for roughly 20 years. DCI has developed a **Career Development** focused **Computer Literacy Program (Microsoft Credentials Attainment)**, **Customer Service & Sales Certification (National Retail Federation Credentials Attainment)**, combined with **Adult Basic Education** and **Financial Literacy**, while applying a holistic approach to **Life Skills** education. The program's main focus has been designed to provide WIOA clientele with opportunities to make knowledgeable career choices and gain an understanding of the work environment. The program features several components that individually serve its respective purposes very effectively; however, the Career Development Program combines Occupational Training with a host of supportive supplemental education and entrepreneurial edification and as a result students are exposed to the idea of self-sufficiency & thinking outside the box. This sense of independence generates driven individuals and properly educated members of our workforce who now understand and appreciate the demands & responsibilities of employment. These acquired skills of leadership often generate aspirations of continuing their education and furthering their careers by attending Community Colleges, Post Secondary Schools, etc. DCI realizes the common occurrence of the student failing to meet the minimum requirements determined by **Accuplacer**. The academic component, by way of a tailor specific **Individualized Educational Plan** focusing specifically on just the areas of problem, determined by various assessment measures, and continue providing tutelage in only those areas. DCI's Learning Academy also addresses the common problem of multi-level Basic Adult Education Skills proficiencies; DCI has developed an Academic Enhancement program that accommodates varying proficiency levels each student may possess. We've implemented Instructor-Lead, Individualized literacy training, which reinforces their learning experience. Students appreciate this method of training because it allows them to work at their own pace and focus on subjects that are in most need of enhancement. The interactive capabilities mean the student is continually involved in the program instead of just being a passive listener.

The program has continued to evolve and respond very effectively to growing concerns relating to employability due, in part; to a holistic approach we apply to training & education. Every component of the program has been developed due to close observation of what students respond positive to, up to and including the *livery service*. We've always included **ABE** in our program for the sole purpose of preparing for a better interview; both in-person and via social media. All of the **IT components** are contextualized, where projects and activities become the basis of the training & education, as this provides students to better relate to the applications, as well as in preparation for certification. **Career Development (Life skills Services)** provides the vehicle by which to deliver the product. All projects & activities relate to topics that are often the basis of barriers. We discuss these issues in full capacity, but through use of the education obtained. This component is also where each student generates a fully functional **Professional Portfolio**, to be used during Placement.

Microsoft
Office Specialist

DCI is one of few public **Microsoft Authorized Certification Testing Sites** via **Certiport** and **Customer Service & Sales Certification Testing Sites** via **National Retail Federation** in the Tri-State Area. Of the few that do exist (none are in the Greater New Haven / Fairfield County area) and they do not offer on-site training. DCI has been offering a holistic approach to training eligible participants and providing a full continuum of both pre-employment and post-employment activities in addition to the Occupational Skills Training programs to the **Socioeconomically Disadvantaged** population for many years and extremely familiar with navigating through the complexities of WIB (Workforce Investment Board) protocol. Recognizing this difficult task, DCI's intake process has become extremely flexible and is very effective in determining suitable participants and/or developing Individualized Education Plans. Our distant learning applications allow for independent learning assessments, as well as accommodating advanced level proficiencies.   Again, all program components (including projects & activities) are contextualized, including the Adult Basic Education component, providing hands on applications for those who require this method of instruction. The ABE component properly prepares the students for the job interview process (including standard employability exams often issued during job interviews). All program components are directly related to one another, Career Development being the common core. This clear road map provides cohesiveness and helps to removes barriers to employment.   DCI Resources, LLC is a private organization that specializes in training / education and placing low-income individuals in unsubsidized jobs. DCI has always maintained at least an 87 percent placement record of hard to serve graduates through many past relationships with benchmark measured funding sources.

DCI's philosophy, directly reflected in our training methodology, is to intervene programmatically, to promote self-esteem, self-sufficiency, and ultimately a motivated member of society developing career interests and enhancing their marketability armed with the tools in which employers seek. All students will be expected to adhere to the *"Balance Work First"* philosophy, where all program components are developed to assist participants in reaching program goals that and keep them in compliance with participation mandates. The Learning Academy features a variety of program activities that assist participants in overcoming barriers to employment. This effort remains the main focus of the program and continues to be throughout the 12-week program, up to and including; job development, job searching, as well as during the first few months on the job.

In all areas of study; Adult Basic Education (Basic Skills Remediation), Computer Literacy (Office Proficiency & Productivity) – Microsoft Certification Preparation, Career Development and (Life Coach) Instructor Lead Life Skills Services, we've implemented **Individualized Literacy Training**, which reinforces the learning experience. Students appreciate this method of training because it allows them to work at their own pace and focus on subjects that are in most need of enhancement. Interactive instruction, with use of traditional hands-on application, produces the student's continued involvement in the program instead of just being a passive listener.

LICENSURE, CERTIFICATIONS AND/OR CREDENTIALS

Microsoft / Customer Service & Sales - Certification

The program tests all levels of Microsoft Office Suite / Customer Service & Sales; however, we are only issuing exams for Nationally recognized **(MOS) Microsoft Office Specialist** certification with respect to Microsoft Office 2008 – 2016, 365+; Levels I, II, III and **(CSS) National Retail Federation** certification with respect to Customer Service & Sales. Each student who successfully passes the Microsoft Office Specialist Exam and the Customer Service & Sales Exam will receive an immediate indication of such accomplishment and you will be able to print a temporary certificate of achievement. **Microsoft** and **National Retail Federation** will immediately send the official certificate via mail within 2 weeks of the achievement.

Upon successful completion of the program's documented course curriculum, as well as passing all associated testing, each student will also receive a Certificate of Completion from DCI Resources, LLC (The Learning Academy) with respect to all successfully completed modules. DCI's primary goal is to teach the material required by Microsoft to pass the certification exam. The certification exam, issued at DCI **(an authorized Certiport / National Retail Federation Testing Site)**, is given via computer in a closed projection & monitored setting. Exam fees are included in tuition and there will be a onetime make-up exam at no additional charge to the funding source.

Average Skills / Gains Expectation

Essentially, the outcome goal is between 2-3% gain (or 4-5 points). It has more to do with skills level upon referral. The higher the score entering the program, the less movement you will see, as they are closer to being "topped out". There is also a difference with respect to Language Arts. In any event, DCI is very familiar with this component, as we established these criteria during the "Boot Camp" intervention, and the scores always exceeded the numbers aforementioned.

WEEKLY PROGRAM SCHEDULE

TIME/DAY: 8:30AM – 3:30PM (MONDAY – FRIDAY)

DAY	8:30am – 1:00pm	1:00pm – 1:30pm	1:30pm – 3:30pm
Monday:	**Office Proficiency & Productivity – IT Training** Re: Microsoft Office Suite 365 / Professional 2013 - DCI Online Software Training (Multiple Learning Opt.) **Instructor: TBD**	**LUNCH**	***PRESENTATIONS DUE *** **Career Development / Work Experience MCEO - Life Skills** **Instructor: TBD / Derrick Draughn**
Tuesday:	**Office Proficiency & Productivity – IT Training** Re: Microsoft Office Suite 365 / Professional 2013 - DCI Online Software Training (Multiple Learning Opt.) **Instructor: TBD**	**LUNCH**	**Career Development / Work Experience MCEO - Life Skills** **Instructor: TBD / Derrick Draughn**
Wednesday:	**Office Proficiency & Productivity – IT Training** Re: Microsoft Office Suite 365 / Professional 2013 - DCI Online Software Training (Multiple Learning Opt.) **Instructor: TBD**	**LUNCH**	**IT Training / Financial Literacy** Re: Microsoft Office Suite 365 / Professional 2013 - Adult Basic Education (One-To-One Tutoring) **Instructor: TBD**
Thursday:	**Office Proficiency & Productivity – IT Training** Re: Microsoft Office Suite 365 / Professional 2013 - DCI Online Software Training (Multiple Learning Opt.) **Instructor: TBD**	**LUNCH**	**IT Training / Customer Service & Sales Training** Re: Microsoft Office Suite 365 / Professional 2013 - Adult Basic Education (One-To-One Tutoring) **Instructor: TBD**
Friday:	**- (MOS) Microsoft Office Specialist Exam Preparation - (CSS) Customer Service & Sales Exam Preparation Instructor: TBD**	**LUNCH**	**- (MOS) Microsoft Office Specialist Exam Preparation - (CSS) Customer Service & Sales Exam Preparation Instructor: TBD**

OCCUPATIONAL SKILLS TRAINING & EDUCATION

INFORMATION TECHNOLOGY – COMPUTER LITERACY

Windows 10

Topic of Study: Microsoft Windows 10 / Mac OS

- Basic Concepts
- Customizing the desktop & changing their settings
- Modifying taskbar locations and properties
- Creating, modifying and deleting shortcuts
- Advanced Help features
- Advanced file management using Windows Explorer
- Recycle Bin, and advanced search criteria
- Modifying the Start menu
- Installing programs, fonts, printers
- How to Start, log on, log off

Google

INTRODUCTION TO INTERNET SERVICES (EMAIL) – SOCIAL MEDIA

- ✓ **Weekly Multiple Career Exploration Opportunities Activities**
- ✓ **Life Coaching & Employer's Expectations (Communications)**

Google Docs

Instruct the students in how to use and create email addresses for the sole purposes of career searches and a direct means of communication between yourself and DCI. During this module student's will receive email addresses and this will also begin the means by which your instructor and/or case manager will facilitate information; i.e. homework assignment, workshop assignments, Job Fair notices, résumé revisions. It is mandatory that email is checked regularly as part of workshop requirements.

SOFTWARE APPLICATIONS

2013 / 2016 / Office 365: Levels I, II, III

- ✓ **Microsoft Word**, **Microsoft Excel**, **Microsoft PowerPoint**, **and Microsoft Outlook**
- ✓ **Weekly Multiple Career Exploration Opportunities Activities**
- ✓ **Career Development / (MOS) Microsoft Exam Specialist Exam Preparation**

To develop proper attitudes such as accountability, enthusiasm and reliability, among other soft skills, all students will participate actively in individual and group assignments.

As students progress through the training curriculum, evaluation scenarios are modeled on likely scenarios in employment situations. Training instructors provide feedback on both explicit performance (through quizzes, exams, attendance and punctuality) and on implicit performance, such as attitude, effort, and professional appearance. By completion of mid point students must recognize, understand, and respond to the totality of ways in which performance may be evaluated in the workplace.

The curriculum features continual exposure to Life Skills Development. While students may be have gained a wealth of knowledge pertaining to their career of choice, our experience demonstrates that their potential to maintain focus & interest increases significantly upon exposure to our Life Skills and Multiple Career Exploration Opportunities training.

Microsoft Word 2013 / 2016 / Office 365

At this point in the program, students interview confidently. They can write a cover letter and a resume, and they understand how to tailor a letter to different employment opportunities. They also have the phone skills necessary to complete a job search, have practiced their networking skills, and understand firsthand what employers are looking for from an entry level job applicant. Friday computer workshop days are not optional. The workshop day is when a student is able to use the computer lab to practice or work one-on-one with the instructor. (Exam 77-418)

- **Create and manage documents**
- **Format text, paragraphs, and sections**
- **Create tables and lists**
- **Apply references**
- **Insert and format objects**

CREATE AND MANAGE DOCUMENTS

Create a document
- Creating new blank documents, creating new documents using templates, importing files, opening non-native files directly in Word, opening a PDF in Word for editing

Navigate through a document
- Searching for text within document, inserting hyperlinks, creating bookmarks, using Go To

Format a document
- Modifying page setup, changing document themes, changing document style sets, inserting simple headers and footers, inserting watermarks, inserting page numbers

Customize options and views for documents
- Changing document views, using zoom, customizing the quick access toolbar, customizing the ribbon, splitting the window, adding values to document properties, using show/hide, recording simple macros, assigning shortcut keys, managing macro security

Configure documents to print or save
- Configuring documents to print, saving documents in alternate file formats, printing document sections, saving files to remote locations, protecting documents with passwords, setting print scaling, maintaining backward compatibility

FORMAT TEXT, PARAGRAPHS, AND SECTIONS

Insert text and paragraphs

- Appending text to documents, finding and replacing text, copying and pasting text, inserting text via AutoCorrect, removing blank paragraphs, inserting built-in fields, inserting special characters

Format text and paragraphs

- Changing font attributes, using find and replace to format text, using format painter, setting paragraph spacing, setting line spacing, clearing existing formatting, setting indentation, highlighting text selections, adding styles to text, changing text to WordArt, modifying existing style attributes

Order and group text and paragraphs

- Preventing paragraph orphans, inserting breaks to create sections, creating multiple columns within sections, adding titles to sections, forcing page breaks

CREATE TABLES AND LISTS

Create a table

- Converting text to tables, converting tables to text, defining table dimensions, setting AutoFit options, using quick tables, establishing titles

Modify a table

- Applying styles to tables, modifying fonts within tables, sorting table data, configuring cell margins, using formulas, modifying table dimensions, merging cells
- Create and modify a list
- Adding numbering or bullets, creating custom bullets, modifying list indentation, modifying line spacing, increasing and decreasing list levels, modifying numbering

APPLY REFERENCES

Create endnotes, footnotes, and citations

- Inserting endnotes, managing footnote locations, configuring endnote formats, modifying footnote numbering, inserting citation placeholders, inserting citations, inserting bibliography, changing citation styles

Create captions

- Inserting endnotes, managing footnote locations, configuring endnote formats, modifying footnote numbering, inserting citation placeholders, inserting citations, inserting bibliography, changing citation styles

INSERT AND FORMAT OBJECTS

Insert and format building blocks

- Inserting quick parts, inserting textboxes, utilizing building locks organizer, customizing building blocks

Insert and format shapes and SmartArt

- Inserting simple shapes, inserting SmartArt, modifying SmartArt properties (color, size, shape), wrapping text around shapes, positioning shapes

Insert and format images

- Inserting images, applying artistic effects, applying picture effects,
- images, positioning images

modifying image properties (color, size, shape), adding quick styles to images, wrapping text around

Microsoft Excel 2013 / 2016 (w/Financial Literacy)

Again, through our holistic approach to education, The Learning Academy has designed and developed its entire curriculum to prepare students with healthy financial / accounting practices. Our workshops/classes are designed so that students can acquire the education through technological application while engaged in "office simulated" projects.

Microsoft Excel is the standard spreadsheet application for both the business world and personal use. DCI courses for Microsoft Excel will teach you basic to advanced features of Excel.

Whether you are new to Excel or an advanced user, DCI's Excel courses will cover what you need to know to become an Excel power user. (Exam #77-420)

- **Create and manage worksheets and workbooks**
- **Create cells and ranges**
- **Create tables**
- **Apply formulas and functions**
- **Create charts and objects**

Test Activity By User
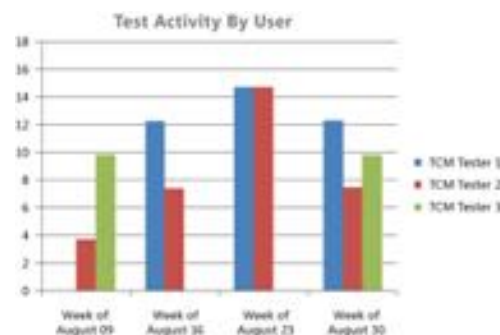
CREATE AND MANAGE WORKSHEETS AND WORKBOOKS

Create worksheets and workbooks

- Creating new blank workbooks; creating new workbooks using templates; importing files; opening non-native files directly in Excel; adding worksheets to existing workbooks; copying and moving worksheets

Navigate through worksheets and workbooks

- Searching for data within a workbook; inserting hyperlinks; changing worksheet order; using Go To; using

Name Box

Format worksheets and workbooks

- Changing worksheet tab color; modifying page setup; inserting and deleting columns and rows; changing workbook themes; adjusting row height and column width; inserting watermarks; inserting headers and footers; setting data validation

Customize options and views for worksheets and workbooks

- Hiding worksheets; hiding columns

and rows; customizing the Quick Access toolbar; customizing the Ribbon; managing macro security; changing workbook views; recording simple macros; adding values to

Configure worksheets and workbooks to print or save

- Setting a print area; saving workbooks in alternate file formats; printing individual worksheets; setting print scaling; repeating headers and footers; maintaining backward compatibility; configuring workbooks to print; saving files to remote locations

CREATE CELLS AND RANGES

Insert data in cells and ranges

- Appending data to worksheets; finding and replacing data; copying and pasting data; using AutoFill tool; expanding data across columns; inserting and deleting cells

Format cells and ranges

- Merging cells; modifying cell alignment and indentation; changing font and font styles; using Format Painter; wrapping text within cells; applying Number format; applying highlighting; applying cell styles; changing text to WordArt

Order and group cells and ranges

- Applying conditional formatting; inserting sparklines; transposing columns and rows; creating named ranges; creating outline; collapsing groups of data in outlines; inserting subtotals

workbook properties; using zoom; displaying formulas; freezing panes; assigning shortcut keys; splitting the window

CREATE TABLES

Create a table

- Moving between tables and ranges; adding and removing cells within tables; defining titles

Modify a table

- Applying styles to tables; banding rows and columns; inserting total rows; removing styles from tables

Filter and sort a table

- Filtering records; sorting data on multiple columns; changing sort order; removing duplicates

APPLY FORMULAS AND FUNCTIONS

## Utilize cell ranges and references in formulas and functions

- Utilizing references (relative, mixed, absolute); defining order of operations; referencing cell ranges in formulas

Summarize data with functions

- Utilizing the SUM function; utilizing the MIN and MAX functions; utilizing the COUNT function; utilizing the AVERAGE function

Utilize conditional logic in functions

- Utilizing the SUMIF function; utilizing the AVERAGEIF function; utilizing the COUNTIF function
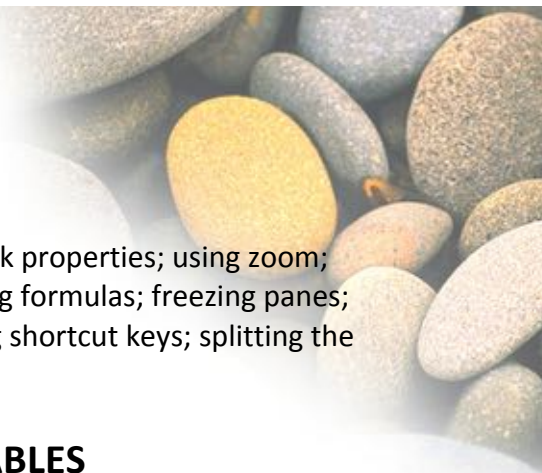
Format and modify text with functions

- Utilizing the RIGHT, LEFT and MID functions; utilizing the TRIM function; utilizing the UPPER and LOWER functions; utilizing the CONCATENATE function

CREATE CHARTS AND OBJECTS

Create a chart

- Creating charts and graphs; adding additional data series; switching between rows and columns in source data; using Quick Analysis

Format a chart

- Adding legends; resizing charts and graphs; modifying chart and graph parameters; applying chart layouts and styles; positioning charts and graphs

Insert and format an object

- Inserting text boxes; inserting SmartArt; inserting images; adding borders to objects; adding styles and effects to objects; changing object colors; modifying object properties; positioning objects

Microsoft PowerPoint 2013 / 2016 / Office 365

Microsoft PowerPoint has become an industry standard for efficiently communicating information to an assembled group of people.
PowerPoint is full of features, which allow you to present information in a concise and exciting format. DCI has the Microsoft PowerPoint courses and training to help students create professional and captivating PowerPoint presentations. (Exam #77-422)

- **Create and manage presentations**
- **Insert and format shapes and slides**
- **Create slide content**
- **Apply transitions and animations**
- **Manage multiple presentations**

CREATE AND MANAGE PRESENTATIONS

Create a presentation

- Create blank presentations, create presentations using templates, import text files into presentations, import Word document outlines into presentations

Format a presentation using slide masters

- Apply a slide master, add new layouts, modify existing layouts, add background images, control page numbers, insert headers and footers, modify presentation themes

Customize presentation options and views

- Change page setup options, change to view in color/grayscale, use views to navigate through presentations, modify presentation properties

Configure presentations to print or save

- Set handout print options, print selections from presentations, package presentations for CD, save presentations as webpages, print presentations in grayscale, print speaker notes, maintain backward compatibility

Configure and present slideshows

- Create custom slideshows, configure slideshow options, rehearse timing, configure slideshow resolution, use Presenter View, navigate within slideshows, annotate slideshows

INSERT AND FORMAT SHAPES AND SLIDES

Insert and format slides

- Add slide layouts, duplicate existing slides, hide slides, delete slides, modify slide backgrounds, apply styles to slides

Insert and format shapes

- Modify shape backgrounds, apply borders to shapes, resize shapes, insert shapes, create custom shapes, apply styles to shapes

Order and group shapes and slides

- Insert section headers, modify slide order, align and group shapes, display gridlines

CREATE SLIDE CONTENT

Insert and format text

- Change text to WordArt, create multiple columns in a single shape, insert hyperlinks, apply formatting and styles to text, create bulleted and numbered lists

Insert and format tables

- Create new tables, modify number of rows and columns, apply table styles, import tables from external sources

Insert and format charts

- Create and modify chart styles, insert charts, modify chart type, add legends to charts, modify chart parameters, import charts from external sources

Insert and format SmartArt

- Add shapes to SmartArt, change color of SmartArt, move text within SmartArt shapes, reverse direction, convert lists to SmartArt

Insert and format images

- Resize images, crop images, apply effects, apply styles

Insert and format media

- Adjust media window size, trim timing on media clips, set start/stop times, set media options, link to external media

APPLY TRANSITIONS AND ANIMATIONS

Apply transitions between slides

- Insert transitions between slides, manage multiple transitions, modify transition effect options

Animate slide content

- Apply animations to shapes, apply animations to text strings, add paths to animations, modify animation options

Set timing for transitions and animations

- Modify duration of effects, configure start and finish options, reorder animations, use the Animation pane

MANAGE MULTIPLE PRESENTATIONS

Merge content from multiple presentations

- Merge multiple presentations, reuse slides from other presentations, view multiple presentations

Track changes and resolve differences

- Set track changes, modify options for track changes, discard changes from specific users, manage comments

Protect and share presentations

- Encrypt presentations with a password, proof presentations, mark as final, compress media, embed fonts, restrict permissions, remove presentation metadata, check for accessibility issues, check for compatibility issue

Microsoft Outlook 2013 / 2016 / Office 365

Learn the basics of Outlook email: send, delete, forward, and reply to others, and learn how to stay organized with some straightforward tips. (Exam #77-423)

- **Manage the Outlook environment (25–30%)**
- **Manage messages (25–30%)**
- **Manage schedules (30–35%)**
- **Manage contacts and groups (15–20%)**

MANAGE THE OUTLOOK ENVIRONMENT (25–30%)

Customize Outlook settings

- Include original messages with all reply messages, change text formats for all outgoing messages, customize the Navigation pane, block specific addresses, configure views, manage multiple accounts, set Outlook options

Automate Outlook

- Change quoted text colors, create and assign signatures, use Quick Steps, create and manage rules, create auto-replies

Print and save information in Outlook
- Print messages, print calendars, save message attachments, preview attachments, print contacts, print tasks, save messages in alternate formats, create data files

Search in Outlook
- Create new search folders, search for messages, search for tasks, search for contacts, search calendars, use advanced find, use Search by Location

MANAGE MESSAGES (25–30%)

Create a message
- Create messages, forward messages, delete messages, add/remove message attachments, add Cc and Bcc to messages, add voting options to messages, reply to all, reply to sender only, prioritize messages, mark as private, request delivery/read receipt, redirect replies, delegate access

Format a message
- Format text, insert hyperlinks, apply themes and styles, insert images, add a signature to specific messages, format signatures, create and use Quick Parts

Organize and manage messages
- Sort messages, move messages between folders, add new local folders, apply categories, configure junk email settings, clean up messages, mark as read/unread, flag messages, ignore messages, sort by conversation, set attachment reminder options

MANAGE SCHEDULES (30–35%)

Create and manage calendars
- Adjust viewing details for calendars, modify calendar time zones, delete calendars, set calendar work times, use multiple calendars, manage calendar groups, overlay calendars, share calendars

Create appointments, meetings, and events
- Create calendar items, create recurring calendar items, cancel calendar items, create calendar items from messages, set calendar item times, categorize calendar items, use the scheduling assistant, change availability status, schedule resources, utilize Room Finder

Organize and manage appointments, meetings, and events
- Set calendar item importance, forward calendar items, configure reminders, add participants, respond to invitations, update calendar items, share meeting notes

Create and manage notes, tasks, and journals
- Create and manage tasks, create and manage notes, attach notes to contacts, create journal entries, update task status

MANAGE CONTACTS AND GROUPS (15–20%)

Create and manage contacts
- Create new contacts, delete contacts, import contacts from external sources, edit contact information, attach an image to contacts, add tags to contacts, share contacts, manage multiple address books

Create and manage groups
- Create new contact groups, add contacts to existing groups, add notes to a group, update contacts within groups, delete groups, delete group members

CUSTOMER SERVICE & SALES CERTIFICATION

Learn how to demonstrate the knowledge and skills in areas that employer's value, how to define retail and the economics of retail, understand the customer, customer service and much more. DCI provides its clients with a stimulating environment where cooperative learning is the key to success. Our workshops/classes are designed so that students can acquire the education through technological application while engaged in "office simulated" projects.

Through *Contextual Learning*, The Learning Academy has designed and developed its entire curriculum to prepare students with healthy occupational training, specifically to accommodate those with minimal to no exposure to Information Technology / Customer Service & Sales related business education. The program's general scope of services objective is to essentially provide impactful IT / Customer Service & Sales job skills training so job seeker's general employment skills are enhanced and better prepared to enter employment. The program content will consists of exposure to the (4) four main software applications within Microsoft Office Suite; Word, Excel, PowerPoint, and Outlook, infused with the entire Customer Service & Sales Curriculum, authored by National Retail Federation. The main objective is to meet/pass certain competencies, established by both Microsoft and National Retail Federation's criteria set forth via GMetrix Learning Online, CustomGuide Online and Customer Service & Sales Courseware.

WHY SHOULD *YOU* BECOME CERTIFIED?

Over 110,000 students across the United States (including Puerto Rico) are benefiting from the knowledge and skills they've gained using our Customer Service and Sales credentials. Many of the participants are students, job seekers or current retail employees looking to take the next step in their career. If you are interested in obtaining or pursuing a career in retail that values customer service, look no further.

This program compresses the program content into 12- week cycles of structured hands-on "on-site" training workshops/classes that enables participants to more precisely enhances pre-existing levels of proficiency with new skills. This course will equip the individual with the skills they'll need to succeed in any business environment and begin the development of a well educated, trained, and self-sufficient individual that can compete in today's changing global economy.

Contact The Learning Academy for more info!

WHAT YOU'LL LEARN

- Employability / Life Skills
- Learn about products and services
- Assess and meet customer needs
- Prepare for selling, gain customer commitment and close the sale
- Understand the basics of store operations and inventory control
- Explore the process of merchandising
- Understand the importance of common employability skills
- Craft polished resumes
- Patience / Attentiveness
- Clear Communication Skills
- Using Positive Language
- Customer Engagement
- Time Management / Conflict Resolution
- Persuasion Skills

HOW LONG IS THE TRAINING?

Most students take an average of 40-60 hours to complete the CSS Fundamentals training prior to testing. If you are interested in pursuing the Advanced Customer Service & Sales certificate, training for this credential would require an additional 65 hours. Please note that the Customer Service and Sales textbook covers content for both the Fundamentals Customer Service and Sales program, as well as for the Advanced Customer Service and Sales program. Chapters 1, 2, and 4 cover the content on the Customer Service and Sales Fundamentals certification exam. The Advanced Customer Service and Sales certification exam covers chapters 1-4 of the textbook.

Customer Service and Sales Skills Standards:
Learns About Products and/or Services

- Seeks out and participates in training opportunities to support products, services and to further develop customer service skills.
- Remains current regarding products, services, and industry standards.
- Tests or samples products and/or services to build recommendations for customers.
- Researches and reviews relevant data on competitors' products and/or services.
- Arranges service recovery and handles service failures.

Assess and meet customer needs

- Greets and engages the customer in a personal and professional manner.
- Assesses the customer's needs while determining the customer's knowledge of products or services to promote customer loyalty.
- Listens attentively and responds effectively to customers' comments and questions.
- Identifies the customer's budget through active listening.
- Uses customer feedback to improve customer satisfaction.

Educates Customers

- Explains levels of product or service value to customers in a way that is relevant to their needs.
- Recommends comprehensive solutions, products, services, and related items based on customer needs.
- Educates customer about service policies and related resources (e.g., returns, warranties, guarantees, service plans, support plans, instruction).
- Knows when to ask for help, support, and advice

ONLINE/DISTANCE LEARNING - INDEPENDENT STUDIES
INSTRUCTOR LEAD & ONLINE INDEPENDENT
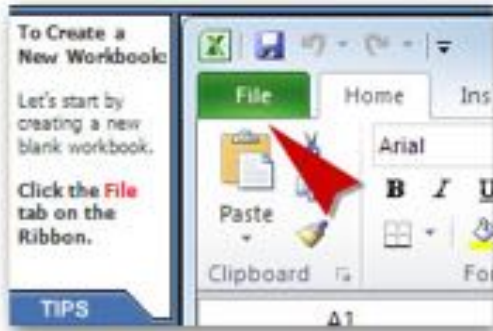
Online learning enables student-centered teaching approaches. Every student has their own way of learning that works best for them. Some learn visually others do better when they "learn by doing." Online course development allows for a broad spectrum of content. Students can access online training (re-visit training applications and lectures), eBook content and course material and research articles from their PC's 24 hours a day 7 days a week. Often, spoken material in the classroom passes students by due to a number of distractions. Students often comment that online learning allows them attend classroom lectures, but offers the option of revisiting areas that may have given them problems.

Because there are no geographic barriers to online learning, students appreciate the diverse course material that may not be available to them where they live or work. This is especially true for those who may have secured employment, but still find certain areas of study to remain challenging. Professional applications such as QuickBooks might see the benefits of DCI's online training, as it very difficult for students in remote rural areas to find vocational training facilities that can offer these type services.

Students are issued both; online software training accounts, as well as G-Metrix Online Testing accounts. The online software training accounts will be used extensively, as constant exposure to the training content will be further enhanced. This provides the student with an interactive experience and provides detailed explanation to every step necessary for proper Microsoft execution. This tool essentially prepares you for the "Mock" testing series. Students will be issued an online testing account and granted access to take 3 tests. These three test (each requiring a score of 700 or higher), increase in difficulty only by removing the automated assistance. The idea is to prepare for the eventual test, where test 3 is designed to resemble it to the tee. DCI is the only public testing site that is authorized to issue and proctor the Microsoft Office Specialist certification exam (through Certiport), therefore, the convenience is quite clear.

CAREER LIFE SKILLS & JOB READINESS TRAINING (MCEO)
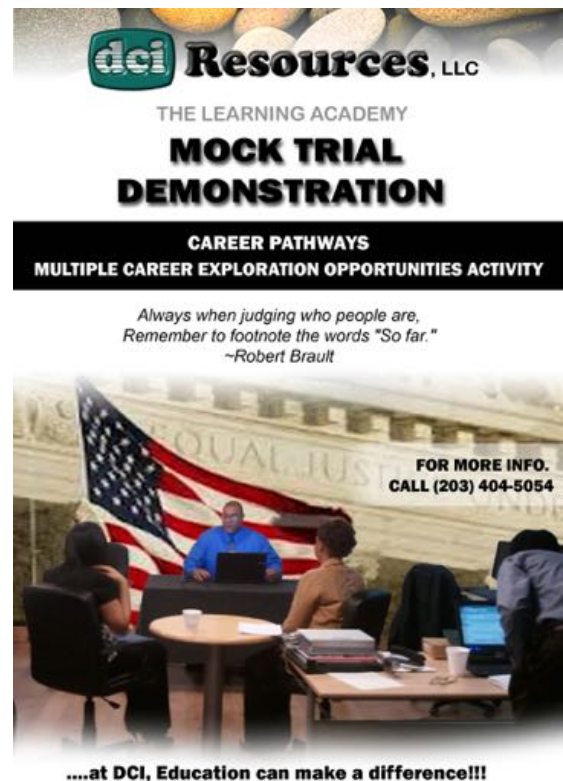**MULTIPLE CAREER EXPLORATION OPPORTUNITIES (MCEO)**

DCI-CD/LS/WR (DCI-Career Development / Life Skills & Work Readiness Training Program) is an extension of the structured, 12 week job readiness program that fuses life skills, life coaching and career development. This component will address the issues associated with the barriers, which an employee must overcome on the job and at home, while learning to retain a job and move up within it. Some of the components will be delivered in a classroom setting as well as one-on-one. DCI's Life Skills Program will focus heavily on customer service social skill development, individual coaching and counseling and job ghosting to support job placement and retention. The occupational training curriculum's subject matter is designed and tailored, to link classroom work in tangent with a host of contexualized **Career Development / Life Skills** and **Work Readiness** (MCEO) activities. DCI has prepared all projects/activities to create awareness and an understanding of the world of employment, post secondary education choices and ultimately help youth indentify appropriate career choices. This approach will equip the individual with the credentials and skills they'll need to obtain and succeed in continuing education and/or entry level support position and begin the development of a well educated, trained, and self-sufficient individual that can compete in today's changing global economy.

OVERVIEW

The primary goal of Learning Academy and the education presented through the Work Readiness & Career Pathways program is to successfully provide the tools and skills training necessary for our students to gain meaningful employment and to achieve an overall better quality of life. With this goal in mind, DCI Resources Learning Academy has created a series of projects and presentations in each schooling cycle designed to apply the skills learned into every day scenarios, such as the **Mock Trial** demonstration. Statistics will indicate that youth within this demographic are more likely to find themselves part of the judicial system. Projects, such as a Mock Trial, afford our students the opportunity to feel a sense of **accountability** and be critically engaged in a criminal case from various perspectives, including that of the defense, prosecution and witnesses. Every day there is time designated for Life Skills activities. Through innovative projects, IT based presentations, and constant social interaction that link classroom work with a contextualized curriculum; barriers to employment are addressed and subsequently removed. All students must participate and will be reflected in the student transcript (GPA). All students must provide written documentation of their efforts to find employment by way of maintaining a Job

Search Activities Journal, which accounts for 10% of the grade. It is mandatory that all pre-arranged interviews or job related appointments, career fairs, job clubs or workshops, utilizing the Career Center and actual job search efforts are satisfied. This **Work/Project-Based Learning Activity** will be delivered both in a classroom and a Work Experience / Job Shadowing capacity. Mock interviews, Proper interviewing techniques, Professional Resumes, Cover letters, etc. will be developed / solicited.

The infusion of Life Skills & Work Readiness provides the allowance for more individualized training and support through the provision of a job coach/counselor for each participant while maintaining a highly structured program design with strong support, guidance and direction and basic adult education to address remedial math and reading needs.

- Homework / Classwork completion
- Tests & Quizzes (Overview / Discussion)
- Tutoring, individual attention
- Creating Résumés / Creating Cover letters
- Creating Thank you letters
- Special Media Posting (employment related web sites)
- Creating Job Search Logs
- Mock Interview Sessions
- Self Esteem Building / Motivational Training
- Positive Relationship Building
- Stress management / Conflict Techniques
- Career Seminars
- Life Coaching and Career Development

JOB PLACEMENT - EMPLOYMENT ASSISTANCE SERVICES

- The job search: what it is and how to conduct it.
- How to apply for a job; filling out the application
- The resume: how to write it – format, content, etc.
- The cover letter: the importance of a proper cover letter, it's content.
- How to interview
- How to work with managers and supervisors
- How to dress for the interview: Dress for Success

12-WEEK: LIFE SKILLS (CONFLICT MANAGEMENT/CAREER DEVELOPMENT) ITINERARY

WEEK 1

- Intro to Coaching & Industry History
- Ethics & Requirements for class
- Roles of Client/Coach Defined
- Overview of Current opportunities
- Self-awareness
- Building a Partnership family, friends etc.

WEEK 2

- Active Listening
- Effective Questioning
- Reflective Observations
- Constructive Feedback

WEEK 3

- Breakdown of coaching Session
- Pre-session Prep
- Definitions of values and beliefs
- **"All About Me" Friday Presentation Due**

WEEK 4

- Establishing Trust
- Accountability
- GROW Model
- SMART Goals
- **"Social Networking" Friday Presentation Due**

WEEK 5

- Cycle of Change
- Life Issues
- Dealing with Difficult life situations
- Creating a Support System
- **"Success vs. Failure" Friday Presentation Due**

WEEK 6

- Reviewing and talking about social networks and events
- Résumés
- Using Assessments & Other Tools
- Mock Career Development interviews
- **Career Report Project/Presentation Due**

WEEK 7

- Defining a personal target
  - Career **(Mock Interviews)**
  - Entrepreneurship
  - Dating & Relationship
- Mock Career Development interviews
- Placement Efforts begin
- **Time Management**

WEEK 8

- Building Your own person
- Creating your own goals
- Using E-commerce and the internet
- Multiple Income Streams
- **"Sell DCI" Friday Presentation Due**

WEEK 9

- Helping each other to success
- How to…. continue education
- **"Mock Trial" Friday Project Due**

WEEK 10

- Goal Setting
- Establishing Priorities
- Setting Specific, Attainable, Measurable Goals
- Seven Ways to Get and Stay Organized
- Connecting Goals to Daily Action Plans
- Attitude Shifting Responsibilities
- **"Real Estate" Friday Presentation Due**

WEEK 11

- Time Wasters
- Six Ways to Stay In Control
- Seven Ways to Work on What Counts
- Increasing Focused Productive Time
- **Life Skills Test**

WEEK 12:

- Workshops
- Make Ups (If Applicable)
- Resumes (Disbursement)

BASIC SKILLS REMEDIATION: BOOT CAMP
EMPLOYABILITY COMPETENCY SYSTEMS
Certified Adult Basic Education Instructor

DCI Resources is proposing a comprehensive curriculum outline, which will serve as the basis of a Mathematics and Language Arts/Reading refresher **"Boot Camp"**, increase **literacy and numeracy rates** or simply to bring CASAS scores up to par. The Learning Academy realizes that there are concepts covered on national examinations that any student needs to be exposed to in order to be competitive. That is why we try to cover all topics that would appear on A.P. tests, SATs, and other standardized tests, including CASAS and Accuplacer tests. DCI may also provide instruction for the preparation for secondary diploma (GED or External Diploma Program—EDP). All referrals/enrollees will take (re-take) an appraisal test (CASAS - ECS 130) in mathematics only, issued and proctored by DCI, and the test results will be included as part of the referral packet. A "fillable" template has been developed for employment specialists, for the purpose of providing DCI an Initial Academic Assessment, where scores and their respective levels are provided. Assuming the referral process goes smoothly and individuals are referred without special circumstance, DCI administration would conduct an intake orientation and provide a program overview, concluding with the issuance of a (Level Specific) Pre-Test (or schedule an immediate test date). A tailor specific Educational Plan will be immediately developed and Academic Enhancement will commence. Upon completion of the program, authorization by the funding source and/or by recommendation from DCI administration, the student will be issued the Post Test and "Test Out". Post Testing requires a minimal of 25 hours of tutelage.
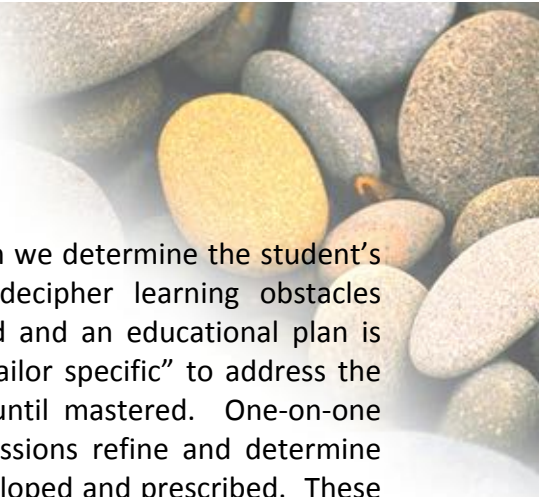
All test results will be provided in both the Literacy Weekly Reports and Literacy Quarterly Report. Attendance will be taken during every session, logging hours of education exposure, total hours of available training exposure, a per week tally of hours in attendance as well as progress report comments (for each student).

THE TRAINING EXPERIENCE….

DCI Resources' Web Based Learning Labs offer board certified testing in essentially all areas of study with the convenience of open entry and exit enrollment. DCI's "In-House" Authorized Testing Centers (ATC) offers secure delivery of certification testing, servings as a value-added feature, not to mention… very convenient. Web Based tutelage is not to be misunderstood as a replacement for Instructor Lead training, but more as a supplement. DCI understands the varying proficiency levels students may possess; therefore, we've implemented the use of Web Based, Individualized, literacy training, **Khan Academy**, which reinforces the learning

experience. Pre-test CASAS scores are the **Alpha** means by which we determine the student's proficiency level. Albeit a great starting point, it doesn't decipher learning obstacles (disabilities) and trouble zones. The physical tests are analyzed and an educational plan is developed. The educational plan will include subject matter, "tailor specific" to address the student's areas of weakness, and will remain the focal point until mastered. One-on-one training is performed on a cycling basis, where the tutoring sessions refine and determine specifically where problems exist and work-study material is developed and prescribed. These personalized prescriptions or "goals" are provided by way of Khan Academy. Staff would have already established a Khan Academy account for each enrolled student, as well as the inclusion to their respective group/class. The instructor or "coach" constantly monitors all progress/activity and provides statistical analysis of each user to determine the next phase of re-direction. We get "at-a-glance" information about everything the student has been learning and whether or not they have been hitting **prescribed goals**. Instructors/Coaches can get a summary of class performance as a whole or a particular student's profile to figure out exactly which topics are problematic. The **class profile** lets coaches glance at their dashboard and quickly develop study groups and determine how best to spend tutoring hours. Khan Academy serves as a **very powerful tool** because it allows the capability of one-on-one sessions without leaving the remaining class members idle. It also increases the effectiveness of the one-on-one tutoring sessions; less review is required, generating positive results in a shorter period of time. A **Delta Test** is issued at some point relative to progress assessment to determine growth.

Students seem to appreciate this approach to training because it allows them to work at their own pace and focus on subjects that are in most need of enhancement, prescribed by the instructor (coach). The interactive capabilities mean the student is continually involved in the program instead of just being a passive listener.

CURRICULUM CONTENT….

The basic education curriculum consists of lessons in; **Foundational Mathematics, Reading Comprehension, Writing Skills for Business Communication**. Through contextual learning each of the different subject matters taught (Reading, Language Arts, Writing and Mathematics) are taught with an applied and problem solving approach. DCI understands this approach & has found that recent studies show a tremendous lack of proficiency in the Language Arts/Reading/Writing area of study. To address this growing concern, DCI has increased the exposure to Language Arts (by way of aforementioned infused projects), specifically in the areas of Grammar, Sentence Structure, Punctuation, Essay Writing, Reading Comprehension and Vocabulary. We've also incorporated subject matter pertaining to **Human Services & Sociology, the Healthcare industry and General Business Communication**, to better facilitate their continuing education and/or rough employment plan. Mathematics has also been given a contextualized scope, applying many IT based projects, i.e., Slice of Life, Household Budget project, to name a few, where these real life situations help in understanding financial literacy. Subject matter will include; Banking, Budgeting, Savings, 401k, investments, etc., and will be applied through traditional "pencil on paper", IT Microsoft application and Life Skills projects.

The skill levels taught will be determined from the appraisal and pretest results administered at the beginning of the training session. Tailored lesson plans will be developed for each student after the pretest results are completed and again, varying skill levels will be determined and subsequently varying level classes (high to low) would be established.

Activities apply new learning; provide writing and math remediation, while using currently acquired computer and Internet skills. The entire program is designed to directly apply the acquired skills (contextual) as of tools of which participants will utilize to increase their math, writing, job preparation and job search skills. The adult basic education in conjunction with computer literacy segment of DCI-LSP focuses on labor attachment, improving basic skills (educational), and continues to build student's computer techniques and terminology. Participants will continue to develop basic keyboarding skills and make use of currently acquired Microsoft Office software application skills. Classroom instruction will emphasize resume writing, writing effective cover letters, application preparation, interviewing skills, work ethics, acceptance of personal supervision, effective work place communication skills, teamwork, work appropriate appearance, salary and wages, etc. DCI's resident certified Adult Education instructor will manage this component of the program. While it is difficult to predict the extent of this need, the individualized concept of training ensures that that remediation occurs, as needed, by the individual participant. Again, DCI believes strongly in contextual learning and so every effort will be made to combine remediation with the job readiness and occupational skills training.

All test results will be provided in both the Literacy Weekly Reports and Literacy Quarterly Report. Attendance will be taken during every session, logging hours of education exposure, total hours of available training exposure, a per week tally of hours in attendance as well as progress report comments (for each student).

Using MathMedia® Educational Software in the Modern Classroom
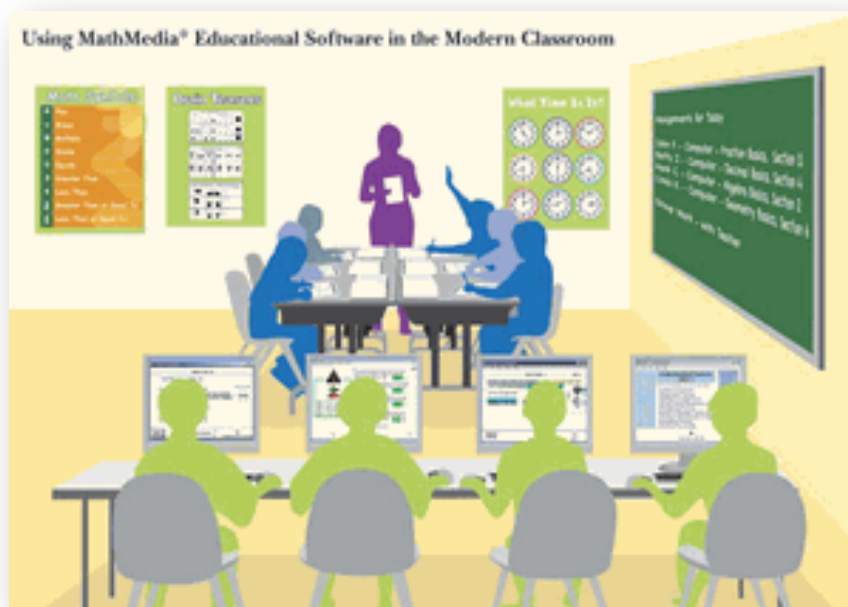
JOB SEARCH AND PLACEMENT: JOB DEVELOPMENT PHASE

JOB SEARCH ASSISTANCE PROTOCOL

Demonstrated in the **Official Student Handbook** and reiterated during a **mandatory Orientation** (signature of acknowledgement on **the Job Search Agreement Form** required), all students are responsible for participating in Job Search Activities by way of maintaining a **JOB SEARCH ACTIVITIES JOURNAL**, and accounts for 10% of the grade.   Students have an ongoing responsibility to respond to all employment related correspondence and related activities, i.e., Job Clubs or Workshops. This includes emailed job leads, pre-arranged interviews (phone and/or in-person) or online applications. On designated **Life & Employability Skills** sessions, students are responsible for submitting their efforts (via email) to DCI Employment Staff for review. It is mandatory that they keep all of their appointments and attend assigned meeting/activities. All students must provide written documentation of their efforts to find employment. All efforts are instructed to be emailed to the DCI administration, where it is recorded and may be provided to the WIB/ACJ at request. Any days absent (and that we excuse) will require, in exchange, a Job Search Activities Log entry, representing an actual job search directive. In other words, if a student calls out, for whatever the reason and we provide an "OK", then the student should be prepared to give an actual potential job lead for DCI staff to follow up on. Perhaps, maybe a call to the prospective employer. When the student returns the next day, detailed information regarding the directive (i.e., who you spoke to & the outcome of the conversation) should be provided to the Program Director.

PARTICIPANT JOB SEARCH ACTIVITIES LOGS are to be completed; weekly, in the event of an absence. These entries are kept with administration & distributed to you upon your return. The student is assumed have entered into an agreement with DOL to maintain 35 hours of employment search related activities.   As a courtesy to the student, DCI will send these Job Logs to the WIB/ACJ; via fax/scanned email, by Friday of every week, however, DCI's policy maintains that if the student does not fill them out appropriately and without good cause, they will have to complete them at the WIB/ACJ by scheduling a meeting with their respective employment specialist and hand deliver them. The idea is for them to be forced to explain the reason for the absence(s) and the inability to complete the log(s).

APPROX. NUMBER OF HOURS IN PROGRAM / LOCATION(S):

IT Training & Education / Academic Enhancement (ABE) / Life Skills Career Development
35 hours / week = 455 hours

- (12-13) weeks in length / (1) one cycle (session)
- 9:00am to 1:00pm (Monday, Wednesday, Thursday and Friday):
  (Information Technology / Customer Service & Sales) Occupational Training
  9:00am to 1:00pm (Tuesday): Academic Enhancement (ABE) – Math / Lang. Arts Boot Camp
  1:00am to 3:30pm (Monday, Wednesday, Thursday and Friday): Career Development /
  Life Skills Training (MCEO)
- Location(s):   - 50 Fitch Street, New Haven, CT
                      - 1001 Main Street, Bridgeport, CT
                      - 78-79 Bishop Street, Waterbury, CT
                      - Hartford, CT (….locations forming now)

STUDENT /TEACHER RATIO:

Up to 30:2

INSTRUCTOR QUALIFICATIONS:

Master Applications Specialist: Derrick A. Draughn

All instructors must be Microsoft / Customer Service Certified and/or have prior teaching experience in the IT field, and have experience with providing instruction to students on varying levels of proficiencies or may have a learning disability.

SCHEDULE/CALENDAR:

Please find a tentative schedule attached.

LOCATION(S) & ACCESS (BUS LINE):

Please find attached a local city bus schedule, which denotes and provides a bus stop location conveniently located in close proximity of DCI.

ADA COMPLIANCY: Training location(s) are ADA compliant. Elevator Accessibility.

REFUND POLICY:

Refund Policy: DCI Resources, LLC does not have a refund policy, instead we offer to let any student repeat the class (1) one time at <u>no</u> additional cost to WIOA or the student. As stated in the "admissions requirement" section, should a student receive a less than passing grade and documentation has proven the students attempt to learn the material, that student will be allowed to retake the course at no additional cost. The student will have up to one (1) year from the dropout date to complete the course.

FINANCIAL AID:

No financial aid is currently available; however, DCI is awaiting accreditation from the Accreditation Commission of Career School and College Technology and the Council of Occupational Education that will then lead to financial aid offerings.

SUPPORT SERVICES PROVIDED:

In the rare instance where the applicant isn't suitable for our program, we will refer them back to the respective referring agency for reconsideration. Usually the issue is a scheduling conflict, lack of childcare or funding qualifications not in line. For those enrolled and are in need of support services, we have a host of city-wide support service agencies we've developed over the years, which we reach out to based on a student's service needs, DCI will have access to counselors who have backgrounds in a range of fields related to courseware (e.g. workshop training staff – Instructor/Teaching Assistants, Life Coaches, Adult Basic Education Staff). DCI has developed a weekly workshop (Tuesdays), specifically created to provide additional academic assistance (tutors) as well as a student resource center/lounge. DCI will also have access to counselors experienced in addressing issues such as dependent care (e.g. early childhood development, nursing, family counseling, and social work). If childcare becomes an issue after enrollment, and the funding source is well aware of the issue(s), DCI will work with the student and identify the specific childcare need and/or economic transportation limitations and compile a list of childcare providers that have current openings.

DCI RESOURCES LIVERY TRANSPORT SERVICE

DCI is responsive to the possibility of its program participant's need for transportation and accommodates a wide variety of student transport needs. DCI's program boasts about its high completion rate, by employing proactive measures to increase attendance.

DCI Resources Livery Transport Service accommodates a wide variety of student transportation needs. DCI's program boasts about its high completion rate, by employing proactive measures to increase attendance. DCI's Livery Vehicles transport services addresses this frequent barrier for an additional fee.

DCI is known for maintaining positive student attendance compliancy. We find that non-compliancy is often due to lack of transportation, despite the fact that accommodations have been provided by way of tokens, bus passes, transportation cash assistance, etc. Unfortunately, students often abuse the services and use them for their own personal, non-training related purposes and subsequently the services are not available for the purposes intended. Also, simple lack of motivation is the cause for failure to attend class. DCI Resources Livery Service addresses this frequent barrier to and from the training facility for a small additional fee (special services), although we'd much rather they display a sense of responsibility and responsibly use the resources provided by their employment specialist.

Upon recruitment (referral/intake) DCI would receive, within the employment plan, the client's ECS-130 scores; both reading and math. These scores would be evaluated by our certified Adult Education staff and their corresponding "Levels" established. These level locator scores would subsequently provide the instructor the educational lesson plan by which the client would be provided tutelage for the duration of their enrollment. Their respective level **"Pre-Test"** would be immediately administered and the results would be logged as the **ALPHA SCORE**. Periodic testing would be administered and monitored, and monthly reporting would be provided to WIB/ACJ administration in graphical form, demonstrating growth/progress. When the Adult Education Instructor determines that the client has demonstrated enough progress, a **"Post Test"** would be administered and again (the results would be logged as the **DELTA SCORE**), these reports provided to WIB/ACJ administration as well.

A comprehensive performance based assessment tool, **CASAS**, approved and validated by the U.S. Department of Education and the U.S. Department of Labor, will be used to generate baseline testing results for purposes of monitoring skill progress, addressing core indicators of performance, integrating literacy and occupational skill instruction, and evaluating the effectiveness of adult education and literacy programs.

With respect to the IT component, all applicants will be asked to either take an entry-level examination or undergo an interview evaluation session, for the sole purpose of determining if the potential client meets the minimal requirement and to determine level proficiency, i.e. Microsoft Office Suite - Proficiency & Productivity (basic reading, writing and mathematical skills assessment would be performed). The tests used are to assess their ability to comprehend verbal instructions and to match students with one another when study groups are formed. Participant selection will be based on first meeting the qualifications of program participation and second first come first serve basis. Once the participants complete the required testing they will be notified of their program start date and convened for a pre-program meeting in which the layout of the program will be provided & explained in further detail. In the event that a participant has not met the basic program requirements they will be referred to our Adult Basic Education instruction staff, where they may increase literacy and numeracy skill levels and issued a curriculum that incorporates these areas of required study into the computer literacy program.

No participants will be turned away, unless they do not meet WIB/AJC's qualifications for participation. Considering this open-ended policy, we understand the possibility of extreme disparity in proficiency levels and explains why the education is very individualized. Varying points of MOS Certification exam readiness require one-on-one tutoring to meet program deadlines. Although it doesn't happen often, in the instance where a student is still uncertified upon program completion, they will enter into the **Job Development Phase** portion of the program and

CURRICULUM AND PROGRAM DESIGN

- Computer Literacy (Office Proficiency & Productivity) / Microsoft Certification
**- Fundamentals Customer Service & Sales / NRF Certification**

EQUIPMENT REQUIRED:

Note: All inclusive. No additional costs or equipment required!

Program Inclusion Items:

Office Suite Workbooks
Office Suite Reference Guides
ABE Course Material / Study Guides
Customer Service Prep Workbooks
General Program Supplies, i.e., flash drive
Online Training Account(s) Accessibility:
   - (GMetrix, CustomGuide, Apple ID)
(2) Exam Certification Voucher

DCI has designed and developed its entire Learning Academy, to accommodate those with minimal exposure to traditional education. This program compresses various modules of introductory level Microsoft Office Suite training applications into 12-week semesters of structured hands-on training that enables qualified participants to learn or enhance pre-existing strengths of experience with new skills. The program's curriculum is designed to stimulate a healthy understanding of industry standard software application usage, career development & employment related social media awareness and to prepare for Microsoft Certification attainment. Weekly employment-focused projects, presentations and Life Skills activities provide a **"Contextual"** style approach to learning that many find easier to relate to. Web Based - Online software learning is extremely helpful; both to the student and the instructional staff.   Students often comment that online learning allows them attend classroom lectures, but offers the option of revisiting areas that may have given them problems. Administration digitally monitors the activity and can precisely identify where redirection is needed.
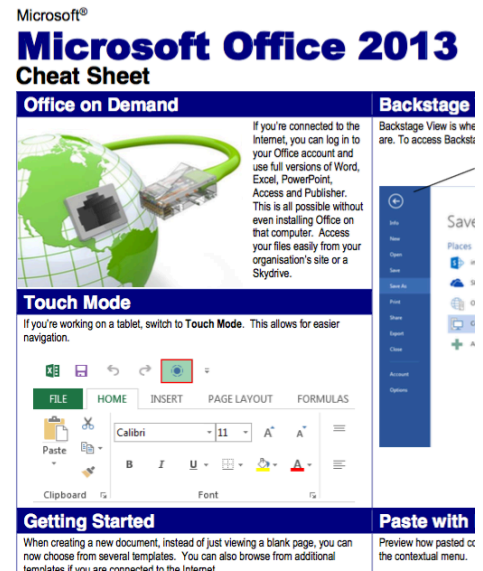
CUMMULATIVE HOURS

- **Occupational Skills Training: 192 hours**
  (M, T, W @ 4 hrs. / day, 12 weeks) and (Friday @ 4 hrs., 12 weeks)

  Module One: Orientation/Introduction to Personal Computers – 10 hours (appx.)
  Module Three: Introduction to Windows 10 – 20 hours (appx.)
  Module Three: WWW, Email, Communications – 40 hours (appx.)
  Module Four: Introduction to Microsoft Word 2013/2016 – 70 hours (appx.)
  Module Five: Introduction to Excel 2013/2016 – 30 hours (appx.)
  Module Six: Introduction to PowerPoint 2013/2016 – 22 hours (appx.)
  Module Seven: Intro. Customer Service & Sales Certification Preparation – 60 hours (appx.)

- **Life and Employability Skills Training (Career Development): 48 hours**
  (Thursday and Friday @ 2.0 hrs./day, 12 weeks)

  This component will deal with the barriers, which an employee must overcome on the job and at home, while learning to retain a job and move up within it. Some of this component will be delivered in a classroom setting as well as one-on-one.

- **Adult Basic Education (Basic Skills Remediation): 96 hours**
  (Monday – Thursday 1.5 hrs./day, 12 weeks) and Thursday (Tutoring) – 2.0 hrs./week

  DCI's comprehensive ABE curriculum, will serve as the basis of a Mathematics and Language Arts/Reading refresher "Boot Camp" redirection initiative, with a main focus to increase literacy and numeracy rates or simply to bring CASAS scores up to par. This component will also be available to those who wish to go on further to obtain a GED.

- **Job Search / Employment / Post Employment Services: 110 hours**
  This component will be provided by DCI's Career Development staff. DCI will assign Work Experience and/or Job Shadowing assignments (not to exceed 40 hours in total).   Mock interviews, Proper interviewing technique. Professional Resumes, Cover letters, etc. will be developed & solicited. This component will be after completion of the vocational skills training component (Job Development Phase).

WORK-BASED LEARNING ACTIVITIES: WORK EXPERIENCE / JOB SHADOWING

The Work Experience Program is designed to partner with public sector employers with the goal of providing high quality on-the-job training and work experience for WIOA participants who may require experience for employment consideration. Work Experience / Job Shadowing often provides the means by which to lessen concerns employers often express when it comes to considering those who are under skilled. We often identify the position and tailor the training to satisfy the job description.
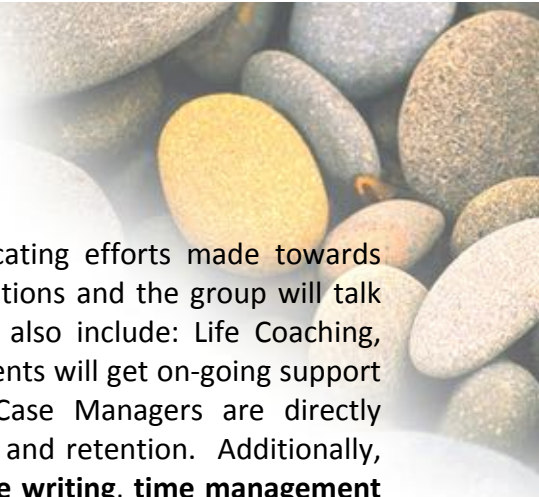
DCI Career Development staff draws from our pool of employer / high-end placement agency relationships and offers internships as a means of establishing a sense of less commitment to decide to hire on the spot. This gives the student the opportunity to impress the employer as well as generating current and viable business references for future Job Searches. The Work Experience / Job Shadowing assignment never exceeds 40 hours of services.

Each participant will have an assigned Work Experience Coordinator, fully aware of their respective skill set proficiency and schedule of availability and will secure intern assignments accordingly. The Work Experience Coordinator will also serve as a liaison between the student (intern) and the worksite Supervisor, essentially to offer support and guidance for the participant and the employer throughout the internship contract period. Upon initial assignment the employer will be requested to complete a Memorandum of Agreement, a contract demonstrating the nature of the intern position (i.e., skill attainment) and provide the proposed hours/days requested. Upon conclusion of the internship, the Worksite administrator will complete an evaluation form and hopefully consider the client for full-time employment. A Placement Form will be completed and sent to the WIB/ACJ for review.

JOB PLACEMENT - EMPLOYMENT ASSISTANCE SERVICES

The job developer will take into consideration the skill levels and capabilities as well as the preference of our participants. Initial development will look to place the person according to where he/she may live. DCI feels this will enhance the chances of success in job retention. The job developer will also inform the prospective employers of any and all tax incentives that they may be able to take advantage of by hiring participants of this program.

The Job Development Phase portion will focus on three main objectives; **Employment of Student**, **Career Development Sessions,** and **Close Continual Monitoring** of client progress and corresponding adjustment of services. The career development session will address the needs of the recently graduated student in further preparation for employment; cover extension and re-iterations of material in motivation and empowerment, life skills, and professional

development skills. Students will bring in their job logs (indicating efforts made towards placement) and journals where they will list any frustrating situations and the group will talk about how that person handled the situation. The topics will also include: Life Coaching, reducing fears, managing change, and career advancement. Students will get on-going support from Case Managers and/or Placement Coordinators. The Case Managers are directly responsible for job development as well as recruitment, support and retention. Additionally, we hire professionals to assist us with **workshops** such as **resume writing**, **time management skills**, **and job preparation**. Mr. Draughn will lead a staff who will be responsible for getting employers to participate in our Work Experience / Job Shadowing program by offering guest speakers, facility tours and job opportunities. With certification attainment, each student should qualify for a Help Desk Administrator, Network Administrator, PC Technician, PC Network Technician, or a Cable Installer, depending on chosen area of certification.

DCI will guide the individual through the elements of looking for work, writing a resume, cover letters, post interview (Thank you notes), how to interview for a job, proper attire, attitude when meeting an employer, etc. Most of this component will probably be delivered during the 7th week of the program, although parts of it may be included in the MS Word module of the vocational skills component and in the adult basic skills component. We have formed many partnerships with local businesses & staffing agencies and they will assist not only with placement but also in attending our classes and presenting certain topics that would enhance our student's ability to prepare for the job market, a total of 30 hours will be dedicated to this component.

POST-EMPLOYMENT SERVICES (RETENTION)

- It will be the responsibility of the Case Managers and the Project Manager to tract and provide on-going support after completion of the program and after job placement to the participants. Participants will be encouraged to seek out further assistant and support services from their Case manager. In addition to this, case managers will be responsible for contacting participants to setup meetings to discuss further education and career development, and provide support such as motivation, continued skill development, and other support services. In addition to this, a two-day session will be held on job retention and functioning in the workplace.

- The Project manager will intervene directly by soliciting the employers for satisfaction ratings and progress reports. Periodic visits to the job sites, where appropriate, will reinforce the workers and give employers the opportunity to provide feedback. In cases where behavior or barriers are interfering with the employee's successful performance the Project Manager will assist the employee with resolving the matter. DCI will also offer to start a new hire mentor group to the employer. This is where a newly hired employee will team up with a motivated seasoned veteran of the company. This person will be responsible for assuring that the new employee stays on the job, understands the dress code etc.

- The goal of the case management system is to provide support services throughout the training which will provide them with job skills, and develop the participants to be self sufficient, through the life skills development component of the program. Upon completion of the program the case managers will maintain a relationship with the participants until they are standing on their own.

- DCI will provide job retention seminars and individual case management, as required. DCI Resources, LLC has developed partnerships with several staffing firms with an understanding of our objective to place upwards of 70% of our graduates. It is understood that individuals who are employed for less than 30 hours a week must continue to participate in the program to make up the total hours per week requirement. While it may be difficult to impose a return to the training site for those who are successfully employed in full time jobs, every effort will be made to provide opportunities for them to further their success by updating their skills, learning the strategies required for advancement, obtaining support by congregating with other successful graduates, sharing the knowledge and expertise of successful managers and workers in the healthcare/homecare field

INSTRUCTIONAL METHODS / MATERIALS

Through **Contextual Learning***, DCI offers a "Real-Life" learning experience. Contextual learning occurs in close relationship with actual experience, allowing students to test academic theories through real world applications. Contextual learning theory focuses on the multiple aspects of any learning environment, whether a classroom, a computer lab, a worksite, or a wheat field. It encourages educators to choose and/or design learning environments that incorporate as many different forms of experience as possible—social, cultural, physical, and psychological—in working toward the desired learning outcomes. The program is designed to facilitate the needs of participants who would like to enter the workforce armed with the tools in which employers seek: Office Proficiency via computer technology! This program compresses several entry level computer courses into approximately 12 weeks of hands on training, designed to address the needs of participants who respond better to a non-traditional style of teaching and are considering a career field and in need to enhance or develop their marketability.
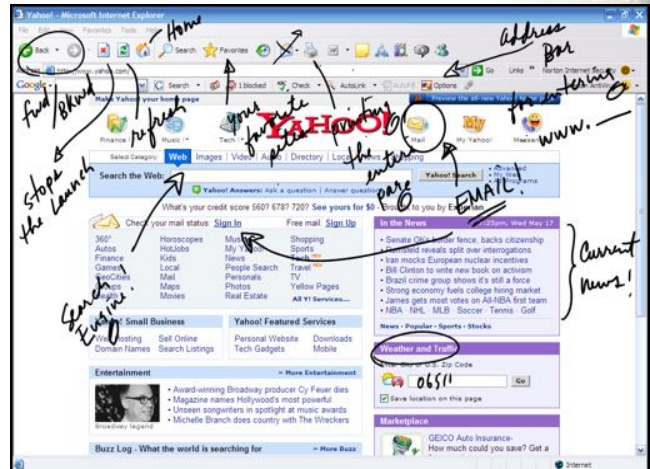
THE "TABLET PC" INSTRUCTIONAL AIDE

As DCI is always trying to provide the latest technology in the way of instruction, will be providing a new instructional aide called a "Tablet PC". The Tablet PC has the potential to revolutionize the way education is provided. Tablet PC technology coupled with state-of-the-art Digital Projection allows for significant changes in the way students and teachers interact. It adds completely new dimensions to classroom interaction by providing digital ink and drawing tools for presentational purposes by way of writing (notation), sketching, drawing, etc; and for real-time collaboration. "On-screen" notation allows for DCI instructors to explain procedures much more efficiently and accurately. DCI recognizes the benefits associated with this "hands-on" style of training and we have implemented this technology into our entire curriculum.

When integrating Tablet PC technologies with other advances in the computing sciences, DCI's instructional staff has re-thought what we teach students and how we enable students to learn. We understand how to best take advantage of these new communication and collaboration resources and always try to provide them to our community.

Occupational Training
Program Outline

*Please provide below information. Please **type** all information as this material will be distributed to staff and customers to promote program referrals.*

Vendor Name	**DCI Resources, LLC**
Program Name	**Office Proficiency & Productivity**
Program Address (street, city, zip code)	**50 Fitch Street, New Haven, Connecticut 06515** **1001 Main Street, Bridgeport, Connecticut 06404** **77-79 Bishop, Waterbury, Connecticut 06702** **Hartford, Connecticut (…. forming)**
Phone/Fax Number	**Phone (203) 687-8832 / Fax (203) 404-3525**
Program Category	**(X) Occupational Skills:** __**Computer Literacy**__ **Specify Area/Industry** **( ) ESL**
Program Criteria for Enrollment:	All applicants will be asked to either take an entry-level examination or undergo an interview evaluation session, for the sole purpose of determining if the potential client meets the minimal requirement as well as, determining the levels of proficiency, i.e. Microsoft Office Suite Proficiency & Productivity (CustomGuide). Basic reading, writing and mathematical skills assessment would be evaluated through use of Khan Academy. Customer Service & Sales features an intake assessment. The evaluation methods are used to assess the ability to comprehend verbal instructions, as well as match students with one another when study groups are formed. No participants will be turned away completely, unless they do not meet WIOA's qualifications for participation.
Program Description:	Through Contextual Learning, this program is designed to facilitate the needs of participants who have little or no previous computer experience and would like to enter the workforce armed with the tools in which employers seek: Office Proficiency & Proficiency infused with Customer Service & Sales via computer technology! This program compresses several entry level computer / office administration courses into approximately 12 weeks of intensive hands on training, designed to address the needs of participants who might be forced to enter a new career field and/or need to enhance their marketability. This Office Proficiency & Productivity course will equip the individual with Nationally recognized **Microsoft Certification** and **National Retail Federation Certification** credentials and skills they'll need to obtain and succeed in any entry level position. This program offers a host of soft skills; Life Coaching, Career Development/ Readiness, Placement Assistance and through strong working relationships established over years, a host of resources will be made available to all participants up to and including Adult Basic Education, Bi-lingual staffing, and duel efforts relative to Job Development, Placement & Retention.

Indicate Certificate/ License to be attained:	DCI tests and issues **Nationally Recognized** Exams and Certification for both; Microsoft and Customer Service & Sales. (MOS) Microsoft Office Specialist certification offered in Microsoft Word, Excel **or** PowerPoint (2008 - 2016; Levels I, II, III). (CSS) Customer Service & Sales Certification (National Retail Federation). Each student who successfully passes the Microsoft Office Specialist Exam and the Fundamentals Customer Service & Sales will receive an immediate indication of such accomplishment and you will be able to print a temporary certificate of achievement. Microsoft will immediately send the official certificate via mail within 2 weeks of the achievement.
	Upon successful completion of the program's documented course curriculum, as well as passing all associated testing, each student will also receive a Certificate of Completion from DCI Resources, LLC (The Learning Academy) with respect to all successfully completed modules.
	DCI's primary goal is to teach the material required by Microsoft to pass the certification exam. The certification exam, issued at DCI (an authorized Certiport Testing Site / Pearsons VUE (U Certify) Testing Site), is given via computer in a closed projection & monitored setting. Exam fees are included in tuition and there will be a onetime make-up exam at no additional charge to the funding source.
	Average Skills/Gains Expectation
	Essentially, the outcome goal is between 2-3% gain (or 4-5 points). It has more to do with skills level upon referral. The higher the score entering the program, the less movement you will see, as they are closer to being "topped out". There is also a difference with respect to Language Arts. In any event, DCI is very familiar with this component, as we established these criteria during the "Boot Camp" intervention, and the scores always exceeded the numbers aforementioned.

dci **Resources**, LLC

WIA / JFES Occupational Skills Training
Program Schedule, Requirements and Program Outline

Program Name: **Office Proficiency & Productivity**

Program Schedule: **Monday – Friday (8:30am – 3:30pm)**

Program Length: **1 cycles @ 12 weeks per cycle**

Contact Person Info *(staff person who will receive / interview all referrals)*

Name: **Derrick A. Draughn**

Phone / Fax number: **(203) 404-5054 / (203) 404-3525**

Email address: **ddraughn@dciresourcesllc.com**

Start Date: **Rolling Admission**

Number of slots: **30 slots / per session**

Referral Process: **(X) Individual Interviews/appointments**
                               (Attach schedule with appropriate dates/time slots)

                      (X) Group Orientation
Group orientations are done on the 1st day of class, additional to the individualized (appointment scheduled) intake interviews.

       Note: The date would correspond to the established start date.
                         (Indicate date/time/location)

Program Requirements:

(x)   **Criminal Background check**
         Note: for purposes associated with Work Experience/Job Shadowing.

(x)   **Drug Screening**
         Note: for purposes associated with Work Experience/Job Shadowing.

(x)   **Other (please specify):**   **Established childcare.**

_____   _____

Program Representative Signature   **Date**

First Name _____   **Last Name** _____

Address _____

City _____   **State** _____   **Zip** _____

Client ID # _____   **Empl. Specialist** _____

All Tel. #'s _____   _____

_____   _____

Gmail Address _____

Other Email _____

Have you obtained your Diploma or GED?   **YES** ☐   **NO** ☐

Please use the space below to express any circumstances that might hinder your class performance.