



Course Catalog

316 S. Blackwelder Avenue, Oklahoma City, Oklahoma 73108

May 30,2023

Version 9.4

Welcome

Welcome to the Goodwill Career Pathways Institute. We offer training for persons with employment barriers. Goodwill Career Pathways Institute offers a broad range of industry specific training options designed to prepare students for in-demand jobs in the community.

Mission Statement: We help people overcome challenges to employment.

We believe it is important for students to be fully involved in determining realistic career objectives and the plan to accomplish these objectives. You will find our Instructors, Career Pathways Specialists, and Administrators to be a dedicated team vitally interested in your progress and ready to assist you.

You are urged to make full use of the services available to you. Best wishes as you embark on the first step toward your new career. I certify that this catalog is true and correct in content and policy.

Lisa Dillon, Vice President of Workforce Development



Available Programs

Call Center Support Professional

Call Center Supervisor

Employment Essentials

Forklift (Virtual Reality)

National Retail Federation

- *Foundations of Retail*
- *Warehouse Inventory and Logistics*

Network Cabling

Restaurant Management

Small Business and E-Commerce

Unarmed Security Phase I & 2 (CLEET Certified)

Workplace Computer Skills

Goodwill Corporate Office Hours

8:00 a.m.- 5:00 p.m. Monday-Friday

Goodwill Career Pathways Institute Classroom Hours

8:00 a.m.-7:30p.m. Monday-Thursday

8:00 a.m.-3:00p.m. Fridays

Classes will not be scheduled on the following holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Holiday
Day After Thanksgiving
Christmas Eve
Christmas Day

Any variance will be announced in advance. School may also be closed for inclement weather. Please contact Goodwill Industries of Central Oklahoma's main telephone number (405) 278-7000 to access messages regarding school cancellations.

General Information

The Oklahoma Board of Private Vocational Schools (OBPVS) has licensed Goodwill Career Pathways Institute under the requirements of Title 70, Sections 21-101 et. Seq. of the Oklahoma statutes for licensing. Final course licensing means that Goodwill Career Pathways Institute and its operation meet minimum standards established by the OBPVS under Oklahoma law for private, postsecondary educational institutions. This license must be renewed every year and is subject to continuing review.

Enrollment Information

Students are permitted to enroll in workshops and certificates on a rolling schedule after working with the Goodwill Career Pathways Recruiter to determine their needs. To enroll in a certificate program, all prospective students must complete the intake and enrollment process as part of the Goodwill Industries of Central Oklahoma admission guidelines. Certificates are offered on a rolling schedule throughout the year. Schedules are available for each class, as posted on the Goodwill Career Pathways Institute website and available through our recruiter. All enrollment paperwork is due 3 business days prior to class start by noon. Exceptions are approved only by the Director of Training and Employment Services for extenuating circumstances such as relocation, travel, or illness.

Class Size

The number of students permitted to take a class is limited. There is also a *minimum* number of students required for a class to run. A class will not run with less than 5 students unless approved by the Director of Training and Employment Services. If a class receives less than 10 enrollees, then those registered for that class will be contacted and rescheduled for the next class date. This policy is designed to maximize the students learning experience.

Parking and Transportation

Parking is available on the West side of the building at the main lobby entrance. Parking for those with disabilities is located just outside the front doors. If learners ride the bus, there is a bus stop located on the North side of the building on Reno Avenue.

Partner Locations

Goodwill certificates and programs may also be available at partner locations and provided through an approved Instructor. Each partner facility houses the proper technology and learning environment to provide adequate instruction for the Goodwill Certificates and classes.

Breaks

Classes will have a scheduled mealtime. If the class meets for a full day, the break schedule will look like the following: Daytime sessions will have one morning break, lunch, and one afternoon break. Students may bring their lunch, go off site, or use the vending machines. Saturday Seminars will have 2 scheduled breaks each session unless it is a full day session, in which case they will be permitted a lunch period of one hour.

Smoking

Smoking cigarettes, e-cigarettes, vapor systems, and/or use of any tobacco products is not permitted in the front parking lot or in any GICO vehicles. At the Corporate office location, smoking is permitted at the South exit only.

Emergency Procedures

MEDICAL EMERGENCY: In the event of a sudden unexplained or possibly life-threatening medical situation or a severe illness or injury, please dial 911 for Emergency Medical Services (EMS). Examples of life-threatening conditions may include, but are not limited to, the following: choking, severe chest pain and/or shortness of breath, loss of consciousness, uncontrolled bleeding, debilitating injuries and violent behavior. If necessary, students will initially be treated by a Goodwill employee certified in First Aid/CPR.

FIRE: In the case of a fire: students, employees, and visitors should evacuate the building at the nearest exit and meet in the designated meeting location.

Designated meeting location: grassy area across the street from Goodwill Corporate office (across Blackwelder).

The supervisor/instructor will account for all students once safely evacuated from the building. PLEASE DO NOT TRY TO EXTINGUISH ANY FIRE!

TORNADO/SEVERE WEATHER: If there is a tornado warning while classes are in session, please follow the procedure outlined below:

1. Instructors will escort students to the designated tornado safety area location.
2. Upon entering the tornado safety area, students are to assume the tornado safety position (kneel, or sit on the floor facing the concrete walls, with head down and hands/arms covering the head).
3. The Instructor will conduct a count to determine that all students are in the tornado safety area.
4. Students are to remain in the tornado safety position until instructed otherwise by the instructor or member of management.

Workplace Violence: To ensure orderly operations, and to provide the best possible learning environment, the Goodwill Career Pathways Institute expects all students, Instructors, faculty, and staff to follow rules of conduct that will protect the interest and safety of all.

Students, instructors, and Goodwill Career Pathways Institute faculty are prohibited from possessing or carrying guns, knives, or any other weapons or ammunition in the facility. Threatening, abusive, and vulgar language will not be tolerated. Verbal and/or physical fighting is strictly prohibited. Violations of this policy may result in disciplinary action, up to and including removal from the program. Students shall contact the Instructor, Security or Safety Department if any threatening situation or any suspicious individuals or activities are seen.

Internet Policy

Purpose Statement

Goodwill Career Pathways Institute computers, printers, copiers, scanners and related software and equipment are to be used for business & educational purposes only.

Acceptable Use

The computer network is the property of Goodwill Career Pathways Institute and is to be used for legitimate business/educational purposes only. All Users have a responsibility to use Goodwill Career Pathways Institute computer resources and the Internet in a professional, lawful and ethical manner.

Privilege of Use

Goodwill Career Pathways Institute internet access is a privilege afforded to the student. Inappropriate use as defined by the terms of this policy will result in a cancellation of those privileges and/or disciplinary actions, to include possible civil and/or criminal liability, and possible removal from the program.

Inappropriate Use

Each student will comply with Goodwill Career Pathways Institute policies and rules. These general rules include, but are not limited to, the following:

1. **Appropriate Language:** Do not use abusive language in messages to others. Be polite. Do not use obscene or profane language, vulgarities, and rude or disrespectful language. Do not engage in personal attacks or activities intended to distress or annoy another student.
2. **Vulgar, lewd, sexual or indecent material is strictly prohibited.**

3. Group defamation or hate literature which disparages a group, or a member of a group based on race, religious affiliation, ethnicity, national origin, gender identity or preference and/or disability is prohibited.
4. Students are prohibited from transferring non-educational and/or work-related media through Goodwill Career Pathways Institute computer equipment.
5. Computers and related technology are to be used for educational purposes only.

Admissions and Finance

For students in the program who are sponsored by a referring agency, the process may begin when a referral agent contacts the Goodwill Career Pathways Institute requesting services and sharing necessary student information. Students without a referral source may contact Goodwill directly for services.

The next step for admission is Intake, IEP, and Enrollment depending on the requested training program. In this phase, students will meet with the recruiter or a program coordinator. The purpose of the Intake and Enrollment is to explore student interests and aptitudes for the desired course and subsequent entry into a related occupation.

The following information will be needed to initiate the intake process:

- Be at least 16 years of age. Applicants under 18 years of age will require a parent/guardian signature or a copy of an Emancipation Court Order unless the child is considered homeless and/or endangered in which case, the legal or temporary custodian can authorize attendance.
- One form of identification
- Method of payment: By card in person at the corporate location. All credit card transactions will be subject to a 3.5% processing fee.

Records are kept confidential. Students must report any changes in information to their enrollment representative.

**Most clients are eligible for scholarships or financial assistance should they apply with their Recruiter.*

Minimum Entrance Requirements for Classes & Programs

- Minimum 16 years of age. (Except for Unarmed Security. Age is 18).
- Be at least 16 years of age. Applicants under 18 years of age will require a parent/guardian signature or a copy of an Emancipation Court Order unless the child is considered homeless and/or endangered in which case, the legal or temporary custodian can authorize attendance. Minimum 18 years of age. (Unarmed Security Phase I and Phase II)

- ID Required

Credit for Previous Training or Work Experience

The Goodwill Career Pathways Institute does not grant credit for previous training or work experience. A thorough review of the entrance requirements for each course will assist the student in enrolling in only the courses necessary to enhance employability. Goodwill Career Pathways Institute staff remain available to assist course selection as needed.

Cancellation and Refunds

Cancellation Policy

A full refund will be given if an applicant is not accepted by the program; if an applicant cancels his/her enrollment agreement by notifying the Goodwill Career Pathways Institute in writing within three days of enrollment, or in the event of location closure prior to the start of training. A full refund of any monies paid will be made if an applicant cancels his/her enrollment prior to attending classes or training cancellation. All refunds will be made within 30 days from the date the enrollment agreement is cancelled. If the institution closes, a program is discontinued by the school after the beginning of classes while students are enrolled, and students cannot be transferred to a comparable program, the school will provide a full refund of tuition.

Refund Policy

The refund calculation is calculated by dividing the percentage of course completed.

- If withdrawal is **before** the course begins, 100% tuition reimbursement.
- If withdrawal is after the student has attended the course and they have completed at least 25%, the refund is 50%.
- **No refunds** beyond 25% of course completion.
- **No refunds for *online* courses.**

Professional Conduct

Students admitted to the Goodwill Career Pathways Institute agree to conduct themselves within the bounds of acceptable behavior. Students are expected to do their own assignments and tests without cheating. The goal is to recommend professional graduates to prospective employers. Conduct violation may result in dismissal.

Personal Attire

Students are required to dress in appropriate attire. All students are obligated to be professional in their overall personal appearance and attitude. Instructors and GCPI

representatives will determine unacceptable personal appearance. In some cases, the student may be directed to return home to change clothing.

Attendance

Attendance is required. Employers may examine this aspect of a student's record and performance as well as their academic accomplishments. All Goodwill programs operate under a **100% attendance policy**. Should attendance not meet acceptable levels, the student may be removed from the program. Should a student be removed, he or she may be re- admitted. Readmission to the program must be made with the recommendation of the Director of Training and Employment Services. For unavoidable absences, students will be allowed a reasonable amount of time to make up any work or tests.

Tardiness

Companies want to hire employees who are reliable. Punctuality and participation until the class is dismissed will help establish a record that students are present along with academic qualifications. In fact, arrival over 15 minutes late will result in an inability to access the class. Tardiness and leaving early also tend to disrupt the class to the detriment of the other students as well as the one who is at fault. Three (3) tardies or early departures are considered one (1) absence. Students who exhibit problems with tardiness will be placed **on notice** by the Instructor and the Director of Training and Employment Services and may be removed from the program.

Leave of Absence

Students unable to attend class for three days or more may contact the Director of Training and Employment Services regarding a Leave of Absence. A Leave of Absence should not exceed 60 days. Students are to complete a Leave of Absence form given by the Director of Training and Employment Services-. Leave of Absence forms are submitted to the Director of Training and Employment Services for approval. Upon return, a Return from Leave of Absence form is to be completed and approved by the Director of Training and Employment Services-

Program Removal

Students may be removed from the program for reasons including, but not limited to:

1. Poor attendance
2. Poor academic progress
3. Attitude not conducive to the educational environment
4. Any infraction of school policy

A student who has been removed from the program may reapply only after a personal interview and resubmission to the Director of Training and Employment Services has taken place. They will decide about program readiness at that time.

Grievance Policy

The Goodwill Career Pathways Institute will acknowledge and respond to complaints related to service delivery by program participant, staff, employers, members of the community, or families/guardians. Such incidents will be documented, reviewed and investigated, and follow-up completed within a specified procedure and timeframe. No such complaint or grievance will result in any retaliation toward any party to the complaint, nor will such complaint result in any barrier to service for any student.

1. The first step is to review the complaint verbally with the Training and Employment Services Director. The request for discussion must be made within ten (10) days of the incident causing the problem.
2. If the Director's answer to the complaint is not satisfactory to the student, the student may file a written grievance with the program VP. This request must be made within five (5) working days of receiving an answer from the Director. Any grievance related to an involuntary termination of the student will automatically be required to be a written grievance to the VP.
3. If the VP's answer to the complaint is not satisfactory to the student, the student may file a written grievance with the CEO of Goodwill Career Pathways Institute. This request must be made within five (5) working days of receiving an answer from the VP.
4. If the answer to the complaint from the President of Goodwill Industries of Central Oklahoma is not satisfactory, the student may appeal to the Oklahoma Board of Private Vocational Schools (OBPVS) for a review and answer to the complaint. This request must be made as soon as possible after receiving the President's answer. The OBPVS decision is final. OBPVS can be contacted at Nora House, OBPVS Director, 3700 N Classen Boulevard Suite 250, Oklahoma City, OK 73118; Phone Number - (405) 528-3370; Fax Number (405) 528-5366; Email: nhouse@obpvs.ok.gov.

Academic Information

Grading Policy

Goodwill Career Pathways Institute is success oriented, with a grading philosophy that helps students know how much they have learned, rather than what they do not know. All tests and assigned projects are graded against a perfect score of ***Successfully Completed*** or ***Did Not Successfully Complete***. Grades reflect the level of success that students have attained. Those who successfully complete the programs receive a

certificate, those who do not are ineligible for certification and are invited to retake the course.

Academic Probation

Students who are experiencing unacceptable academic performance will be placed on probation by the Director of Training and Employment Services at the recommendation of the Instructor. The probation period will last 2 weeks. During this probation period, performance levels must show improvement or may result in termination.

Performance Levels Required for Graduation

Students must satisfactorily complete all assigned work, maintain satisfactory class standing (grades, attendance, procedures, personal appearance and attitude), and have satisfactory evaluations from the Instructor.

Call Center Support Professional

EDUCATIONAL OBJECTIVE

The Call Center Support Professional certificate program is designed to support those who are interested in careers working in call centers as customer service professionals. Through this course, students will show basic mastery of the following areas- Computers, keyboarding, customer service, virtual assistant and problem-solving skills, conflict management, and phone etiquette.

ENTRANCE REQUIREMENTS

Minimum of 16 years of age and ID.

<u>COURSE FEES</u>	
Registration Fee	\$20.00
Materials Fee	\$10.00
Lab Fee	\$10.00
Tuition	\$180.00
Total Cost	\$220.00

COURSE LENGTH- 8 Hours

***This course is available online or on site.**

Call Center Supervisor

EDUCATIONAL OBJECTIVE

The Call Center Supervisor certificate program is designed to support those who are interested in careers working in call centers in a supervisory role. This program is best offered to those who have prior call center experience and are interested in promotions. Through this course, students will show basic mastery of the following areas- call center management, customer escalations, phone monitoring and quality assurance, coaching, making data driven decisions, and how to build functional teams.

ENTRANCE REQUIREMENTS

Minimum of 18 years of age and ID.

COURSE FEES	
Registration Fee	\$20.00
Materials Fee	\$10.00
Lab Fee	\$10.00
Tuition	\$230.00
Total Cost	\$270.00

COURSE LENGTH- 8 Hours

***This course is available online or on site.**

Employment Essentials

EDUCATIONAL OBJECTIVE

The Employment Essentials certificate program is designed to equip learners with entry level computer skills, provide a better understanding of customer service skills, create self-awareness of employment retention strategies, provide the relevant skills necessary to sit for interviews for a better opportunity for job placement, and explore job retention strategies.

ENTRANCE REQUIREMENTS

Minimum of 18 years of age and ID. (16 years of age permitted with proper credentials).

<u>COURSE FEES</u>	
Registration Fee	\$20
Materials Fee	\$30
Lab Fee	\$50
Tuition	\$170
Total Cost	\$270

COURSE LENGTH- 20 Hours

VR Forklift Training Program

EDUCATIONAL OBJECTIVE

The Virtual Reality Forklift Training Program is designed to equip the learner with the skills needed to work the standing forklift and to be an OSHA certified standing forklift operator. From this class, students will be able to practice the skills needed to pick orders, maneuver the forklift equipment, and have a safer transition into a workplace where forklift skills are needed.

ENTRANCE REQUIREMENTS

Minimum of 16 years of age and ID.

<u>COURSE FEES</u>	
Registration Fee	\$20
Materials Fee	\$10
Lab Fee	\$70
Tuition	\$150
Total Cost	\$250

COURSE LENGTH- 8 Hours (Workshop and Virtual Reality Experience Hours).

National Retail Federation-Retail Industry Fundamentals

EDUCATIONAL OBJECTIVE

Learners who earn this certificate will develop basic customer service skills, math skills to conduct sales transactions, and an understanding of the retail industry, its impact on the economy and the diverse jobs available. Best practices for interviewing and exploring career paths are also covered. This course is perfect for someone looking for a first job and/or developing workplace readiness skills.

ENTRANCE REQUIREMENTS

Minimum of 18 years of age and ID. (16 years of age permitted with proper credentials).

<u>COURSE FEES</u>	
Registration Fee	\$20
Materials Fee	\$145
Tuition	\$320
NRF Exam	\$65
Total Cost	\$550

COURSE LENGTH- 16 Hours

National Retail Federation (NRF) – Warehouse, Inventory, & Logistics

EDUCATIONAL OBJECTIVE

Learners who earn this certificate will develop a better understanding of warehouse terminology, different kinds of warehouses, supply chain and distribution, best safety practices, the roles and responsibilities of operations and logistics management, and the strategy, planning, and design behind warehousing. This course is perfect for someone looking to land a job or promote in modern retail warehousing.

ENTRANCE REQUIREMENTS

Minimum of 18 years of age and ID. (16 years of age permitted with proper credentials).

<u>COURSE FEES</u>	
Registration Fee	\$20
Materials Fee	\$145
NRF Exam	\$65
Tuition	\$320
Total Cost	\$550

COURSE LENGTH- 16 Hours

Network Cabling Installation

EDUCATIONAL OBJECTIVE

The introduction to Network Cabling Installation course provided by Goodwill Career Pathways Institute is designed to equip learners with the skills needed to gain entry level employment in the network infrastructure installation field. The course focuses on cable identification, floorplan awareness, cable termination strategies and proper safety techniques. Instruction is provided in good public relations skills, performing network cable installation, working as part of an installation team, and construction applications in reference to network reliability.

ENTRANCE REQUIREMENTS

Minimum of 18 years of age and ID.

<u>COURSE FEES</u>	
Registration Fee	\$20
Materials Fee	\$70
Lab Fee	\$40
Tuition	\$170
Total Cost	\$300

COURSE LENGTH- 12 Hours

Restaurant Management

EDUCATIONAL OBJECTIVE

The Restaurant Management certificate program provides learners with the skills needed to work in a restaurant or eatery. This course explores hospitality in the dining room, customer service, food safety, and leadership within the restaurant community. Students who complete this course will have a more comprehensive knowledge of how to elevate customer satisfaction and navigate complaints with ease.

ENTRANCE REQUIREMENTS

Minimum of 18 years of age and ID.

<u>COURSE FEES</u>	
Registration Fee	\$20
Materials Fee	\$200
Lab Fee	\$80
Tuition	\$510
Total Cost	\$810

COURSE LENGTH- 24 Hours

Small Business & E-Commerce

EDUCATIONAL OBJECTIVE

This program is designed to acquaint the learner with the skills needed to start a small business through the creation of a concept, a business plan, and the formation of a marketing strategy. This program supports entrepreneurs who are interested in understanding the baseline of starting a small business and taking an idea online. By the completion of the course, students will have a business plan and referral source for additional information to begin their business.

ENTRANCE REQUIREMENTS

Minimum of 18 years of age and ID. (16 years of age permitted with proper credentials).

<u>COURSE FEES</u>	
Registration Fee	\$30
Materials Fee	\$100
Lab Fee	\$80
Tuition	\$600
Total Cost	\$810

COURSE LENGTH - 24 Hours

Unarmed Security Phase I & Phase 2

EDUCATIONAL OBJECTIVE

The Unarmed Security Phase I & Phase II program provided by the Goodwill Career Pathways Institute is designed to equip learners with the skills to be an unarmed security guard. Instruction is provided in writing reports, responding to fire emergencies, first aid applications, and provisions of the Oklahoma Security Guard and Private Investigator Act. This course is designed to prepare the learner for the State of Oklahoma examination for armed and unarmed private security licensure. Instruction is provided in good public relations skills, performing patrol duties, working fixed-post assignments, and investigating security incidents.

ENTRANCE REQUIREMENTS

Minimum of 18 years of age and ID.

<u>COURSE FEES</u>	
Registration Fee	\$20.00
Materials Fee	\$150.00
Lab Fee	\$20.00
Tuition	\$360.00
Total Cost	\$550.00

COURSE LENGTH- 40 Hours

***This course is available online only.**

Workplace Computer Skills

EDUCATIONAL OBJECTIVE

To educate the learner about the workplace computer skills that are needed for ongoing success in an office environment. This upskilling certificate program is designed for learners who want to increase viability in a competitive employment market, retain employment, or for those who want to learn new skills that can help them in adapting to a more digital working environment. Key concepts include the following: Intro to Computers, Keyboarding Skills, Internet Navigation, Social Media & Branding, Email, Word Processing, Excel, PowerPoint, Google Apps/Drive, Video Conferencing (Zoom, Teams, Hangouts), One Drive, & Canva Digital Design.

ENTRANCE REQUIREMENTS

Minimum of 18 years of age and ID. (16 years of age permitted with proper credentials).

COURSE FEES	
Registration Fee	\$20
Materials Fee	\$30
Lab Fee	\$50
Tuition	\$330
Total Cost	\$430

COURSE LENGTH- 16 Hours

Additional Training

Additional training opportunities are available through the Goodwill Career Pathways Institute. This includes digital skills computer classes (Basic Computers, Internet, the Microsoft Office Suite, and Google Apps & Drive) and Job Readiness Workshops provided through the Job Connection Center. These workshops and programs are available at **NO COST** to those who want to participate. Some of these programs provide certificate of completion, however, space is limited.

Additional Information

Owners

Goodwill Career Pathways Institute is part of Goodwill Industries of Central Oklahoma, which is a 501(c)(3) nonprofit corporation whose mission is to enhance the quality of life of individuals with disabilities and disadvantages through the power of work.

Program Official

Lisa Dillon

Program Director

Amara Lett

Authorized Administrative Official

Kathryn Roper

School Representative

Jacob Ruble

Instructor

Shirrelle Gordon

School Representative/Intake Specialist

Kimberly Conyer

Board

Lisa Allison, Sharon Baker, David Burrage, Bill Corum, Lorianne Denslow, Jason Ferbrache, Don Gable, George Johnson Jr., Connie McGoodwin, David Miller, Renee Porter, Steve Shepelwich, Emily Shuart, Ted Streuli, Jake Taylor, & Charlie Wright.