



THE CHOICE GROUP

**SKILLS TRAINING
PROGRAM DESCRIPTION
JUNE 1, 2017
REVISED**

Skills Training Program Description

Objectives	3
Eligibility	3
Prerequisites	3
Materials Used in the Course	3
Method of Instruction	3
Time Requirements	4
Accommodations	5
Completion Requirements	6
Staff Qualifications	6
Related Jobs	6
Recommendations	6

Skills Training Program Description

Objectives

The objective of the customized person centered Computer Skills Training program is to provide skills training sufficient for the individual to possess a level of competence commensurate with entry-level requirements, absent typing speed.

Eligibility

An individual who's Vocational Goal would require such related skills as entry-level computer skills, experience in Microsoft software applications, Internet Research, or Social Media Marketing would be considered for admission to this program.

Prerequisites

The service is designed for individuals who possess the physical and cognitive skills necessary to utilize and learn to use a personal computer. In order to participate in the service an individual should possess at least a basic level of competence typing on a keyboard.

Materials Used in the Course

The training will be prefaced with a tutorial on how to proceed through the tutorial, and in how to utilize the computer resources and hardware. Each training series consists of PC based tutorials where the individuals can proceed at their own pace. At the end of each lesson there will be a set of questions that will test the individual's retention and comprehension. The lessons will be supplemented by the presence of a trainer skilled in each application. This trainer will be able to provide support on the computer hardware and software; answer questions the client might have; and trouble shoot any difficulties that may be encountered. The training is reinforced through handouts and the assignment of projects, specifically designed to utilize the most used techniques from that software, within the business world. The primary role of these tutorials and projects will be to provide the client with a tool that can be used to review and refresh the training at dates beyond the completion date of the actual training. At the end of the training for each application, a Post-Training Assessment will be given. This will be used to assess the results of the training, and to compare these results to the Pre-Training Assessment results, where applicable.

Method of Instruction

The Skills Training Process is more than just reading an instruction guide. It is a process that uses audio, video, and hands on activities to actually do the lesson. It also includes testing and assessment of the outcomes from the training.

The Process starts with a Pre-Training Assessment. This Assessment is used to determine the current skill level of the client. The history of prior interactivity with software applications is reviewed. The history of the method

Skills Training Program Description

of study utilized in getting to this point in life is explored. The potential Vocational Goals are assessed for the application of skill sets learned in the lessons. A plan for how to proceed is developed.

The Training begins with an introduction that is based on information garnered from the Pre-Training Assessment. The lesson plan is reviewed and glossaries of terminology applicable to each particular program will be provided as available. Accommodations as determined from the Pre-Training Assessment are included and ready for use. The training is conducted one-on-one with the Skills Trainer. Complete lessons are generally given at one time with usually only one lesson being conducted per session. The sessions themselves usually run between an hour and an hour and a half each. Two or more lessons can be scheduled in the same week to expedite training, should that be desired. The lesson itself is a computer program with video and audio aspects to it. In order to proceed through the lesson it is necessary for the student to perform certain keystrokes as hands on elements to the training. Most likely, a combination of online training and one-on-one personal training will be utilized to reinforce the functions. Exercises will be incorporated in both methods of training to reinforce the execution of each task.

Another component of each lesson is testing. Each lesson ends with a short test. This is used to assess short-term comprehension and retention.

Finally there is a Post-Training Assessment. The Post-Training Assessment serves several purposes. It serves to assess the client's acquisition of new skills. It serves to assess the validity of the methods developed based upon the Pre-Training Assessment. It also serves as an evaluation on the value of the Training. Remember, direct association to employment is not possible. However, marketability, client confidence levels, the performance of the client during the training, the client's personal evaluation of employment utilizing the learned skills, are all outcomes that lend themselves to successful placement in employment.

Time Requirements

The Skills Training program consists of several parts. Each part is required and authorizations sufficient to complete the entire Training will be needed. Listed below are the parts and the estimated time it will take to complete them.

Part	Description	Time (Hours)
Case Startup	An initial interview will be conducted. Documents that are required as a part of our accreditation by CARF, will be completed. In addition, a Pre-Training Assessment will also be conducted. The results will be reviewed to ensure that the training being authorized is appropriate.	2
Training	The actual training time required varies from application to application. The minimum time required would be 5 Hours and the Maximum would be 9 ½ Hours. Specific time requirements for each application are listed below.	Enter the time from the Application List below.
Tests	Each lesson is ended with a Test. In addition, a Post-Training Assessment will be performed.	2
Reports and Case Closure	This would include time required to complete monthly reports, Exit interviews, and other required documentation.	2

Skills Training Program Description

Application List

Application	Time (Hours)
Access	8
Accounting	5.5
Business Planning	
Dragon Naturally Speaking	
Dreamweaver	
Excel	8
Flash	
FrontPage	8
HTML	
Integrating Office Applications	3
Internet Explorer	9
JAWS	
OneNote	
Outlook	6
Photoshop	
PowerPoint	6
Publisher	7
QuickBooks Pro	5
Typing and Data Entry	
Visual Basic for Applications	
Web Design	
Windows	9
Word	8
ZoomText	

Accommodations

The tools at our disposal include functions built into the Microsoft Windows Operating System. One of these is the screen magnification for those requiring larger print. This will decrease the resolution thereby increasing the size of the screen elements. There is also the function called Sticky Keys. This allows the user to make combination keystrokes with only one hand or implement. Other tools were obtained by The Choice Group to add more functions to Windows and to accommodate more individuals. One of these is a screen reader, JAWS. This software will read the contents of most screens to those individuals who cannot see the screen to read it. Yet another tool is Dragon Naturally Speaking. This is a voice recognition software application. When used in conjunction with a microphone, an individual will be able to speak and have his words interpreted by the software. His words are then entered into the active screen on the computer. For individuals who might not be able to leave their home we are securing a portable laptop computer so that the training services might be brought to them.

The Choice Group explores tools and techniques that will make further accommodations available on a continuing basis. We consider it a natural part of the services we offer. We eagerly seek recommendations and referrals on equipment or software from all our Stakeholders and employees. As additional tools are added we will publish their availability. The Choice Group sees the creation of tools to facilitate accommodations as a necessary component not only to employment opportunities, but also to the services we provide the community.

Skills Training Program Description

Completion Requirements

Certificates of completion are awarded only upon completion of an entire program of study including relevant pre and post training assessment tests.

Staff Qualifications

The Choice Group, Inc.'s Computer Training Program will be managed by Robin Metcalf, M. Ed., M.S., C.R.C., N.C.C., C.C.M., C.R.P., L.P.C., as Program Director.

Computer Specialists facilitating the program will hold at least a Bachelor's Degree or in lieu of a Bachelor's Degree will have extensive training or experience working with individuals in this setting. Computer Specialists facilitating the program will also have extensive experience working with the Microsoft Windows Operating System and related software.

Before providing training, each Computer Specialist will be required to complete the Computer Training Program with the support and tutoring of a Choice Group Supervisor.

Related Jobs

In today's employment market, almost every job requires a basic knowledge of computer use. Many times, candidates must also be able to access the World Wide Web and download files with Internet Explorer; prepare PowerPoint presentations; manage e-mail, calendar and contact data in Outlook; produce correspondence in Word; create spreadsheets in Excel; maintain and manage databases in Access; and possess a good knowledge of Windows.

Recommendations

The Choice Group provides Skills Training as part of the umbrella of services we provide. Skills Training Services in Computers has been designed to provide our clients with an overview on how to use Microsoft Software. The array of programs offered permits some tailoring of lessons to Vocational Goals.

Our lesson plans have been developed to introduce clients to the basic elements of programs such as Word, Excel, Access, Outlook, and Windows, to name just a few. The elements range from how to use a mouse to how to create macros. The lessons have been developed to instill confidence in our clients in their ability to use these programs. Completing these lessons will also enable the clients to claim knowledge and skills in the application of these programs.

While no direct associations of our lessons to employment are made, there is widespread application of the knowledge gained across many Vocations. Some matches of software lessons to vocations might include:

Skills Training Program Description

Position	Vocation	Program Lessons	Explanation
Sales	Professional	Word, Excel, Outlook, Internet Explorer, Windows	Salesmen today do much of their own correspondence. Many firms maintain spreadsheets. Email is an indispensable tool to business. Internet Explorer permits the individual to maintain contact with his office and to perform research. Windows is a basic requirement of any job.
Customer Service		Access, Outlook, Internet Explorer, Windows	Records are entered and maintained on databases. Email correspondence within the office is standard. The actual display of records and information is being done over the Internet. Windows is a basic requirement.
Chef		Word, Excel, Internet Explorer, Access, Windows	Correspondence has become a part of this position. Inventories are maintained on spreadsheets. The Internet is used to search recipes and vendors. Recipes are kept in data base files. Windows is a basic requirement.
Data Entry	Clerical	Access, Outlook, Internet Explorer, Windows	Records are entered and maintained on databases. Intraoffice correspondence is through email. The actual display of the information is actually through the Internet and HTML files. Windows is a basic requirement.
Administrative Assistant		Word, Excel, PowerPoint, Outlook, Internet Explorer, Windows	Correspondence is an integral part of the position. Light bookkeeping is often an aspect of these jobs. PowerPoint presentations are widely used. Interoffice correspondence is conducted through email. Windows is a basic requirement.
Food Service	Service	Windows	Windows is a basic requirement.

Skills Training Program Description

Shipping or Receiving	Production	Access, Windows	Handheld devices direct activities through display of data from a database. Windows is a basic requirement.
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These are some of the many possible applications of skill sets learned through Skills Training Services.

Client

Date

Choice Group Trainer

Date