

Business NH Magazine's 2019 Business of the Year in the Education sector!

Greater Nashua Chamber of Commerce's Non-Profit of the Year!



COMPUTER TECHNOLOGY

Computer - Medical - Accounting - QuickBooks Pro

CURRICULUM AND COURSE DESCRIPTIONS

2019-2020



ADULT LEARNING CENTER

**4 Lake Street
Nashua, NH 03060**

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nashuaalc.org

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2019 - 2020

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MISSION STATEMENT

The Computer – Medical - Accounting Training at the Adult Learning Center in Nashua began in 1974. These courses are designed to provide office skills training to individuals seeking to update or learn new skills, re-train workers for new careers, medical secretaries, medical workers, and medical students wanting to obtain coding certification or for individuals seeking to update some of their skills. The curriculum is geared toward meeting the needs of the Nashua business community and the students it serves each year.

The students, teachers, and administrators take pride in the Computer – Medical - Accounting courses and want the community to be aware of its quality. We work hard to keep up with current demands of the workplace as well as the demands of the students.

The courses are praised by participants and funding agencies alike for its unique ability to individualize, customize and to provide students with the appropriate support services necessary to overcome the barriers to independence: child care, career counseling and basic skills improvement.

We guide the students to develop a proper work attitude, which makes them more valuable to employers. The students completing the Computer – Medical - Accounting courses are prepared to enter the work force in an office setting or continue studies at a college, university, or vocational-technical school or use their newly learned skills for person growth.

ALC offers self-study courses for students with private instruction, textbooks and online materials. A certificate of completion is awarded upon completion of each class. Start and end dates are determined on an individual basis during enrollment for each student. When a student enrolls, a mutually agreeable start date is determined by the instructor and the student / student's advisor. The 2019-2020 school year begins August 26, 2019 and tentatively ends June 16, 2020. ALC Summer School days and hours are TBD.

Computer and Medical Office Training

COMPUTER TECHNOLOGY COURSES

Classroom Hours

2019 - 2020 School Year: Monday - Friday, 9:00am - 2:15pm

Monday, 5:00pm - 8:00pm

Summer 2020: TBD

These courses are designed to give students the basics required to use computers and office software in the workplace. The courses have a beginner, intermediate and in some cases advanced levels. All courses use Microsoft Office and explains how to use the ribbon technology. There are no specific admission requirements. Some classes have pre-requisites that must be met. Refer to each course to determine the pre-requisites. Previous experience and education will be evaluated through a test administered by the school to determine the appropriate class and level a student may take. *For more information about computer courses, please contact Richard Barber at 603-882-9080 ex. 2230 or via email at rbarber@nashuaalc.org.*



ESSENTIALS IN COMPUTING

Learn the fundamentals of the computer and both hardware and software, and become familiar with computer components and how to navigate around the computer. Learn storage media and file and folder management. Book covers Windows 10. Approximately 24 hours, \$340, Book \$44

KEYBOARDING 1 & KEYBOARDING 2 (SPEED/REFRESHER)

Learn how to type and use proper keyboarding techniques as well as proper ergonomic posture. Students use computer software to learn and practice correct keying as well as work on speed. Keyboarding 1 is an approximately 21-hour course (\$180) with no text, and Keyboarding 2 is an approximately 9-hour course (\$80) with no text.

MICROSOFT WORD 1

Learn the basics of creating, navigating, editing, and utilizing proofing tools of documents. Learn the standard styles for Interoffice Memorandums and Business Letters and proper business letter format, create a simple report and work with tables. Focus on creating professional looking documents. Approximately 24 hours, \$340, Book: \$44

MICROSOFT WORD 2

Expand your core competencies by creating a research paper with various styles, use Mail Merge, creating brochures, generating footnotes, endnotes, headers and footers, and creating and working with protected forms are covered in this course. Prerequisite: Microsoft Word 1 or pass the Word 1 test. Approximately 24 hours, \$340, Book: \$44

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Computer and Medical Office Training

MICROSOFT WORD 3

Learn how to create table of contents, continue working with headers, footers and indexes. Focus on tracking changes, protecting documents, run macros and how to use the VBA editor for macros, Security covers digital signatures and protecting documents and how to integrate with Word, Excel, PowerPoint and the Web. Prerequisite: Word 2 or pass the Word 2 test. Approximately 24 hours, \$340, Book: \$44

MICROSOFT EXCEL 1

Learn the basics of entering data in Excel, working with numbers, number formats and save concepts. View and print worksheets, learn formulas and functions, formatting cells and changing the appearance of worksheets round out the basic knowledge of Excel. Learn to create, move and apply styles to charts. Approximately 24 hours, \$340, Book: \$44

MICROSOFT EXCEL 2

Students learn advanced formatting skills, work with multiple paged workbooks, and sorting and more advanced functions and data analysis. More work with tables and outlines, graphics and learn how to use templates and protect parts of a worksheet versus the entire workbook.

Prerequisite: Microsoft Excel 1 or pass Excel 1 test. Approximately 24 hours, \$340, Book: \$44

MICROSOFT EXCEL 3

Work with tables, sorting, filtering, Pivot Tables. Learn how to create financial functions and use the data analysis tools. Use lookup functions, tracing and auditing formulas as well as sharing workbooks and merging multiple workbooks. Collaborating in Excel, tracing formulas, auditing errors and integrating with other software. Prerequisite: Excel 2 or pass Excel 2 test. Approximately 24 hours, \$340, Book: \$44



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Students completing the 3-course series in Microsoft Word or Microsoft Excel will have learned the necessary skills required to take the *Microsoft Office Specialist (MOS)* exam.

Holding a MOS certification can earn an entry-level business employee as much as \$16,000 more in annual salary than uncertified peers. *

* <https://www.microsoft.com/en-us/learning/mos-certification.aspx>**

** Anderson, Cushing, and John F. Gantz. Skills Requirements for Tomorrow's Best Jobs: Helping Educators Provide Students with Skills and Tools They Need. IDC/Microsoft. October 2013. https://news.microsoft.com/download/presskits/education/docs/IDC_101513.pdf

Computer and Medical Office Training

MICROSOFT ACCESS 1

Create Access databases by identifying elements, enabling macros, database security and navigating through database objects. Work with tables, forms and reports – to include adding records, retrieving data, sort and deleting. Build a database and create queries and define primary keys. Learn formatting and querying a database. Approximately 24 hours, \$340, Book: \$44

MICROSOFT ACCESS 2

Learn how to design, create, modify reports, how to work with relationships, properties and dependencies. More emphasis is placed on queries and creating custom input forms and reports. Prerequisite: Microsoft Access 1 or Access 1 test. Approximately 24 hours, \$340, Book: \$44

MICROSOFT ACCESS 3

Learn to create complex reports, importing into a database, creating calculated controls. Customize the database interface and set proper security. Round out Access with integrating with other software. Use command buttons for navigation and creating macros, using the cloud. Prerequisite: Microsoft Access 2 or Access 2 test. Approximately 24 hours, \$340, Book: \$44

MICROSOFT POWERPOINT 1



Learn how to create and deliver a presentation, and then work with design, clip art, animation, sound and shapes. Working with slide transitions. Learn how to insert charts and use Smart Art diagrams. Approximately 24 hours, \$340, Book: \$44

MICROSOFT POWERPOINT 2

Enhance skills by preparing a presentation, handouts, using multimedia and creating timed slide shows. Use hyperlinks, multimedia and create slide show timings. Add tables and customize themes and slide masters. Prerequisite: Microsoft PowerPoint 1 or PowerPoint 1 test. Approximately 24 hours, \$340, Book: \$44

MICROSOFT POWERPOINT 3

Learn about connecting and broadcasting presentation, online collaborations, and ways to transport presentations as well as integrating with other office software. Taking your presentations to the next level! Prerequisite: Microsoft PowerPoint 1, 2 or PowerPoint 2 Test. Approximately 24 hours, \$340, Book: \$44

MICROSOFT PUBLISHER

Learn the concepts of creating publications, planning, designing; using features, graphics, design bar, working with clip art, images. Learn how to enhance a publication, work with columns, changing

Computer and Medical Office Training

Formatting, using styles, adjusting text overflows and adding drop cases. Approximately 48 hours, \$380, book \$115

MICROSOFT OUTLOOK

Learn how to navigate Outlook, a common business email software application. Organize emails; learn the features to email, focus on contact information and using the calendar. Work with setting up appointments, sharing calendars and using the notes, tasks and journal. Approximately 18 hours, \$325, Book: \$29

INSTRUCTIONAL PROGRAMS

These instructional programs were developed based on continued in-demand job skills advertised by employers and hiring managers in the workplace today. These programs prepare students for a variety of roles in today's ever-changing 21st century office environment. Students will gain a solid foundation in office skills which will increase their overall marketability.

GENERAL OFFICE WORKER PROGRAM

An instructional program that prepares individuals to provide basic office/administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Courses include general business correspondence, general office procedures as described in the books.

REQUIRED COURSES

Keyboarding 1 or Keyboarding 2
Microsoft Word Level 1
Microsoft Excel Level 1

TUITION COSTS*

\$180 (1) or \$80 (2)
\$340 +cost of textbook (\$44)
\$340 +cost of textbook (\$44)

OFFICE ASSISTANT PROGRAM

An Instructional program focusing on software used in business offices. This program prepares students to successfully perform required duties of administrative assistants and/or secretaries. Examples cover business best practices and guidance on how to apply these skills in the office workplace. Students will be skilled in handling general office tasks and assisting in creating and updating office documents.

REQUIRED COURSES

Keyboarding 1 or Keyboarding 2
Microsoft Word Level 1
Microsoft Word Level 2
Microsoft Excel Level 1
Microsoft Access Level 1
Microsoft Outlook
Microsoft PowerPoint Level 1

TUITION COST*

\$180 (1) or \$80 (2)
\$340 +cost of textbook (\$44)
\$340 +cost of textbook (\$44)
\$340 +cost of textbook (\$44)
\$340 +cost of textbook (\$44)
\$325 +cost of textbook (\$29)
\$340 +cost of textbook (\$44)

Computer and Medical Office Training

MEDICAL COURSES

Classroom Hours

2019 - 2020 School Year: Monday & Friday, 7:30am - 3:30pm
Wednesday, 7:30pm - 8:30pm
Summer 2020: TBD



These courses are designed to prepare students in a shorter amount of time for entry-level employment in a variety of administrative/support positions in a health-care facility such as medical offices, clinics, hospitals and other health care office settings. These courses also provide supplemental training for persons previously or currently employed in this occupational area. There are no specific admission requirements. Some classes have pre-requisites that must be met. Refer to each course to determine the pre-requisites. Previous experience and education will be evaluated through a test administered by the school to determine the appropriate class and level a student may

take. *For more information about medical courses, please contact Michelle Lenzi at 603-882-9080 ex. 2218 or via email at mlenzi@nashuaalc.org.*

MEDICAL CODING for CERTIFICATION

Learn medical Coding and required practice tests in order to take the CPC® – AAPC Certification. Course is hands on with one on one instruction as need be and covers all topics needed to obtain your certification. This course uses the latest Coding – ICD-10 and books for the course, as well as practice tests and testing at ALC for actual AAPC certification. AAPC Certified instructor teaches the course. Prerequisite: Medical Terminology & Medical Billing. Course is **80 hours, \$2,400 all inclusive**

MEDICAL CODING TEST PREP COURSE FOR CERTIFICATION

Prepare for the Certified Professional Coder (CPC®) exam with an introduction to test taking techniques which will provide options for multiple choice and medical coding research. Finding the answer in your coding books will be reviewed, in addition to making notations. This will also include unlimited CPC® practice exams. At the end of the course, exam will be given at Adult Learning Center. AAPC Certified instructor teaches the course. Course is **8 Weeks – 5 hours first week – then 1 hour for 7 weeks. \$500**

MEDICAL TERMINOLOGY

Learn the foundation of medical terminology through a thorough study of the roots, prefixes, and suffixes which form the medical language as they relate to the systems of the body, with emphasis on spelling, definitions, and pronunciation. This course serves as a foundation for all other medical courses. 48 hours, \$380 course, Text book (\$95)

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MEDICAL OFFICE PROCEDURES

Become an administrative assistant in a medical office setting by learning correct telephone procedures, schedule and maintain appointments, prepare and maintain medical records, input patient information, work with patient records and prepare written communications. This course emphasizes workplace expectations related to HIPPA guidelines, patient confidentiality, work ethics, professionalism, and interpersonal skills needed for success in a medical office setting. Finally, the student will use a simulated office environment to learn and practice his or her acquired administrative skills. Text book (\$245)

Prerequisites: Medical Terminology

Recommended also: Keyboarding, and Microsoft Word 1. 48 hours, \$380 course, Book \$245

MEDICAL PATIENT BILLING

Extensive hands-on experience medical billing to enter patient and case information, process charges and copayments; process claims and insurance forms; create statements and produce reports. 48 hours, \$380 course, Text book (\$158)

Prerequisite: Medical Terminology

ELECTRONIC HEALTH RECORDS

Welcome to the world of Integrated Electronic Health Records. Throughout this course you are going to be using hands-on software utilizing PrimeSUITE. This course and software will expose you the world of Electronic Health Management (HIM) by showing you how Practice Management (PM) and Electronic Health Records (EHR) systems are used. The overall goal of this course is to help you achieve an understanding of PM and EHR systems used in the medical office and how health information is transferred. 48 hours, \$380 course, Text book (\$112) Recommended: Medical Terminology and Medical Patient Billing.

MEDICAL INSURANCE CODING - BASICS

Learn about basic health insurance information, policy types, health plans, and how to effectively use ICD-10 (Diagnostic) and CPT (Procedural) reference books for coding administrative reports required for insurance reimbursement. Students are prepared for entry-level positions in insurance coding in a doctor's office or other medical facility. This course will benefit students interested in pursuing a career in the rapidly growing field of medical insurance, billing, and coding or experienced coders already employed in the health care field who would like to enhance their skills. 48 hours, \$380 course, Text book (\$119)

Prerequisite: Medical Terminology. Recommend: Medical Billing

MEDICAL OFFICE ADMINISTRATION PROGRAMS

MEDICAL OFFICE RECEPTIONIST COURSES

This grouping of courses prepares students for entry-level employment in medical offices as medical office receptionists. Receptionists are charged with a responsibility that may affect the success of a medical office or the hospital -- making a good first impression. In addition, they contribute to the security of an organization by helping to monitor the access of visitors – a function that has become increasingly important. Physicians in private practice and in all kinds of health facilities need qualified medical office receptionists.

COURSES REQUIRED

Keyboarding
Microsoft Word 1
Medical Terminology
Medical Office Procedures
Electronic Health Records
***Cost of textbooks will vary**

TUITION COST*

\$280
\$340 +cost of textbook (\$44)
\$380 +cost of textbook (\$95)
\$380 +cost of textbook (\$245)
\$380 + cost of textbook (\$112)

MEDICAL OFFICE ADMINISTRATION ASSISTANT COURSES

This grouping of courses prepares students for entry-level employment in medical offices as secretaries and medical administrative assistants. Secretaries and medical administrative assistants perform a variety of administrative and clerical duties necessary to run a medical office efficiently.

COURSES REQUIRED

Keyboarding
Electronic Health Records
Medical Terminology
Medical Office Procedures
Medical Patient Billing
Microsoft Word 1
Microsoft Excel 1
***Textbooks costs vary**

TUITION COST*

\$280
\$380 +cost of textbook (\$112)
\$380 +cost of textbook (\$95)
\$380 +cost of textbook (\$245)
\$380 +cost of textbook (\$158)
\$340 +cost of textbook (\$44)
\$340 +cost of textbook (\$44)

Computer and Medical Office Training

MEDICAL CODING for Certification - Complete

This course prepares students on coding involves organizing and assigning codes to diagnoses and procedures found in the Current Procedural Terminology (CPT), International Classification of Diseases, 10th Revision (ICD-10) and Healthcare Common Procedural Coding System (HCPCS) coding books. Students will review case studies that demonstrate real life scenarios and use them to learn the coding guideline for diagnosis and procedure coding that need to be followed for patient care as well as the CPC® exam. Certified coders would have to pass an exam issues by American Academy of Professional Coders (AAPC) that includes Medicare guidelines, medical terminology, anatomy and coding scenarios.

COURSES REQUIRED

Keyboarding
Medical Terminology
Medical Patient Billing
Electronic Health Records
Medical Coding for Certification CPC
***Textbook costs vary**

TUITION COST*

\$ 280 +cost of textbook
380 +cost of textbook (\$95)
380 +cost of textbook (\$158)
380 +cost of textbook \$112)
\$2,400 – includes books, practice test, test fee

MEDICAL CODING for Certification

This course prepares students on coding involves organizing and assigning codes to diagnoses and procedures found in the Current Procedural Terminology (CPT), International Classification of Diseases, 10th Revision (ICD-10) and Healthcare Common Procedural Coding System (HCPCS) coding books. Students will review case studies that demonstrate real life scenarios and use them to learn the coding guideline for diagnosis and procedure coding that need to be followed for patient care as well as the CPC® exam. Certified coders would have to pass an exam issues by American Academy of Professional Coders (AAPC) that includes Medicare guidelines, medical terminology, anatomy and coding scenarios.

COURSES REQUIRED

Medical Coding for Certification CPC

TUITION COST*

\$2,400 – includes books, practice test, test fee

MEDICAL CODING Test Prep for Certification

This course prepares students for the AAPC coding test for certification. It involves unlimited practice test, tips and tricks on how pass the exam by organizing and assigning codes to diagnoses and procedures found in the Current Procedural Terminology (CPT), International Classification of Diseases, 10th Revision (ICD-10) and Healthcare Common Procedural Coding System (HCPCS) coding books. Books provided by student (or may be purchased separately through us); 24 hours, \$500

Computer and Medical Office Training

ACCOUNTING COURSES

Classroom Hours

2019 - 2020 School Year: Monday - Friday, 9:00am - 2:15pm

Monday, 5:00pm - 8:00pm

Summer 2020: TBD



Our accounting courses will help you with starting your own business, keep office finances and budgets, or be an introductory course if you are contemplating enrolling in an accounting course at the college level. There are no specific admission requirements. Some classes have pre-requisites that must be met. Refer to each course to determine the pre-requisites. Previous experience and education will be evaluated through a test administered by the school to determine the appropriate class and level a student may take.

ACCOUNTING BASICS

An introduction for Non-Accounting Majors provides an easy to understand, simplified solution to introductory accounting courses. Solution highlights include being walked through the accounting cycle in the same manner as a typical business; seeing the entire process before proceeding through the accounting cycle, and step-by-step examples following the introduction of a new topic. Approximately 48 hours, \$380, \$50 for book. Prerequisites: Excel and Word (preferred).

EXCEL FOR ACCOUNTING

Provides the ideal blend of accounting principles coverage and detailed, step-by-step instruction on using Microsoft Excel. This offers a sequential progression of material for accounting and Excel. Includes Accounting refresher, Real-World Accounting application for Accounting Equation, journal entries, financials statements, statement of cash flows, inventory costing and analysis, bank reconciliation, depreciation schedule, payroll register, bond amortization, financial statement analysis, Budget and Cost analysis. Learn key Excel features from Level 1, Level 2 and Level 3. Approximately 48 hours, \$380, \$102 for book. Prerequisites: Accounting Basics

PAYROLL ACCOUNTING

A Practical, Real-World Approach provides an innovative, hands-on approach with a unique blend of theory and practical examples and exercises, enabling students to get a thorough understanding of why, how, and when the most widely-used payroll accounting functions are performed. The text includes case studies, Concepts Reviews and quizzes, Knowledge Check practice exercises, and a Continuing Payroll Practice exercises. Approximately 48 hours, \$380, \$114 book. Prerequisites: Excel, Word (preferred) and Accounting Basics.

QUICKBOOKS PRO 1

QuickBooks Pro is a popular accounting software application designed to help small and medium sized businesses keep their books easily and accurately. This course will give you the basic skills you need to effectively deal with customers, vendors banking transactions. Prerequisite: Strongly recommend: Accounting Basics. Approximately 36 hours, \$350, \$45 book

QUICKBOOKS PRO 2

This course will give you more advanced features including Inventory Payroll and using Balance Sheet Accounts, how to create and use estimates and time tracking, how to customize forms within QuickBooks. This course also teaches how to integrate with Microsoft Office. Prerequisite: QuickBooks 1 or QuickBooks 1 Test. Approximately 36 hours, \$350, \$45 book.

OTHER INFORMATION

Computer and Office Technology is a program of the Adult Learning Center. The Center is governed by a Board of Directors, and the Executive Director, who is responsible to the Board.

BOARD OF DIRECTORS FY 2019-2020

President, Mary DeRoche, Pennichuck Corporation
Past President, Alvin Oasan, VP Enterprise Bank
Vice President, Carol Kreick, Retired School Administrator
Treasurer, Kathleen Allen, CPA, S. Gordon Corp.
Secretary, Chad Theroux, BAE Systems
Sharad Agarwal, Sirius Computer Solutions
Heather Booth, CPA, BerryDunn
Sharon Cowen, UNH Cooperative Extension
Sharon Dalton, Retired ALC Employee
Steven Greenwood, Director of IT, Pennichuck Corporation
Rachel Guill, BAE Stems
Doreen Manetta, SVP Enterprise Bank
Kathie Nannicelli, Retired Special Education Coordinator
Janeth Orozco Sanchez, Teen Individual Services Director, Boys & Girls Club
Michael Sheahan, AVP Lowell Savings Bank
Dave Smith, Pastor Crossway Christian Church
Chad Theroux, BAE Systems
Brenda Van Hirtum, RiverStone Resources LLC. Ryan

STAFF

Carol Baldwin, Executive Director
Lauren Osowski, Director of Adult Education
Michelle Lenzi, Medical Course Instructor, CPC Certified trainer, ICD-10 Certified trainer
Richard Barber, Computer Technology Instructor

FACILITIES

The Computer-Medical- Accounting Technology Courses is located at 4 Lake Street, Nashua, NH. Training space is approximately 196 square feet and includes an office for interviews, semi-private room for study, and area for group instruction, and an area for small group or individual instruction. The center is brightly lit, carpeted, air conditioned, and designed to simulate a professional office. It meets all safety codes, is equipped with sprinklers, and is handicapped accessible, with entrances to the hallway and outdoors.

Computer and Medical Office Training

COMPUTER TECHNOLOGY - STUDENT INFORMATION AND RULES

ATTENDANCE

Regular and punctual attendance is expected of all students. If you will be absent for any reason, you are expected to tell teachers in advance by calling or emailing the Center before class starts. Over two unexcused absences per month or extensive absences of any type will result in dismissal from your class with no refund.

Contact us at: 603-882-9080

Michelle Lenzi x 2218 mlenzi@nashuaalc.org

Richard Barber x 2230 rbarber@nashuaalc.org

Lauren Osowski x2206 losowski@nashuaalc.org

*CHILDREN ARE NOT ALLOWED TO ACCOMPANY ADULTS TO THE CLASSROOM.

PARKING POLICY

Ten-minute parking is used ONLY for drop-off and pick-up, no extended parking. NO PARKING on Bridle Path in front of the homes across the street from school.

PLEASE:

DO NOT take up two spaces – park between the lines

DO NOT block the entrance of the parking lot

DO NOT park directly behind another car

DO NOT block a neighbor's driveway - \$50 fine

DO NOT park in handicap parking spots without special plates - \$50 fine

DO NOT park in the wrong direction - \$50 fine

DO NOT park in neighboring business' parking lots (your vehicle may be towed without warning). Parking is available on side streets and in the large parking lot at 300 Main Street Market Place.

Keep the volume on your radio down, especially in warm weather

BEWARE: The city meter maid patrols the school twice each day

SCHOOL CANCELLATION / DELAY POLICIES

If Nashua School District closes because of bad weather, ALC classes are cancelled. Please do not call the Center for information. Cancellations are listed on TV, radio or the web: TV9, WHOB 106.3 FM, WZID 95.7 FM, WQLL 96.5, www.wmur.com

DELAYS: When Nashua school has any delay, we start at 10 a.m (no matter how long the delay is)

CELL PHONES, TEXTING

Cell phones must be on vibrate during class time. There is absolutely no texting during class time. Please use your break time for these activities.

SMOKING POLICY

There is NO SMOKING in or around this building or the playground.

NO DRINKS OR FOOD ALLOWED IN THE COMPUTER LAB – allowed in seating areas

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COMPUTER TECHNOLOGY - STUDENT INFORMATION AND RULES, CONT.

Breaks - All three hour courses have a 15 minute break. If you are not sure, check with your instructor. Students are free to bring their own food and drink and use our refrigerator, use the vending machines next door, get coffee on the third floor during break, or go to a nearby facility to obtain food and drink.

BUSINESS ENVIRONMENT GUIDELINES FOR STUDENTS

At the Adult Learning Center we promote courses that are geared for the business environment. The Adult Learning Center does not discriminate against clients or employees on the basis of sex, race, religion, national origin, or qualified handicap. We ask our students to dress and behave in a business professional manner. We want students to understand the importance of meeting expectations set, and, as a result we have some guidelines around the length of the classes as well as grading.

Dress Codes:

Shorts, extremely short skirts, low tops, low riding slacks, revealing or suggestive outfits (men and women) are not acceptable. Jeans are acceptable, however, unclean or jeans with large holes are not acceptable. If you are not sure, ask.

Course Length Expectations:

We are flexible on schedule and number of days a week a student can take a course in order to accommodate any work schedules or other conflicts. The timeframes are guidelines, and we work with students on an individual basis for any exceptions. Your instructor will give you a sheet detailing your schedule.

Computer Technology – Approximately 24 hours

Keyboarding – Approximately 21 hours; Key Refresher/Speed – Approximately 9 hours

Medical – 48 hours, Certification – 80 hours, Certification Test Prep Review – 24 hours

Accounting – Approximately 48 hours

QuickBooks – Approximately 36 hours

Absences: If you are going to be out of class for any reason, please let your instructor know via email or a voice message. If you do not keep your instructor informed of your times out of class, you will be dismissed from that class, without any refund.

Certificates: In order to obtain a certificate, students must complete a course within the time limit above (or the approved extension time) and obtain a 70 or above average for the course.

If a student does not complete the course with the above criteria, they will not receive a certificate. Quizzes (open book homework) and Tests (closed book) are graded for each class using standard answer sheets for each individual course. Technology, Medical and Accounting courses each have their own answer sheets that the teachers follow.

Extending Class Length: Students wanting a few more days to complete a course may pay in advance (non-refundable) for extra days, upon agreement from the teacher and availability of a seat. A student may extend their course no more than 8 extra days. Each incremental day is \$40 and payment is not refundable. Vendors will need to approve extra days but will only be billed for those extra days that the student uses. If a student does not complete the course with the above criteria, by the end of the extension, they will not receive a certificate.

COMPUTER TECHNOLOGY - STUDENT INFORMATION AND RULES, CONT.

Payments –

Individual Students: All classes are paid at the start of class. Extensions are paid in advance. Vendors: Even though a student may be approved for a courses (multiple classes), we bill at the beginning of each class. A bill may include any extra hours that have been approved in advanced.

Regular Courses are paid for based on September through June of a school year. Classes cannot be carried over from one year to the next. If a student does not complete the course, and wishes to come back the following September, they would need to pay for the course again.

Summer Courses are paid for based on mid-June through August. These courses must be paid for during the summer period but can be finished during the following school year.

CREDIT CARD PAYMENTS:

Any student wishing to pay for the class (books must be paid for via cash or check) may do so via the Adult Learning Center web site. In order to start the class, a copy/receipt of the email received from PayPal must be given to the instructor prior to the start of the first class. When you complete the transaction you may print a receipt, but that just shows you entered the transaction. If for some reason you are unable to obtain an email receipt from PayPal, you may not start the class until the payment registers in our ALC pay system, or choose to pay via check or cash.

REFUND POLICY:

Federal Courses Refund. Students receiving benefits from federal programs shall be subject to federal refund policies, rules, and regulations.

Full Refund. A school shall provide a student with a full refund, of all monies paid within 30 days upon written notification from a student of cancelation or withdraw if:

- (a) 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; or
- (b) The student withdraws from the courses or course on or before the first day of instruction, a full refund, less an administrative fee, not to exceed \$150. The Adult Learning Center administrative fee is \$50.

Other Refunds.

(a) A school shall provide a student with a partial refund of monies paid within 30 days if:

- (1) A student who withdraws or is dismissed before 50% of the instruction period shall receive a pro-rata refund, less an administrative fee, not to exceed \$350; The Adult Learning Center administrative fee is \$50.
- (2) A student who withdraws or is dismissed after more than 50% of the instruction period shall receive no refund.
- (c) All efforts shall be made to refund prepaid amounts for books, supplies and other charges 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.

Notice of Withdrawal. A school shall require that notice of withdrawal be in writing, but shall not require a specific manner of delivery.

COMPUTER TECHNOLOGY - STUDENT INFORMATION AND RULES, CONT.

STUDENT GRIEVANCE PROCEDURE: Our teachers strive to create an effective learning environment where students receive the support and guidance that promote success.

Any student who has a grievance with the school or an instructor should first discuss the problem with the instructor. If the matter is not successfully resolved, the student should then speak with the Courses Coordinator. If a resolution is not reached, the student should prepare a written complaint and submit it to the Executive Director asking for a written response. When a satisfactory resolution of the problem is not obtained, the student may contact: Division of Educator Support and Higher Education, 101 Pleasant St, Concord NH 03301, 603.271.6443.

Student Conduct and Conditions for Dismissal: Any student not conducting themselves in an orderly and professional manner, which includes use of drugs and alcohol during school hours, dishonest, disrupting classes, use of profanity, excessive tardiness, insubordination, violation of safety rules, or not abiding by the school rules will lead to dismissal from class.

Signing below means you have read and agree to the conditions for attending classes, payments, extensions, and obtaining certificates and the terms of enrollment at the Adult Learning Center.

Student Signature: _____ Date: _____

Instructor Signature: _____ Date: _____

Nashua Public School Calendar 2019-2020

These are the scheduled days off:

8/30/2019 – 9/2/2019: Labor Day

10/14/2019: Columbus Day

11/11/2019: Veterans Day

11/27-29/2019: Thanksgiving Recess

12/23/2019 – 1/3/2020: Holiday Recess and New Year's Day

1/20/2020: Martin L. King Jr. Day

2/17/2020: President's Day

2/24-28/2020: Winter Break

4/27/2020 – 5/1/2020: Spring Recess

5/25/2020: Memorial Day

6/16/2020: Tentative last day of 2019-2020 ALC school year

2020 ALC Summer School - TBD