



ALPHA OMEGA CAREER CENTER

Offered by

St. John's Evangelical Lutheran Church
at
Highland Park Lutheran Church
705 Hammond Ave.
San Antonio, Texas 78210
(210) 341-2890
Fax (210) 524-9501
Web Site - aoctc.org

COURSE CATALOG AND STUDENT HANDBOOK

for

- ◆ Secretarial and Clerical Skills ◆
- ◆ Customer Service Representatives - Office Skills ◆
- ◆ Certified Heating, Ventilation, and Air Conditioning Technician ◆

2011

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The information contained in this catalog is true and correct to the best of my knowledge.



John D. Collier, Executive Director – Alpha Omega Career Center

GENERAL INFORMATION

GENERAL INFORMATION
ALPHA OMEGA CAREER CENTER
BOARD OF DIRECTORS
&
OFFICERS

President	Mr. John Collier
Secretary	Ms. Melissa Watts
Treasurer	Mr. Harvey Veselka

Directors	Mr. John Collier
	Ms. Melissa Watts
	Mr. Harvey Veselka
	Hon. Barbara Nellerhoe
	Dr. Ms. Lynnell Lowry MD
	Dr. Robert Lowry MD
	Mr. Wyatt Wright
	Mr. Kevin Miller
	Mr. Bill Schultz

BRIEF HISTORY

During the spring of 2000, four individuals decided to form a faith-based organization to help individuals end their dependence on public assistance. Alpha Omega Career Center was formed to apply for federal and state grants available for job skills training to those receiving public assistance. Since that time, Alpha Omega Career Center has provided skills training, lessons in life skills, and assisted in job placement of over 300 individuals.

FACILITIES

The school's facilities include offices for administration and counseling. There are also four classrooms, a computer lab, a break room, and four hands-on training laboratories. The school will provide each student with all necessary books, equipment, and hand tools for instruction. Approximately 50 % of the hands-on instruction may take place at off-site locations. Transportation will be provided to those sites.

INTRODUCTION TO STAFF

Mr. John D. Collier – Mr. Collier graduated from Carrizo Springs High School, Carrizo Springs, Texas. He attended Texas A&M University. He is a decorated Vietnam War veteran and has thirty-five years of international business management experience. He also has experience as a general construction contractor and is an EPA Universal Certified HVAC technician. He has been designated as a registered EPA proctor by Esco Institute, LLP and the North American Technicians Excellences (NATE).

Mr. Collier is presently the business manager for a law firm and has many years experience in office procedures, information technology, interviewing, and managing human resource departments. From October 2000 through March 2003, Mr. Collier was the Executive Director of a career training school and managed grants from Alamo Workforce and Texas Workforce Commission. Mr. Collier was the interim Executive Director of Z Place Family Ministries which was a part of Zion Lutheran Church until it closed in 2011.

Mr. Roger Finck – Mr. Finck is a graduate of Mac Arthur High School in San Antonio, Texas, and a United States Marine Corps veteran. After the Vietnam War, Mr. Finck became the Maintenance Supervisor for a local candy manufacturing company. When the plant closed in 1985 he became a building superintendent for an international construction company. In 1990 he started RF Builders and is a general construction contractor.

Mr. Finck has taught basic carpentry, plumbing, electrical, and HVAC in a local job skills training program funded through Alamo Workforce Development and the Texas Workforce Commission. Mr. Finck is an EPA Universal Certified HVAC technician. He is also certified by the American Apartment Association as a Master Maintenance Technician (C.M.T.). He is an excellent communicator for individuals who have limited education and difficulty understanding basic construction concepts. Mr. Finck is also certified as a State of Texas Anger Management Facilitator.

Mr. Don Eller – Mr. Eller is a retired EPA Universal Certified HVAC and Refrigeration Technician with thirty-five years of field experience. He has serviced and installed refrigeration, air conditioning, and heating systems from one ton to fifty tons in size. His experience and teaching methods combined with a natural ability as a story teller make him an excellent communicator to students of all learning levels.

Ms. Dorothy Lonas – Ms. Lonas has over 20 years experience in advertising design and publishing. She has extensive Macintosh experience and knowledge in PC programs such as PowerPoint, Excel, and Microsoft Word. While working for a major newspaper Ms. Lonas has developed exceptional collaborative and interpersonal skills. She graduated from Kennedy High School in San Antonio, Texas. She attended Hunter School of Art, San Antonio College, and has taken several computer program seminars and workshops. She is a former student and honor

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graduate of the Alpha Omega Career Center “Customer Service Representative-Office Skills” program.

Ms. Lonas’ patience and understanding enables her to teach students who are new to the world of office computer programs and customer service/office environment skills.

Mr. Harvey Veselka – Mr. Veselka attended Del Mar College in Corpus Christi, Texas where he studied computer programming and repair. He also has attended multiple technical schools, specializing in Marine Technology. While in the marine industry, he held the positions of IT Manager and National Parts & Service Manager. As IT Manager, he implemented and managed training for 39 locations around the nation. He taught the dealer management software and various Microsoft office software programs. As National Parts & Service manager, he implemented programs to increase parts and service profitability while also turning slow moving and obsolete parts into cash.

After an early retirement, Mr. Veselka attended Alpha Omega Career Center (AOCC) where he completed the HVAC course. Upon graduation from AOCC, he successfully completed the North American Technicians Excellence (NATE) Core and Heat Pump certification exams. He is HVAC 608 Universal, EPA 609 “Automotive” and EPA 410 certified. Mr. Veselka is currently the assistant to the Director as well as an assistant instructor at AOCC. Among his many responsibilities is to maintain students’ records on coursework and attendance. He also is responsible for changing and updating computer programs and updating new technology.

Mr. Veselka’s technical and business knowledge has enabled him to assist the Director in managing the school’s finances.

CALENDAR

ALPHA OMEGA CAREER CENTER
CALENDAR AND CLASS SCHEDULE
SCHOOL YEAR 2011

**Customer Service Representative (CSR) – Office Skills and
Certified Heating, Ventilation, and Air Conditioning (HVAC) Technician Courses**

Registration Date(s) - Any Monday through Thursday 9:00 AM until 11:00 AM by appointment.

Day of Classes - All classes are held Monday through Friday from 8:00 AM until 11:45 AM and from 12:15 PM until 3:30 PM. Each class session will be 45 minutes in length with a 15 minute break between classes.

Starting and Ending Date(s) of Classes – HVAC Classes are divided into three four week sections; therefore, a new class may begin (or end) once every four weeks throughout the year.

C S R and Office Skills Classes begin each Monday for twelve weeks.

Hours of Operation of the school - Monday through Friday from 8:00 AM until 11:30 AM and from 12:30 PM until 3:30 PM. In the event of bad weather, A&O will operate on the same schedule as the San Antonio Independent School District (SAISD). Students should consult the local TV and radio stations for school closing or delayed start hours. If make up dates are required they will be on a Saturday and will be at the discretion of the school director.

Hours of Operation of the administrative offices - Monday through Thursday from 8:30 AM until 11:45 AM and from 12:30 PM until 3:30 PM.

The course work for the classes offered is twelve (12) weeks in duration; therefore there is not a vacation or break between classes except the normal class days between Christmas and New Years.

Holidays to be observed: Most federal and state holidays including but not limited to those listed below will be observed on the date they fall. Classes will dismiss at 11:30 AM on the Wednesday before Thanksgiving and resume at 8:00 AM the following Monday. Classes will be dismissed at 3:30 PM on December 17, 2011 and resume on January 3, 2011. Other holidays listed below will be observed on the day they occur: Memorial Day, Independence Day, and Labor Day. Martin Luther King and Presidents Day are not recognized holidays. Holidays falling on non-class days are not shown.

REGISTRATION

REGISTRATION

All students who attend classes at Alpha Omega Career Center must be registered officially. Registration forms are available in the registration office located at 705 Hammond Ave. on Monday through Thursday from 8:30 AM until 3:30 PM by appointment. There is no fee to register for classes at Alpha Omega Career Center. Questions regarding registration should be directed to the Office of Admissions and Registrar at (210) 341-2890 or email at john@alphaomegactc.org.

The Center does not guarantee the availability of particular classes and admission to classes is permitted only until the maximum number of six (6) students in any section has been reached. At the discretion of the school Director any class maybe expanded to maximum of (10) students. All students enrolled this class will be notified in advance of this decision and given the opportunity to begin class at a later date. The Center reserves the right to cancel any class in which the number of registrants does not warrant its continuation.

Prospective students shall not be denied admission on the basis of race, color, national origin, sex, handicap, age, or veteran status, except where age, sex, or handicap constitutes a bona fide occupational qualification necessary to proper and efficient administration.

The programs listed in this catalog are not regulated or approved by the Texas Workforce Commission, Career Schools, or the Veterans Education Section.

TUITION, REFUNDS, AND PENALTIES

Tuition

Each student who registers to attend class at Alpha Omega Career Center (AOCC) is required to pay tuition. The tuition for a twelve (12) week course that consists of four-hundred twenty (420) hours of instruction is Five-Thousand Five-Hundred Dollars (\$5,500.00). A student requiring additional hours to complete course work will be required to make financial agreements with the admissions office before beginning extra course hours. Students who have previously completed, and can successfully demonstrate, a certificate of completion in any module of a course of instruction will be given credit for the hours of that module and refunded a prorated portion of their tuition.

Payment and Refund Policies

PAYMENT

Students are entitled to enter class after payment of their tuition and fees have been arranged using one of the following alternatives:

a) Full payment of tuition of Five-Thousand Five-Hundred Dollars (\$5,500.00) for a twelve (12) week class in advance of the beginning of the course. Visa and MasterCard are accepted.

b) Students may make a down payment of one-third (1/3) the total tuition of One-Thousand Eight-Hundred and Thirty-four dollars (\$1,834.00) at time of registration or no later than one (1) week before class is to begin. A non-refundable deposit of One-Hundred Dollars (\$100.00) will hold the student's place in a class. The remaining Three-Thousand Six-Hundred Sixty-six Dollars (\$3,666.00) for the twelve (12) week course will be due in two payments of One-Thousand Eight-Hundred Thirty-three dollars (\$1,833.00) beginning the first day of the fifth (5th) and eighth (8th) week. Any student who fails to make a payment on the above agreed time schedule will not be allowed to return to class until the total amount remaining of their tuition is paid in full.

c) Student can produce an original payment voucher from their supporting agency that shows proof of payment pending.

CANCELLATION POLICY

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed and a tour of the facilities and inspection of the equipment is made by the prospective student.

REFUND POLICY

1. Refund computations will be based on scheduled clock hours of class attendance through the last date of attendance. Leaves of absence, suspensions, and school holidays will be counted as part of the scheduled class attendance.
2. The effective date of the termination for refund purposes will be the earliest of the following:

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- (a) The last day of attendance, if the student is terminated by the school;
 - (b) The date of receipt of written notice from the student; or
 - (c) Ten school days following the last date of attendance.
3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72 hour cancellation privilege the student does not enter school, not more than \$100 shall be retained by the school.
4. If the student who enters a residence course of not more than 12 months in length terminates or withdraws after the expiration of the 72 hour cancellation privilege, the school may retain \$100 of the tuition and fees and the minimum refund of the remaining tuition and fees will be:
 - (a) During the first week or one-tenth of the course, whichever is less, 90 percent of the remaining tuition and fees.
 - (b) After the first week or one-tenth of the course, whichever is less, but within the first three weeks or one-fifth of the course, whichever is less, 80 percent of the remaining tuition and fees;
 - (c) After the first three weeks or one-fifth of the course, whichever is less, but within the first quarter of the course, 75 percent of the remaining tuition and fees;
 - (d) During the second quarter of the course, 50 percent of the remaining tuition and fees;
 - (e) During the third quarter of the course, 10 percent of the remaining tuition and fees; or
 - (f) During the last quarter of the course, the student may be considered obligated for the full tuition and fees.
5. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made.
6. For residence courses more than 12 months in length, the refund shall be applied for each 12 month period paid, or part thereof, separately.
7. The length of a course for purposes of calculating refunds owed, is the shortest scheduled time in which the course may be completed by continuous attendance of a full-time student.
8. A full refund of all tuition and fees is due and refundable in each of the following cases:
 - (a) The school does not accept an enrollee.
 - (b) If the course of instruction is discontinued by the school and this prevents the student from completing the course; or

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- (c) If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.
9. Refunds will be totally consummated within 60 days after the effective date of termination.

**ADMISSION REQUIREMENTS,
GRADING SYSTEM,
&
GENERAL ACADEMIC REGULATIONS**

ADMISSION

Admission requirements for students of Alpha Omega Career Center (AOCC) courses are designed so those students admitted will have a high probability of success. Admission is open to anyone eighteen (18) years old or older. The criteria for the various classifications of admission are set forth in the following paragraph. Every student will be asked to agree to a background check at the expense of AOCC. **It should be noted that persons with certain types of criminal backgrounds are extremely difficult to employ.** During the time of admission, students will be asked to agree to random drug testing. Each admission case is reviewed individually and exceptional circumstances should be discussed with an admissions counselor.

Alpha Omega Career Center admits students of any race, creed, color, national, or ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students at this school. It does not discriminate on the basis of race, color, national or ethnic origin in administration of educational policies, admissions policies, future scholarship and loan programs, and athletic and other school administered programs.

The programs listed in this catalog are not regulated or approved by the Texas Workforce Commission, Career Schools, or the Veterans Education Section.

GRADING SYSTEM

Students will be evaluated weekly at the beginning of the second (2nd) through the eleventh (11th) week. Evaluations will be written and/or oral exams. A score of at least seventy (70) percent correct answers are required to be considered to show satisfactory progress. Students and sponsoring agencies will be notified weekly of a student's attendance and academic progress.

(1) The school shall place a student making unsatisfactory progress for the program at the end of a progress evaluation period on academic probation for the next progress evaluation period. If the student on academic probation achieves satisfactory progress for the subsequent progress evaluation period, but does not achieve the required grades to meet overall satisfactory progress for the program, the student may be continued on academic probation for one more progress evaluation period.

(2) The enrollment of a student who fails to achieve overall satisfactory progress for the program at the end of two successive probationary progress evaluation periods shall be terminated.

(a) When a student is placed on academic probation, the school shall counsel the student prior to the student returning to class. The date, action taken, and terms of probation shall be clearly indicated in the student's permanent file.

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(b) The school may allow a student whose enrollment was terminated for unsatisfactory progress to apply for readmission after a minimum of one progress evaluation period. Such re-admission does not circumvent the approved refund policy. If at any time a refund is made after termination of a student for any reason, satisfactory financial arrangements must be made to pay the balance of tuition refunded before that student may apply for readmission.

(c) The school shall place a student who returns after their enrollment was terminated for unsatisfactory progress on academic probation for the next grading period. The school shall advise the student of this action and document the student's file accordingly. If the student does not demonstrate satisfactory progress at the end of this probationary period, that student's enrollment shall be terminated.

(3) Any student who withdraws or fails to complete a registered course of study before satisfactorily completing the minimum number of course hours will be given a grade of incomplete.

**RULES & REGULATIONS
OF THE BOARD OF DIRECTORS
CONCERNING STUDENTS**

RULES AND REGULATIONS OF THE BOARD OF DIRECTORS

All students of Alpha Omega Career Center (AOCC) are subject to the rules and regulations governing student conduct and discipline as set out in this catalog.

The Director's rules and regulations will have full force and effect as they concern all AOCC students. The Director's rules may be consulted in the offices of the school Administrator or the Counseling Center. The Director's rules are also detailed in this catalog. A student neither loses the rights nor escapes the responsibilities of citizenship. He or she is expected to comply with both the penal and civil statutes of the City of San Antonio, the State, the Federal government and the policies and procedures of AOCC.

1. ABSENTEEISM

In courses that are twelve (12) weeks in duration each student will be allowed three (3) excused absences and two (2) unexcused absences for a total of five (5) absences. AOCC will charge for a full day of absence when the student fails to attend all of the scheduled classes on that day. The school shall charge for a partial day of absence for any period of absence during the day. **Absenteeism is charged as follows: one quarter of an hour after ten minutes, one half hour after 20 minutes, three quarters hour after forty minutes, and a full hour after fifty minutes.** The school shall not consider school holidays listed in the school calendar as days of absence. Students whose absenteeism exceeds a total of five (5) days during the twelve (12) week course must make up the missed classes and laboratory hours before a certificate of completion will be granted.

Excessive absenteeism could result in a student being reassigned to another class or termination of enrollment. Make up classes and/or reassignment will be at the discretion of the Director and Instructor. There will be an additional tuition charge of \$82.00 per day; part or full day to make up hours missed. Before make up hours may be scheduled, the additional tuition fee must be paid in full. At the completion of the made up hours the student will be given a certificate of completion and all other materials given to any student who completes a course and graduates. At the discretion of the Director, a student may participate in the graduation ceremony with his/her class and receive an undated blank certificate.

AOCC shall terminate the enrollment of a student who accumulates the lesser of the following amounts of absences:

- (1) More than 10 consecutive school days for twelve (12) week courses.
- (2) More than 25% of the total clock hours of any course.
- (3) Any number of days if the student fails to return as scheduled from an approved leave of absence.

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Students whose enrollments are terminated for violation of the attendance policy may apply for re-admission before the start of the next class beginning date. Re-enrollment will be at the discretion of the school director.

2. LEAVES OF ABSENCE

A school director may grant a leave of absence after determining that good cause is shown. A student may have no more than one leave of absence during a course. A student may be on leave of absence for a total of 60 calendar days.

3. SMOKING

AOCC is a smoke-free facility. No smoking will be allowed in or around any building or on the grounds. Smoking areas are provided across the street from the school in designated areas and will remain there as long as they are kept clean by those using them.

4. DRUGS AND ALCOHOL

AOCC is a drug and alcohol free school. Any student using or determined to be under the influence of drugs and/or alcohol will be asked to leave the campus and will be terminated from all classes. No reinstatement will be allowed unless the student can medically prove they were not using or under the influence of drugs and/or alcohol at the time. The burden of proof will rest on the student and will be reviewed by the director's office.

5. GRIEVANCES

A student with a grievance should submit their grievance in writing with a minimum of two (2) copies to the office of the school director and request an appointment with the director and school counselor for grievance resolution. Should there be no resolution to the grievance after the initial meeting with the director and school counselor, an impartial third party mediator will be asked to conduct a non-binding mediation. After mediation, if the student still feels that there is an unresolved grievance, they may direct their grievance to the Texas Workforce Commission at the address below.

Texas Workforce Commission
Career Schools and Veterans Education Section
101 East 15th Street
Austin, Texas 78778-0001

6. COUNSELING CENTER

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The Counseling Center provides counseling services which are designed to help meet the personal and developmental needs of students. Appointments must be made in advance. Services offered include individual sessions for personal, educational, and vocational concerns. The Center will attempt to guide any student to professional counselors for all other concerns.

7. CAREER PLANNING AND PLACEMENT CENTER

The Career Planning and Placement Center offers a variety of services and programs in response to the placement needs of students. The Center will assist every student in securing employment; however AOCC does not guarantee employment to any student.

8. RULES OF CONDUCT AND DRESS CODE FOR THE SCHOOL

1. Full Class participation will be mandatory to include end of day and end of week clean up of all common areas including classrooms, shops, kitchen, break areas, and restrooms. This includes but is not limited to cleaning coffee pots, taking out trash, sweeping, and mopping floors.
2. No food or drinks in the class or computer room.
3. All students must arrive in a timely manner daily. Things traffic and kids happen. When they do you will need to contact the school by phone immediately at (210) 341-2890. If you call your instructor, you will also need to call the office.
4. Attire must be office casual, unless otherwise specified for practice interviews. NO strapless tops, spaghetti straps, bare backs, mini skirts, short shorts, cut-offs or sleeveless shirts will be allowed. T-shirts, knit shirts, and blue jeans are permitted though not considered office casual. No flip-flop, open toe shoes, or sandals may be worn in class or on training sites. Tennis type shoes are acceptable though not considered office casual.
5. We ask that you please bring into class all materials assigned and furnished by AOCC for classroom activities.
6. Books, tools, and other study materials issued to you are your responsibility and should be left in the classroom except when needed for work-study assignments. Replacements will NOT be issued free of charge. If you misplace or lose your book or tools, you may purchase a new one at the same price it costs the school.
7. Breaks will be taken in accordance with schedule.
8. No cell phones or pagers may be used during class. If you bring one to class **it must be turned off or to vibrate. NO EXCEPTIONS! Repeated violations of this policy can lead to termination of enrollment by the director.**

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9. The Internet is to be used for instruction and job search ONLY. NO EXCEPTIONS!
10. No children or guests will be allowed in a classroom during class hours. Tours of the school facilities may be arranged through the school office.
11. Arguing and disputes with other students or any instructor can lead to termination. The instructor has absolute author in the class room, school van, or on class field trip. **Continued disruptions during class will lead to termination.**

ALPHA OMEGA CAREER CENTER
CLASS SCHEDULE AND CREDIT HOUR CONVERSION
Year
2011

ALPHA OMEGA CAREER CENTER
CLASS SCHEDULE AND CREDIT HOUR CONVERSION
YEAR 2011

SECRETARIAL AND CLERICAL SKILLS

Class schedule for Secretarial and Clerical Skills (SC) Skills during school year 2011.

Theory – 126 hrs.

Laboratory experience – 294 hrs.

Work-study –120 hrs.

Total = 540 hrs.

Minimum total hours to successfully complete this course are:

Theory – 115 hrs.

Laboratory experience – 270hrs.

Work-study – 110 hrs.

Total – 495 hrs.

This course is scheduled over a twelve week period, with classes meeting from 8:30 a.m. to 3:30 p.m., Monday through Friday.

New classes may begin any Monday with five (5) business days advance notice provided there is room. Classed are currently limited to 8 students. Advance registration and a site visit must be accomplished prior to the five day notice. Please call the Alpha Omega Career Center's Administration Office for specific course beginning and ending dates.

CUSTOMER SERVICE REPRESENTATIVE

Class schedule for Customer Service Representative (CSR) – Office Skills during school year 2009.

Theory – 126 hrs.

Laboratory experience – 294 hrs.

Work-study –120 hrs.

Total = 540 hrs.

Minimum total hours to successfully complete this course are:

Theory – 115 hrs.

Laboratory experience – 270hrs.

Work-study – 110 hrs.

Total – 495 hrs.

(Continued on page 25)

This course is scheduled over a twelve week period, with classes meeting from 8:30 a.m. to 3:30 p.m., Monday through Friday.

New classes may begin any Monday with five (5) business days advance notice provided there is room. Classes are currently limited to 8 students. Advance registration and a site visit must be accomplished prior to the five day notice. Please call the Alpha Omega Career Center's Administration Office for specific course beginning and ending dates.

CERTIFIED HEATING, VENTILATION, AND AIR CONDITION TECHNICIAN

Class schedule for HVAC during school year 2011.

Theory – 126 hrs.

Laboratory Experience – 294 hrs.

Work-study – 120 hrs.

Total - 540 hrs.

Minimum total hours to successfully complete this course are:

Theory – 115 hrs.

Laboratory Experience – 270 hrs.

Work-study – 110 hrs.

Total – 495 hrs.

This course is scheduled over a twelve week period, with classes meeting from 8:00 a.m. to 3:30 p.m., Monday through Friday.

The beginning date of new classes may vary depending on the minimum number of four (4) students required to start a new class. Listed below are the planned dates to begin new classes for the year 2011. Please call the Alpha Omega Career Center's Administration Office for specific course beginning and ending dates.

January 3, 2011	May 23	October 10
January 31	June 20	November 7
February 28	July 18	December 5
March 28	August 15	January 16 2012
April 25	September 12	

The programs listed in this catalog are not regulated or approved by the Texas Workforce Commission, Career Schools, or the Veterans Education Section.

SECRETARIAL AND CLERICAL SKILLS
COURSE DESCRIPTION

SECRETARIAL AND CLERICAL SKILLS COURSE DESCRIPTION

Secretaries and Clerical workers are needed in every area of business. In many industries, the Secretary is the company's "right hand" and main representative; the first impression, either in person or over the phone, of that company. These positions require a person to perform a variety of diverse duties that apply to more than just one specific industry. Secretaries and clerical worker occupations fit under many industries such as general office, apartment, customer service, financial, medical, real estate, IT and many others. These industries offer opportunity for personal and professional growth.

Secretarial and clerical duties are assigned in accordance with office procedures of individual establishments and may include a combination of drafting correspondence, managing appointments, answering and directing telephone calls, message taking, record keeping, data processing, general typing, and organizing and maintaining paper and electronic files. In some offices, there will also be a need to do marketing, demonstrations, sales, human resources, and/or management. All of these positions require good clerical and customer service skills.

The Secretarial, Clerical Skills course is taught at the Alpha Omega Career Center (AOCC), which is located on the second floor of the Highland Park Lutheran Church property at 705 Hammond Ave. in San Antonio, Texas. It is designed in one-week increments to deal with subject matter on a concentrated and continuing basis. Periodically, classes or field trips will be held at other facilities to offer students an opportunity to apply classroom lessons in a work environment. Instructors and supervisors will assemble, explain, accompany and review the lessons of each day. The supervisor will make entries to case files for the individual portfolio.

Upon completion of this twelve (12) week course, participants will be given assistance with job placement until such time as they are employed. Those who are not immediately employed may be enrolled with staffing agencies to work as temporaries in fields in which they are qualified. Most positions that are offered by the staffing agencies are temp-to-hire. This allows the individual to demonstrate to the employer their job proficiency and in some cases receive a higher starting wage. These individuals are also eligible for direct employment.

Personal growth and job retention is the goal of Alpha Omega. After exploration of each area, the instructors, coordinators and applicants can assess the different job environments best suited to the individual. It is important to remember that the skills acquired through training at AOCC can be used in a number of employment environments.

Through small group participation, leadership development will be exercised. Students are encouraged to assist each other and evaluations are made to encourage strengths and strengthen weaknesses during projects. Careful observation by instructors is a must here.

Career counseling and guidance may additionally be provided through large corporations and entities, simply by contacting the educational or sales divisions of the same. There is no cost to the individual, since referrals generate customers and clients.

Students who have satisfactorily completed the Secretarial, Clerical Skills course will receive a certificate of completion in addition to the job placement assistance.

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**SECRETARIAL AND CLERICAL SKILLS
COURSE SYLLABUS**

Secretarial and Clerical Skills Curriculum

- I) Clerical and Administrative Skills
 - A) Attitude, behavior
 - B) Handling problems
 - C) Providing information to callers or walk-ins
 - D) Handling phone calls (Telephone Skills A to Z book)
 - 1) Voice mail
 - 2) Phone calls
 - 3) Attitude
 - 4) Procedures
 - E) Drafting correspondence (Mastering Computer Typing book)
 - 1) Keyboard, 10-key
 - 2) Formatting (justification, etc.)
 - 3) Grammar
 - 4) Charts, tables, columns
 - 5) Drafting correspondence: Letters, envelopes, memos
 - 6) Reports, manuscripts
 - 7) Proofing, editing
 - G) Office technology and skills
 - H) Organizing and maintaining paper and electronic files
- II) Microsoft Office Programs
 - A) Microsoft Word
 - 1) File functions
 - 2) Formatting
 - 3) Shortcut keys
 - B) Excel
 - 1) Creating spreadsheets
 - 2) Formatting cells
 - 3) Formulas
 - C) Outlook
 - 1) Calendaring: Scheduling/managing appointments
 - 2) Contacts
 - 3) Attachments
 - D) PowerPoint
 - 1) Creating slideshows
 - 2) Formatting slides
 - 3) Slide design, layout, transition, animation
- III) Office Systems & Technology
 - A) Computer Hardware, Systems, and Configuration
 - 1) Terminology & Basic Concepts of Information Processing
 - 2) Hardware for Computer Operations
 - 3) Telecommunication & Network Technologies
 - 4) Collaboration Tools, Internet, Digital Organization
 - 5) System Security

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- B) Document Layout, Design, and Reproduction
 - 1) Document Layout, Design, Legal Issues Relating to Reproduction
 - 2) Document Reproduction
- C) Software
 - 1) Usage
 - 2) Installation & Configuration
 - 3) Types
 - 4) Troubleshooting
- D) Managing Physical Resources
 - 1) Furniture, Equipment, and Supplies
 - 2) Ergonomics
- IV) Office Administration
 - A) Records Management
 - 1) Filing Systems
 - 2) File Management
 - 3) Filing Rules & Standards
 - 4) Security of Records
 - B) Communication
 - 1) Verbal – including Telephone Etiquette
 - 2) Written – including Word Processing
 - 3) Rules of Grammar
 - 4) Business Etiquette
- V) Management
 - A) Human Resources
 - 1) Basic Management Principles
 - a. Managing in the 21st Century
 - b. Managing in a Global Environment
 - c. Ethics, Diversity, and Social Responsibility
 - d. Planning
 - e. Organizing
 - f. Leading
 - 2) Recruitment & Selection
 - 3) Evaluation
 - 4) Legal & Ethical Issues
 - 5) Job Analysis
 - 6) Training
 - 7) Compensation & Benefits
 - 8) Basic Record Keeping
 - B) Basic Accounting Procedures & Analysis
 - 1) Accounting Procedures
 - 2) Financial Statement Analysis
 - 3) Managerial Accounting
 - C) Time Management
 - 1) Paradigms & Principles
 - 2) Being Proactive
 - 3) Begin with the End in Mind

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- 4) Put First Things First
 - 5) Think Win/Win
 - 6) Seek First to Understand, then Second to be Understood
 - 7) Synergize
- D) Communication
- 1) Nonverbal
 - 2) Presentation Techniques
 - 3) Professional Protocol
 - 4) Legal Issues

CUSTOMER SERVICE REPRESENTATIVES – OFFICE SKILLS
COURSE DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVES COURSE DESCRIPTION

Customer Service Representatives (CSRs) – Office Skills are needed in every area of business. In many industries, the CSR is the company’s goodwill ambassador. These positions require a person to perform duties too varied and diverse to be classified for any specific industry. The industries with the highest demand currently are technical, administrative and customer service. Some of the occupations in highest demand currently are Customer Service Representatives, Executive Secretaries and Administrative Assistants. Since customer service covers such a wide range of services, the CSR occupation also fits under other industries such as financial, medical, real estate, IT and many others. These industries offer opportunity for personal and professional growth.

Customer Service duties are assigned in accordance with office procedures of individual establishments and may include a combination of answering and directing telephone calls, message taking, record keeping, data processing and typing. In some offices, there will also be a need to do marketing, demonstrations, sales, human resources, and/or management. All of these positions require good customer service skills.

The Customer Service Representatives (CSRs) – Office Skills course is taught at the Alpha Omega Career Center (AOCC), which is located on the second floor of the Highland Park Lutheran Church property at 705 Hammond Ave. in San Antonio, Texas. It is designed in one-week increments to deal with subject matter on a concentrated and continuing basis. Periodically, classes or field trips will be held at other facilities to offer students an opportunity to apply classroom lessons in a work environment. Instructors and supervisors will assemble, explain, accompany and review the lessons of each day. The supervisor will make entries to case files for the individual portfolio.

Upon completion of this twelve (12) week course, participants will be given assistance with job placement until such time as they are employed. Those who are not immediately employed may be enrolled with staffing agencies to work as temporaries in fields in which they are qualified. Most positions that are offered by the staffing agencies are temp-to-hire. This allows the individual to demonstrate to the employer their job proficiency and in some cases receive a higher starting wage. These individuals are also eligible for direct employment.

Personal growth and job retention is the goal of Alpha Omega. After exploration of each area, the instructors, coordinators and applicants can assess the different job environments best suited to the individual. It is important to remember that the skills acquired through training at AOCC can be used in a number of employment environments.

Through small group participation, leadership development will be exercised. Students are encouraged to assist each other and evaluations are made to encourage strengths and strengthen weaknesses during projects. Careful observation by instructors is a must here.

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Students who have satisfactorily completed the CSR course will receive a certificate of completion in addition to the job placement assistance.

**CUSTOMER SERVICE REPRESENTATIVE – OFFICE SKILLS
COURSE SYLLABUS**

Customer Service Representative – Office Skills Curriculum

- I. Microsoft Office Programs
 - A. Microsoft Word
 - 1. File functions
 - 2. Formatting
 - 3. Shortcut keys
 - B. Excel
 - 1. Creating spreadsheets
 - 2. Formatting cells
 - 3. Formulas
 - C. Outlook
 - 1. Calendaring/managing appointments
 - 2. Contacts
 - 3. Attachments
 - D. PowerPoint
 - 1. Creating slideshows
 - 2. Formatting slides
 - 3. Slide design, layout, transition, animation
- II. Mastering Computer Typing
 - A. Keyboard, 10-key
 - B. Formatting (justification, etc.)
 - C. Grammar
 - D. Charts, tables, columns
 - E. Letters, envelopes, memos
 - F. Reports, manuscripts
 - G. Proofing, editing
- III. Telephone Skills A to Z
 - A. Voice mail
 - B. Phone calls
 - C. Attitude
 - D. Procedures
- IV. Customer Service
 - A. Handling problems
 - B. Voice mail
 - C. Phone, letters
 - D. Attitude, behavior
 - E. Technology
 - F. Office Skills

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- V. Office Systems & Technology
 - A. Computer Hardware, Systems, and Configuration
 - 1. Terminology & Basic Concepts of Information Processing
 - 2. Hardware for Computer Operations
 - 3. Telecommunication & Network Technologies
 - 4. Collaboration Tools, Internet, Digital Organization
 - 5. System Security
 - B. Document Layout, Design, and Reproduction
 - 1. Document Layout, Design, Legal Issues Relating to Reproduction
 - 2. Document Reproduction
 - C. Software
 - 1. Usage
 - 2. Installation & Configuration
 - 3. Types
 - 4. Troubleshooting
 - D. Managing Physical Resources
 - 1. Furniture, Equipment, and Supplies
 - 2. Ergonomics

- VI. Office Administration
 - A. Records Management
 - 1. Filing Systems
 - 2. File Management
 - 3. Filing Rules & Standards
 - 4. Security of Records
 - B. Communication
 - 1. Verbal – including Telephone Etiquette
 - 2. Written – including Word Processing
 - 3. Rules of Grammar
 - 4. Business Etiquette

- VII. Management
 - A. Human Resources
 - 1. Basic Management Principles
 - a. Managing in the 21st Century
 - b. Managing in a Global Environment
 - c. Ethics, Diversity, and Social Responsibility
 - d. Planning
 - e. Organizing
 - f. Leading
 - 2. Recruitment & Selection
 - 3. Evaluation
 - 4. Legal & Ethical Issues
 - 5. Job Analysis
 - 6. Training

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7. Compensation & Benefits
8. Record Keeping
- B. Accounting Procedures & Analysis
 1. Accounting Procedures
 2. Financial Statement Analysis
 3. Managerial Accounting
- C. Time Management
 1. Paradigms & Principles
 2. Being Proactive
 3. Begin with the End in Mind
 4. Put First Things First
 5. Think Win/Win
 6. Seek First to Understand, then Second to be Understood
 7. Synergize
- D. Communication
 1. Nonverbal
 2. Presentation Techniques
 3. Professional Protocol
 4. Legal Issues

**CERTIFIED HEATING, VENTILATION, AND AIR CONDITIONING
(HVAC) TECHNICIAN COURSE DESCRIPTION**

CERTIFIED HEATING, VENTILATION, & AIR CONDITIONING (HVAC) TECHNICIAN COURSE DESCRIPTION

The Heating, Ventilation, and Air Conditioning Technician (HVAC) course is designed to train an individual to service and repair heating and air conditioning systems in residences and commercial establishments. These positions require basic knowledge in Carpentry, Plumbing, Electrical and HVAC.

The course will begin with approximately three (3) weeks of basic carpentry and basic plumbing, one (1) week of EPA certification training and examination, and finish with seven (7) weeks of basic electrical and HVAC training, including hands-on experience. During the final week, the student will begin to preparing for the North American Technicians Excellence (N.A.T.E) certification exam. The individual who successfully completes this course will be an EPA Certified Type I, II, III, and 410A HVAC technician. The N.A.T.E. certification is the most recognized certification of skills for HVAC technicians in North America. A student should have several hundred hours of field experience before taking the NATE exam. This exam is included in the student's tuition and may be taken on a prearranged schedule within one year of graduation. The EPA certification licenses a technician to properly handle refrigerants in order to maintain, repair, and install equipment in appliances, homes, and commercial buildings.

The program is taught at the Alpha Omega Career Center located on the second and third floor of the educational building of Highland Park Lutheran Church at 705 Hammond Ave. in San Antonio, Texas. From time to time classes will be held at other facilities that offer an opportunity for the students to apply classroom lessons in a work environment. There will be supervisors to assemble, explain, accompany, and review lessons of each day. The supervisor will make entries to case files and administer review quizzes for the individual portfolio.

Upon completion of this 12-week course, participants will be given help with job placement until such time as they are employed. Those who are not immediately employed maybe enrolled with staffing agencies to work as temporaries in fields they are qualified in. Most positions offered by the staffing agencies are temp-to-hire. This allows the individual to demonstrate to the employer their job proficiency and in some cases receive a higher starting wage. These individuals are eligible for direct employment. Some may go to service companies to apprentice.

Goals will be set by careful instruction in all areas, to give confidence, while evaluation will place the individual in the area best suited to their personality so the placement in the job field will be enjoyable and productive. Personal growth and job retention are the long term goals.

After exploration of each area, the instructors, coordinators, and applicants can assess the different job environments best suited to the individual. The opportunities in new home and commercial construction are unlimited. A graduate from AOCC can choose from construction, home or business building repair, remodeling, new HVAC systems installation or the apartment industry as a start of a new career. Through small group participation, leadership development will be exercised. A student will be in charge of the day's activity review in each group. A summary and evaluation by the "leader of the day" teaches how to encourage, yet administer to the person's areas of weakness during a project. Careful observation by instructors is a must here.

Career counseling and guidance can be additionally provided through large corporations and entities, simply by contacting the educational or sales divisions of the same. There is no cost to the individual, since referrals generate customers and clients.

**CERTIFIED HEATING, VENTILATION, AND AIR CONDITIONING
(HVAC) TECHNICIAN COURSE SYLLABUS**

**CERTIFIED HEATING, VENTILATION, AND AIR CONDITIONING
(HVAC) TECHNICIAN COURSE SYLLABUS**

HVAC Curriculum Plan: 12 Weeks, Mondays - Fridays, 8:00 a.m. to 3:30 p.m.

Prerequisites: All students must demonstrate a proficiency in both reading and writing at or above the eighth grade level. *Note: Certain exceptions may be made on a case by case basis at the discretion of the Program Director.*

The course is divided into 5 sections. Students are assigned and complete hands-on projects and practice tasks related to the subject matter taught throughout the course. Whenever possible, hands-on training and “real life experience” tasks are a major component of this curriculum. This curriculum is endorsed by N.A.T.E.

Section I – Basic Construction Principles & Skills – 2 Weeks

(Textbook: *Complete Guide to Home Carpentry*)

- A. Introduction – includes Safety Training
- B. Types of Building Materials
- C. Tools & Skills – with Hands-On Practice
- D. Framing & Building
- E. Ladder Safety
- F. Finishing Walls & Ceilings
- G. Installing Wallboard, including Tape & Float and Texturing – with Hands-On Practice
- H. Installing Baseboard & Ceiling Trim
- I. Scaffold Safety
- J. Reading Construction Blueprints
- K. Complete Hands-On Projects

Section II – Basic Plumbing Principles & Skills – 1 Week

(Textbook: *Complete Guide to Home Plumbing*)

- A. Introduction
- B. Plumbing Project Planning
- C. Plumbing Tools & Materials – with Hands-On Practice
- D. Installing & Repairing Plumbing Fixtures

Section III – Section 608 EPA Certification – 1 Week

(Textbook: *Federal Clean Air Act - Section 608 EPA Certification Exam Preparatory Manual, 7TH Edition for Air Condition & Refrigeration Technicians*)

- A. Monday – Thursday: Study & Review Preparatory Manual
- B. Friday: EPA Certification Exam (for Universal Certification)

Section IV – Electrical – 3 Weeks (Hands-On Practice throughout)

(Textbooks: *Complete Guide to Home Wiring, Ugly’s Electrical Reference Book, Code Check 5th ED.*)

- A. Electricity Basics

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- B. Wiring Basics
- C. Wall Switches
- D. Receptacles
- E. Light Fixtures
- F. Other Repairs
- G. Inspecting & Evaluating
- H. Wiring Project Basics
- I. Wiring Installation Basics
- J. Wiring Installation Projects
- K. Outdoor Wiring
- L. Home Automation & Networking

Section V – EPA 410A Certification

(Textbook: *Federal Clean Air Act -410A Certification Exam Preparatory Manual, for Air Condition & Refrigeration Technicians*)

- A. Monday – Thursday: Study & Review Preparatory Manual
- C. Friday: 410A Certification Exam

Section VI – HVAC – 4 Weeks (Hands-On Practice throughout)

(Textbooks: *Heating and Cooling Essentials, 40” Gas Furnace Service Procedures, Air Conditioner Repair Guide, Guide to Heat Pump Repairs*)

- A. Using Hand Tools
- B. Install, Connect, and Adjust Thermostats
- C. Join Pipes or Tubing to Equipment
- D. Air Distribution
- E. Installing Auxiliary Components to Heating or Cooling Equipment
- F. Expansion & Discharge Valves
- G. Pipes
- H. Blowers
- I. Dampers
- J. Flues
- K. Refrigerants and Their Properties
- L. Recover, Recycle, Reclaim
- M. Piping and Leak Testing
- N. System Evacuation
- O. Psychrometrics
- P. Refrigerant Circuit Diagnosis
- Q. Motor Diagnosis
- R. Mechanical Diagnosis
- S. Gas Heating
- T. Troubleshooting

Section VII, Part II – Heat Pumps

- A. Heat Pumps - Introduction

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- B. Heat Pumps - Fundamentals
- C. Heat Pumps - Reversing Valves
- D. Heat Pump Installation
- E. Heat Pumps - Start-Up Procedures
- F. Heat Pump Defrost Cycle
- G. Heat Pump Performance Analysis
- H. Troubleshooting Heat Pumps

Section VIII – Week 12 - Introduction to North American Technicians Excellent (N.A.T.E.)
 (Textbooks: A Guide for NATE Certification)

This is a source for continuing education for the entry-level technician. Once a student has graduated, he or she may reserve a test date sometime within a year of graduation and take two levels of the NATE certification exam at no charge. NATE is the highest regarded independent certifying agency for certifying HVAC Technicians. NATE is indorsed by the “Refrigeration Service Engineers Society, the Air Condition Contractors Association of American and many others.

NATE Testing and Test Registration form

Below you will find the schedule for NATE testing for the balance of 2009 and 2011. You MUST reserve a test by the cut off date in order to take the desired test on the date indicated. Only enough tests will be ordered for those who reserve one by the cut off date. The tests will be given in the upstairs classroom starting at 9 A. M. You will not be allowed in if you arrive late. You must have a current picture ID with you. We can only test 8 people at one test date and reservations will be accepted on a first come basis. If the requested test date is full, you will be registered for the next date and the office will notify you by mail of the date change. No phone reservations please. You MUST return the enclosed reservation card to register for the test. Be sure to list a current telephone number where we can reach you.

Your original tuition covered the cost of the CORE and HEAT PUMP SERVICE test if taken within one year of your graduation. If you have not taken either of these tests or only one you may have a credit. If not, the fee for each test is \$115.00 which is our cost. Payment must be made before the test is ordered. **Circle the test you wish to take (CORE), (HEATPUMP), and OTHER - _____ . If you do not circle what you wish to take, we will ONLY order the Core for you.**

Cut off date	Jan. 11, 2011	March 16, 2011	May 18, 2011	July 13, 2011	Sept. 14, 2011	Nov. 16, 2011	Jan. 18, 2012
Test date	Feb. 3, 2011	April 6, 2011	June 8, 2011	Aug. 3, 2011	Oct. 5, 2011	Dec. 7, 2011	Feb. 8, 2012

 NATE Registration Form

I, (please print) _____ would like to take the NATE (circle one or both) Core and/or Heat Pump Service exam on _____, 2011 or 2012. **Remember this page must be returned by the cut off date.**

Signature _____ Telephone number _____
 Current address _____

STUDENT SIGNATURE PAGE

ALPHA OMEGA CAREER CENTER

705 Hammond Ave.
San Antonio, Texas 78210
(210) 341-2890
Fax (210) 524-9501
Email: aocc@sbcglobal.net

I, _____, _____ - _____ - _____, have read,
(Please Print) (Social Security Number)

understand, and agree to the requirements and the conditions of enrollment at Alpha Omega Career Center.

I received the most current copy of the school catalog containing the following, and acknowledge each item listed below by my initials.

1. School calendar _____
2. Tuition, refunds and penalties _____
3. Admission and grading system _____
4. Random drug testing and background checks _____
5. Academic regulations and admission requirements _____
6. Course description and syllabus _____
7. Conduct and termination policies _____
8. Grievance and resolution procedures _____
9. Rules, Regulations, and Dress Code of the Board of Directors _____

Signature

Date