



## **AECC Career School**

Licensed by the Arkansas Division of Higher Education

### *Course Catalog* 2022

300 S. Spring Street, Suite 300

Little Rock, Arkansas 72201

501-615-8922 (office)

501-615-8887 (fax)

**Email:** [aecccareerschool@arecc.org](mailto:aecccareerschool@arecc.org)

**Website:** [arecc.org](http://arecc.org)

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## **MISSION**

The Arkansas Employment Career Center's mission is to provide opportunities to strengthen individuals, families, and communities, and to prepare individuals for opportunities in higher education, vocational, apprenticeship, entrepreneurship, and employment.

## **PHILOSOPHY**

The Arkansas Employment Career Center's philosophy is committed to providing career opportunities through education and training, which allow individuals to create or enhance career opportunities. The Arkansas Employment Career Center is committed to providing superior customer service and ensuring all customers' equal access.

## **VISION**

The Arkansas Employment Career Center's vision is to assist individuals, including those who are eighteen and up, not in school and who can't find employment, those in vocational rehabilitation, and those on temporary assistance for needy families (TANF/TEA), SSDI/SSI, and Food Stamp recipients.

The AECC Career School supports the mission, philosophy, and vision of the parent company Arkansas Employment Career Center.

## **Board of Directors**

**President**.....**Mr. Allen Harris**

- Accredited Asset Management Specialist, College of Financial Professional, AR

**Vice President**.....**Mr. Howard Jackson**

- Bachelor of Science in Psychology, University of Arkansas at Pine Bluff, AR
- Master of Science in Educational Leadership, Western Michigan University, MI

**Treasurer**.....**Mr. Maximillion Sprinkle**

- Bachelor of Science in Business Administration/Marketing, University of Arkansas at Pine Bluff, AR
- Juris Doctorate, William H. Bowen School of Law, University of Arkansas at Little Rock, AR

**Secretary**.....**Ms. Keena J. Williams**

- Texas Life & Health Insurance License, TX

**Member**.....**Ms. Roxanne Woodworth**

- Winona Technical School, MN

## **Administration**

**President/Executive Director**.....**Ms. Carla Daniels**

- Bachelor of Arts in English; University of Arkansas at Little Rock, AR
- Master of Public Administration; University of Arkansas at Little Rock, AR
- Candidate, Master of Theology Education; Antioch School of Church Planting and Leadership Development, IA
- Candidate, Doctor of Ministry in Theology Education; Antioch School of Church Planting and Leadership Development, IA

**Vice President of Academic Programs**.....**Dr. Lois J. Sheer**

- Bachelor of Arts in English, Lincoln University, PA
- Master of Arts in Reading, Atlanta University, GA (now Clark Atlanta University)
- Doctor of Philosophy in Reading, Georgia State University, GA

**Administrator of Academic Programs**.....**Mr. Rod Daniels**

- Bachelor of Arts in Criminal Justice; The University of Arkansas at Pine Bluff
- Master of Arts in Public Administration; Webster University, AR

**Chief Operating Officer**.....**Mr. Larry Stricklen**

- Bachelor of Arts in Organizational Management; Philander Smith College, AR
- U.S. Army Veteran

## Faculty

### Ms. Katherine Adams

- CNA, Night Instructor

### Dr. Janet Anokye

- Bachelor of Arts in Linguistics and Political Science, University of Ghana
- Master of Science in Education/English, Harding University, AR
- Master of Arts in Higher Education, University of Arkansas at Little Rock, AR
- Master of Arts in Professional and Technical Writing, University of Arkansas at Little Rock, AR
- Doctor of Philosophy in English Composition and TESOL, Indiana University of Pennsylvania, PA

### Ms. Natalie Hughes

- Southeast Arkansas Technical College, Pine Bluff, AR
- LPN Certification

### Ms. Darnetta McTyer

- Associate in Science, Pulaski Technical College, Little Rock, AR (2016 – present)
- Certifications
  - National Pharmacy Technician (PTCB)
  - Certified Pharmacy Technician (CPhT)

### Ms. LaToya Morgan

- Bachelor of Science in Health Education, University of Central Arkansas, AR
- Master of Arts in Teaching, University of Central Arkansas, AR
- Master of Media Technology, University of Central Arkansas, AR

### Mr. Michael O'Leary

- Bachelor of Science in Physical Education and Social Studies, California State Polytechnical College, CA
- Master of Science in Educational Leadership, Eastbay University, CA (formerly California State University at Hayward, CA)
- Pupil Personnel Services Credential, Laverne University, CA
- U.S. Army, Lieutenant Colonel (Retired)

### Ms. Shanyia Richardson

- Remington College, Little Rock, AR
  - Diploma in Pharmacy Technician
- First Aid Certification

**Dr. Michael Turley**

- Bachelor of Arts in Mathematics, University of San Diego, CA
- Master of Aeronautical Sciences, Embry-Riddle Aeronautical University, CA
- Master of Arts in Teaching, University of Central Arkansas, AR
- Doctor of Philosophy in Leadership Studies, University of Central Arkansas, AR
- U.S. Air Force, Major (O-4; Retired)

## **HOLIDAYS TO BE OBSERVED in 2022**

New Year's Day.....	Saturday, January 1, 2022
Martin Luther King Day.....	Monday, January 17, 2022
Presidents Day.....	Monday, February 21, 2022
Good Friday.....	April 15, 2022
Memorial Day.....	Monday, May 30, 2022
Independence Day.....	Monday, July 4, 2022
Labor Day.....	Monday, September 5, 2022
Columbus Day.....	Monday, October 10, 2022
Veterans Day.....	Friday, November 11, 2022
Thanksgiving Holiday .....	Monday, November 21 - Friday, November 25, 2022
AECC Career School Reopens.....	Monday, November 28, 2022
Christmas Holiday.....	Monday, December 19 - Friday, December 30, 2022

## AECC CAREER SCHOOL PROGRAMS

### Business Skills Training Program

Training in instruction in the following Microsoft 365 programs:

*Microsoft Word 365, Level I* – (Two Days: M – T)

*Microsoft Excel 365, Level I* – (Three Days: W – F)

**Total: 40 hours;** Total price: \$900.00 (five days (M – F); includes books)

Individual classes are available:

Word (\$360.00 – two days; M – T)

Excel (\$540.00 – three days; W – F)

Class time: 9:00 a.m. – 5:00 p.m.

*Microsoft PowerPoint* – (Two Days: M – T)

*Microsoft Outlook* – (One Day – W)

**Total: 24 hours;** Total price: \$600.00 (three days: M – W; includes books).

Individual classes are available:

PowerPoint (\$400.00 - two days; M – T)

Outlook (\$200.00 – one day; W).

Class time: 9:00 a.m. – 5:00 p.m.

**Night classes are available for all courses.**

### Pre-Employment Career Readiness Training

Training includes courses in the following: Resume Development, Interview Techniques, and Job Search. The O'NET Interest Profiler assessment is given prior to training. Participants who complete the training will receive a certificate.

Total hours: 30 hours; Total price: \$500.00 (T – F; includes books)

Class time: 9:00 a.m. – 5:00 p.m.

### Customer Service Skills Training Program

Training includes courses in the following: Communication Skills, Listening Skills, Telephone Skills, and Customer Service Skills. The O'NET Interest Profiler assessment is given prior to training. Participants who complete the training will receive a certificate.

Total: 30 hours; Total price: \$800.00 (four days: M – Th; includes books).

Individual classes are available: \$200.00 per course (includes book).

Class time: 9:00 a.m. – 5:00 p.m.

### **Certified Nursing Assistant Training Program**

The Certified Nursing Assistant Training Program employs the “objectives from the Arkansas LTCF nursing assistant training curriculum for all units of instruction.” The courses shall consist of a combination of classroom and clinical instruction. The requirements for state certification will be a minimum of ninety (90) hours of training, with a balance between seventy (74) hours of theory instruction and sixteen (16) hours of skills training.

Total price: \$975.00, including books

Day classes meet: M – F for two weeks; 8:00 a.m. – 6:00 p.m.

Night classes meet: M – F for four weeks; 6:00 p.m. – 10:00 p.m.

### **Certified Pharmacy Technician Program**

The Certified Pharmacy Technician Program a Pharmacy Technician Certification Board (PTCB) Recognized Education/Training Program. It is designed to train students become a pharmacy technician, complete the Arkansas Application for Pharmacy Technicians for licensure, and take the Pharmacy Technician Certification Exam (PTCE). The student will learn how to ensure the well-being of the patients who receive medication. Course instruction includes the following topics: medications, federal requirements, patient safety, quality assurance, and ordering and processing medication.

Total: 120 hours

Total Price: \$1299.00, including books

Day classes meet: M T Th for eight weeks; 8:00 a.m. – 1:00 p.m.

Night classes meet: M T Th for eight weeks; 5:30 p.m. – 10:00 p.m.

## ENROLLMENT PERIODS

Enrollment periods are at least thirty days prior to the first day of classes for each program.

### PROGRAM TERM DATES FOR 2022\*

#### Business Skills Training Program Microsoft Suite 365: Word, Excel, PowerPoint, and Outlook

##### Day Schedule

Outlook	Excel	Word	PowerPoint
January 18	January 19 – 21	January 24 – 25	January 26 – 27
February 15	February 16 - 18	February 22 – 23	February 24 – 25
March 15	March 16 – 18	March 28 – 29	March 30 – 31
April 19	April 20 – 22	April 25 – 26	April 27 – 28
May 17	May 18 – 20	May 23 – 24	May 25 – 26
June 21	June 22 – 24	June 27 – 28	June 29 – 30
July 19	July 20 – 22	July 25 – 26	July 27 – 28
August 16	August 17 – 19	August 22 – 23	August 24 – 25
September 20	September 21 – 23	September 26 – 27	September 28 – 29
October 18	October 19 – 21	October 24 – 25	October 26 – 27
November 8	November 14 – 15	November 16 – 18	November 9 – 10
-	December 14 – 16	December 12 – 13	-

##### Night Schedule

Outlook	Excel	Word	PowerPoint
January 18 – 19	January 24 – 28	-	January 31 – February 3
February 22 – 23	February 7 – 11	February 14 – 17	February 28 – March 3
March 15 – 16	March 28 – April 1	March 7 – 10	-
April 19 – 20	April 25 – 29	-	April 4 – 7
May 24 – 25	May 9 – 13	May 16 – 19	-
June 21 – 22	June 13 – 17	June 27 – June 30	June 6 – 9
July 5 – 6	July 11-15 ?	July 18-21?	July 25 – 28
August 23 – 24	August 8 – 11	August 15 – 18	August 1 – 4
September 6 – 7	September 12 – 16	September 19 – 22	September 26 – 29
October 11 – 12	October 24 – 27	October 3 – 6	October 17 – 20
November 1 – 2	November 7 – 10	-	-
-	December 5 – 9	-	December 12 – 15

**Pre-Employment Career Readiness Training Program  
Customer Service Skills Training Program**

<b>Pre-Employment Career Readiness Training</b>	<b>Customer Service Skills Training</b>
January 11 – 14	-
February 1 – 4	February 7 – 10
March 1 – 4	March 7 – 10
April 5 – 8	April 11 – 14
May 3 – 6	May 9 – 12
June 7 – 10	June 13 – 16
July 5 – 8	July 11 – 14
August 2 – 5	August 8 – 11
September 6 – 9	September 12 – 15
October 4 – 7	October 11 – 14
November 1 – 4	-
December 6 – 9	-

**Certified Nursing Assistant Training Program  
Certified Pharmacy Technician Program**

**Day Schedule**

<b>Certified Nursing Assistant Training</b>	<b>Certified Pharmacy Technician</b>
January 10 – 24	January 24 – March 28
February 7 – 28	-
March 7 – 18	-
April 4 – 18	April 4 – May 26
May 2 – 13	-
June 6 – 17	June 13 – August 9
July 11 – 22	-
August 8 – 19	August 29 – October 25
September 12 – 23	-
October 3 – 17	-
November 28 – December 9	-

**Certified Nursing Assistant Training Program  
 Certified Pharmacy Technician Program**

**Night Schedule**

<b>Certified Nursing Assistant Training</b>	<b>Certified Pharmacy Technician</b>
January 10 – February 4	-
February 28 – April 1	February 14 – April 18
-	April 25 – June 21
May 2 – May 27	-
-	-
-	July 5 – August 29
August 1 – August 26	-
-	September 6 – November 1
October 3 – October 31	-
November 7 – December 12	-

\*Dates may change due to weather conditions and/or other factors. Check with your advisor for any program modifications.

## **THE ADMISSIONS PROCESS**

### ***Admissions Requirements***

- AECC Career School Admission's Application
- Driver's License or State Identification
- O'NET Interest Profiler Assessment

### ***Falsifying the Admission Application***

The AECC Career School expects applicants for admission to be honest and professional in all their dealings with the school. AECC Career School will act against applicants who deliberately lie or misrepresent their background in their application materials.

If the false, misrepresented, or misleading information is discovered during or after the admission process, please be advised of the following time frames and actions that will ensue.

- Before the application process is completed, the application will not be processed, and no admission offer will be forthcoming.
- After admission and prior to enrollment, the admission offer will be rescinded.
- After admission and enrollment, the student will be administratively withdrawn from all classes.
- After a certificate has been earned, that certificate will be revoked.

Evidence suggesting that an applicant has lied, misrepresented, or acted to mislead reviewers with respect to any component of the applicant's background will be brought to the Vice President of Academic Programs or designee. The Vice President of Academic Programs or designee will evaluate the relevant evidence and consult with any parties involved with the application prior to making a decision regarding the disposition of the application. If the applicant or student wishes to appeal the decision, an appeal can be made in writing to the President/Executive Director. No punitive action against the applicant or student will occur until the issue is resolved.

### ***Equal Access for Students with Disabilities***

In compliance with federal regulations, it is the policy of the AECC Career School to respond in a manner that does not result in discrimination to a student's request for course accommodation, substitution, and other adjustments because of a documented disability. The AECC Career School will collaborate in conjunction with Arkansas Rehabilitation Services to review each case and to work through the interactive process with the student to determine accommodations.

### ***Non-Discrimination***

The AECC Career School adheres to a policy that enables all individuals, regardless of race, color, gender, national origin, age, religion, sexual orientation, veteran's status, or disability, to work and study in an environment that doesn't tolerate discriminatory behavior or acts. Harassment of an individual or group will not be condoned, and any person (student, faculty, volunteer, or staff member) who violates this policy will be subject to disciplinary action.

Harassment that is considered discriminatory includes actions or conduct (verbal, graphic, gestural, or written) directed against any person or group with the intent to demean or create a

hostile or threatening environment. It is not the intent of this policy to infringe upon or limit educational, scholarly, or artistic expression. Any person who believes he or she has been discriminated against should contact the Office Academic Programs or designee to obtain assistance and information concerning the filing of a complaint.

At the same time the AECC Career School prohibits discriminatory practices, it promotes equal opportunity through affirmative action. Non-discriminatory affirmative action equal opportunity policies apply to recruitment, hiring, job classification and placement, work conditions, promotional opportunities, demotions/transfers, terminations, training, compensation, choice of contractors and suppliers of goods and services, educational opportunities, disciplinary action, and use of facilities.

## **ACADEMIC PROCEDURES**

It is the student's responsibility to be familiar with the academic rules and regulations in this catalog and program policies concerning the student's education selection. These provisions are subject to change, although students will normally be permitted to complete their programs under the regulations in effect.

### ***Advisement***

Advisement procedures and arrangements vary between programs, but students are advised by a program representative or designee for an appropriate program of study or the curricula in which they are seeking admission to classes. Students must be advised before enrolling in a program or course.

### ***Daily Class Schedule***

Generally, students will attend classes during the weekday, based on program guidelines. Classes are scheduled from 9:00 a.m. to 5:00 p.m. Evening classes are scheduled as per program guidelines.

### ***Attendance Policy***

Students are expected to attend all class sessions on time. Instructors will maintain a record of attendance. Arriving late to class after the designated time for the beginning of the class places the student at a disadvantage for learning the material and acquiring the necessary skills for improvement. Given the course methodology, information presented is progressive, so presence and attentiveness are greatly needed. Missed courses will require self-instruction.

### ***Late Work and Make-up Work***

Make-up work will require self-instruction. No late work is accepted. All assignments are due at the time requested.

### ***Grading Policy***

A student's final evaluation for each program will be based on the instructor's course policies and criteria. Numeral or letter grades are not a part of the course curriculum for AECC Career School programs. At the end of each program, a certificate will be given to program participants as the instructor deems appropriate.

### ***Remedial Support***

If a student has academic difficulty in a course, support can be provided through the partnership AECC has with Vincennes University, provided the student has a high school diploma or GED. This will require a student to enroll in the university and take a reading, English, or math course to improve their skills. Concurrent support may be available.

## **JOB PLACEMENT SERVICES**

The AECC Career School provides job referral and placement services to all students who request assistance. Job notices from businesses seeking qualified entry-level applicants are posted on a bulletin board within the office. While the AECC team takes great pride in its programs, it cannot guarantee employment.

## **REFUND POLICY**

Refunds are applicable according to State Board of Private Career Education Rules and Regulations and AECC guidelines.

- (i) At completion of less than twenty-five percent (25%) of the program, the refund shall be made on a pro rata basis.
- (ii) At completion of 25% but less than 50% of the program, the student shall be refunded not less than 50% of the tuition.
- (iii) At completion of 50% but less than 75% of the program, the student shall be refunded not less than 25% of the tuition.
- (iv) At completion of 75% or more of the program no refund is due the student.

## **STUDENT CONDUCT EXPECTATIONS**

Students in the AECC Career School classrooms are expected to behave in a manner that will create a safe and orderly academic environment for themselves and others. Students found in violation of these conduct expectations will be subject to disciplinary actions which may include written warning, suspension, dismissal, and/or referral to law enforcement officials. Below is a partial list of inappropriate behaviors that will be subject to disciplinary action by the President/Executive Director. This list is not all-inclusive.

1. Academic dishonesty, including any form of plagiarism, cheating, falsification of records or collaboration with others to defraud.
2. Actions that disrupt teaching, learning, administration, or interfere with the rights of others.
3. Non-compliance with the directives of school's administration, faculty, and/or staff.
4. Violation of written policies, rules, or procedures.
5. Theft of any kind, and related behaviors.
6. Damage to property or destruction of property.
7. Creation of unsafe conditions.
8. Carrying out a false alarm or creating an emergency.
9. Hurting, threatening, or engaging in behavior that may result in harm to others.
10. Selling, consuming, and/or possessing alcoholic beverages.

11. Possessing or using drugs not prescribed for the student by a physician, selling any drugs or possessing or using illegal drugs or narcotics.
12. Possessing a firearm or other deadly or dangerous weapons such as knives, knuckles, clubs, baseball bats, and hammers while on the property or in any part of the property.
13. Sexual harassment in any form by students or any member of the administration, faculty, or staff is prohibited.

## **PROHIBITING SEXUAL HARRASSMENT**

The AECC Career School is committed to providing an environment that emphasizes the dignity and worth of every member of its community and that is free from harassment and discrimination based on race, color, religion, sexual orientation, gender identity, national origin, service in the uniformed services (as defined in state and federal law), veteran status, sex, age, pregnancy, physical or mental disability, or genetic information. Such an environment is necessary for a healthy learning, working, and living atmosphere. Accordingly, all acts of discrimination, harassment, retaliation, and sexual misconduct as defined by this policy are prohibited.

Title IX protects the school environment from sexual discrimination, harassment, and misconduct in a school's education programs. Title IX protects the AECC Career School in connection with all academic, educational, and other programs, whether those programs take place on school property, or at a class or training program sponsored by the school at another location, online, or elsewhere.

Consistent with state and federal law, reasonable accommodation will be provided to persons with disabilities.

All complaints or any concerns about conduct that may violate this policy should be submitted to the Office of Academic Programs or designee.

## **STUDENT COMPLAINT PROCESS**

Complaints are defined as any student concern regarding the school programs, services, or staff. A student who has a concern about a school-related issue is encouraged to resolve the concern with the instructor via a meeting, along with a written statement regarding the concern. If the student feels that the concern is not resolved, the student will request in writing a meeting with the Vice President Academic Programs, provide a letter addressing the concern, and include any appropriate documentation. If needed after the meeting, the Vice President of Academic Programs will formally investigate the complaint and take appropriate action. A written response of the decision will be provided to the student after the investigation is completed. If the decision is not accepted, the student must provide a written response to the vice-president who will forward it to the president/executive director, and if needed, the president of the board. The president of the board will follow-up with the student. If there is no resolution, the student will be authorized to contact the Arkansas Division of Higher Education (423 Main Street, Suite 400, Little Rock, AR 72201; (501) 371 – 2000).

## **COURSE DESCRIPTIONS**

### **Communications (Conflict Resolution)**

Training will provide participants with foundational information about how to communicate effectively in any given situation. Conflict resolution training strategies address how to avoid conflicts on and off the job in a positive manner.

### **Communication Skills**

This course is designed to instruct participants about how to communicate effectively with others to achieve the results desired. Course content includes the following: communication models, the APA Communication Style, addressing misunderstandings, strategies for giving feedback, and communication components.

### **Customer Service**

This is a step-by-step training course on how to provide excellent customer service in a business. This course covers the importance of customer services, customer service principles, empathy, types of customers, personality types, communication channels, and handling complaints.

### **Interviewing Techniques**

Performing well in an interview is paramount. In this course, participants learn how to present themselves in a job interview and to maximize their chance of landing that “job.” Training is provided to assist participants with answering various types of questions, including open-ended questions which may be asked during an interview. Participants will also learn how to ask and respond to questions related to the knowledge, skills, and abilities of a specific job. Mock interviews sessions will also be a part of the training.

### **Listening Skills**

This course is designed to help participants develop good listening patterns. It also teaches them the importance of good listening skills, the secret to effective communication skills, the nature of miscommunication, communication failures, types of listening, active listening techniques, and dealing with difficult people.

### **Microsoft Applications: Excel 365, Level I**

This is a step-by-step course designed to introduce participants how to work with excel, basic excel features, formulas, moving data, smart tags and options buttons, auto fill options, editing tools, modifying cells data, cell formatting, enhancing charts with graphs, using the view tab, managing a single window, and printing. Printing includes print commands, print preview, using basic print options, and setting printer properties.

**Microsoft Applications: Office 365 - Outlook**

This course addresses information that includes the following: email usage (creating, sending, receiving, and organizing emails), managing tasks, organizing your calendar, making appointments, and scheduling event/meetings.

**Microsoft Applications: Office 365 - PowerPoint**

This course addresses information that includes the following: basic terminology, PowerPoint slide types, formatting texts and paragraphs within your presentation, adding tables and pictures, and presenting your slides.

**Microsoft Applications: Word 365, Level I**

This is a step-by-step course designed to introduce participants how to work with Word, navigate your document, work with features within your document, use the help features, access the toolbar, advanced ribbons and customization, create new documents, use the home ribbon, font dialog, use tabs paragraph options, prepare a document, and print a document.

**O\*NET Interest Profiler**

The O\*NET Interest Profiler is a computer-based program that is designed to provide an individual with an assessment about the work and careers that will best correspond with their own interests.

**Resume Development**

Along with learning the components of a resume, participants will develop their resume and create a template for a composing a cover letter. Training will also include information about the following pre-employment skills: 1) a work ethic, 2) setting goals, 3) developing a positive attitude, 4) identifying career databases, 5) becoming self-motivated, and 6) developing a respect for leadership.

**Telephone Skills**

This is a step-by-step training course on how to provide telephone service in a professional manner. This course covers emotional intelligence, getting the correct information, components of telephone conversations, different types of callers, giving information (confidential vs. non-confidential), and speech attributes, including tone and rate of speech.