

United Planning Organization

Workforce Institute

Program Catalog

Vol. VII. FY 2019-2020



**UNITING PEOPLE
WITH OPPORTUNITIES**

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The United Planning Organization

Mission Statement:

"Uniting People with Opportunities"

Its' Vision:

"A City of thriving communities and self-sufficient residents. UPO's Washington, DC."

UPO is the designated Community Action Agency for the District of Columbia. UPO is incorporated in the District of Columbia under IRS Section 501(c)(3) as a nonprofit corporation. UPO plans, coordinates, and implements human service programs serving DC's low-income residents.

The UPO Workforce Institute (UPOWFI) has been recognized by the DC State Superintendent of Education Higher Education Licensure Commission as a non-degree, post-secondary institute of higher education, since 2011. Its' educational programming is a collaboration of UPO's former Adult Education & Training; Building Careers Academy; and Workforce Development Divisions, collectively formed as the UPOWFI. The UPOWFI while catering to the needs of low-income individuals in the District of Columbia, also offers its high quality programming to the general public at reasonable and affordable rates.

The UPOWFI's purpose is to assist in accomplishing UPO's mission of "Uniting People with Opportunities" by assisting individuals in achieving self-sufficiency through career path vocational training programs leading to professional industry recognized certifications; job assistance and placement; and other supportive services to assist them in their journey to self-sufficiency.

The UPOWFI career path vocational training programs are consistent with its purpose of "Uniting People with Opportunities." UPOWFI programming is evaluated monthly by faculty and staff; and is evaluated quarterly by the UPO Board of Directors. These evaluation measures are taken to improve program success and in concert with UPO's mission.

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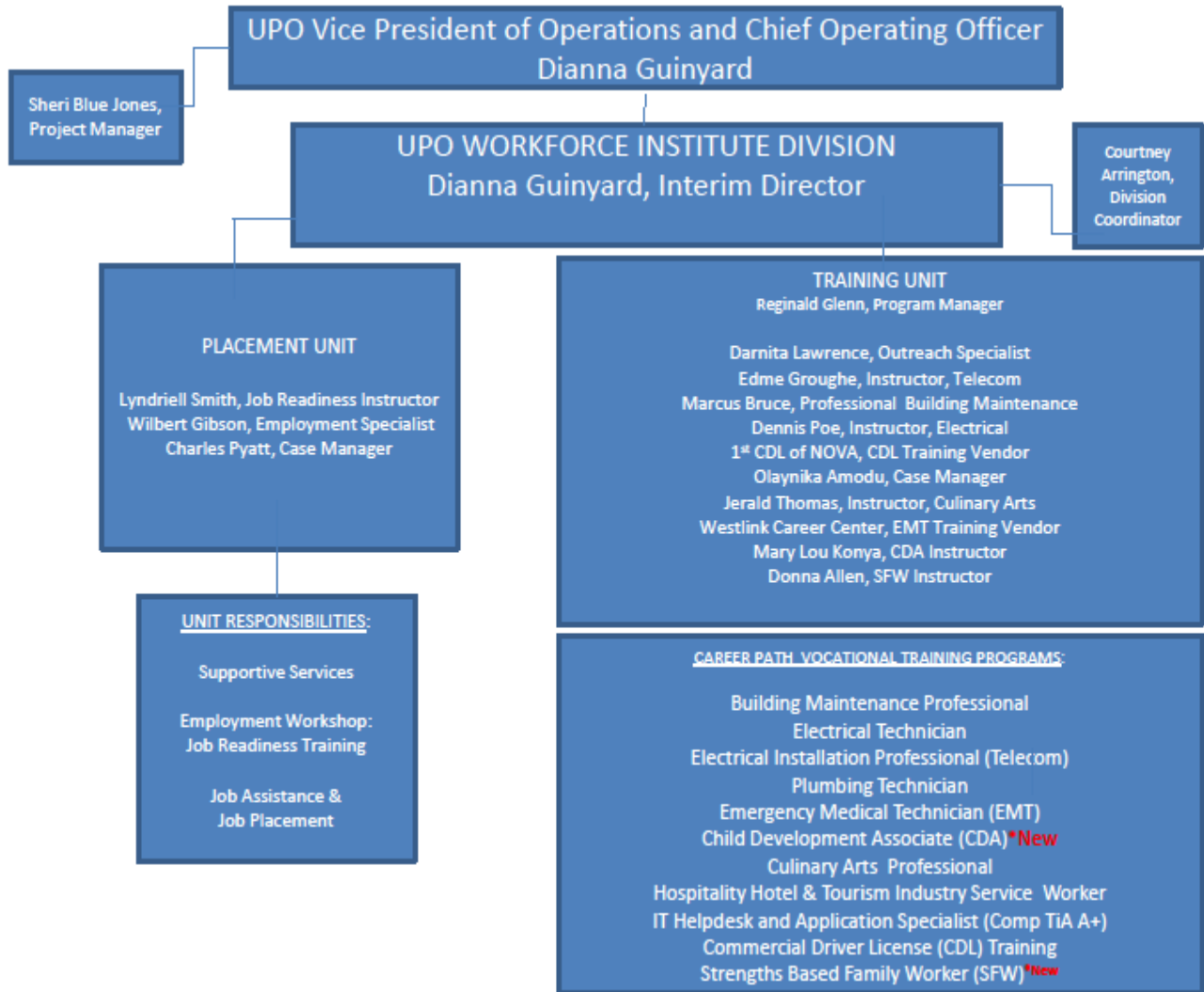
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Section 1: General Information

1.1 Who We Are



1.2 Locations and Access

All program facilities are readily accessible for an individual with a physical disability, including handicapped parking and ramp-access to elevators. UPO's corporate headquarter is located at:

301 Rhode Island Avenue, NW
Washington, DC 20001
202-238-4600 (Main)
www.upo.org (website)

UPOWFI operates several training sites:

1.2.1 Anacostia Community Service Center

1649 Good Hope Road, SE, Washington, DC 20020
(202) 610-5900 (Main)

1.2.2 Building Careers Academy

911 Girard Street, NE, Washington, DC 20017
(202) 526-2646 (Main)

1.2.3 Petey Greene Community Service Center

2907 Martin Luther King, Jr. Avenue, SE, Washington, DC 20020
(202) 562-3800 (Main)

1.2.4 Culinary Arts Training Program

Frederick Douglas Early Learning Center, 3240 Stanton Road, SE, Washington, DC 20020
(202) 698-1127 (Main)

1.2.5 Child Development Associate Training Program

Edgewood Early Learning Center, 601 Edgewood Terrace, NE, Washington, DC 20017
(202) 576-8199 (Main)

1.3 Program Facilities

All students/customers/faculty/staff and visitors must check in with the receptionist, designated staff or security personnel before entering any UPOWFI leased, program affiliated or owned facility. They may also be required to present personal identification upon entry. In the event that a student/customer/faculty/staff or visitor violates the rule and regulations of the program and/or facility, they may be denied entry.

1.4 Computer Lab & Virtual Library

UPOWFI utilizes the Learning Information Resources Network (LIRN) that has a vast store of on-line books, newspapers, journals, magazines, and other publications. There are numerous databases to which students have 24/7 access on any computer that is internet ready. The Library is available to students in the designated computer lab at the Anacostia Community Service Center during program operating hours for the purposes of conducting research, document processing, e-mail or other authorized uses.

1.5 Program Facilities

1.5.1 Drugs and Alcohol

Alcoholic beverages are not permitted on the premises of any UPOWFI leased or owned facility. Any student found to be in possession of (including personally using) or involved in any way with the distribution of any controlled substance shall be denied entry to a UPOWFI facility, and/or terminated from any UPOWFI program. Any student found to be in possession of or involved in any way with the distribution of alcoholic beverage shall be denied entry to a UPOWFI facility, and/or terminated from any UPOWFI program.

1.5.2 Smoking

Smoking is not permitted inside or on the premises of any UPOWFI leased or owned facility/property. Smoking is not permitted on elevators located in any UPOWFI leased or owned facility.

1.5.3 Restrooms, Drinking Fountains, Elevators

Restrooms and drinking fountains (and elevators in certain UPOWFI facilities) have been identified for student use in every UPOWFI leased or owned facility. Students are requested to keep these areas clean and avoid loitering in these areas.

1.5.4 Fire or Other Alarms of Threat

In the event of a fire alarm or other alarms of threat in a UPOWFI program facility, elevator use is restricted. Under the direction of an instructor or facility site manager, students are immediately instructed to leave the classroom and proceed in a single file line through the designated exit. Fire escape plans are posted at every UPOWFI leased or owned facility.

1.5.5 Theft and/or Vandalism

Students should immediately report any theft or vandalism to the designated Program Manager, site staff or security personnel. One of these individuals will assist in contacting the local police department or appropriate authority agency; and initiating an official incident report. **UPOWFI does not assume responsibility for the loss of students' personal property.**

1.5.6 Visitors

All visitors must check in with the receptionist, designated staff or security staff before entering a program area for any reason. Visitors may also be required to present personal identification when entering a program area at any UPOWFI leased, program affiliated or owned facility. Visitors or family members of students are not allowed to enter the program area without the expressed consent of the program instructor.

Section 2: Admissions: Policies & Procedures

UPO is incorporated in the District of Columbia and is exempt from federal income taxes under IRS Section 501(c) (3) as a nonprofit corporation. UPOWFI programs are open to District of Columbia residents who are eligible under the federal poverty income guidelines. Residents who are 16-years of age or older may be admitted to UPOWFI Programs through scholarships derived from allotted funds of UPO's Community Service Block Grant. Any individuals under 18-years of age must have the written consent of their parent(s) or legal guardian(s). All applicants admitted through scholarship to the program(s) must complete an intake assessment/evaluation.

The UPOWFI utilizes The Community Action Statistical Access (CASA) System as its client tracking database. A Client Intake Form is used as an assessment tool to determine customers' proof of eligibility for the Community Service Block Grant (CSBG) that is based on the US Department of Health and Human Services current Poverty Guidelines. CASA is also utilized for client tracking of other funder/grantors and students applying from the general public. Data is entered into the database and is used to monitor statistical, qualitative, quantitative and demographic data of students. This tool is also used for planning, and monitoring program goals, objectives and outcomes.

The assessment evaluation tool used is the Comprehensive Adult Student Assessment System (CASAS) Employability Competency System (ECS) Appraisal Test. This test measures the basic cognitive skill areas required for the successful completion of programs offered by UPOWFI, and it measures the students' aptitude in the areas of comprehension, problem solving, math, reading, writing and logic. UPOWFI will accept students who do not possess a high school diploma or GED, if the assessment tool indicates they comprehend at or above the 6th grade level. However, UPOWFI will strongly encourage the student to enroll in an Adult Basic Education, GED program, or equivalent basic literacy program.

Certain UPOWFI certificate programs may require the applicant who has graduated from high school or has a GED equivalency certificate to achieve a passing score on the CASAS and/or any other designated assessment tool associated with that field of study. Students must achieve a math scaled score of 221-225 and/or reading scaled score of 231-235.

UPOWFI, at its own discretion, may also accept students who do not possess a high school diploma or GED, if it can be determined that the student will benefit from the training provided.

When space is available, UPOWFI also offers its programs to the general public at rates deemed fair and reasonable for non-degree training programs in the District of Columbia.

Prospective students will not be denied admission on the basis of race, color, national origin, sexual orientation, gender, physical disability, age or veteran status (except where age, gender, or physical disability present a legitimate occupational qualification necessary for the proper and efficient administration of duties in a required field).

An intake assessment/evaluation is required with some prospective applicants prior to their admittance into any UPOWFI program. The intake assessment/evaluation must be completed in full, signed, and returned to the designated UPOWFI office or completed while on the premises.

2.1 Participant Contract

Applicants receiving scholarships funded through UPO's Community Service Block Grant must complete a "participant contract" and the CASAS assessments; meet with a UPOWFI case manager for a personal intake session; and must attend an orientation session before entering any UPOWFI program. The UPOWFI case manager will develop a case plan with each student and will devise and monitor goals and objectives for said student.

2.2 Enrollment Contract

All applicants will complete an enrollment contract. Case management is mandatory for all students who request and receive a scholarship, and may be made available to students who do not require a scholarship, but have other barriers in their lives that would require the assistance of the case manager.

2.3 Orientation

All students must attend an Orientation within the first five days of the course program. Students will be notified of Orientation dates by their respective program staff; and Orientation dates are published in Section 9.2: Program and Orientation Schedule of this catalog. During the orientation session, students will complete the Community Action Statistical Access (CASA) Client Intake Form and/or an Enrollment Contract. The CASA Client Intake Form is used to capture demographic information, including address, phone number, age, date of birth, and economic information, and other information that may be pertinent to the student's academic or employment performance.

Students may also be scheduled for comprehension testing (Comprehensive Adult Student Assessment System (CASAS) Employability Competency System (ECS) Appraisal). This test measures the basic cognitive skills required for the successful completion of programs offered by UPO as well as student aptitude in the areas of comprehension, problem solving, math, reading, writing and logic. Other assessment testing may also be scheduled for the student during this five-day period.

Additionally, Orientation offers students a chance to receive an overview of the Institutes' general policies/processes and requirements of their program or individual course. Orientation is also an opportunity for UPOWFI staff to present supportive services that may benefit the student; and collect required data from students. Orientations may be co-facilitated by Case Managers, Program Managers, Job Developers, Employment Specialists, Trainers, Instructors, and Employers as necessary. Most orientations are held at the start of programs and individual courses. Others may have a scheduled date before the start of the course or program. Students should check with program staff to confirm the date and location where they are to attend orientation.

2.4 Nondisclosure

Failure to submit complete intake documentation may result in a student being denied admission, or in the case of nondisclosure or misrepresentation, the previously granted admission status may be rescinded.

2.5 Student Enrollment

A student is usually advised of enrollment acceptance by a UPOWFI case manager and is verified through an enrollment and/or participant contract. A student who enters a UPOWFI program does so with the understanding that the first week of classes he/she attends is a probationary period. This period allows the student and UPOWFI staff the opportunity to assess the ability and commitment of the student to diligently pursue the chosen program and the potential for successful completion.

Section 3: Student Supportive Services

3.1 Tutoring

Tutoring and academic advisement sessions may be initiated by an instructor who feels that a student requires special assistance or it may be requested by a student and arranged by consent of the instructor and/or case manager. Also, tutoring may be dependent upon program funding and may not be available immediately.

3.2 Soft and Life Skills Training

UPOWFI works with local businesses and government agencies to assist students with their job search. Factors such as professional appearance, attendance, program completion, attitude, personality and personal ambition are all vitally important to a student's employability. Each student is recommended for employment based on the quality of their academic work, attendance record, and personal qualities. Soft and life skills components are usually integrated into each academic or vocational training program curriculum.

The industry soft skills training component contains facilitator-led exercises and activities addressing career exploration, successful interviewing, the job application process, resume writing, job retention, effective communication in the workplace, communication, problem solving, teamwork and critical thinking. This component may be incorporated into the beginning of academic or vocational program sessions, to allow the instructor of industry soft skills to start working with the student at the initial stages before hire.

UPOWFI offers additional training in industry soft skills through its Employment Workshop: Job Readiness Program. Students are encouraged to successfully complete this training. This preparation is effective in equipping the student with interviewing skills, resume and a cover letter writing skills, employment etiquette, concepts of effective communication, and methods to develop appropriate interpersonal relationships in public and private environments.

See Section 9: UPOWFI Placement Unit for a detailed view of the Employment Workshop: Job Readiness Program.

The Job Readiness Program is offered through UPOWFI's Placement Unit and may incur an additional cost to students not under a "scholarship" or other negotiated agreement.

3.3 Employment and Job Placement Assistance

Employment and job placement assistance is available to all students and may be contingent upon the successful completion of program goals. While placement assistance is offered, UPOWFI cannot guarantee job placement or a specific wage upon program completion. In most cases, a trainer, job developer or employment specialist is required to work with each student for a minimum of 30-365 days after program completion. On-going job placement or employment assistance services may be requested at the end of this period by the student. Employment and job placement assistance are offered through UPOWFI's Placement Unit and may incur an additional cost to students not under a "scholarship" or other negotiated agreement.

3.4 Disability Services

Support services are available to students with certain physical disabilities. Students with documented disabilities may request reasonable modifications, accommodations or auxiliary aids that will enable them to fully participate in UPOWFI programs. In order to be eligible for accommodations, adequate

documentation must be submitted to the UPOWFI case manager, which includes a specific diagnosis of a disability to support the particular academic adjustment or accommodation being requested.

3.6 Adult Basic Education (ABE) and GED Preparation Classes

UPOWFI recognizes the importance of basic education and/or having a high school diploma or GED. To prepare our students to meet the demands of the global workplace, UPOWFI places great emphasis on its students obtaining these credentials. As a supportive service, UPOWFI refers its students to Adult Basic Education, GED preparation and GED classes offered throughout the Washington, DC metropolitan area, as necessary.

3.7 Student Assessment

The reading and math comprehension tool used by UPO is the Comprehensive Adult Student Assessment System (CASAS) Employability Competency System (ECS) Appraisal Test. This test measures the basic cognitive skills required for the successful completion of programs offered by UPOWFI as well as student aptitude in the areas of comprehension, problem solving, math, reading, writing and logic.

UPOWFI will accept students who do not possess a high school diploma or GED, if the assessment tool indicates their reading and math skills are at the 6th grade level. However, UPOWFI will strongly encourage students to enroll in an Adult Basic Education, GED, or equivalent basic literacy program. In addition, students are encouraged to meet with a UPOWFI case manager for a personal intake session, and attend an orientation session before entering any UPOWFI program. The UPOWFI case manager will work with each student to develop a case plan that highlights his/her goals.

3.8 Other UPOWFI Supportive Services or Referrals

UPO offers several health and human services programs to which a UPOWFI case manager may refer students. These include: but are not limited to a comprehensive drug treatment program, Head Start, Electronic Benefits Transfer Program, family support services, housing services, youth services, tax preparation, TANF, SNAP, etc.

Section 4: Administrative Policies

4.1 UPOWFI Guidelines

UPOWFI echoes UPO's corporate mission of "Uniting People with Opportunities." This is accomplished by assisting eligible residents of Washington, DC (and others from the general public), in achieving self-sufficiency and self-determination, and enhances generally the quality of life in the local community. UPO's corporate focus provides leadership, support, and advocacy. Students are expected to demonstrate the appropriate professional characteristics that employers demand. As a condition of acceptance, each student is considered an adult, capable of consideration and courtesy toward fellow classmates, faculty, staff and the facilities in and around program facility sites.

4.2 Americans with Disabilities Act

UPOWFI is committed to providing equal access to employment and equal access to its programs, services, and activities to persons with disabilities and fully complies with the Americans with Disabilities Act. The Americans with Disabilities Act provides that no otherwise qualified disabled person (student/employee/applicant) shall by reason of the disability, be excluded from participation in, be denied

the benefit of or be subjected to discrimination under any program or activity receiving federal financial assistance.

An otherwise qualified individual with respect to post-secondary education is one who meets the essential academic requirements and, with respect to employment, is one who with reasonable accommodation can perform the essential functions of a job or be granted admission into an UPOWFI program and/or participate in program activities.

UPOWFI shall make reasonable accommodations to enable the person with a disability to perform the essential functions of a job and/or will provide reasonable access to a qualified individual with a disability so he/she may not be excluded from UPOWFI program classes or activities due to his/her disability status. A reasonable accommodation is any modification or adjustment to a job, an employment practice, or the work or program (classroom) environment that makes it possible for a qualified individual with a disability to enjoy the benefits of equal employment opportunity or a UPOWFI program activity.

In accordance with the Americans with Disabilities Act, accommodations will not be provided for: 1) personal devices or services even though the individual may be a qualified individual with a disability, including wheelchairs, hearing aids, prescription eyewear, personal attendants, and other individually prescribed services and devices; 2) that result in a fundamental alteration in the nature of a service, program, or activity or in undue financial or administrative burdens. Where an individual asks for accommodation, UPOWFI may require the individual to provide documentation in regard to their disability.

4.3 Equal Opportunity Policy

UPOWFI supports equal opportunity in recruitment, admission, educational programs, and employment practices regardless of race, color, age, sex, disability, veteran status, marital status, religion, national origin, or sexual orientation. UPOWFI complies with all major federal and state laws and executive orders requiring equal employment opportunity and/or affirmative action. UPOWFI supports the rights of its faculty, staff and students to work and learn in an environment free from discrimination and sexual harassment and have procedures in place to be used for resolving discrimination or sexual harassment complaints.

4.4 Student Security Policy

UPOWFI is firmly committed to intellectual honesty, freedom of expression and respect for individual dignity and personal property. Acts of harassment and intimidation of any member of the community are inconsistent with this commitment and there will be zero tolerance for any violations. If there is a belief that an act of harassment or intimidation has been committed, the incident should be reported to the nearest staff or faculty member. The designated program manager will take the action necessary to prevent, correct, and, if necessary, discipline behavior which violates program policy.

Additionally, UPOWFI is not responsible for the loss or damage of any student's personal property. UPOWFI encourages students to safeguard their property and place identification on items of value. Students should never leave personal belongings or valuables unattended at any time.

4.5 Grievances and Complaints

The Grievance Procedure provides a mechanism through which grievances are investigated and resolved. It is a blueprint dictating students' rights, privileges, and responsibilities should they pursue grievances or complaints in regard to issues relating to their receipt of UPOWFI education, training, and/or supportive services. Students pursuing a grievance and/or complaint will not be subject to unfair action and/or treatment by UPOWFI faculty or staff as a result of its initiation.

Any dispute that may arise from a student complaint shall be subject to the following Grievance Procedure. All grievances initiate at Step 1. Time limits set forth therein may be extended upon mutual agreement of the parties. The student shall have the right to be notified and be present at all steps of the Grievance Procedure.

- Step 1:** The student shall present the grievance to the program manager who has the authority to make adjustments in the matter within five (5) business days of the alleged grievance or knowledge thereof.
- Step 2:** If a satisfactory settlement is not reached in Step 1, within three (3) business days following its completion, the student may present the grievance to the program division director. Upon the request of the director, the grievance shall be in writing and shall state the grievant(s) name(s).
- Step 3:** If a satisfactory settlement is not reached in Step 2 within five (5) business days of the date of submission of the written grievance to the program division director, the student may present the grievance to the UPO Chief Operating Officer (COO). The COO or his/her designee shall schedule a meeting to be held within fourteen (14) business days of the receipt of the grievance for the purpose of attempting to resolve the grievance. The COO or his/her designee shall respond in writing within seven (7) business days of the date of the meeting. Time frames may be extended in writing by mutual agreement of the parties. The COO makes the final decision regarding the grievance.

As a last resort, and/or should the grievance not be settled or if the subject of the grievance involves a matter affecting the educational license of UPOWFI programs, the student may submit the grievance to the DC Higher Education Licensure Commission, if not resolved within the steps of this grievance procedure.

4.6 Student Conduct

Pursuant to the dictates of its corporate mission, UPOWFI endeavors to prepare students for employment, and as a result, it is important for students to display the highest degree of respect and ethics while attending any UPOWFI program. Therefore, certain offenses may lead to disciplinary action and could lead to dismissal from a program. These offenses include: use of profanity, noisy or boisterous conduct, dishonesty, and refusal to submit to authority or conduct which may be unfavorable towards UPOWFI. In the event of conduct unfavorable to UPO, the student will be counseled and advised by the assigned UPOWFI case manager and/or instructor on what corrective changes need to be made. If change does not occur, the student may be dismissed.

4.7 Drugs and Alcohol

UPOWFI has a vital interest in providing a safe and healthy environment for its employees, volunteers, customers, and the general public. Drug and alcohol abuse is a serious health problem, which can endanger UPOWFI operations and the safety of those who work and volunteer with the organization or seek its services. UPOWFI must comply with the Drug-free Workplace Act of 1988, which stipulates that the organization agrees to undertake certain steps designed to provide a drug-free workplace as a condition of receiving contracts/grants from the Federal government. The UPOWFI Comprehensive Alcohol and Drug Policy is subject to revision as needed and required by Federal and/or District of Columbia laws and regulations. All employees/volunteers/students shall be notified of such revisions, which will be binding upon passage by the Federal or District governments or the UPO Board of Directors.

UPOWFI's policy is to maintain an alcohol and illicit drug-free environment in order to protect the health and safety of its employees, volunteers, students, and the general public. It is also UPOWFI's policy that the unlawful manufacture, distribution, possession, or use of a controlled substance or alcohol is prohibited in the UPOWFI facilities. An employee/volunteer/student shall not report to work or be on the premises, be subject to duty, or remain on duty while his/her ability to perform his/her duties and responsibilities is impaired due to the use of alcohol and/or controlled substances.

4.8 Student Records

All processes related to student enrollment and student records occur at the respective training site. Student records are retained by the assigned UPOWFI case manager and/or instructor.

Each student will have an individual student record that is alphabetized by name and securely stored at the respective location. Each student record is stored for a minimum of five years after the date of class completion. Included in each student record will be the student's CASAS ECS Appraisal, the CASA Client Intake Form, enrollment contract, financial records, participant contract, academic, attendance, employment and personal identification documentation. The record will also contain critical student information, including the student's name, permanent or alternative address, phone numbers, e-mail address, and other relevant information, as necessary or required by law.

A copy of the student's certificate(s) of completion or certification is included in the student record also. In the event of a student grievance, the student record would contain the information on the grievance and the outcome. The student record will also contain copies of correspondence, financial and/or other information relating to the recruitment, enrollment, and placement of the student. The file may also include information stating the following: the student's name, the title of the program, including the total number of hours of training received, the dates of enrollment, the student's final outcome in the program (Pass or Fail), and the certificate awarded (Certificate of Completion).

Student records, academic records and/or financial records are secured in locked files when not in use; and may only be released to student by direct request to the assigned UPOWFI case manager; and released to other entities through the expressed permission verified in a student disclosure or release document.

4.9 Student Right to Know and Campus Security Act

Under the provisions of the Student-Right-To-Know and Campus Security Act (Public Law 101-542 and amended by Public Law 102-26 in 1991), the UPOWFI is required to compile and release to currently enrolled certificate students and to prospective certificate students upon request the following:

- Information about UPOWFI's graduation rate for certificate-seeking students, which is available upon request from the UPOWFI Division Director.
- Information on financial assistance or scholarship, is available upon request from the Division Director or assigned Case Manager.
- The Crime Security component of the Act, also known as the Clery Act, requires UPOWFI to collect specified information (three years of data) about crimes and security at its training sites to be published in an annual security report to current and prospective students/employees. This report when published may be requested from the UPOWFI Division Director.

4.10 Student Retention (Attendance)

As with any educational program, attendance is an important part of a student's successful completion of the program. Therefore, UPOWFI has a strict attendance policy for its students. Student attendance is logged daily, and the data is then logged into the CASA database. A weekly attendance report of each

program is evaluated by the UPOWFI instructors and case manager to identify supportive services the student may need to successfully complete the program; to determine if more intensive case management is needed for the student; and/or more aggressive contact needs to be made with the student. UPOWFI realizes that personal and medical emergencies do occur, therefore, if an emergency arises the student is requested to contact the program staff as soon as possible. Students experiencing extenuating circumstances which result in program absences will have their cases reviewed by the Program Manager and/or Case Manager. A monthly attendance report is also monitored by the UPOWFI Program Manager and discussed with the UPOWFI Division Director.

Students will be given a 15 minutes grace period after the start of class to arrive. At the discretion of the instructor, students who arrive after the 15 minutes grace period will be considered late. Two late arrivals to class will account as one day of absence. **Students are strongly encouraged to attend all classes as scheduled.** UPO reserves the right to ask any student to leave the class based on poor attendance. See the UPOWFI Tuition, Fees, and Tuition Refund Policy 2018-19 for each minimum course attendance requirement.

UPOWFI offers career path vocational training programs, its curriculum is mostly “hand-on training.” Class dynamics are variable due to the nature of the instructional and “hands-on-training.” Therefore it is UPOWFI’s policy to allow UPOWFI instructors discretion in determining the definition of certain types of absences such as excused, unexcused, full day, late arrival, early dismissal, or class absences; the definition of tardiness in regard to attendance; and the effect of tardiness in interrupting progress in a seated training session.

These definitions are explained to the student at the program orientation which is usually the first day of class. The instructor will also disclose his/her policy in regard to a student being withdrawn from the program after missing so many calendar days (including weekends & holidays) after the student’s last date of attendance. The policy is conducted in collaboration with the assigned UPOWFI case manager to define any solutions to difficulties the student may have in stabilizing training session attendance. The instructor will also define how the student will make-up work due to absences. UPOWFI only offers short term (under 1 year or less) programs, therefore it does not grant leaves of absence to students. Student unable to finish the program cohort duration, must seek enrollment in the next cohort.

4.11 Cancellation or Withdrawal from a Course or Program

Pursuant to the Tuition, Fees, and Tuition Refund Policy, enrollment cancellation (within five (5) days or prior to the 5th day after the start of the first class day) or withdrawal from classes must be submitted in writing via hand-delivery, US mail or e-mail to the UPOWFI Division Director at:

United Planning Organization
301 Rhode Island Avenue, NW
Washington, DC 20001
dguinyard@upo.org

Non-attendance does not imply that a student has withdrawn from a class. The cancellation and/or refund request date will be the post-marked date (US mail) or date the e-mail was received by UPOWFI.

Section 5: Academic Policies

5.1 Probation, Termination and Re-Admission

UPOWFI offers career path vocational training programs, its curriculum is mostly “hand-on training.” Class dynamics are variable due to the nature of the instructional and “hands-on-training.” Therefore it is UPOWFI’s policy to allow UPOWFI instructors broad discretion in determining the definition of unsatisfactory grades or progress and defining probationary periods for the student. However, the student may be terminated from the program for lack of satisfactory progress, poor attendance, and poor academic and/or unacceptable disciplinary behavior/conduct. The UPOWFI instructor may request that the student meet with them to determine a plan to boost the student’s progress, make-up assignments to upgrade unsatisfactory grades or decide if termination is the best course of action. If termination is considered the best option, a termination request will then be initiated by the instructor and submitted to the Program Manager and Division Director for a termination decision.

Additionally, the following actions will result in immediate termination from any UPOWFI training program:

1. Any student found to be in possession of or involved in any way with the distribution of any controlled substance;
2. Consumption of alcoholic beverages or illicit substances on UPO property;
3. Theft or vandalism at any UPOWFI program facility or in the vicinity; and
4. Fights involving physical contact.

Verbal confrontations between students and/or instructors will result in suspension, and the length of the suspension will depend on the severity of the incident. A second incident may result in termination. If terminated, with recommendation from the student’s case manager, the student may be re-admitted, if appropriate, to the program at the discretion of the Program Manager and/or Division Director.

5.2 Student Disclosure Information (Progress/Grading)

UPOWFI offers career path vocational training programs, its curriculum is mostly “hand-on training.” Class dynamics are variable due to the nature of the instructional curriculum and “hands-on-training.” Therefore it is UPOWFI’s policy to allow UPOWFI instructors broad discretion in determining the definition of unsatisfactory grades or progress and defining probationary periods for the student.

Progress is determined by the student’s ability to accurately comprehend curricular models and their application to hand-on-training exercises. Progression in these exercises will determine the student’s ability, in most instances, to successfully pass examination for their respective professional industry-wide recognized certification(s).

The instructor monitors the student to ascertain if they are meeting curricular model standards and requirements for satisfactory progress toward passing these examinations; and the course of action taken when the satisfactory progress is not met. UPOWFI’s criteria for satisfactory completion of the respective program requires that the student successfully complete all training sessions; and in most instances, take and successfully pass the written examination.

However, the student may be terminated from the program for lack of satisfactory progress, poor attendance, and poor academic and/or unacceptable disciplinary behavior/conduct. The UPOWFI instructor may request that the student meet with them to determine a plan to boost the student’s progress, make-up assignments or decide if termination is the best course of action. If termination is considered the

best option, a termination request will then be initiated by the instructor and submitted to the Program Manager and Division Director for a termination decision.

5.3 Cheating

Cheating includes buying, stealing, or otherwise obtaining unauthorized copies of examinations or assignments for the purpose of improving a student's academic standing. During examinations or in-class work, cheating includes having unauthorized information, and/or referring to unauthorized notes or other written or electronic information. Additionally, copying from others, either during examinations or in the preparation of homework assignments, is a form of cheating.

Anyone who knowingly assists in any form of dishonesty shall be considered as guilty as the student who accepts such assistance. Students should not allow their work to be copied or otherwise used by fellow students, nor should they sell or give unauthorized copies of examinations to other students.

Section 6: Tuition, Fees and Refunds

UPO is incorporated in the District of Columbia. UPO is exempt from Federal income taxes under IRS Section 501(c) (3) as a nonprofit corporation. UPOWFI programs are open to District of Columbia residents who are eligible under the federal poverty income guidelines and are 16-years of age or older. Students may be admitted to UPOWFI programs through a scholarship derived from allotted funds of UPO's Community Service Block Grant. Individuals under 18-years of age must have the written consent of their parent(s) or legal guardian(s). All applicants admitted through scholarship to any UPOWFI program must complete an intake assessment/evaluation.

UPO also offers its programs to the general public nationwide, at rates deemed fair and reasonable for non-degree training programs in the District of Columbia.

UPOWFI does not participate in the federal student aid program.

6.1 Registration Fee

UPOWFI charges a non-refundable registration fee of \$25.00.¹ The registration/enrollment period is defined as the 2-week period prior to the first day of a course.

6.2 Cancellation of Registration

A student who has registered for a course and paid full or partial payment of tuition and later decides not to attend the course may cancel registration before the first day of instruction provided the student has not attended the course. One hundred percent of the tuition will be refunded, if cancellation is requested via written notification to the UPO Chief of Operations, 48 hours prior to the first day of class. Once a student has attended a course, the student may not cancel their registration. A course withdrawal must be processed.

6.3 Course Withdrawal

A student who has registered for a course and paid full or partial payment of tuition² and attends a portion of the course, and decides to withdraw, must submit a written request to withdraw from the course to the UPO Chief Operating Officer. Failing grades will be assigned to any student who withdraws from a course without completing a written withdrawal request; and such student will not be eligible for refund of paid or partial payment of tuition. A student, who officially withdraws within the refund period as noted in the schedule below, will receive a pro-rata refund based upon the ratio of the number of days of instruction completed by the student to the total number of instructional days in the course.

¹ UPOWFI reserves the right to negotiate or waive this fee at its discretion.

² In the event of course withdrawal where funds have been received from the Federal government, CSBG, the District of Columbia, or any other local entity to support the student's tuition, the student and/or UPOWFI may be required to return all or a portion of the aid that had been disbursed to the student and/or the student's account. The funds shall be returned to that source within four-weeks following the establishment of a student's official cancellation or withdrawal.

Pursuant to Section 4.10 Cancellation or Withdrawal from a Course or Program of this catalog, registration cancellation and/or withdrawal requests must be submitted in writing. Hand delivered requests will use date stamped upon receipt and mailed requests will use date post-marked. Email delivered requests will use date delivered to inbox; student should confirm receipt of requests sent via email to verify they have been received within the refund period.

6.4 Job Readiness, Employment Placement and Assistant Fees

Job Readiness, Job Placement and Assistance fees are incorporated into the cost of single program courses.

6.5 Tuition Refund Policy

| Tuition Refund | Programs 86-960 Total Clock Hours |
|---|---|
| 100% | Drop requested 48 hours prior to class start date with written request* |
| 75% | Withdrawal requested on calendar days 1 or 2 |
| 50% | Withdrawal requested on calendar days 3 or 4 |
| 0% | Withdrawal requested on or after calendar day 5 |
| *Considered a Registration Cancellation | |

Course and Program Tuition Schedule³

The 2018-2019 Course and Program Tuition Schedule is as follows⁴:

| | Program | Total Course Hours | Minimum Attendance Requirement | Tuition and Fees |
|-----|---|---------------------------|---------------------------------------|--|
| 1. | Building Maintenance Professional | 360 | 90% | \$4,000 |
| 2. | Child Development Associate (CDA) | 120 | 90% | \$5,000 |
| 3. | Commercial Driver's License (CDL) | 200 | 90% | \$2,500 |
| | CDL Out-of-Pocket Student Costs | | | \$30.00 for three (3) exams @ \$10 each \$78.00 for CDL Learners Permit \$10.00 for Class B Road Test \$117.00 for Class B License Approximately \$90-\$130 for Medical DOT Card (Note: all students need a Department of Transportation physical examination prior to CDL road test.) |
| 4. | Culinary Arts Professional | 360 | 90% | \$4,000 |
| 5. | Emergency Medical Technician | 640 | 90% | \$4,000 |
| 6. | Electrical Installation Professional (Telecom) | 282 | 90% | \$4,000 |
| 7. | Electrical Technician | 202.5 | 90% | \$4,000 |
| 8. | Hospitality Industry Food Service Worker | 150 | 90% | \$1,200 |
| 9. | Hospitality Industry Hotel and Tourism Industry Service Worker | 180 | 90% | \$2,800 |
| 10. | IT Helpdesk and Application Support Specialist | 960 | 90% | \$6,000 |
| 11. | Plumbing Technician | 450 | 90% | \$4,000 |
| 12. | Strengths Based Family Worker (SFW) | 86 | 100% | \$1,375 |
| 13. | Weatherization & Building Analyst | 786 | 90% | \$4,000 |
| 14. | Employment Workshop: Job Readiness Program | 40 | 85% | \$450 ⁵ |
| 15. | Job Placement and Assistance, Case Management Services | customized | customized | \$450 to \$1,000 |

³ UPOWFI may at its discretion discount any tuition/fees costs as listed on the schedule.

⁴ Tuition costs include all program fees, included books, supplies, tool and any equipment required for use in the program. Non-refundable registration fees are not included, if charged at the discretion of UPOWFI. Student out-of-pocket costs are noted in text.

⁵ Per 10 hours of service

Sliding Scale Tuition Discounts

Slots may be available for students meeting the below lower income qualifications. These students may be eligible for discounts on total tuition. UPO Scholarships are applicable to funding availability.

UPO WORKFORCE INSTITUTE SLIDING SCALE TUITION DISCOUNTS

Annual Income Thresholds by Sliding Fee Discount Pay Class and % of Poverty

| Family Unit Size | 100% | 125% | 150% | 175% | 200% | 225% | 250% and above |
|----------------------------------|---------------------------------|-------------|-------------|-------------|-------------|-------------|-----------------------|
| 1 | \$ 12,140 | \$ 15,175 | \$ 18,210 | \$ 21,245 | \$ 24,280 | \$ 27,315 | \$ 30,350 |
| 2 | \$ 16,460 | \$ 20,575 | \$ 24,690 | \$ 28,805 | \$ 32,920 | \$ 37,035 | \$ 41,150 |
| 3 | \$ 20,780 | \$ 25,975 | \$ 31,170 | \$ 36,365 | \$ 41,560 | \$ 46,755 | \$ 51,950 |
| 4 | \$ 25,100 | \$ 31,375 | \$ 37,650 | \$ 43,925 | \$ 50,200 | \$ 56,475 | \$ 62,750 |
| 5 | \$ 29,420 | \$ 36,775 | \$ 44,130 | \$ 51,485 | \$ 58,840 | \$ 66,195 | \$ 73,550 |
| 6 | \$ 33,740 | \$ 45,175 | \$ 50,610 | \$ 59,045 | \$ 67,480 | \$ 75,915 | \$ 84,350 |
| 7 | \$ 38,060 | \$ 47,575 | \$ 57,090 | \$ 66,605 | \$ 76,120 | \$ 85,635 | \$ 95,150 |
| 8 | \$ 42,380 | \$ 52,975 | \$ 63,570 | \$ 74,165 | \$ 84,760 | \$ 95,355 | \$ 10,5950 |
| Discount on Total Tuition | UPO Scholarship Eligible | | 80% | 60% | 40% | 20% | 10% |

Payment Plans and Agreements

The student's enrollment contract may include an installment or other negotiated payment plan or agreement as permitted at the sole discretion of UPOWFI. Unless otherwise noted, full payment of registration fee and tuition is due at the time of registration or enrollment. This period is defined as the 2-week period prior to the first day of class.

Students may choose to make payment in full, or by installment or other negotiated payment plan or agreement. Tuition discounts are also offered for lower income students who meet income eligibility requirements.

An installment or negotiated installment payment plan may consist of no more than four (4) payments during the current school year. The UPOWFI school year is from October 1st of the current year to September 30 of the next year. The first payment must include the non-refundable \$25.00 registration fee. The balance must be paid in full one week before the last day of the program. Students with outstanding balances during that period will be placed on academic hold until balances are paid.

Tuition includes the cost for most books and materials utilized in the course or program. Professional certification and/or examination fees (and one retake) are usually included in the cost of tuition unless otherwise stated by UPOWFI, in such case, these fees are the responsibility of the student and the student must agree to pay.

Job Placement and Assistance, and Case Management services are available for students not applying under a UPOWFI scholarship or other negotiated agreement at additional cost(s). Students may elect and are strongly encouraged to participate in these services if service slots are available.

The student has the right to rescind their enrollment contract within seventy-two (72) hours of signing; and notice of the fact that, upon rescission, UPOWFI shall refund all monies advanced to it, excluding the registration fee, and pursuant to the terms of its Tuition, Fees and Refund Policy.

Section 7: Career Path Learning Programs

Building Maintenance Professional

(360 total course hours)(approximately 90 days or 3 months)

Program Description: The goal of the Building Maintenance Professional program is to provide training in construction trades that builds 21st century skills and work experience to obtain higher wages, sustainable employment and enhanced skills for higher degrees of self-sufficiency and independence. Students will learn, in addition to trade skills, effective jobsite communication, problem solving, professional behavior, and organizational skills necessary for successful careers in Building Maintenance.

Students seeking employment in this industry receive hand-on experience in common drywall repairs; common painting requirements found in in building maintenance; basic electrical troubleshooting and repair; plumbing troubleshooting and repair; effectively correcting finish carpentry issues in common building maintenance; basic lock skills and replacement processes; basic wall and floor tile installation and repair; basic weatherization processes making a building more energy efficient and other essential building maintenance skills and fundamentals. This program is taught Monday through Friday at the UPOWFI Building Careers Academy, 9:00 am to 3:00 pm. Pre-requisites for enrollment in this program include the following:

- Be at least 18 years of age;
- Must submit a copy of high school diploma or GED;
- Must test at an 6th grade or above English and mathematics comprehension level;
- Must submit a copy of driver’s license or acceptable picture identification;
- Complete and submit all enrollment and admission documentation; attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours;
- If required, must successfully pass a criminal background check.

Learning Track:

| | |
|---|---|
| 1. OSHA-10 Safety Training (30 hours) | 6. Basic Plumbing Troubleshooting and Repair (42 hours) |
| 2. Core Curriculum – Introductory Craft Skills (40 hours, including job readiness training) | 7. Introduction to Finish Carpentry (48 hours) |
| 3. Introduction to Drywall Repair for Common Maintenance Problems (18 hours) | 8. Basic Lock Skills and Replacement Processes (24 hours) |
| 4. Introduction to Basic Painting Skills using Brushes and Rollers (24 hours) | 9. Basic Wall and Floor Tile Installation and Repair (24 hours) |
| 5. Basic Electrical Troubleshooting and Repair (42 hours) | 10. Weatherization Tactics (30 hours) |
| | 11. Air Sealing (30 hours) |
| | 12. Home Energy Auditing (8 hours) |

Professional Certifications: Core Curriculum, Introductory to Craft Skills – issued by NCCER⁶ and OSHA-10 Safety – issued by OSHA⁷

⁶ The National Center for Construction Education and Research (NCCER) is a nonprofit education foundation created to develop standardized construction and maintenance curricula and assessments with portable, industry-recognized credentials. Visit www.nccer.org for more information.

⁷ OSHA, Occupational Safety and Health Administration, is the main federal agency charged with the enforcement of safety and health legislation. Visit www.osha.gov for more information.

Child Development Associate (CDA)

(120 classroom instruction hours, 480 volunteer hours in UPO Early Headstart (EHS) Classrooms)
(approximately 10 weeks to approximately 6 months, inclusive of instruction and volunteer hours)

Program Description: The Child Development Associate (CDA) Credential™ is a widely recognized credential in early childhood education administered by the Council for Professional Development. It is based on a core set of competency standards, which guide early care and learning professionals. The Competency Standards are the foundational content that support candidates in becoming qualified teachers.

This program is taught: Monday, Tuesday, Wednesday and Thursday from 9:00 am to 12:00 pm at Edgewood Early Learning Center, 601 Edgewood Terrace, NE, Washington, DC 20017. Pre-requisites for enrollment in this program include the following:

- Must be 18 years of age;
- Must have a high school diploma or a GED (a copy is required);
- Must test at a 7th Grade level in Math and Reading on the CASA Exam;
- Must complete an enrollment packet developed by HR which includes:
 - Physical Form from OSSE
 - CPR (Child Protective Registry information)
 - Proof of Income
 - Proof of residency (must be a DC Resident);
- Complete and submit all enrollment and admission documentation; attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours;
- If required, must submit to a physical examination; meet physical requirements; and must successfully pass a criminal background check.

Learning Track

1. Subject area 1: Planning a safe and healthy learning environment
2. Subject Area 2: Advancing Children’s Physical and intellectual development
3. Subject Area 3: Supporting Children’s social and emotional development
4. Subject Area 4: Building Productive relationships with families
5. Subject area 5: Managing an effective program
6. Subject Area 6: Maintaining a commitment to professionalism
7. Subject Area 8: Understanding Principals of Child Development

Professional Certification:

CDA Credential™ offered by the Professional Council of Recognition

Commercial Driver License (CDL) Training Program

(200 total course hours)(approximately 30 days or 1.5 months)

Program Description: The goal of the Commercial Driver License Training program is to provide professional training for the Class B Commercial Driver's License.

This program is taught Monday through Friday at the 1st CDL of NOVA located at 5716 Telegraph Road, Alexandria Virginia 22303 from 9:00 am to 5:00 pm.⁸ Pre-requisites for enrollment in this program include the following:

- Be at least 18 years of age;
- Must submit a copy of high school diploma or GED;
- Must test at an 9th grade or above English and mathematics comprehension level;
- Must submit a copy of current driver's license;
- Complete and submit all enrollment and admission documentation; attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours;
- If required, must successfully pass a criminal background check.

Learning Track

1. General Knowledge/CDL Learner's Permit Preparation (40 hrs.)
2. Pre-Trip Inspection Training (40 hours)
3. Behind the Wheels Training (80 hours)
 - Maneuvers-Backing, Parking, Docking
 - On the Road-Local Road, Highway, Gear Shifting, Lane Changes
4. Job Readiness Training (40 hours)

Student Out-of-Pocket Fees

1. \$30.00 for three (3) exams @ \$10 each
2. \$78.00 for CDL Learners Permit
3. \$10.00 for Class B Road Test
4. \$117.00 for Class B License
5. Approximately \$90-\$130 for Medical DOT Card (Note: all students need a Department of Transportation physical examination prior to CDL road test.)

Professional Certification:

Class B Commercial Driver's License

⁸ Weekend classes may be available, check with program staff.

Culinary Arts Professional

(360 total course hours)(approximately 90 days or 3 months)

Program Description: This training is in support of food service providers' commitment to produce safe, wholesome food and is designed as a training aid in preparation for the ServSafe Food Protection Manager Examination.

Required Textbooks: ServSafe (National Restaurant Association) Manager 6th Edition Book, Updated with the 2013 FDA Food Code; text is supplemented with a culinary workbook for practical applications.

This program is taught Monday through Friday 11:00 am to 5:00 pm over a course of 3 months at the Frederick Douglas Early Learning Center located at Frederick Douglas Early Learning Center, 3240 Stanton Road, SE, Washington, DC 20020. Pre-requisites for enrollment in this program include the following:

- Be at least 18 years of age;
- Must test at an 8th grade or above English and mathematics comprehension level;
- Complete and submit all enrollment and admission documentation;
- Must attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours; and
- If required, must successfully pass a criminal background check and drug screening; and meet appropriate physical ability requirements.

Learning Track

1. Chapter 1 Providing Safe Food (32.7 hours)
2. Chapter 2 Forms of Contamination (32.7 hours)
3. Chapter 3 The Safe Food Handler (32.7 hours)
4. Chapter 4 The Flow of Food: An Introduction (32.7 hours)
5. Chapter 5 The Flow of Food: Purchasing, Receiving and Storage (32.7 hours)
6. Chapter 6 The Flow of Food: Preparation (32.7 hours)
7. Chapter 7 The Flow of Food: Service (32.7 hours)
8. Chapter 8 Food Safety Management Systems (32.7 hours)
9. Chapter 9 Safe Facilities and Pest Management (32.7 hours)
10. Chapter 10 Cleaning and Sanitizing (32.7 hours)
11. Review and Examination (32.7 hours)
12. Employment Workshop: Job Readiness Training (integrated into total program hours)

Certifications

Students who complete this track will be prepared to take the ServSafe Food Protection Manager professional certification examination.

Emergency Medical Technician

(640 total course hours)(approximately 150 days or 20 weeks or 5 month)

Students seeking basic entry level training into the Emergency Medical Services career field will benefit from this career path learning track. The program follows the most current National Education Standard Curriculum for EMT. This program trains students to work in the pre-hospital emergency medical environment as an entry level EMT provider. The classes offer a blended learning environment that includes lectures, on-line tutorials and psycho-motor skills.

Upon successful completion of the training program, the student will be capable of performing the following functions: recognize the nature and seriousness of a patient's condition or extent of injury to assess requirements for emergency care; administer appropriate emergency care to stabilize the patient's condition; and lift, move, position and otherwise handle the patient in a way which minimizes discomfort and further injury.

This program is taught Monday through Friday, 9:00 am to 5:00 pm (with lunch and breaks) over a course of approximately 20 weeks at the West Link Career Center located at 1513 Rhode Island Avenue, NE, DC 20018⁹. Prerequisites for enrollment in this program include the following:

- Be at least 18 years of age;
- Must submit a copy of high school diploma or GED;
- Must test at an 9th grade or above English and mathematics comprehension level;
- Must submit a copy of driver's license or acceptable picture identification;
- Must complete an entrance exam including short essay;
- Complete and submit all enrollment and admission documentation;
- Must attend in-person interview;
- Must attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours;
- Must submit to a physical examination by medical doctor, including a drug screening; and
- Must successfully pass a criminal background check.

Learning Track

1. Training Overview (80 hours)
2. Module 1-Preparatory (80 hours)
3. Module 2-Pharmacology and Patient Assessment (80 hours)
4. Module 3-Airway, Shock and Resuscitation (80 hours)
5. Module 4-Medical Hours Skills (80 hours)
6. Module 5-Trauma Hours Skills (80 hours)
7. Module 6-Special Patient Populations (80 hours)
8. Module 7-Ambulance Operations (80 hours)

Certification

National Registry Emergency Medical Technician (NREMT) certification

⁹ Evening hours may be offered, check with program staff.

Electrical Installation Professional (Telecom)

(242 total course hours)(approximately 90 days or 3 months)

Program Description: This program provides training in residential and commercial electrical installation with a concentration in copper and fiber networking. Students seeking the knowledge and skills necessary to become entry-level professionals in the electrical industry with a minor concentration in network cabling will benefit from this program. This program is taught Monday through Friday at the UPOWFI Building Careers Academy, 9:00 am to 3:00 pm. Pre-requisites for enrollment in this program include the following:

- Be at least 18 years of age;
- Must submit a copy of high school diploma or GED;
- Must test at an 8th grade or above English and mathematics comprehension level;
- Must submit a copy of driver's license or acceptable picture identification;
- Must attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours; and
- Must successfully pass a criminal background check and meet physical ability requirements.

Learning Track:

1. OSHA-10 Safety Training (12 hours)
2. Introduction to Telecommunications (60 hours)
3. Introduction to Network Cabling – Copper-Based Systems (60 hours)
4. Introduction to Network Cabling – Fiber-Based Systems (60 hours)
5. Telephone Systems & VOIP (50 hours)

Professional Certifications: Students who complete this track will be eligible for the following industry-recognized certifications:

1. Telecommunications Technologies – Intro to Telecommunications Certificate – issued by C-TECH¹⁰
2. Network Cabling Specialist – Copper-Based Systems Certificate – issued by C-TECH
3. Network Cabling Specialist – Fiber-Based Systems Certificate – issued by C-TECH
4. Home Entertainment Residential Audio/Visual Certificate – issued by C-TECH
5. Telephone Systems & VOIP – issued by C-TECH
6. OSHA-10 – issued by OSHA¹¹

¹⁰ C-TECH Associates, Inc. develops and manufactures proven construction industry trades educational programs and training aids. Visit www.c-techtraining.com for more information.

¹¹ OSHA, Occupational Safety and Health Administration, is the main federal agency charged with the enforcement of safety and health legislation. Visit www.osha.gov for more information.

Electrical Technician

(202.5 total course hours)(approximately 90 days or 3 months)

Students seeking a career path to electrician apprenticeships or entry-level positions providing on-the-job training in the electrical trade industry will benefit from this program. This program is an orientation, knowledge-based, no performance tasks program that introduces the student to various career paths/opportunities one might follow in the electrical trade; defines the various sectors of the electrical industry; state the tasks typically performed by an electrician; and explains the responsibilities and aptitudes of an electrician. The program will also introduce the student to principles of alternating current including AC waveform, circuit, inductive reactance, frequency, voltage, transients, capacitive reactance and other fundamentals. This course provides the gateway to occupations such as electrician, electrician apprenticeships and other electrical occupations such as electric installer and/or repair positions.

This program is taught Monday through Friday at the UPOWFI Building Careers Academy, 9:00 am to 3:00 pm. Prerequisites for enrollment in this program include the following:

- Be at least 18 years of age;
- Must submit a copy of high school diploma or GED;
- Must test at an 8th grade or above English and mathematics comprehension level;
- Must submit a copy of driver's license or acceptable picture identification;
- Complete and submit all enrollment and admission documentation;
- Must attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours;
- If required, must successfully pass a criminal background check.

Learning Track

OSHA-10 Safety Training – 10 hrs.

Core Curriculum – Introductory Craft Skills – 80 hrs.

Electrical Level One

Orientation to the Electrical Trade - 2.5 hrs.

Electrical Safety - 10 hrs.

Introduction to Electrical Circuits - 7.5 hrs.

Electrical Theory - 7.5 hrs.

Introduction to the National Electrical Code - 7.5 hrs.

Device Boxes - 10 hrs.

Hand Bending - 10 hrs.

Raceways and Fittings – 20 hrs.

Conductors and Cables – 10 hrs.

Basic Electrical Construction Drawings – 7.5 hrs.

Residential Electrical Services – 15 hrs.

Electrical Test Equipment – 5 hrs.

Certifications

Students who complete this track will be eligible for the following industry-recognized certifications: Core Curriculum, Introductory to Craft Skills; and Electrical Levels 1 – issued by NCCER¹²; and OSHA-10 Safety – issued by OSHA¹³.

¹² The National Center for Construction Education and Research (NCCER) is a nonprofit education foundation created to develop standardized construction and maintenance curricula and assessments with portable, industry-recognized credentials. Visit www.nccer.org for more information.

¹³ OSHA, Occupational Safety and Health Administration, is the main federal agency charged with the enforcement of safety and health legislation. Visit www.osha.gov for more information.

Hospitality Industry Food Service Worker¹⁴

(150 total course hours)(approximately 20 days or 4 weeks)

Students with little to no food service or work experience and are seeking employment will benefit greatly from this career path learning track. Employed students needing refreshment or are seeking advancement in their current employment benefit by acquiring a CPFM and/or TIPS professional certifications.

Students will receive training in safe food handling techniques and practices including properly receiving, storing, preparing, displaying and serving food. Students also receive training in customer service techniques, disciplines and applied theories. Students will learn how to listen, respond, react, handle difficult people, make sound decisions and judgment, using correct vocal tone, pitch and methods applied to deliver exceptional customer service.

The core concentration for this track is customer service and preparing the student for the Certified Professional Food Manager (CPFM) certification. However, students may optionally earn TIPS (Training for Intervention Procedures) for servers of alcohol certification. TIPS is a skills-based, responsible alcohol training and certification program that is designed to prevent intoxication, underage drinking, and drunk driving by enhancing the fundamental "people skills" of servers, sellers and consumers of alcohol.

This program is taught Monday through Friday, 9:00 am to 2:00 pm over a 4-week period. Pre-requisites for enrollment in this program include the following:

- Be at least 18 years of age;
- Must test at an 4th grade or above English and mathematics comprehension level;
- Complete and submit all enrollment and admission documentation;
- Must attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours;
- If required, must successfully pass a criminal background check.

Learning Track

1. Customer Service Training Workshop (85 hours)
2. Certified Professional Food Manager Training (20 hours)
3. TIPS (Training for Intervention Procedures) Alcohol Training (5 hours)(optional)
4. Employment Workshop: Job Readiness Workshop (40 hours)

Certifications

Students who complete this track will be eligible for the nationally recognized industry certification as a Certified Professional Food Manager (CPFM), proctored by Prometric. Students will also be eligible to receive the nationally recognized TIPS certification, proctored by eTIPs, accredited by Health Communications, Inc.

¹⁴This program is offered on a demand basis, and must have a minimum cohort of 10 students.

Hospitality Industry Hotel and Tourism Industry Service Worker

(180 total course hours)(approximately 30 days or 6 weeks)

- Students with little to no hotel industry service or work experience and are seeking employment in this industry will benefit greatly from this career path learning track. The Job Readiness components incorporated in this program provides the student with the soft skills necessary to seek, retain, maintain, and advance in employment.
- Employed students needing refreshment or are seeking advancement in their current employment benefit by acquiring an American Hotel Lodging Association (AH&LA) Skill, Tasks and Results Training (START) international professional certification.

The six-week Skills, Tasks, and Results Training (START) program provides an overview of the hospitality industry and the career pathways available to each student. This program provides the student with a curriculum that gives students the real-world knowledge and skills needed for a long-term career in the lodging industry. The program teaches the foundation of lodging operations while promoting the long-term career pathways available to students. Students will acquire the knowledge and skills needed to become a certified hospitality professional in the lodging (hotel) industry. The program will prepare ready students to go straight from the classroom and into the workforce to pursue high demand employment opportunities in “front and back of the house” positions in the hotel industry. Position such as Maintenance Worker, Laundry Attendant, Public Space Cleaner, Guest Room Attendant, Bell Attendant, PBX Operator, Reservationist, Front Desk Representative, Restaurant Server, Banquet Set-Up Employee, Banquet Server and Bus Person.

This program is taught Monday through Friday, 9:00 am to 3:00 pm over a six-week period. Pre-requisites for enrollment in this program include the following:

- Be at least 18 years of age;
- Must submit a copy of high school diploma or GED;
- Must test at an 8th grade or above English and mathematics comprehension level;
- Must submit a copy of driver’s license or acceptable picture identification;
- Complete and submit all enrollment and admission documentation;
- Must attend in-person interview;
- Must attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours;
- Must not have visible tattoos or facial piercings;
- Must successfully pass a criminal background check.

Learning Track

1. Module 1-Hospitality Industry (25 hours)
2. Module 2-Delivering long-term Excellent Service (30 hours)
3. Module 3-Impactful Job Readiness Skills (35 hours)
4. Module 4-Front of the House and Back of the House Descriptions (35 hours)
5. Module 5-Front of the House and Back of the House Descriptions (35 hours)
6. Module 6-Personal Development (20 hours)

Certifications

Students who complete this track will be eligible for the nationally and internationally recognized industry START professional hospitality certification.

IT Helpdesk and Application Support Specialist

(144 total course hours)(12 week internship period) (approximately 180 days or 6 months)

Students seeking IT training (CompTIA IT Fundamentals, and CompTIA A+ certification) will receive technical professional development and career and social coaching to prepare students to enter the workforce. The CompTIA IT Fundamentals course covers the basics of IT, structured around the topics of software, hardware, security, networking and basic IT literacy. This will help the student gain enough knowledge to identify and explain what different computer components are and what their purpose is, set up a work station, install software, establish network connectivity, identify compatibility issues, perform preventative maintenance and identify security risks and their solutions. The IT Fundamentals certification is the less senior of the two qualification and will act as the perfect springboard to the CompTIA A+ certification.

The topics covered during the CompTIA A+ course include an introduction to personal computers, internal hardware components; the fundamentals of storage; and working with mobile devices and networking. There is also a strong focus on the installation, configuration and management of Windows operating systems, using alternative operating systems, virtualization and understanding system security. The student will learn to:

- Assemble components based on customer requirements;
- Install, configure and maintain devices, PCs and software for end users;
- Understand the basics of networking and security/forensics;
- Properly and safely diagnose, resolve and document common hardware and software issues;
- Apply troubleshooting skills;
- Provide appropriate customer support; and
- Understand the basics of virtualization, desktop imaging, and deployment.

This program is taught Monday through Thursday from 6:00 pm to 9:00 pm at 301 Rhode Island Avenue, NW, Washington, DC 20001. Pre-requisites for enrollment in this program include the following:

- Be at least 18 years of age;
- Must submit a copy of high school diploma or GED;
- Must test at an 9th grade or above English and mathematics comprehension level;
- Must submit a copy of driver's license or acceptable picture identification;
- Must submit a 500 word essay;
- Complete and submit all enrollment and admission documentation;
- Must participate in a telephone and in-person interview;
- Must attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours;
- Must submit to a physical examination by medical doctor, including a drug screening; and/or
- Must successfully pass a criminal background check, as required.

A+ Learning Track:

1. CompTIA A+ Fundamentals (48 hours)
2. CompTIA A+ (96 hours)
3. Internship (integrated, 12 weeks or as appropriate for student)
4. Employment Workshop: Job Readiness Training (integrated)

Certification:

CompTIA Fundamentals and/or A+ certification

Plumbing Technician¹⁵

(450 total course hours)(approximately 90 days or 3 months)

Students seeking a career path to plumbing apprenticeships or entry-level positions providing on-the-job training in the plumbing trade industry will benefit from this program.

The goal of NCCER Plumbing Technician Levels One and Two Career Training Program is to build the skills and work experience of student/trainees in order to enable them to obtain higher wages, sustainable employment and enhanced skills ensuring higher degrees of self-sufficiency and independence in a 21st century career field.

Most plumbers, pipefitters, and steamfitters learn on the job through an apprenticeship, some start out by attending a technical or post-secondary school, as most states and localities require plumbers to be licensed. This program is an orientation, knowledge-based, no performance tasks program that introduces the student to various career paths/opportunities in the plumbing trade; and introduces students to the many career options available in today's plumbing profession. The program orientates the student to plumbing safety; identifying and using basic hand and power tools used in the plumbing trade; plumbing math and drawings; the different types of plastic pipe, valves and fittings used in plumbing applications; identifying and measuring copper pipe, carbon steel pipe and cast iron pipe and fittings; and other plumbing fundamentals.

This program is taught Monday through Friday at the BCA, 9:00 am to 3:00 pm. Pre-requisites for enrollment in this program include the following:

- Be at least 18 years of age;
- Must submit a copy of high school diploma or GED;
- Must test at an 8th grade or above English and mathematics comprehension level;
- Must submit a copy of driver's license or acceptable picture identification;
- Complete and submit all enrollment and admission documentation;
- Must attend an orientation session;
- Student must express commitment to attending a minimum 90% of total course hours;
- Must successfully pass a criminal background check.

Learning Track

1. OSHA-10 Safety Training (12 hours)
2. NCCER Core Curriculum – Introductory Craft Skills (90 hours)

Level One

3. Introduction to the Plumbing Profession (6 hours)
4. Plumbing Safety (12 hours)
5. Plumbing Tools (12 hours)
6. Introduction to Plumbing Math (12 hours)
7. Introduction to Plumbing Drawings (12 hours)

¹⁵ This program is offered on a demand basis, and must have a minimum cohort of 10 students.

8. Plastic Pipe and Fittings (12 hours)
9. Copper Pipe and Fittings (12 hours)
10. Cast Iron Pipe and Fittings (12 hours)
11. Corrugated Stainless Steel Tubing (6 hours)
12. Fixtures and Faucets (12 hours)
13. Introduction to Drain Waste and Vent Systems (12 hours)
14. Introduction to Water Distribution Systems (6 hours)

Level Two

15. Plumbing Math 2 (12 hours)
16. Reading Commercial Drawings (30 hours)
17. Structural Penetrations, Insulating, and Fire-stopping (18 hours)
18. Installing and Testing DWV Piping (36 hours)
19. Installing Roof, Floor, and Area Drains (6 hours)
20. Installing and Testing Water Supply Piping (24 hours)
21. Types of Valves (6 hours)
22. Installing Fixtures and Valves (24 hours)
23. Installing Water Heaters (12 hours)
24. Basic Electricity (12 hours)
25. Fuel Gas Systems (24 hours)
26. Servicing of Fixtures, Valves, and Faucets (18 hours)

Certifications

Students who complete this track will be eligible for the following industry-recognized certifications:

1. Core Curriculum, Introductory to Craft Skills; and Plumbing Levels 1 and 2 – issued by NCCER¹⁶
2. OSHA-10 Safety – issued by OSHA¹⁷

¹⁶ The National Center for Construction Education and Research (NCCER) is a nonprofit education foundation created to develop standardized construction and maintenance curricula and assessments with portable, industry-recognized credentials. Visit www.nccer.org for more information.

¹⁷ OSHA, Occupational Safety and Health Administration, is the main federal agency charged with the enforcement of safety and health legislation. Visit www.osha.gov for more information.

Strengths Based Family Worker (SFW)

(86 total class hours) (approximately 52 weeks or approximately 12 months)(10 integrated coaching hours)

Program Description¹⁸:

The Credential for Strengths-based Family Workers is a professional training course and credentialing program comprised of competency-based curriculum. It is uniquely focused on the development and documentation of knowledge and skill through a multi-faceted evaluation process. Students who complete the SFW program are better able to facilitate a family's ability to set and reach their own goals. Students will learn to provide appropriate support for individuals and families seeking a range of goals; employment, employment training, access to benefits services, affordable housing, education, medical/mental health resources, financial literacy, and other indicators of self-sufficiency. Students learn skills related to effective family engagement, effective communication, problem solving, action planning, cultural humility, critical thinking, reflection and evaluating performance.

This program is beneficially for human service/social service professionals, teachers, home visitors, community health workers, case managers, mental health professionals, nurses, child care workers, probation/parole, professionals or volunteers on the "front line" providing direct services in the community to families, clients, parents, and community members. To earn the credential, students must demonstrate six (6) Core Competencies which help define the qualities of a strengths-based family worker, complete eighty (80) hours in class instruction, complete a skills portfolio and a minimum of ten (10) hours of individual sessions with a learning coach; **and** pass a National SFW credentialing exam.

This program is taught: Two (2) Wednesday per month half-days, either from 9:00 am to 1:00 pm or 1:00 pm to 5:00 pm over a period of 52 weeks at 301 Rhode Island Avenue, Washington, DC 20001. Prerequisites for enrollment in this program include the following:

- Must be 18 years of age;
- At a minimum the student must possess an Associate Degree in/or possess a significant background and/or experience providing direct services in the Social Services, Community Action, Education, Health Care, Mental Health, Criminal Justice or related fields;
- Two (2) years employment experience and background related to the above mentioned fields may be substituted for education, including volunteer and or non -paid experience;
- Complete and submit all enrollment and admission documentation; including proof of income, if requesting financial assistance;
- Attend an orientation session and must express commitment to attending 100% of total course instructional and coaching hours;
- Students must commit to completing curriculum make-up work that is required for approved absences;
- Demonstrate the six (6) Core Competencies which help define the qualities of a strengths-based family worker;
- Complete a skills portfolio and participate in a minimum of 10 hours of individual sessions with a learning coach; and
- Pass a National SFW credentialing exam.

¹⁸ The Strength Based Family Worker Program is facilitated under an agreement with Temple University located in Harrisburg, Pennsylvania.

Learning Track:

1. Overview/Orientation (5.7 hrs.)
2. Strengths-Based Family Development and the Help Giving Cycle (5.7 hrs.)
3. Communication Skills For Strengths-based Family Workers (5.7 hrs.)
4. A Broad Definition of Culture (5.7 hrs.)
5. Strengths-Based Assessment and Measuring Progress (5.7 hrs.)
6. Developing Plans with Families (5.7 hrs.)
7. The Impact of Bias (5.7 hrs.)
8. The Importance of Self Care (5.7 hrs.)
9. Communication in Special Situations (5.7 hrs.)
10. Community Resources (5.7 hrs.)
11. Inequity (5.7 hrs.)
12. Lifelong Learning (5.7 hrs.)
13. Family Community & Agency Systems (5.7 hrs.)
14. Supporting & Strengthening Families through Transitions and Endings (5.7 hrs.)
15. SFW Exam Preparation (5.7 hrs.) & Learning Coaching (10 hours integrated into total course hours)

Professional Certification:

SFW Credential issued by Temple University

Weatherization & Building Analyst¹⁹

(786 total course hours)(approximately 131 days or 4 months)

Weatherization is the practice of protecting a building and its interior from the elements, particularly from sunlight, precipitation, and wind, and of modifying a building to reduce energy consumption and optimize energy efficiency. Students seeking employment and/or professional certification in this industry will benefit greatly from this program.

Construction and building inspectors in this industry, typically learn on the job. However, many states and local jurisdictions require some type of license or professional certification, such as the professional certification issued by the Building Performance Institute. This program will help students learn about basic weatherization processes and develop the skills necessary to make a building more energy efficient. Skill attainment will include principles of weatherization, how to use the DC Weatherization Field Guide; and home energy auditing. The topics introduced in the program intend to prepare students for the written and field test aspects of the BPI Building Analyst Certification by providing students with the building science instruction and practical field training necessary that prepares them to pass the BPI Building Analyst certification exam.

This program is taught Monday through Friday at the BCA, 9:00 am to 3:00 pm. Pre-requisites for enrollment in this program include the following:

Be at least 18 years of age; Must submit a copy of high school diploma or GED; Must test at an 12th grade or above English and mathematics comprehension level; Must submit a copy of driver's license or acceptable picture identification; Complete and submit all enrollment and admission documentation; Must attend an orientation session; Student must express commitment to attending a minimum 90% of total course hours; and Must successfully pass a criminal background check.

Learning Track

1. Occupational Safety and Health Administration (OSHA 10 Safety Training) (12 hours)
2. Core Curriculum – Introductory Craft Skills (138 hours)
3. Weatherization Tactics (150 hours)
4. Air Sealing (150 hours)
5. Home Energy Auditing (120 hours)
6. BPI-BA Instruction and Workshop (132 hours)
7. BPI-BA Field Testing and BPI Exam (84 hours)

Certifications

Students who complete this track will be eligible for the following industry-recognized certifications:

1. BPI Analyst Certification – issued by Building Performance Institute²⁰
2. Core Curriculum, Introductory to Craft Skills – issued by NCCER²¹
3. Smart Home Professional - Energy Management Specialist (SHP-E/M) – issued by C-TECH
4. OSHA-10 Safety Training Certification– issued by OSHA²²

¹⁹ This program is offered on a demand basis, and must have a minimum cohort of 10 students.

²⁰ The Building Performance Institute, Inc. (BPI) is the nation's premier standards development and credentialing organization for residential energy efficiency retrofit work. BPI's support programs facilitate professional certification, contractor accreditation, and quality assurance services. Visit www.bpi.org for more information.

²¹ The National Center for Construction Education and Research (NCCER) is a nonprofit education foundation created to develop standardized construction and maintenance curricula and assessments with portable, industry-recognized credentials. Visit www.nccer.org for more information.

²² OSHA, Occupational Safety and Health Administration, is the main federal agency charged with the enforcement of safety and health legislation. Visit www.osha.gov for more information.

Section 8: UPOWFI Placement Unit

Employment Workshop: Job Readiness Program

(customized, minimum of 40 total course hours)(approximately 2-3 weeks)

Students with little to no work experience and seeking employment will benefit greatly from this program. Job readiness training provides an essential first step to help unemployed or low-income individuals make the transition from public assistance to self-sufficiency. Such training focuses on life skills such as time management, conflict resolution, problem solving, professional dress and demeanor, and communication skills. Nationally, employers have stressed the importance of job readiness in successful recruitment for entry and other level positions. Nationally, employers agree about one common factor in successful recruitment - people interviewing for jobs must have sufficient soft skills to be hired and remain employed. Soft skills are life skills such as a strong work ethic; reliability; punctuality; and good communication skills.

Program Description: Students learn how to successfully interview with an employer and help them get the job and maintain employment. This program focuses on the employer's perception of the candidate: first impression, application, resume, emails, phone calls, appearance, professional attire, personal strengths/weaknesses and the candidate's asset/liability to the company. Students will learn to identify qualities employers want, selecting appropriate interview attire, and why the employer's first impression is important. The program also allows the student to look at their own values and examine how they deal with others. Students will explore how to write a professional resume, cover letter and complete an application.

Additionally, the student when seeking employment will be able to identify jobs they would enjoy doing; jobs suited to their interests, values and skills; and jobs that are appropriate for their lifestyles. Students will learn about the Equipped for the Future (EFF) standards that are important for success at work. They will begin by reflecting on their experiences and connecting those experiences to the job they are seeking. The student will also discover their personal learning style and will develop a plan for accomplishing their learning goals. In the 21st century workforce, employees no longer spend their entire career in one company. In today's workforce, it is likely that an employee will change jobs at least 8-12 times in their lifetime. Changing jobs should be the employee's decision not a result of being "fired." This program will teach the student how to make smart choices; how to appropriately and effectively communicate in the workplace and not be fired. The program utilizes both Job Readiness Assessment and Job Search Knowledge Scale and Employability Assessment tools.

Prerequisites:

- Be at least 18 years of age;
- Must test at an 6th grade or above English and mathematics comprehension level;
- Complete and submit all enrollment and admission documentation;
- Student must express commitment to attending a minimum 85% of total course hours;
- As required or necessary, must submit to a physical examination and/or drug screening; and
- If required, must submit to and successfully pass a criminal background check or drug screening.

Learning Track:

1. Module 1: Knowing What an Employer Wants
2. Module 2: Finding a Job
3. Module 3: Communication at Work
4. Module 4: Don't Get Fired

Certification:

The student is prepared and encouraged to pass module written quizzes and tests; and receives a UPO Certificate of Course Completion when successfully completing the program.

Job Readiness Training may also include the following Customer Service Training components:

- Customer Service and Creating Customer Loyalty: This introductory class will cover telephone etiquette and looks at factors that make service outstanding.
- Creating a working office telephone script and determining the needs and wants of customers. Participants will physically create, write and practice a professional script appropriate for home, business and etc.
- Dealing with difficult customer personalities and how to solve a problem. Not all customers are easy to deal with. Using real world case studies, scenarios, and reading material from the internet, participants will act out in class through role playing to understand how to deal with troublesome people internally and externally.

Job Readiness training hours are usually integrated (customized for the student) into total program course hours. Training hours and other job assistance services may be modified as necessary to fit program course hour parameters. These services are also customized to meet the needs of the student.

Job Assistance and Placement Services

Services include helping students to:

- Helping students identify jobs they would enjoy doing; jobs suited to their interests, values and skills; and jobs that are appropriate for their lifestyles.
- Discover their personal learning style and will developing a plan for accomplishing their learning goals.
- Providing soft and life skill training focusing work ethic; reliability; punctuality; time management; conflict resolution; problem solving; professional dress and demeanor; and good communication skills.
- Helping students identify and understanding qualities employers want.

- Students receive career-counseling services, learn how to write a professional resume, cover letter and complete a job application; participate in mock interviewing; assisted with job matching and gain access to internships and apprenticeships, on-the-job training and transitional employment opportunities.
- Students receive 120-day post placement follow-up services. These include the student signing a six month employment “commitment” contract; routine contact with the student and employer and provide student/employee mediation, if appropriate; if student/employee is terminated from employment, staff will reengage the student for suitable second placement; the employment specialist and case manager will help the student/employee secure appropriate transportation and child care; and other supportive services; follow-up routinely, with the student/employee in regard to their employment and family life.

UPO job developers, trainers, coaches, employment specialists and case managers as required will work with the student in providing supportive services, including job readiness training and other soft skill training to ensure that the student is equipped to gain and retain employment.

Section 9: Programs, Orientation and Holiday Schedules

9.1 Operating Hours

The normal business hours at UPOWFI leased and owned facilities are 8:45 am to 5:00 pm, excluding facilities that offer evening courses.

Events may be planned before or after normal business hours and in such cases, information regarding those events will be posted at or around those facilities.

9.2 Program and Orientation Schedule

ORIENTATION IS MANDATORY FOR NEW STUDENTS

Orientation offers students a chance to receive an overview and requirements of their program or individual course. Orientation is also an opportunity for UPOWFI staff to present supportive services that may benefit the student; and collect required data from students. Orientations may be co-facilitated by Case Managers, Program Managers, Job Developers, Employment Specialists, Trainers and Instructors as required. Most orientations are held at the start of programs and individual courses. Others may have a date scheduled for orientation before the first day of the course start date. Program staff will notify the student when this is the case. All students must complete orientation within five days of the course start date. Students should check with program staff to confirm the date and location where they are to attend orientation.

Orientation and Program Scheduling is based on student demand. Check with UPOWFI staff to determine if the program you are interested in will be offered on the date(s) specified below.

BUILDING MAINTENANCE PROFESSIONAL

Program Location: Building Careers Academy located at 915 Girard Street, NE, Washington, DC 20017
 Operating Hours: Monday through Friday, 9:00 am to 3:00 pm

| | | |
|------------------------------|------------------------|----------------------|
| Orientation Date: 01/28/2019 | Start Date: 01/28/2019 | End Date: 04/19/2019 |
| Orientation Date: 06/03/2019 | Start Date: 06/03/2019 | End Date: 08/23/2019 |
| Orientation Date: 10/01/2019 | Start Date: 10/01/2019 | End Date: 12/20/2019 |

CHILD DEVELOPMENT ASSOCIATE (CDA)

Program Location: Edgewood Early Learning Center, 601 Edgewood Terrace, NE, Washington, DC 20017
 Operating Hours: Monday, Tuesday, Wednesday and Thursday from 9:00 am to 12:00 pm

| | | |
|---------------------------|------------------------|----------------------|
| Orientation Pre-Scheduled | Start Date: 10/01/2019 | End Date: 02/01/2019 |
| Orientation Pre-Scheduled | Start Date: 06/01/2020 | End Date: 09/01/2020 |
| Orientation Pre-Scheduled | Start Date: 10/01/2020 | End Date: 02/01/2021 |

COMMERCIAL DRIVERS LICENSE (CDL) TRAINING PROGRAM

Program Location: 1st CDL Training Center of Nova, 5716 Telegraph Road, Alexandria, VA 22303
 Operating Hours: (Regular Classes) Monday through Friday from 9:00 am to 5:00 pm; (Part-Time Classes)²³ Saturday through Sunday 8:00 am to 4:00 pm

Regular Classes (Monday through Friday)

| | | |
|--------------------------|------------------------|----------------------|
| Orientation Prescheduled | Start Date: 03/04/2019 | End Date: 03/29/2019 |
| Orientation Prescheduled | Start Date: 04/01/2019 | End Date: 04/26/2019 |
| Orientation Prescheduled | Start Date: 05/06/2019 | End Date: 05/31/2019 |
| Orientation Prescheduled | Start Date: 06/03/2019 | End Date: 06/28/2019 |
| Orientation Prescheduled | Start Date: 07/01/2019 | End Date: 07/29/2019 |
| Orientation Prescheduled | Start Date: 08/05/2019 | End Date: 08/30/2019 |
| Orientation Prescheduled | Start Date: 09/02/2019 | End Date: 09/27/2019 |
| Orientation Prescheduled | Start Date: 10/07/2019 | End Date: 11/01/2019 |
| Orientation Prescheduled | Start Date: 11/05/2019 | End Date: 11/30/2019 |
| Orientation Prescheduled | Start Date: 12/02/2019 | End Date: 01/10/2020 |

CULINARY ARTS TRAINING PROGRAM

Program Location: Frederick Douglass Early Learning Center, 3240 Stanton Road, SE, Washington, DC 20020
 Operating Hours: Monday through Friday from 11:00 am to 5:00 pm.

| | | |
|------------------------------|------------------------|----------------------|
| Orientation Date: 01/28/2019 | Start Date: 01/28/2019 | End Date: 04/19/2019 |
| Orientation Date: 06/03/2019 | Start Date: 06/03/2019 | End Date: 08/23/2019 |
| Orientation Date: 10/01/2019 | Start Date: 10/01/2019 | End Date: 12/20/2019 |

ELECTRICAL INSTALLATION TECHNICIAN

Program Location: Building Careers Academy located at 915 Girard Street, NE, Washington, DC 20017
 Operating Hours: Monday through Friday, 9:00 am to 3:00 pm

| | | |
|------------------------------|------------------------|----------------------|
| Orientation Date: 01/28/2019 | Start Date: 01/28/2019 | End Date: 04/19/2019 |
| Orientation Date: 06/03/2019 | Start Date: 06/03/2019 | End Date: 08/23/2019 |
| Orientation Date: 10/01/2019 | Start Date: 10/01/2019 | End Date: 12/20/2019 |

ELECTRICAL TECHNICIAN

Program Location: Building Careers Academy located at 915 Girard Street, NE, Washington, DC 20017
 Operating Hours: Monday through Friday, 9:00 am to 3:00 pm

| | | |
|------------------------------|------------------------|----------------------|
| Orientation Date: 01/28/2019 | Start Date: 01/28/2019 | End Date: 04/19/2019 |
| Orientation Date: 06/03/2019 | Start Date: 06/03/2019 | End Date: 08/23/2019 |
| Orientation Date: 10/01/2019 | Start Date: 10/01/2019 | End Date: 12/20/2019 |

²³ Contact Program Staff to see if part-time weekend schedule is offered.

EMERGENCY MEDICAL TECHNICIAN TRAINING PROGRAM

Program Location: West Link Career Center, 1513 Rhode Island Avenue, NE, DC 20018
 Operating Hours: Monday through Friday from 9:00 am to 5:00 pm

Orientation Date: 10/01/2019 Start Date: 10/01/2019 End Date: 02/28/2020

HOSPITALITY INDUSTRY HOTEL AND TOURISM INDUSTRY SERVICE WORKER

Program Location: UPO Anacostia Community Service Center, 1649 Good Hope Road, SE, Washington, DC 20020
 Operating Hours: Monday through Friday from 9:00 am to 3:00 pm

Orientation Date: 05/07/2019 Start Date: 05/07/2019 End Date: 06/12/2019
 Orientation Date: 08/12/2019 Start Date: 08/12/2019 End Date: 09/20/2019
 Orientation Date: 10/14/2019 Start Date: 10/14/2019 End Date: 11/25/2019

IT HELPDESK AND APPLICATION SUPPORT SPECIALIST

Program Location: 301 Rhode Island Avenue, NW, Washington, DC 20001
 Operating Hours: Monday through Thursday from 6:00 pm to 9:00 pm

Orientation Date: 10/07/2019 Start Date: 10/07/2019 End Date: 03/26/2020
 Orientation Date: 04/20/2020 Start Date: 04/20/2020 End Date: 09/17/2020

STRENGTHS-BASED FAMILY WORKER

Program Location: 301 Rhode Island Avenue, NW, Washington, DC 20001
 Operating Hours: Two (2) Wednesday per month half-days, either from 9:00 am to 1:00 pm or 1:00 pm to 5:00 pm over a period of 52 weeks

Contact Donna Allen, Instructional Coordinator at 202-238-4634 for enrollment information

9.3 Holidays

UPO observes the following holidays. Programs may or may not be scheduled during these periods. Please check with your program instructor for specific “closed” dates.

| | | |
|--|-------------------|--------------------------|
| New Year’s Day | Tuesday, | January 1, 2019 |
| Martin L. King, Jr. Birthday (Observed) | Monday, | January 21, 2019 |
| Presidents’ Day | Monday, | February 18, 2019 |
| District of Columbia Emancipation Day | Tuesday, | April 16, 2019 |
| Memorial Day | Monday, | May 27, 2019 |
| Independence Day | Thursday, | July 4, 2019 |
| Labor Day | Monday, | September 2, 2019 |
| Columbus Day | Monday, | October 14, 2019 |
| Veterans Day | Monday, | November 11, 2019 |
| Thanksgiving Day | Thursday, | November 28, 2019 |
| Thanksgiving Holiday | Friday, | November 29, 2019 |
| Christmas Holiday | Wednesday, | December 25, 2019 |
| Christmas Day (Observed) | Thursday, | December 26, 2019 |



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