



CERTIFICATE COURSE CATALOG

December 2011-December 2012

Bay Area Computer Training
4340 Redwood Highway, Suite A1
San Rafael, CA 94903
www.bactrain.com
415-507-0384

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A Word from the Director

Focus on Employability

Five Certificate Courses from Bay Area Computer Training

Thank you for considering our “focus on employability” certificate programs. When we started this training company in 1990, we were striving to create courses that provided the computer skills needed for the demands of the modern work place.

What are the challenges facing today’s work force? As potential employees, you have to be able to cope with rapid changes in office procedures and technology. You will probably be asked to handle several tasks at the same time. The key to employability and your success in the modern workplace may rest on your ability to add value to the company that hires you.

We have created five programs that, I believe, will fulfill the requirements for a broad range of current job descriptions. The programs are designed to raise the skill levels to meet the needs of the new job market. These programs are:

- **Computer Literacy**
- **General Office Assistant**
- **Documents and Graphics Assistant**
- **Data and Information Assistant**
- **Web and Internet Assistant**

What sets these courses and Bay Area Computer Training apart from other training institutions? We create individual learning plans that are based on each student’s career goal and learning style. All courses are divided into individual or small group classes and through our open enrollment policy, students may start their program at any time.

Our training methodology is based on skill acquisition through demonstration and practice. First, instructors demonstrate specific skills to the students. Students then repeat and practice these skills during lab sessions using hands on, real world examples and equipment. As training progresses, expectations of the student increase. Eventually, the student must independently perform multiple skills with accuracy.

We guarantee our courses and provide on going support! You are eligible to refresh any aspect of your training for up to 12 months after completion of your course at no additional cost.

To perform well, you need current computer skills and our courses are among the most up-to-date you will find in the San Francisco Bay Area.

After looking through the course descriptions that follow and some of the job titles that they lead to, please contact us at 415-507-0384. We sincerely look forward to meeting with you to discuss your training objective.

Louise Chambers

Director

Bay Area Computer Training



Bay Area Computer Training Staff and Instructors

Ken Dickinson

Executive Director, Bay Area Computer Training

Since founding the training company in 1990, Ken has assumed responsibility for curriculum development and instructional supervision. Additionally, Ken instructs students on a wide variety of software programs.

Certification #JJUZ4E9NAB1999

From 1985 to 1990 Ken worked as the Senior Computer Instructor for the Career Resource Development Center in San Francisco. He holds the Diploma of Higher Education from the University of Bradford, England with a major in education and curriculum development and an Associate Degree in business Data Processing (Honors) from the Milwaukee Area Technical College in Wisconsin.

Louise Chambers

Director

Louise is responsible for financial management and instructional supervision. Louise is also responsible for running the certificate and corporate training programs on a daily basis. Her functions include handling student intake, tracking admissions and records, monitoring student attendance and assignments, and processing tuition fees. Louise is a graduate of BAY AREA COMPUTER TRAINING, and has a background in office administration. Certification #ER0053CQ4E2001, Director#ER00592U4G2002

In-House System Administration and Lab Support Specialists

Richard Johnson

Instructor/Lab Specialist

Richard graduated from the Computer Learning Company, San Francisco in 1998 with a certificate in Computer Programming. Richard then applied himself to expanding his certification into Web and Graphics software applications. Richard completed his Web and Graphic studies at Bay Area Computer Training in 1999. With his diverse background Richard is able to effectively support students in their lab sessions as well as provide crucial system support. Certification #RG0S4FSP622000

Kim Wimer

Graphics Instructor

Kim completed her Graphic and Web studies at Bay Area Computer Training in 1999. She attended UCSB Graduate School of Education receiving a California Multiple Subject Teaching Credential in 1980. Kim has a background in sales and management. Certification #MH EG-5APM9D2002

Enrollment Procedures

Entry Requirements

Before participating in a BAY AREA COMPUTER TRAINING certificate course program, students must fulfill admission and registration requirements.

Admission

- Anyone 18 years or older, with or without a high school diploma, is eligible to enroll in one of BAY AREA COMPUTER TRAINING's certificate courses.
- Each student is required to take a standardized test of Adult Basic Education to verify basic Math and English reading and writing skills. This test will be used as a guideline to assist placement personnel in developing an individualized training program that would best promote the students' likelihood of success in the suggested course of study.
- Each student will undergo a personal interview that will allow students to emphasize their goal objectives and will give Bay Area Computer Training Personnel insight into the student's training needs.

The student will be admitted into the program based on test results and a favorable interview.

*BAY AREA COMPUTER TRAINING does not provide English-as-a-Second Language instruction.

Registration

- All students must complete a program enrollment agreement.
- All students must submit a non-refundable registration fee of \$75. Registration fees are included in all noted tuition fees.

Tuition

Tuition fees include all material costs (books, manuals, paper supplies, etc.) and any equipment usage (computers, printers etc.)

Fees and Rates

- Program cost options range from \$3,500 for a 292 hour program to a maximum rate of \$7,168 for some 352 hour programs.
- Programs costs are based upon

Individualized instructor led training rate of	\$43.75 per hour/per course
Lab/Group Training Rate of	\$12.00 per hour

Cancellation, Withdrawal and Refunds

A student has the right to a full refund of all charges, less the amount of \$75 for the registration fee, if he/she cancels the agreement prior to or on the first day of instruction.

A student may drop, withdraw or leave a course after instruction has started and receive a pro-rate refund for the unused portion of the tuition and other refundable charges provided the student has completed 60% or less of the instruction.

In the unlikely event that BAY AREA COMPUTER TRAINING cancels or discontinues a course, the school will make a full refund of all charges. Refunds will be paid within 30 days of cancellation or withdrawal.

Student Tuition Recovery Fund

The Student Tuition Recovery Fund was established by the legislature to protect any California resident who attends a Private Post Secondary Institution from losing money if the student had paid tuition and suffered a financial loss as a result of the school closing or failing to live up to its enrollment agreement or refusing to pay a court judgement.

To be eligible you must be a "California resident" residing in California at the time the enrollment agreement is signed. If you are temporarily residing in California for the sole purpose of pursuing an education, specifically if you hold a student visa, then you are not considered a California resident.

To qualify for a STRF reimbursement, you must file an application within one year of receiving notice from the Bureau that the school is closed. If you do not receive a notice from the Bureau, you have four years from the date of closure to file an application. If a judgment is obtained, you must file an application within two years of the final judgment.

It is important that you keep copies of the enrollment agreement, financial aid papers, receipts or any other information that documents monies paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Post Secondary and Vocational Education:

Bureau for Private Post Secondary and Vocational Education
400 R Street, Suite 5000
Sacramento, CA 95814-6200
(916) 445-3427 FAX: 916-323-6571

or

P.O. Box 980818
West Sacramento, CA 95798-0818

School Information

Equipment

Bay Area Computer Training uses state of the art equipment to assist students in gaining the most useful instruction possible. Classes are taught on the MAC and Personal Computers (all operating systems). Students also have access to printers, scanners, graphic tools and office tools consistent with those found in today's workplace.

Hours

Bay Area Computer Training is open:

9:00 AM - 5:00 PM Monday through Friday

Classes are regularly scheduled between 9:00 AM - 5:00 PM daily.

Lab sessions may take place at all times BACT is open.

Location

101 North, take the Terra Linda/Freitas Parkway exit and follow the Redwood Hwy. North parallel to 101 for approximately 1/2 mile. Look for the low Spanish style building on your right with palm trees outside (just prior to Mitchell Blvd. and Westamerica Bank). Park in the south parking lot. BACT is located in Suite A1.

101 South, take the Smith Ranch Road exit and cross under the freeway. Follow Redwood Hwy. South for about 2 miles and look for the Spanish style building on your left with palm trees outside just past Mitchell Blvd. & Westamerica Bank. Park in the south parking lot BACT is in Building A. Suite 1.

Contact

If you are interested in attending Bay Area Computer Training, or if you'd like more information, please contact us at the address and phone number listed below:

Louise Chambers/Director

Address:

Bay Area Computer Training

4340 Redwood Highway

Suite A1

San Rafael, CA 94903

Phone Number:

(415) 507-0384

School Policies

Performance and Assessment

Grading Policies

BAY AREA COMPUTER TRAINING has implemented an A - F grading system for each area of study within the course. Class and lab assignments are evaluated by production of documents that are reviewed and graded by the staff. Assignments are open book; and fully interactive, requiring that the student work on a computer station to complete each assignment. The generalized grading scale is as follows:

F - Failure to attend training

D - Satisfactory Completion of Skills Review Exercises

C - Satisfactory Completion of Concept Quiz

B - Satisfactory Completion of Independent Challenge

A - Presentation of Portfolio Project/Email Assignments

Progress Reports

Students will receive monthly progress reports in addition to weekly feedback upon the completion of classes, labs and assignments. More frequent meetings may be held if considered necessary by the student and /or instructor.

Students will also fill out a self-evaluation form upon the completion of each class, which will be maintained as part of the student's record.

Student Records

BAY AREA COMPUTER TRAINING makes a student's record available to the student, or person designated by the student, at any time. Student records are maintained for up to five years.

Attendance and Tardiness

Completion of all scheduled classes and labs is a requirement for receiving the course certificate of completion. If you cannot attend a class for which you are scheduled, you may ask (no later than three business days before the class meets) for your class to be re-scheduled.

Absences for sickness and/or other emergencies will result in the re-scheduling of classes, providing the school is notified on or before the day that the class or lab was scheduled.

Messages can be left 24 hours a day, seven days a week at 415-507-0384.

For all other absences or tardiness, the student will be required to make up the class and/or lab at the convenience of BAY AREA COMPUTER TRAINING. For extreme cases of flagrant tardiness, absences or no shows (not showing up and not calling to leave a message), the student will forfeit the class and/or lab.

Rules of Operation and Student Conduct

BAY AREA COMPUTER TRAINING operates on the Golden Rule principle, "Treat others as you would like to be treated". We are a small community of students, faculty and staff that strive to work together as a team so that all participants are able to meet their educational objectives. The cooperation and involvement of students in the operation of our programs is absolutely necessary. Students must assume responsibility for their own personal safety and the security of their personal belongings. Students may be suspended or withdrawn from programs for committing violent or criminal acts on BAY AREA COMPUTER TRAINING premises. Students subjected to any emergency situation or inappropriate behavior, should immediately report their concern to any BAY AREA COMPUTER TRAINING staff member or contact:

Louise Chambers/Director
Bay Area Computer Training
4340 Redwood Highway, A1
San Rafael, CA 94903
415-507-0384
Email: la_chambers@yahoo.com

Student Complaint Procedures

BAY AREA COMPUTER TRAINING maintains an open door, open communication policy. We strive to maintain good relations between students, staff and instructors but realize that from time to time students may need to formally lodge a complaint.

A student may lodge a complaint by communicating orally or in writing to any instructor or BAY AREA COMPUTER TRAINING representative.

Upon receipt of the complaint, it will be transmitted to the Director, and the student will have a reply orally and/or in writing within a reasonable time period not to exceed 10 days.

Alternatively a student may register a complaint in writing directly to the Director, Louise Chambers or the Executive Director, Ken Dickinson at the address and phone number listed above.

A student's participation in the complaint procedure shall not limit or waive any of the student's rights or remedies. Any document signed by the student that purports to limit or waive the student's rights and remedies is void.

Course Policies

Course Certificate

We have five certificate programs that we feel will prepare you for successful employment within your field of choice. Each program consists of a minimum of 292 to a maximum of 352 clock hours in length, an equivalent of a maximum of 20 weeks. All five programs are designed for open enrollment allowing students to start anytime throughout the year. All courses in this catalog hold regular scheduled training sessions in three to eight-hour blocks of time. Students are required to complete all assigned courses, labs and exercises in order to receive their program certificate. Upon successful completion of his or her program, every student will receive a certificate*.

Class and Lab Requirements

Classes are regularly scheduled between 9:00 AM - 5:00 PM for formal instruction. Students sustain a recommended minimum of 20 hours instruction/lab combination per week. In most cases, the student is scheduled for practice lab sessions in between instructor led training sessions to effectively facilitate the learning process.

Textbook Requirements

All students attending classes are given spiral bound manuals that have been produced by the instructors and become the property of the student. These manuals, referred to as courseware are reproduced in the Administrative Office of Bay Area Computer Training, and are used during the course of instruction as guides. Some of our advanced graphic classes require special manuals that will be loaned to each student for the duration of their training.

There is no additional charge for any courseware offered in any of these programs.

Occasionally there might be a recommendation of a textbook or manual that is given during the class to students who request more in depth learning guides or additional learning aids. These recommendations are not directly affiliated with, nor are they class required material but simply reflect the opinion of the instructor as to additional material that might be helpful in answering students specific questions or unique learning needs.

* Please note - Certificates are issued based on completion of clock hours and demonstration of skill acquisition.

Certificate Program Description

Our training approach is based on skill acquisition through demonstration and practice. Students work closely with an instructor to learn the essential skills needed to function on a computer in today's work place. BACT has an open enrollment policy, which gives students the opportunity to start their training at any time.

For more information please refer to the program descriptions laid out on the following pages.

Computer Literacy Certificate	Page 14
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Documents and Graphics Assistant	Page 16
Data and Information Assistant	Page 17
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Computer Literacy

The Computer Literacy Certificate program involves **292** clock hours of training. The Computer Literacy program will prepare participants for employment in a variety of office and work settings including clerical, word-processing, data entry, graphics and general office support job titles and positions.

Students will learn how to operate a computer using Windows 98/Millennium, how to access and send information over the Internet and how to use Microsoft Office Suite, Desktop Publishing and Web/Internet applications.

The program is made up of instructor led classes, and self-paced classes include keyboarding skills with a goal of 40 words per minute; Windows 98/Millennium; The Internet, World Wide Web; Microsoft Word, Excel, PowerPoint, Access and Desktop Publishing. Real world exercises, quizzes and reviews ensure that each student obtains transferable skills and can apply them.

Students are encouraged to dedicate at least 48 hours of their course work to build a portfolio of computer based projects that will support their employment objective.

A job Finding Skills unit introduces the critical building blocks needed to conduct a successful job finding strategy. These exercises are self-paced and require application of computer skills learned in the Office Skills unit.

Program Content

Course	Hours
Foundation Skills	
Orientation to the Program	4
Keyboarding Skills, Typing, Ten Key	24
How Personal Computers Work	4
Windows 98/Millennium, Mac OS	16
Internet, World Wide Web, Email	24
Foundation Skills Total Hours	72
Office Skills	
Word Processing (Microsoft Word)	48
Spreadsheet (Microsoft Excel)	48
Presentations (Microsoft PowerPoint)	24
Database (Microsoft Access)	24
Desktop Publishing, Web & Internet	28
Office Skills Portfolio Development	48
Office Skills Total Hours	220
Computer Literacy Total Hours	292

Course Fee

Total cost of training for the 292-clock hour program is **\$3,500**. The cost includes all registration and material fees. Average instructor supervision per week is 8 hours, supplemented with 12 hours of lab time for a total of 15 weeks (20 hours per week).

Open enrollment allows for students to begin Certificate Course Training at any time. The determination of course length is by student dedication to daily studies. This flexibility allows for students to attend anywhere from 4 to 8 hours of training daily for a total of 292 hours.

General Office Assistant Certificate

The General Office Assistant Certificate requires **352** hours of training. This program will prepare participants for entry level employment in a variety of General Office related positions including Office Assistant, Receptionist, Secretary, Administrative Assistant, Word Processor, Human Resources Assistant.

This program is made up of instructor led classes and self-paced tutorials, some of which may include interactive CD-Rom lab time. Classes include Macintosh and Windows 98/Millennium; The Internet, World Wide Web and Email; Microsoft Office Skills; Quicken, Quickbooks and Contact Management Skills.

Real world exercises, quizzes and reviews ensure that each student obtains transferable skills and can apply them.

Students dedicate 60 hours of their course work to build a personal portfolio based on projects that will support their employment objective.

Program Content

Course	Hours
Foundation Skills	
Orientation to the Program	4
Windows / Mac Operating System	18
Internet Skills	20
World Wide Web Skills	20
Foundation Skills Total Hours	62
Microsoft Office Skills	
Word Processing (Microsoft Word)	60
Spreadsheet (Microsoft Excel)	40
Presentations (Microsoft PowerPoint)	24
Database (Microsoft Access)	36
Office Skills Total Hours	160
Accounting, Data, Desktop & Web Publishing Skills	
Quickbooks and/or Quicken	30
PageMaker Desktop and /or Web Publishing	20
Contact and /or Data Management	20
Accounting, Data & DTP Skills Total Hours	70
Personal Portfolio Project	60
General Office Total Hours	352

Course Fee

Total cost of training for the 352-clock hour program is **\$5,400**. The cost includes all registration and material fees. Average instructor supervision per week is 8 hours, supplemented with 12 hours of lab time for a total of 18.7 weeks (20 hours per week).

Open enrollment allows for students to begin Certificate Course Training at any time. The determination of course length is by student dedication to daily studies. This flexibility allows for students to attend anywhere from 4 to 8 hours of training daily for a total of 352 hours.

Documents and Graphics Assistant

The Document and Graphics Assistant program requires **352** hours. This program will prepare participants for entry level employment in a variety of documents and Graphics related positions including Publishing Assistant, Advertising Assistant, Graphic Design Assistant, Editorial Assistant, Document Processing Assistant.

Students work closely with an instructor to learn the essential computer skills needed to enter the established field of producing and presenting text and graphical information.

This program is made up of instructor led classes and self-paced tutorials, some of which include interactive CD-Rom lab time. Classes include Macintosh and Windows 98/minimum; The Internet, World Wide Web and Email; Microsoft Office Skills; Desktop Publishing and Computer Graphic Skills; Web Design, and Implementation Skills.

Real world exercises, quizzes and reviews ensure that each student obtains transferable skills and can apply them.

Students dedicate 60 hours of their course work towards building a personal text and graphics project that will support their employment objective.

Program Content

Course	Hours
Foundation Skills	
Orientation to the Program	4
Windows / Mac Operating System	18
Internet Skills	20
World Wide Web Skills	20
Foundation Skills Total Hours	62
Office Skills	
Word Processing (Microsoft Word)	30
Spreadsheet (Microsoft Excel)	20
Presentations (Microsoft PowerPoint)	20
Database (Microsoft Access)	10
Office Skills Total Hours	80
Desktop Publishing, Graphics & Web Skills	
Desktop Publishing (Quark, PageMaker, Framemaker)	50
Illustration (Adobe Illustrator)	35
Photo Editing (Adobe Photoshop)	35
Web Publishing (Dreamweaver, Flash)	30
Graphics Design Skills Total Hours	150
Personal Documents & Graphics Project	60
Documents and Graphics Total Hours	352

Course Fee

Total cost of training for the 352-clock hour program is **\$7,168**. The cost includes all registration and material fees. Average instructor supervision per week is 8 hours, supplemented with 12 hours of lab time for a total of 18.7 weeks (20 hours per week).

Open enrollment allows for students to begin Certificate Course Training at any time. The determination of course length is by student dedication to daily studies. This flexibility allows for students to attend anywhere from 4 to 8 hours of training daily for a total of 352 hours.

Data and Information Assistant

The Data and Information Assistant program requires **352** hours. This program will prepare participants for entry level employment in a variety of General Office related positions including Data Entry Clerk, Customer Service Support, Record Specialist, Registry Assistant.

Students work closely with an instructor to learn the essential skills needed to enter the fast emerging field of "Data Mining," using conventional database tools and newly emerging Internet technologies.

This program is made up of instructor led classes and self-paced tutorials, some of which include interactive CD-Rom lab time. Classes include Macintosh and Windows 98/Millennium; The Internet, World Wide Web and Email; Microsoft Office Skills; Data Conversion, Analysis and Internet Research Skills.

Real world exercises, quizzes and reviews ensure that each student obtains transferable skills and can apply them.

Students dedicate 60 hours of their course work to build a personal portfolio based on projects that will support their employment objective.

Program Content

Course	Hours
Foundation Skills	
Orientation to the Program	4
Windows / Mac Operating System	18
Internet Skills	20
World Wide Web Skills	20
Foundation Skills Total Hours	62
Office Skills	
Word Processing (Microsoft Word)	40
Spreadsheet (Microsoft Excel)	40
Presentations (Microsoft PowerPoint)	20
Database (Microsoft Access)	50
Office Skills Total Hours	150
Data and Information Skills	
Mail Merge Skills	20
Data Conversion Skills	20
Data Analysis Skills	20
Internet Design and Research Skills	20
Data and Information Skills Total Hours	80
Personal Data & Information Project	60
Data and Information Total Hours	352

Course Fee

Total cost of training for the 352-clock hour program is **\$7,168**. The cost includes all registration and material fees. Average instructor supervision per week is 8 hours, supplemented with 12 hours of independent lab or group training sessions for a total of 18 weeks (20 hours per week).

Open enrollment allows for students to begin Certificate Course Training at any time. The determination of course length is by student dedication to daily studies. This flexibility allows for students to attend anywhere from 4 to 8 hours of training daily for a total of 352 hours.

Web and Internet Assistant

The Web and Internet Assistant program requires **352** hours. This program will prepare participants for entry level employment in a variety of Web and Internet related positions including Web Assistant, Internet Marketing Support, Administration Publishing Assistant, HTML Assistant.

Student work closely with an instructor to learn the essential skills needed to enter the fast emerging field of publishing web pages and accessing information on the Internet. Students will learn how to design, code, update and maintain a web site.

This program is made up of instructor led classes and self-paced tutorials, some of which include interactive CD-Rom lab time. Classes include Macintosh and Windows 98/Millennium; The Internet, World Wide Web and Email; Microsoft Office Skills; Desktop Publishing and Computer Graphic Skills; Web Design, Programming, Implementation and Administration Skills.

Real world exercises, quizzes and reviews ensure that each student obtains transferable skills and can apply them.

Students dedicate 60 hours of their course work to build a personal web site that will support their employment objective.

Program Content

Course	Hours
Foundation Skills	
Orientation to the Program	4
Windows/ Mac Operating System	8
Internet Skills	8
World Wide Web Skills	12
Foundation Skills Total Hours	32
Office Skills	
Word Processing (Microsoft Word)	16
Spreadsheet (Microsoft Excel)	16
Presentations (Microsoft PowerPoint)	16
Database (Microsoft Access)	12
Office Skills Total Hours	60
Web Design Skills	
Desktop Publishing (Quark & PageMaker)	40
Computer Graphics (PhotoShop & Illustrator)	40
Web Publishing (Dreamweaver & Flash)	40
Web Implementation & Administration	40
Web Design and Programming In Depth	40
Web Design Skills Total Hours	200
Personal Web Site Development	60
Web and Internet Total Hours	352

Course Fee

Total cost of training for the 352-clock hour program is **\$7,168**. The cost includes all registration and material fees. Individual instructor led supervision per week is 8 hours, supplemented with 12 hours of independent lab or group training sessions for a total of 18 weeks (20 hours per week).

Open enrollment allows for students to begin Certificate Course Training at any time. The determination of course length is by student dedication to daily studies. This flexibility allows for students to attend anywhere from 4 to 8 hours of training daily for a total of 352 hours.

