

Student Catalogue



2019 - 2020

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JobTrain is accredited by the Western Association of Schools and Colleges (WASC), and provides high school credits for some programs.

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About JobTrain

Mission

JobTrain is committed to helping those who are most in need to succeed. Our purpose is to improve the lives of people in our community through assessment, attitude and job skills training, and high potential career placement.

Vision

JobTrain is a place where dreams come true. We create a unique opportunity for people to develop personal and career goals, and to achieve their aspirations by acquiring relevant skills and positive attitudes about themselves and their potential. People are drawn to JobTrain for our high-value training, effective personal development programs, impressive results, and respect for the individual. JobTrain delivers on the promise of a better life.

Philosophy

JobTrain is founded on a belief in the potential of every human being. We believe that through training, encouragement and inspiration, our trainees will be empowered to become self-supporting and thriving members of society.

- We believe in the dignity and potential of every individual.
- We believe that with opportunity and motivation, people will help themselves.
- We believe that people need and want a hand up, not a hand out.

School-Wide Learning Outcomes (SLO's)

1. Students will demonstrate the academic and vocational skills required to obtain an entry level position in their field.
2. Students will demonstrate the positive attitude and work habits necessary for job success.
3. Students will demonstrate the creativity, critical thinking, communication and collaboration skills required in their job field and to make a positive contribution to their community.
4. Students will demonstrate understanding of the career ladder in their field and how to progress from an entry level job to more responsible position.

This Catalogue

This JobTrain Student Catalogue is a listing of our full-time Career Education and Training Programs complete with course descriptions and costs. JobTrain works to find every way possible so that none of the costs are passed on to the students enrolled in our programs. Also in this catalogue are many of our other programs and services including supportive services to help people successfully transition into the workforce as well as upgrade classes that are not full-time and designed to help people gain specific skills and competencies.

JobTrain's basic policies, expectations, and student rights are also in this catalogue. JobTrain reserves the right to modify this catalogue at any time as needed

Accreditation and State of California

Every six years JobTrain undergoes a comprehensive process of evaluation for the Western Association of Schools and Colleges (WASC) in order to renew our school accreditation. JobTrain is fully accredited by ACS WASC.

<http://www.acswasc.org>

The State of California has determined that JobTrain is exempt from the Bureau of Private Post-Secondary Education.

Key features of JobTrain

Adult Programs and Services:

JobTrain's programs help individuals gain career and life skills, transforming their lives for the long term. Full-time career education training programs include: Culinary Arts, Pre-Apprenticeship Carpentry/Project Build Training, Medical Assistant, Certified Nurse Assistant/Home Health Aide Training and IT Support and Service Specialist Training. Students can also benefit from Upgrade Trainings, which helps them to advance in their careers. Offerings include HSE preparation, Academic Skills for Employment, ESL, and Digital Literacy. Students receive full scholarship to cover training cost.

JobTrain also has an established partnership with Five Keys Charter Schools and Programs. Five Keys is a nationally recognized education management (non-profit) corporation that operates accredited charter schools and programs for youth and adults at 70 locations across California; and JobTrain is one of those locations. As a community partner site, Five Keys Charter provides evening High School Diploma and HSE tutoring services Monday – Thursday, from 9:00 AM – 9:00 PM. Students who do not have a high school diploma or HSE and desire to receive either can find instruction and testing through Five Keys. Students who have their HSE and desire to receive their high school diploma can attend.

All students participate in Power Skills workshops on topics such as goal-setting, financial literacy, workplace success, anger management and communication skills. To help individuals prepare for the workforce. JobTrain provides academic and aptitude assessment, digital (computer) literacy training, resume preparation, job leads and academic remediation. Job placement services help students to set and achieve their goals. Each student receives one-on-one support from a counselor who helps them navigate their individual challenges, identify career goals, and provides job search and job preparation support.

Partnerships:

We collaborate with multiple corporate, nonprofit, and government organizations focused on economic and workforce development. Employer partners approach us regarding job openings, attend JobTrain job fairs, and maintain contact after placements to report on their employees' progress. Some participate in student trainings; others provide informational interviews, internships, and host tours of their workplaces. JobTrain has reciprocal referral relations with Second Harvest Food Bank, LifeMoves Shelter Network, Peninsula Family Services, and a host of other service providers and Community-Based Organizations.

Other Services:

Resource Center at JobTrain – Offers employment services and resources to the greater community. Job seekers can drop by and access resources such as computers, fax machine, and review job board, as well as participate in workshops, and receive one on one career advising.

East Palo Alto Career Center – Located at the Amazon building on Donahoe Street in East Palo Alto, offers a vast array of employment services available for residence of East Palo Alto.

Supportive Services Center -Is a program sponsored and supported by JobTrain which offers a broad range of services including benefits screening (e.g. CalFresh, medical insurance and other public benefits) and application assistance, legal services, and tax preparation referral services – all at no cost to qualified individuals.

Wellness Counseling Services - Available to JobTrain Students. The wellness counselor can help with navigating and guiding trainees through challenging and difficult personal and emotional challenges that arise in one's life.

Career Education Training Programs -- Summary

Culinary Arts Training Program:

This is an intensive hands on introduction to professional cooking. This class is not a simply a cooking class. The focus will be on how to work in a commercial kitchen. The skills that students will learn will enable each person to get an entry level job and work their way up. Students will all basic cooking techniques, knife skills, the 5 mother sauces, professional dish washing, culinary math, basic bread and dessert making, restaurant design, and equipment cleaning and maintenance. Students will also learn very basic restaurant economics, cost control and accounting. Career opportunities include not only restaurants, but corporate dining, working in the kitchens at high tech companies, senior care centers, stadiums and ball parks, schools, hospitals and country clubs. Students will also earn their California required ServSafe Food Handlers Certificate. Approximately 75% of class time is hands on in the kitchen.

Medical Assistant Training Program:

Students learn medical terminology, anatomy and physiology, basics of Pharmacology and dosage calculations, learn how to take patients' medical history and vital signs, EHR, administration of medications, injections, capillary puncture and venipuncture, receive CPR certification; learn front desk duties including: answering the phone, patient scheduling, rooming & Interviewing patients, basics of medical insurance billing and coding. Graduates are prepared for certification and are qualified for work in doctors and optometrist offices as well as medical clinics and facilities.

Certified Nurse Assistant /Home Health Aide Training Program:

Students learn communication skills, patient care and emergency procedures through hands-on clinical work and are prepared for the California state exam for Certification as a Nurse Assistant. Graduates are qualified for employment in skilled nursing and extended care facilities. Students can also be qualified for jobs in acute hospitals, home care and hospice care. Students who graduate from the PHCW program will receive a Certified Nursing certificate, Home Health Aide certificate and CPR certification.

Pre-Apprenticeship Carpentry/Project Build Training Program:

This course offers an introduction to carpentry, construction safety and environmental training. Students are trained in basic general construction skills and HAZWOPER (hazardous operations). Students will gain a strong foundation in basic construction. Graduates may begin careers as carpenters. Also gain information for ironworkers, electricians, plumbers, drywall workers, and other apprenticeships in construction related occupations. Students may also acquire certifications for: OSHA 10 or 30 hours, CPR and Forklift training.

IT Service & Support Training Program:

This foundational course for careers in the technology field will prepare graduates for entry level desktop support, help desk, and technical customer service jobs. This certificate program introduces students to troubleshooting and customer service, networking, operating systems, system administration, automation, and security—all the fundamentals of IT support. This IT Support Professional Certification is developed by Google for any company, and includes innovative curriculum designed to prepare students for an entry-level role in IT support as well as preparation for additional technical skills training.

Admissions Policy for Career Education Programs

JobTrain's Career Education training programs are available to students seeking an opportunity to succeed, regardless of their eligibility for funding, and regardless whether or not they have graduated from high school

Our programs are designed to serve students with very low or no income. Therefore the training is provided at no cost to applicants, and is covered either by JobTrain or by a special funding source. Some programs covered by special funding sources like government grants have certain various eligibility requirements.

To be considered for a class JobTrain requires applicants to:

- Applicant must be 18 years old.
- Attend a JobTrain orientation.
- Complete the eligibility process to determine the source of funding.
- Meet minimum eligibility criteria for the class of interest.
- Meet with the class counselor and/ or the instructor.

Please note that priority of admission is given to applicants who have not yet been able to benefit from any training programs at JobTrain in the past.

This initial process takes a minimum of two to three weeks. A decision of admission into the class of interest is based on, but not limited to the following:

- Pre admission assessment score.
- Availability for the class schedule.
- Employability after completing the training
- Completing any prerequisite class or activity.
- Staff's judgment of the applicant's ability to benefit from the training.
- Previous training and employment history.

Please note that due to the limited number of classroom seats JobTrain is unable to admit all qualified applicants, but applicants can be always considered for following class cycles. In addition priority might be given to an applicant based on the requirements of the funding

JobTrain is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TTY: 711 (CA Relay Service)

Certified Nurse Assistant /Home Health Aide Training Program

Start Date: Please contact front desk staff at (650) 330-6429 or visit our website at www.jobtrainworks.org.

Location: JobTrain at 1200 O’Brien Drive, Menlo Park, CA 94025.

Length of Training: 2 modules (11 weeks/330 hours)

Module 1	9 weeks/310 hours	Certified Nurse Assistant Training: Working knowledge of basic patient care procedures, vital signs measurements, infection control and knowledge of nursing assistants’ ethics and professionalism.
Module 2	2 weeks/20 hours	Home Health Aide training

- 20 volunteer hours in addition to the class time are required.
- Clinical training is held at Palo Alto Sub-Acute and Rehabilitation center at: 911 Bryant St, Palo Alto, CA 94301.

Class Schedule: Monday – Friday, 8:00 am -2:30pm.

Admission and class requirements:

- Must be 18 years or older.
- Attend JobTrain’s orientation.
- Assessment: Math and English.
- Must be eligible to work in the USA.
- No adult convictions/ pending charges or student is aware they may not receive their CNA license based on criminal history.
- Ability to stand for 6 hours and to lift 25 lbs.
- Must pass a physical exam and a PP skin test or Chest X-ray (for TB)
- Immunizations must be completed before the first day of class.
- Must be able to acquire CAN liability Insurance before the clinical training starts.
- Must be drug and alcohol free to qualify for employment opportunities in the industry.

Career opportunities:

- CNA facilities.
- Reproductive Health facilities and other related occupations.
- Skilled nursing and extended care facilities.
- Home health care agencies and registries.
- Acute hospital settings which might require further training.

Tuition and Fees The total costs and fees for this program are \$5,400. All costs are waived for JobTrain individual eligible participants. For more information please refer to JobTrain’s course catalogue.

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Culinary Arts Training Program

Start Date: Please contact front desk staff at (650) 330-6429 or visit our website at www.jobtrainworks.org.

Location: JobTrain at 1200 O’Brien Drive, Menlo Park, CA 94025.

Length of Training: 2 modules (11 weeks/330 hours)

Module 1	6 weeks/180 hours	Introduction to professional cooking: cooking hands on class time and assignments.
Module 2	5 weeks/ 150 hours	Basic professional cooking: knife skills, basic food preparation, garnishing and presentation.

- Hands on training is approximately 75% of the classwork. Completing the first module is a requirement to continue to the second module. Both modules are geared towards how to work in a commercial kitchen rather than how to cook.

Class Schedule: Monday – Friday, 8:30 am -2:45pm.

Admission and class requirements:

- Must be 18 years or older.
- Attend JobTrain’s orientation.
- Assessment: Math and English.
- Must be able to read a recipe in English.
- Must be eligible to work in the USA.
- Ability to stand for 6 hours and to lift 50 lbs.
- Ability to use both hands with good manual dexterity.
- Must be drug and alcohol free to qualify for employment opportunities in the industry.

Career opportunities:

- Major high tech corporations.
- Hotels, resorts and country clubs.
- Schools.
- Bakeries, food manufacturers and distributors.
- Hospitals.

Tuition and Fees The total costs and fees for this program are \$7,000. All costs are waived for JobTrain individual eligible participants. For more information please refer to JobTrain’s course catalogue.

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IT Service and Support Training Program

Start Date: Please contact front desk staff at (650) 330-6429 or visit our website at www.jobtrainworks.org.

Location: JobTrain at 1200 O'Brien Drive, Menlo Park, CA 94025.

Length of Training: 5 modules (11 weeks/330 hours)

Module 1	Technical support fundamentals: Introduction to IT, hardware and software, operating system, networking and troubleshooting.
Module 2	The Bits and Bytes of computer networking
Module 3	Operating systems and you: becoming a power user
Module 4	System administration and IT infrastructure services.
Module 5	IT security: understanding security threats and how to protect you networks.

Class Schedule: Monday – Friday, 8:30 am -3:15pm.

Admission and class requirements:

- Attend JobTrain's orientation.
- Assessment: Math and English, with a math score of at least 9th grade level.
- Must be eligible to work in the USA.
- Desire to gain an entry level role as desktop support or helpdesk role.
- No advanced technical skills or experience necessary.
- Must attend the program specific information session and complete all the enrollment assessments and interview.

Career opportunities:

- IT Support Technician.
- Help Desk Specialist.
- IT Desktop Support Tech.

Tuition and Fees The total costs and fees for this program are \$4,800. All costs are waived for JobTrain individual eligible participants. For more information please refer to JobTrain's course catalogue.

JobTrain is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. TTY: 711 (CA Relay Service)

Medical Assistant (Evening) Training Program

Start Date: Please contact front desk staff at (650) 330-6429 or visit our website at www.jobtrainworks.org.

Location: JobTrain at 1200 O'Brien Drive, Menlo Park, CA 94025.

Length of Training: 4 modules (24 weeks/480 hours) + Externship (4 weeks/160 hours).

Module 1	Introduction to MA profession, medical laws and ethics, communication skills, patient history and examination, and treatment areas
Module 2	Patient education, scheduling and financial management, intro to billing and coding.
Module 3	Clinical skills and assisting in specialty examinations
Module 4	Assisting with minor surgery, orientation to the lab, sterilization techniques, microbiology and diseases, physical therapy and nutrition.
Externship(*required) 4 weeks/160 hours	Clinical externship training at a designated medical facility, placement is

*Participation in the required externship will be based on successful completion of the first four modules of the class and on instructor's recommendations. **Successful completion of the externship will be required to obtain a Certification of Achievement for the Medical Assisting training program.**

Class Schedule: Monday – Thursday, 3:30 pm -8:30 pm.

Admission and class requirements:

- Must be 18 years or older.
- Attend JobTrain's orientation.
- Assessment: Math and English, with score of at least 9th grade level in reading.
- Must be eligible to work in the USA.
- Must not have any adult criminal convictions or any pending charges of any court or have a proof of expungement or dismissal of conviction. A background check is required and will be done during the first week of the class.
- HS Diploma/ Equivalent or HSE in progress
- Ability to stand for 6 hours and lift 25 lbs.
- Updated immunization including: 2 steps TB test or Quantiferon, Hepatitis B, MMR, Varicella, Flu , and a complete physical examination in order to qualify for participation in an externship training.
- Must be drug and alcohol free to qualify for employment opportunities in the industry.

Career opportunities:

- Medical and dental offices
- Optometrist offices
- Wellness centers
- Surgical centers and outpatient facilities.

Tuition and Fees The total costs and fees for this program are \$6,200. All costs are waived for JobTrain individual eligible participants. For more information please refer to JobTrain's course catalogue.

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Medical Assistant (Full Daytime) Training Program

Start Date: Please contact front desk staff at (650) 330-6429 or visit our website at www.jobtrainworks.org.

Location: JobTrain at 1200 O'Brien Drive, Menlo Park, CA 94025.

Length of Training: 4 modules (11 weeks/330 hours) + Externship (4 weeks/160 hours).

Module 1	Introduction to MA profession, medical laws and ethics, communication skills, patient history and examination, and treatment areas
Module 2	Patient education, scheduling and financial management, intro to billing and coding.
Module 3	Clinical skills and assisting in specialty examinations
Module 4	Assisting with minor surgery, orientation to the lab, sterilization techniques, microbiology and diseases, physical therapy and nutrition.
Externship(*required) 4 weeks/160 hours	Clinical externship training at a designated medical facility, placement is

*Participation in the required externship will be based on successful completion of the first four modules of the class and on instructor's recommendations. **Successful completion of the externship will be required to obtain a Certification of Achievement for the Medical Assisting training program.**

Class Schedule: Monday – Friday, 8:00 am – 2:00 pm.

Admission and class requirements:

- Must be 18 years or older.
- Attend JobTrain's orientation.
- Assessment: Math and English, with score of at least 9th grade level in reading.
- Must be eligible to work in the USA.
- Must not have any adult criminal convictions or any pending charges of any court or have a proof of expungement or dismissal of conviction. A background check is required and will be done during the first week of the class.
- HS Diploma/ Equivalent or HSE in progress
- Ability to stand for 6 hours and lift 25 lbs.
- Updated immunization including: 2 steps TB test or Quantiferon, Hepatitis B, MMR, Varicella, Flu , and a complete physical examination in order to qualify for participation in an externship training.
- Must be drug and alcohol free to qualify for employment opportunities in the industry.

Career opportunities:

- Medical and dental offices
- Optometrist offices
- Wellness centers
- Surgical centers and outpatient facilities

Tuition and Fees The total costs and fees for this program are \$5,000. All costs are waived for JobTrain individual eligible participants. For more information please refer to JobTrain's course catalogue.

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Pre-Apprenticeship Carpentry /Project Build Training Program

Start Date: Please contact front desk staff at (650) 330-6429 or visit our website at www.jobtrainworks.org.

Location: JobTrain at 1200 O'Brien Drive, Menlo Park, CA 94025.

Length of Training: 3 modules- 11-*12 weeks (330 -*380 hours).

Module 1	240 hours	8 weeks: Construction fundamentals training including 1 week of math
Module 2	48 hours	1 week + :*Environmental training
Module 3	30 hours	1 week : Forklift training
	30 hours	1 week : OSHA training

*12 weeks if a CPWR training cycle (2 weeks 8:00 am – 4:30 pm).

*Module sequence varies depending on the cycle.

Class Schedule: Monday – Friday, 8:30 am – 3:15 pm.

Admission and class requirements:

- A desire to work in the constructions trade.
- Attend JobTrain's orientation.
- Assessment: Math and English, and obtain a minimum of 8th grade level on Math
- Ability to communicate clearly in English.
- Must have a level of physical fitness and agility necessary to work daily outdoors. May be required to lift 70 lbs., climb ladders, and should not be sensitive or allergic to fumes and chemical solutions.
- HS Diploma / Equivalent (HSE) or HSE in progress to be acquired upon completion of the training, in order to qualify for employment opportunities in the industry.
- California driver's license or the ability to obtain one within a 90 days period.
- Must be drug and alcohol free to qualify for employment opportunities in the industry.

Career opportunities:

- Pre apprentice Union participation as well as Non-union contractors.
- Carpenters, drywall, ironworkers, electricians, plumbers, and other union apprenticeships and laborer operations
- Environmental health and safety firms, and material handling opportunities.

Tuition and Fees The total costs and fees for this program are \$6,500. All costs are waived for JobTrain individual eligible participants. For more information please refer to JobTrain's course catalogue.

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Additional Upgrade Classes: These are not full-time career education, they are designed for other learning

Academic Skills for Employment and HSE Preparation

Classes are designed to improve reading, writing, and math skills, and introduce basic science and social studies. Students are prepared to pass the HSE (High School Equivalency) Proficiency Exam.

Academic Skills for HSE Preparation

Classes are designed to improve reading, writing, and math skills, and introduce basic science and social studies. Students are prepared to pass the HSE (high school equivalency) Exam.

Evening Classes

Classes are offered at no cost, and they usually meet twice a week, for a total of 4-6 hours per week. Most are offered in 8-week cycles. Classes include:

- Academic Skills for HSE Preparation
- English as a Second Language (Introduction to English Grammar)
- Introduction to Computers (In Spanish)

English as a Second Language (Introduction to English Grammar)

- Grammar
- Basic Reading
- Basic Writing

Introduction to Computers (Spanish)

- Microsoft Windows Basics
- Computer Terminology
- Creating/saving documents
- Open e-mail account
- Job Search using the internet
- Social Media

Digital Literacy Modules

- **Basic Computing**
 - Operating Systems & Networking
 - Internet & The World-Wide Web
 - Safety and Ethics
- **Microsoft Office Essentials**
 - Word
 - Excel
 - PowerPoint
 - Outlook
- **Google Suite and Social Media for the Workplace**
 - Google Apps –Drive, Docs, Sheets, & Slides
 - Slack
 - Skype
 - LinkedIn
 - Facebook

Assessment Center

The Testing Center serves JobTrain by coordinating and administering pre-training assessments which are required of students for enrollment. These assessments provide diagnostic and course placement purposes, as well as fulfillment of credit, certification and graduation requirements.

The center administers tests to students referred through the intake process and are scheduled by JobTrain program counselors as part of the training enrollment procedure. The results are used to assist both students, counselors and faculty in determining educational and career goals. Tests take from an hour to several hours depending on the topic and type of test. You do not have to have taken a course to take the exams.

BASIC SKILLS ASSESSMENT SERVICES

Wonderlic Basic Skills Test (WBST)

- Determine Reading comprehension/Verbal, Quantitative/Math, and Reasoning skills needed for entry into various training programs.

CASAS

- CASAS (Comprehensive Adult Student Assessment System) is a standardized assessment that measures an individual's general literacy ability in the skill areas of reading and math as applied to workplace literacy, as well as critical thinking and problem solving.

Pre-HSE (formerly known as GED) Test

- The pre-HSE exam tests a learner's high school level of academic knowledge and skills, and determines if an individual is ready to take the official HSE exam. The standardized GED pre-test that covers Language Arts (English/Reading), Mathematics, Science, Social Studies, and Writing is available upon request.
- If the scores indicate that a student is ready to take the actual HSE exam, they are referred to an official test center; if not, they may take JobTrain's HSE preparation class.
- Private conference held with each individual to discuss results of test(s) taken.

INTEREST INVENTORIES

- The O'NET and COPS career exploration inventories, which can be administered in either a group or individual setting, produces an individual career profile by comparing a client's interests to an extensive array of job categories and occupations. A private consultation is held with each individual to discuss profile results and interpretation.
- The COPS is administered in hard-copy booklet form and the O'NET is computer-based.

WIOA Youth Services

OUT OF SCHOOL YOUTH PROGRAMS 17 -24 Years of Age:

JobTrain offers out-of-school youth (OSY), ages 18–24, comprehensive case management services focusing on employment, education, and job training in sustainable, high-demand and emerging fields. Our Youth Services team provides youth with support, resources, and guidance to achieve their education and career goals, which can include (but not limited to):

- Improving basic skills (i.e. math and reading);
- Gaining work experience;
- Attaining high school diploma/HSE
- Pursuing higher education and/or career education training.
- Job placement and follow up.

High School Program: Culinary Arts:

In partnership with San Mateo County Probation, JobTrain offers young men and women ages 13 – 18, at Camp Kemp, residential facilities, an opportunity to gain skills in the culinary field. Culinary Arts is a hands-on class that introduces students to the basics of cooking, knife skills, kitchen sanitation, and safety. Students are exposed to a variety of ethnic cuisines and make a wide range of dishes using many different ingredients. Food preparation work includes learning to make sauces, soups, salads, appetizers, entrees, and desserts. Students work in teams and individually to complete assigned tasks.

WORK EXPERIENCE PROGRAM FOR ALL YOUTH:

Throughout the year, OSY starting out in their careers are matched with employers offering work experience. Youth gain valuable skills, responsibility and income while employers gain a motivated intern whose wages are subsidized by JobTrain. High school seniors, preparing to graduate, can also enroll in the Work Experience program and be placed with an employer over the summer.

WHO IS ELIGIBLE?

JobTrain receives federal funding to assist at-risk youth in reaching their career goals. Eligible youth may include:

- Foster youth
- High school drop-outs
- Ex- offenders
- Pregnant / Parenting Teens
- Homeless
- Youth with disabilities
- Low income youth who are basic skills deficient

Child Development Center (CDC)

JobTrain's CDC preschool program is a state funded program that is designed to serve kids 3-5years old. The purpose of the program is to provide an opportunity for parents to participate in the training programs, as well as to allow families from the community to take advantage of the day care center. Our goals are to meet the needs of the children, by allowing them to explore and learn through art, play, exercise and academic enrichment, such an environment provides highest quality of care to prepare children for challenges of kindergarten and beyond. Our program serves low income families and the fees are based on subsidized fee schedules.

What it is like to Attend JobTrain's Full-Time Career Education Programs

Attendance

Attendance Expectations --JobTrain's Full-Time Career Education Pathways run for eleven week quarters and the classes meet daily Monday through Friday.

We expect you to be here on time every day, because that's what employers will expect from you. We know that while you're at JobTrain, you are probably still getting your life together – arranging child care, finding housing, seeing doctors, going to court. But we need you to practice good work habits so you can succeed after you leave JobTrain.

No More than 3 absences are allowed. Refer to your class syllabus for attendance particulars.

Absence Reporting Procedures

If you are going to be absent, notify your counselor/instructor immediately, prior to absence.

Students' Code of Conduct

- **Attendance & Punctuality** – You are expected to be in class on time every day (start of class, after breaks, and after lunch).
- **Dress Appropriately** - Follow dress code according to your training program.
- **Professional Behavior & Attitude** - Respectful behavior is expected of all students at all times.
- **No drugs and alcohol.** – JobTrain is a drug and alcohol free school environment.
- We are totally committed to helping you succeed. We expect the same commitment from you.

Career Coaching & Job Development

Every training program is supported by a Career Advisor/Job Developer, who can guide you through your training programs and assist you with the following;

- Assessment of needs
- Referral to Supportive Services & other agencies
- Career coaching
- Job Readiness Services and workshops

Resources and Support Services

Resource Center

Offers a vast array of job seeker services to the greater community at no cost. Resources such as:

- Computers
- Job Board
- Employer presentations
- Job Readiness workshops
- One-on-one consultations

The Resource Center is open Mondays – Fridays 8:30 a.m. – 12:00 p.m. and 1:00 p.m. – 4:30 p.m.

Wellness Services

The Wellness Services offered at JobTrain provides specialized wellness services to JobTrain Students and Staff. The Wellness Educators provides services in three main areas:

1. Education: workshops and trainings are centered on self-care and developing positive coping tools.
2. Coaching/guidance: are available through private consultation sessions
3. Resource Connection- Referral to other wellness services are available as needed.

Supportive Services

Supportive Services provides confidential, one-on-one counseling at no-cost in the following areas:

- Applying for Government Benefits
- Referrals (Housing, Childcare, Tax Prep....)
- Legal Advice referral

JobTrain Partners on Site

Cañada College Satellite campus

For the latest information about Cañada College classes at JobTrain, or if you want to learn more about other classes offered at the main campus, please stop by their office located near the main entrance of JobTrain.

Five-Keys Charter School

Five-Keys has partnered with JobTrain to provide adult basic education classes to prepare for the GED exam. Once you're ready, they will schedule you to take your GED test.

Employment Development Department (EDD)

EDD operates their main office for San Mateo County at JobTrain. EDD staff is available to answer any questions you may have regarding your EDD unemployment claim, file an appeal, and so much more. EDD is open during regular business hours.

Policies and Guidelines

Students Rights

JobTrain has **policies against discrimination, harassment, violence, and substance abuse**. Please read them and follow them.

Non-Discrimination policy:

NON-DISCRIMINATION AND EQUAL OPPORTUNITY JobTrain is an equal opportunity employer and program. JobTrain does not discriminate on the basis of race, color, age, sex, religion, ancestry, political affiliation or belief, gender, sexual orientation, national origin, citizenship status, medical condition, pregnancy, physical or mental disability, genetic information, marital status, veteran/military status, retaliation or any other basis protected by federal state, or local law, ordinance or regulation, as long as the student is able to successfully perform the duties in the field related to the training program. JobTrain does not consider any of the above attributes in administration of its employment policies, educational policies, admissions policies. In its policies and actions, JobTrain will comply with its obligations under state and federal law including Title VI and Title VII of the 1964 Civil Rights Act, Title IX of the 1972 Education Amendments, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA). Inquiries on the application of Title VI, Title IX, the ADA, and Section 504, may be made to Steve Schmidbauer, Chief Operation Officer.

Equal Opportunity is the Law

JobTrain is an Equal Opportunity/Affirmative Action Institution and complies fully with the nondiscrimination and equal opportunity provisions found in Section 188 of *Workforce Innovation and Opportunity Act* (WIOA) and Title 29 CFR part 38. This procedure is also applicable to non- WIOA students as well.

JobTrain does not discriminate against any individual in the United States based on race, color, religion, creed, sex [gender] (including pregnancy, childbirth, and related medical conditions, sex [gender] stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against any beneficiary of applicant, or participant, in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the individual's citizenship status or participation in any WIOA Title I financially assisted program or activity.

As a recipient of federal financial assistance, JobTrain takes reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request, JobTrain provides appropriate assistance to qualified individuals with disabilities to seek and procure, at no cost to the individual, auxiliary aids and services from partner agencies, including state rehabilitation, and other agencies, specifically designated and funded for such services.

What to Do When Experiencing Discrimination

A student who thinks he/she may have been subjected to discrimination under a WIOA Title I, financially assisted program or activity, or non-WIOA student, may file a complaint within 180 days from the date of the alleged violation to either:

Siosua Vea, Administrative Services Manager/Equal Opportunity Officer
JobTrain, Inc.
1200 O'Brien Drive
Menlo Park, CA 94025
(650) 330-6567

Or

Director of the Civil Rights Center (CRC), U.S. Department of Labor
200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.

Or

Electronically as directed on the CRC Website: www.dol.gov/crc.
Contact information and a list of field offices can be obtained at www.eeoc.gov/goc offices, or by calling 1-800-669-4000, or TTY device number 1-800-669-6820.

The student may file the complaint with JobTrain and must wait until either JobTrain issues a written Notice of Final Action, or 90 days have passed or whichever is sooner, before filing with the CRC (see address above).

If JobTrain does not give the student a written Notice of Final Action within 90 days of the day on which the student filed the complaint, the student does not have to wait for JobTrain to issue that notice before filing a complaint with the CRC. However, the student must file the CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which the student filed the complaint with JobTrain).

If JobTrain does issue the student a written Notice of Final Action on the student's complaint, but he/she is dissatisfied with the decision or resolution, the student may file a complaint with the CRC. The student must file the CRC complaint within 30 days of the date on which he/she received the Notice of Final Action.

As stated above, JobTrain complies with all nondiscrimination provisions found in Section 188 of WIOA and Title 29, CFR Part 38. For the full text of these policies, please contact:

Administrative Services Manager
JobTrain
1200 O'Brien Drive
Menlo Park, CA 94025
(650) 330 6567

Sexual Harassment Policy:

In accordance with Title VII Section 1604, and Title IX of the 1972 Education Amendments, JobTrain is committed to providing an educational, employment, and business environment free of sexual harassment. Sexual harassment is defined as unwelcomed sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature that is made either explicitly or implicitly a term or condition of an individual's educational status or employment, is used as a basis for educational or employment decisions affecting such individual, has the purpose or the effect of unreasonably interfering with an individual's educational or work performance or which create an intimidating, hostile, or offensive education, or work environment.

Anyone who engages in sexual harassment shall be in violation of this policy and subject to disciplinary action, up to and including termination or expulsion.

Sexual Harassment:

1. Making written, verbal, physical and/or visual contacts with sexual overtones: written forms may include suggestive or obscene letter, notes and invitations.
2. Oral forms may include derogatory comments, slurs, jokes, and epithets.
3. Physical forms may include assault, unwelcome touching, impeding, or blocking movement.
4. Visual forms may include leering, gestures, and display of sexually offensive objects, pictures, cartoons, or posters.
5. Making reprisals, threats of reprisal, or implied threats of reprisal following a sexual harassing behavior within the educational environment, including withholding or threatening to withhold the graduation certificate.
6. Retaliation for having reported or threatened to report sexual harassment.
7. Continued expressions of sexual interest after being informed the interest is unwelcomed.
8. Engaging in explicit or implicit coercive sexual behavior within the educational environment which is used to control, influence or affect the educational opportunities and/ or learning environment of a student.
9. A pattern of conduct that would cause discomfort and/or humiliate a reasonable person at whom the conduct was directed, including one or more of the following: unnecessary touching, patting, hugging, or brushing against a person's body, remarks of a sexual nature about a person's clothing, remarks about sexual activity, or speculations about previous sexual experiences.

Complaints should be directed to:

Siosua Vea, Administrative Services Manager
1200 O'Brien Drive, Menlo Park, CA 94025

Retaliation

JobTrain will not tolerate retaliation against any individual for initiating or assisting in filing a complaint of sexual harassment. An employee and/or student in violation of this policy may be subject to disciplinary action, up to and including termination or expulsion.

Grievance policy:

This process is consistent with the nondiscrimination and equal opportunity provisions found in Section 188 of the Workforce Innovation & Opportunity Act (WIOA) and Title 29 CFR part 38. Students are encouraged to seek assistance with a complaint or grievance with their assigned Career Development Specialist, or primary instructor first. If the complaint is not resolved, the student can submit the complaint in writing to the Director of Instruction and Career Development, and may request a meeting. The complaint should describe the specific allegations, the desired outcome, and include evidence or documentation. If the complaint is still not resolved, the student must submit the complaint in writing to the Administrative Services Manager, Siosua Vea, 1200 O'Brien Drive, Menlo Park, CA 94025. The Administrative Services Manager in consultation with the Chief Operating Officer and will issue a written response within 10 business days.

In the event their complaint or grievance is not resolved to the student's satisfaction, the Student may address their complaint or grievance to the Chief Executive Officer using the following procedure:

1. Send an email to info@jobtrainworks.org
2. The subject line of the email must indicate: **Complaint for CEO Review**
3. Describe the complaint or grievance, and
4. Click on the "Send" box

In completing the student complaint or grievance information, the student must describe the specific allegations, the desired outcome, and include evidence or documentation. CEO will receive the complaint or grievance and will notify all parties involved of the receipt and nature of the complaint or grievance within three business days. Upon submittal, the Student will be contacted within 10 business days. The final determination will be made within 45 business days from the initial filing date. Based on the nature of the complaint or grievance, the due process for resolution may be extended but shall not exceed 90 days. The decision of the CEO shall be final and must contain an explanation of how and why the decision was made. When solutions from the JobTrain senior management have been exhausted without satisfaction, the student has the option to submit a grievance to the appropriate state, federal, and accreditation agencies listed in the table below:

Bureau for Private Postsecondary Education 2535 Capitol Oaks Drive, Ste. 400

Sacramento, CA 95833

Phone: (888) 370-7589

Fax: (916) 263-1897

Website: www.bppe.ca.gov <http://www.bppe.ca.gov/enforcement/complaint.shtml>

When local or federal remedies have been exhausted, student may seek recourse with:

Council on Occupational Education

7840 Roswell Road, Bldg. 300, Suite 325

Atlanta, GA 30350

Phone: (800) 917-2081

Website: www.council.org

Students with Disabilities

JobTrain shall not discriminate against a qualified individual with a disability because of the disability with regard to the provision of JobTrain training, programs, services, and activities. A person who is otherwise qualified may request accommodation related to his or her disability, provided that the accommodations do not impose an undue hardship on JobTrain.

Students have the following rights under: Section 504 of the 1973 Rehabilitation Act, as revised (29 U.S.C. 794); The American Disabilities Act 28 CFR 35.102-35.104; CA Assembly Bill 803 Government Code Section 11135 et.seq. And Title V, Section 56008 of CA Education Code.

- Right to confidentiality and protected disclosure of student records.
- Right to access training, programs, activities, services and facilities to facilitate learning. JobTrain will make every reasonable effort to provide access.
- Right to request reasonable accommodation to facilitate participation in training and campus activities.
- Right to protection against discrimination based on association with a person with a disability. As a friend or companion of a student with a disability, a student should not be treated differently from other students who are non-disabled.
- Right to safety requirements based on actual risks, not speculation or stereotype.
- A right to participate in campus activities and class demonstrations to the extent a disability does not pose a risk to the student or to other students.
- Right to request academic adjustments to facilitate student participation in hands-on training and campus activities.
- Right to modification in policies unless the modification fundamentally alters the nature of services or activities. The student has the right to request changes in class or campus policies to facilitate the student participation in training and campus activities. Request will be evaluated in terms of how the modification might affect training standards.
- If a student feels that he/she is the target of discriminatory treatment, the student can file a complaint with the Administrative Services Manager, Siosuia Vea, 1200 O'Brien Drive, Menlo Park, CA 94025

A student with disabilities has the following responsibilities:

- Apply for and secure available comparable services and benefits from outside government agencies such as vocational rehabilitation programs, social security programs, and other disability agencies.
- Provide documentation of disability.
- Provide the name and contact information of the rehabilitation counselor.
- Engage in an interactive process as needed.
- Request accommodations and access to training, programs, activities, services, and facilities in a timely manner.

- Use accommodations appropriately.
 - Notify approximately 24-hours in advance for planned absences from training.
 - Assist JobTrain staff with the determination and assessment of your individual needs.
 - Students who need reasonable accommodations must notify the Administrative Services Manager, and meet with the Career Development Specialist of that particular career training program to assess the nature of the disability and accommodations.
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Daily Life at JobTrain

Dress Code

Dress appropriately for a school. Dress the way you are expected to dress on the job. Certain classes require you wear a uniform to class every day. Check with you instructor.

If you don't have business clothes for your job search or job interviews, talk to your counselor.

Getting Food at JobTrain

A food truck stops at JobTrain during most classroom breaks and lunch periods. The truck stops near the building's main entrance.

Vending machines are located throughout the building. The vending machines and the food truck are not operated by JobTrain.

Parking

Students may park in our parking lots on three sides of this building or in the JobTrain Auxiliary parking lot across O'Brien Drive. You may park in handicapped parking if you have a DMV handicapped placard or license for your vehicle. You may not park in "Visitors" or "30 minute parking" slots, or Red or Yellow zones. Your vehicle will be towed at your expense for improper parking.

Smoking

For environmental and health reasons, JobTrain facilities are non-smoking buildings. ***Smoking is only permitted in the tented area on the east side of the main building***

Please refer to the smoking Policy: Page 23-24

Keep Our Building Clean

Please keep our building clean — and keep our planet clean, too. We recycle paper, plastic bottles, and aluminum cans. Paper recycling bins are located near each of the copy machines. Recycling bins for plastic bottles and aluminum cans are located throughout the building.