

COURSE BULLETIN



On-Track Training is a **nonprofit** program designed and delivered with the unique needs of the adult learner in mind. On-Track Training offers technology skills training and comprehensive career training programs for today's in-demand occupations. We cater to the needs of the adult learner, offering a comfortable and relaxed learning environment, so even if you have been out of school for a number of years, you **can** succeed in our programs.

Job Placement Assistance is available for graduates of all of our Career Training Programs...

Every graduate of our career training programs receives job placement assistance. Our job placement teams will connect with you regularly to give you leads and assist you with following up on opportunities. On-Track Training career programs include instruction in job readiness and job search, so you will be well-prepared to find a job in your field. There is no time limit on our job placement services...we will continue to work with graduates actively seeking work until you become employed! *Job placement rates and labor force statistics relating to our in-demand career training programs are available upon request.*



www.ontracktraining.org

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Mission Statement: The On-Track Training Program offers career development training programs and a computer learning center to assist adults in the community to gain workforce development skills which will improve employment outlooks for career transition and professional growth.

On-Track Training is a program of the Manchester Community Resource Center, Inc., governed by the Manchester Community Resource Center's Board of Directors. A current list of the Board of Directors is available at: www.mcr cnh.org or by request.



In today's world, up-to-date technology skills are vital. We offer three levels of computer training... Whether you are an absolute beginner, someone wishing to upgrade current computer skills, or you are seeking a national certification credential to prove your skills, we have the programs for you. Our computer classes are taught in a relaxed learning environment, with plenty of hands-on practice. The tuition costs for all of our computer classes include all materials... no books to buy!



To compete for the best jobs available in today's workplace, you need specialized training. Our comprehensive career training programs provide you with the skills for today's hottest career paths. You will learn the soft and technical skills required to enter your career choice. With small class sizes, hands-on-training, & proven curricula geared for the adult learner, you will graduate from our programs ready to do the job. The tuition costs for our career training programs include all

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COMPUTER TRAINING

Class Name	Description	Prerequisites	Program Schedule	Cost
Intro to Computers	For the absolute beginner-Students will build confidence and comfort with using a computer. Learn basic skills. No tests or exams!	None; no keyboarding skills required!	This class meets twice a week for 2 weeks or for two consecutive Saturdays. 8 clock hours.	FREE
Intro to Key Office Applications	For the student who has basic computer skills, but needs specific training in common MS Office productivity software. Learn basic functions of MS Word , MS Excel, and MS PowerPoint .	Intro to Computers or demonstration of basic computer skills.	This class meets twice a week for 4 weeks or for six consecutive Saturdays. 24 clock hours.	\$220
IC3 Certification Preparation <i>Students successfully completing this course become eligible to sit for the Certipoint IC3 National Certification Exam.</i>	For the student who has basic MS Office computer skills, but wants to advance in computer skills & knowledge and earn a nationally-recognized credential. Learn technical computer fundamentals, advanced MS Office, and Internet/E-Mail skills.	Intro to Key Office Applications or demonstration of MS Office skills.	This class meets twice a week for 9 weeks. 54 clock hours.	\$650

CAREER TRAINING

Class Name	Description	Prerequisites	Program Schedule	Cost
*Administrative Assistant National Occupational Competency Testing Institute (NOCTI) Certification	Learn the skills required to work in today's contemporary office . Program includes comprehensive general skills training for administrative assisting & certification exam preparation.	IC3 Certification	This class meets 3 times/week for 3 hour sessions for a total of 16 weeks. 144 clock hrs. + 72 lab hrs.	\$1800
*Pharmacy Technician Institute for Certification of Pharmacy Technicians (ICPT) Certification CPhT Designation	Learn the skills necessary for entry -level positions in a pharmacy setting. Training includes all aspects of working in a pharmacy & certification exam preparation.	Intro to Key Office Applications; Healthcare Foundations	This class meets 3 times/week for 3 hour sessions for a total of 16 weeks. 144 clock hrs. + 72 lab hrs.	\$1800
*Health Unit Coordinator National Association of Health Unit Coordinators (NAHUC) CHUC Designation	Learn the skills necessary for entry -level positions providing clerical support in a health unit setting. Training includes all aspects of working in a health unit and certification exam preparation.	IC3 Certification; Healthcare Foundations	This class meets 3 times/week for 3 hour sessions for a total of 16 weeks. 144 clock hrs. + 72 lab hrs.	\$1800
Human Services Assistant	Learn the skills required to work in the Human Services field. Program includes comprehensive general skills & experiential training for Human Services workers.	Intro to Key Office Applications	This class meets 3 times/week for 3 hour sessions for a total of 12 weeks. 108 clock hrs. + 72 lab/practicum hrs.	\$1500
Healthcare Foundations	This program provides the basic foundation skills needed for students entering the healthcare field with an emphasis on medical terminology & abbreviations.	None	This class meets 2 times/week for 3 hour sessions for a total of 5 weeks. 30 clock hrs.	\$480
*Certified Electronic Health Records Specialist National Healthcareer Association (NHA) CEHRS Designation	This program is an optional add-on for our Health Unit Coordinator training program. Learn to work with electronic health records (includes software training). Add this credential to become more marketable.	Health Unit Coordinator	This class meets 2 times/week for 3 hour sessions for a total of 6 weeks. 36 clock hrs. + 48 lab hrs.	\$650

*Industry-Recognized National Certification Exam Fees included in tuition!

Admission Requirements

For Computer Classes

- Completed Enrollment Application and Registration Form submitted.
- Payment, Payment Arrangements, or Funding Approval in place 3 business days before class start date.
- All prerequisite requirements met.
- Ability to read, write, speak, and understand basic English.

Admission Requirements

For Career Training

- Meeting with On-Track Training Program Counselor and determined to be a student likely to succeed in the specific program and become employable.
- Completed Enrollment Application and Registration Form submitted.
- Payment, Payment Arrangements, or Funding Approval in place 3 business days before class start date.
- All prerequisite requirements met and admission/skills screening testing passed.
- Ability to read, write, speak, and understand basic English.
- High School Diploma or GED required for Pharmacy Technician and Health Unit Coordinator programs. (*Recommended for all programs*)
- For Pharmacy Technician Program: No criminal history, no history of substance abuse, able to pass complete background check.

Prerequisites/Credit for Prior Education and Training

For All Training Programs

There are 3 ways to meet the prerequisite requirements for our training programs.

- Produce a certificate of completion indicating successful completion of the same or similar program of study within the prior two years.
- Test out of any requirement if you feel you already have the skills through experience. (Tests are free of charge and developed and delivered by On-Track Training based on course content covered; must score 80% to test out.)
- Successfully complete an On-Track Training program. (All prerequisite courses are offered as On-Track Training programs.)

Registration

- Enrollment Forms/Registration Forms for all training programs accepted on an open enrollment basis.
- Payment not required at registration, but full payment, payment arrangements, or funding approval must be in place 3 business days before scheduled class start date.
- Classes are scheduled for a minimum of 3 students for each career training program and a minimum of 4 required for computer classes. All programs are limited to a maximum of 10 students. Scheduled classes may be cancelled or postponed if minimum student enrollment is not met.
- On-Track Training is an approved training provider for: New Hampshire Employment Program (NHEP), Workforce Investment Act (WIA), & New Hampshire Vocational Rehabilitation.
- On-Track Training also offers a no-fee, no interest payment plan option.

Attendance Policies

All of On-Track Training Programs are considered short-term training; therefore 100% classroom attendance is encouraged. If a student needs to miss all or part of a scheduled class, they must notify the training center as soon as possible to let us know that all or part of a class will be missed.

If attendance issues are interfering with a student's ability to make satisfactory progress or if attendance issues exceed the following schedule, a counseling session with the student & the Program Director will be required to discuss options for completing the program. If an agreement cannot be reached during the counseling session, the student may be terminated from the program or placed on probation status at the discretion of the Program Director.

An Attendance Issue is any occurrence when a full class is not attended as scheduled. (includes tardiness of more than 5 minutes, leaving class early, or absence.)

- 2 week classes - No Attendance Issues allowed
- 4 week - 9 week classes - No more than 2 Attendance Issues allowed
- 16 week classes - No more than 3 Attendance Issues allowed

Class work missed due to Attendance Issues can be made up as follows:

- Lecture notes must be requested from a classmate
- Handouts, assignments, class work activities, etc will be put in a folder for the student to pick up
- Quizzes/tests can be made up by appointment with instructor, at instructor's convenience (limit of **one** quiz/test make-up per course)
- No private tutoring due to absences/tardiness will be provided
- No due date extensions for assignments, lab work, or quiz preparation due to Attendance Issues

Student Conduct

It is expected that all students participating in an On-Track Training Program conduct themselves as responsible adults and be respectful of other students, program staff, and property. The following lists the general program rules and subsequent disciplinary action, but this is not an all-inclusive list and the Program Director reserves the right to discipline any student demonstrating unsafe or disrespectful behavior, whether or not it is covered in the following list of general rules (*On-Track Training Refund Policies apply for students terminated for conduct*).

Violent or Threatening Behavior (such as bringing a weapon to school, physically or verbally threatening harm to another person, or actual acts of violence)

Immediate dismissal from training program and possible police intervention.

Illegal Substances or Alcohol (such as coming to class under the influence, selling or possessing illegal drugs or alcohol on school grounds)

Immediate dismissal from training program and possible police intervention.

Theft or Cheating (such as stealing personal property or property of the school, cheating on exams or quizzes)

Immediate dismissal from training program and possible police intervention.

Loud, Disruptive Behavior (such as yelling, outbursts, or other unacceptable behavior of a disruptive nature)

Immediate dismissal from training program and possible police intervention.

Disrespectful Conduct/Sexual Harassment (such as offensive jokes, remarks, or comments, vulgar language, profanity, unwelcome sexual advances, remarks about race, religion, handicap, economic status, sexual orientation, gender, family situation, etc.)

1st Offense-Written Warning, 2nd Offense-Immediate dismissal from training program.

No children or guests may accompany students to class or be left waiting in the training center.

No cell phone use allowed in classrooms or computer labs.

No food or drink allowed in the computer labs.

Smoking is allowed in designated areas only.

Refunds/Withdrawals:

Pos 1111.03 A full refund of all money paid by the student will be issued if:

- The applicant or student cancels enrollment within 3 business days of making payment under RSA 188-D:23;
- The student did not meet the provisions of Pos 1104.01;
- The school procured the student's enrollment as the result of any false representations in the written materials used by the school or in oral representations made by or on behalf of the school;
- The school's failure to comply with RSA 188-D-23.

Pos 1111.04 Short Program Refunds. If for any reason a student withdraws or is dismissed by On-Track Training from a program which has a fixed class schedule, and is shorter than 6 class days, and is less than \$350 in total cost, and is not one of a sequence of programs, the student shall not be entitled to any refund, except as noted above.

Pos 1111.05 Partial refunds.

- A student who withdraws or is dismissed after the period of time identified under Pos 1111.03(a) has passed, but before completing 50% of the potential units of instruction in the current time period, shall be entitled to a pro rata refund, as calculated below, less any amounts owed by the student for the current time period, less a one-time application fee of \$25.00.
- Pro rata refund shall be the ratio of the number of units remaining after the last unit completed by the student to the total number of units in the time period, rounded downward to the nearest 10 percent. Pro rata refund is the resulting percent applied to the total tuition and other required costs paid by the student for the current time period.
- Refunds of prepaid amounts for books, supplies and other charges will be issued unless the student has consumed or used those items and they can no longer be used or sold to new students, or returned by the school to the supplier.
- No refund shall be issued for any student who withdraws or is dismissed after completing 50% of the potential units of instruction in the current time period unless a student withdraws due to mitigating circumstances, in which case refunds shall be calculated based on the pro rata method described in Pos 1111.05 (a).
- The 50 percent completion limitation does not apply in cases where the student cannot complete the program due to action taken by the school. Examples of school's action shall include school closing or bankruptcy, or cancellation of the program. In these and similar situations, refunds and fees shall be based on the pro rata method described in Pos 1111.05 (a) for up to 100 % of the tuition paid.

Notice of Withdrawal. A written notice of intent to withdraw from an On-Track Training class is required. The written notice may be submitted using the On-Track Training Notice of Withdrawal form, or may be typed or handwritten by the student in any format as long as it contains the following information:

- Student Name
- Name of class from which the student is withdrawing
- Effective date of withdrawal and general reason for withdrawal
- Original signature of student

If a scheduled training program is cancelled by On-Track Training for any reason, all students are entitled to a full 100% refund, with no Application Fee applied.

All refunds due will be issued within 30 days of date of withdrawal.

Grievance Policies:

If a student has a grievance relating to enrollment/admissions, registration, attendance, student conduct, withdrawals/refunds, grading policies, instructor issues, or any other grievance, the following grievance procedure should be followed:

- Request a meeting with the Program Director (this request may be made in person, by phone, by e-mail, or by letter) *If still unresolved:*
- A written request must be made to meet with the Executive Director of On-Track Training. The request must outline the nature of the grievance. A meeting will be scheduled within 10 business days of receipt of the written request for a meeting. *If still unresolved:*
- A written complaint outlining the grievance may be sent to the Executive Director of the NH Postsecondary Education Commission:

NH Postsecondary Education Commission
3 Barrell Court, Suite 300
Concord, NH 03301

Student Records:

On Track Training permanently maintains a master student registration list and academic records for each student. The student records contain the following information:

- Student information including:
Name, Address, and Phone Number
Social Security Number and Disclaimer
- A copy of the student's enrollment agreement and registration forms
- Course(s) taken and certification received
- Progress reports and attendance records
- Evaluation and exam results
- Financial Information regarding tuition payments

Transcripts of courses/grades are prepared upon written request.

Transcripts can be issued directly to the student or to an organization or company identified by the student. Official Transcripts are issued free of charge for the first three requests, with a \$15.00 transcript fee applied to subsequent requests. If the school ceases to operate, student records will be transferred to the New Hampshire Postsecondary Education Commission in Concord, NH.

Grading Policies: On-Track Training offers non-credit adult education programs and makes no representation that training completed at On-Track Training will be recognized by other postsecondary institutions.

Grading Systems for On-Track Training Programs are Pass (P) or No Pass (NP). Each program has specific guidelines for evaluation and earning a passing grade, developed by the instructor and reviewed by the Program Director. Evaluations may be written or performance based or a combination of both. National Certification Exams have their own individual scoring criteria developed by the certifying organization and cannot be modified, except as indicated by the certifying organization.

If a student **fails to make satisfactory progress**, the student will be required to attend a counseling session with the Program Director and/or Instructor to develop a plan for improvement. If a student does not comply with the improvement plan, or after following the improvement plan, continues to make unsatisfactory progress, the student will be terminated from the training program.



Staff/Faculty/Facilities

STAFF

Renie Denton, Executive Director

Torey Kortz, Program Director

Fawn Francis, Program Coordinator

Monica LaBombard, Program Specialist

Pelse Mesa, Rita Subedi, Meena Subedi, JSP Program Instructors

Mitchell Edward, Office Assistant

FACULTY

Sattan Acharya: Computer Classes

Kathy Alger: Pharmacy Technician Lab Aide

Fawn Francis: Computer Classes; Administrative Assistant; Human Services; Healthcare Foundations

Shannon Hawkes-Kaskonas: Exam Proctor

Torey Kortz: Computer Classes; Administrative Assistant; Pharmacy Technician; Human Services; Health Unit Coordinator; Healthcare Foundations; Certified Electronic Health Records Specialist

Patrick McKeown: Human Services; Computer Classes

Pelse Mesa: Human Services; Computer Classes; Administrative Assistant

Rita Subedi: Computer Classes; Human Services

FACILITIES

Conveniently located in the center city of Manchester, the On-Track Training Career Development & Computer Learning Center at MCRC offers a modern building, constructed in 1998. Inside you will find two levels with large classrooms, meeting and office space, a student break area, two computer labs, and a full-service Pharmacy Technician lab. Classrooms and labs have whiteboards and access to multi-media presentation equipment. The computer labs offer MS Office Professional software, MS Windows operating systems and broadband Internet service. The center is fully handicapped accessible, has a full kitchen, and free parking.

Library Facilities

The training center offers a variety of resource and reference material relating to career development, job readiness, and specific occupational information, however does not offer a formal or complete library onsite. The training centers is within reasonable walking distance to a large public library, offering substantial reference resources for all training programs and open to the public daytime and evening hours.

MCRC/On-Track Training School Calendar

Terms:

Winter/Spring: January 1 - April 30

Summer: May 1 - August 31

Fall: September 1 - December 31



No Classes on the following days:

January:

(New Year's Day); (Civil Rights/Martin Luther King Day)

February:

(President's Day); (Winter Break-following the Manchester School District Break)

April:

(Spring Break-following the Manchester School District Break)

May:

(Memorial Day)

July:

(Independence Day/July 4)

September:

(Labor Day)

October:

(Columbus Day)

November:

(National Election Day); (Veteran's Day); (Thanksgiving Break-Thursday & Friday)

December:

(Christmas Break-following the Manchester School District Break-*may be a modified schedule*)

Weather Related Class Cancellations:

The training center follows the local school district's weather cancellation policies (Manchester School District). School District closings are announced on radio and television. Any cancelled classes will be rescheduled and the make-up date and time will be determined by the instructor with student input.

Other Cancellations:

On occasion, classes may need to be cancelled and rescheduled due to circumstances beyond our control such as facility issues, instructor illness, etc. In this case, students will be notified with as much notice as possible and every effort will be made to reschedule required classes around the convenience of the students.



